



e-FILING REPORT COVER SHEET

COMPANY NAME: IDAHO POWER COMPANY

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: AR 567

Report is required by:  OAR 860-021-0170

Statute

Order Nos. 13-032 and 13-054

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other RE 132

(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: AR 567

List Key Words for this report. We use these to improve search results.

Annual Billing Error Report

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.

Connie Aschenbrenner  
Rate Design Senior Manager  
[caschenbrenner@idahopower.com](mailto:caschenbrenner@idahopower.com)

February 28, 2023

**VIA ELECTRONIC FILING**

[PUC.FilingCenter@puc.oregon.gov](mailto:PUC.FilingCenter@puc.oregon.gov)

Re: RE 132 – Idaho Power Company's Annual Billing Error Report for 2022

Attention Filing Center:

Please find attached Idaho Power Company's annual report summarizing Idaho Power's billing error activities for 2022. Filed in accordance with OAR 860-021-0170 and Order Nos. 13-032 and 13-054 in Docket No. AR 567, this report summarizes all reportable billing errors in 2022.

If you have any questions regarding this filing, please contact Regulatory Analyst Riley Maloney at (208) 388-5418 or [rmaloney@idahopower.com](mailto:rmaloney@idahopower.com).

Sincerely,



Connie Aschenbrenner

CGA:sg

Attachment

**IDAHO POWER COMPANY  
OREGON ANNUAL BILLING ERROR REPORT  
2022 SUMMARY  
OAR 860-021-0170**

<b>NO. OF REPORTABLE BILLING ERROR EVENTS</b>
One, as reported in Docket No. RE 132 on November 23, 2022.
<b>NO. OF BILLS AFFECTED</b>
2,755 bills were affected by the reported billing error that occurred between June 1, 2022, and August 31, 2022.
<b>NO. OF BILLS ADJUSTED</b>
2,755 bills were adjusted due to the reported billing error. Of the 820 customers affected, over 75 percent were rebilled \$200 or less in total.
<b>DESCRIPTION/CAUSE</b>
<p>In September 2022, while updating a bill-estimate model used by Idaho Power’s Energy Advisors, the Company identified a discrepancy between its tariffed summer season demand charge applicable to its Schedule 9 Large General Service customers receiving secondary service and the demand charge actually being billed to such customer class.</p> <p>Following an investigation of the billing discrepancy, Idaho Power determined that a billing error, limited to only the Company’s Schedule 9 Large General Service customers receiving secondary service, existed and that said billing error began after the implementation of the affected customer class’s most recent rate change<sup>1</sup> when a systematic trigger used to transition between the customer class’s non-summer and summer demand charge was configured incorrectly, thereby preventing any such seasonal rate transition from taking effect. As a result, the demand charge for the Company’s Schedule 9 Large General Service customers receiving secondary service remained at its non-summer rate throughout the 2022 summer season.</p>
<b>ACTION TAKEN TO CORRECT THE BILLING ERROR</b>
Configuration of the systematic trigger used to transition between the affected customer class’s non-summer and summer demand charge was corrected on September 21, 2022. Additionally, all affected customers were sent a letter, in accordance with OAR 860-021-0135(5), notifying them of the billing error, their corresponding bill adjustment, and their ability to enter into a time-payment agreement for the underbilled amount. Customers underbilled \$600 or more were also personally contacted by their Energy Advisor and informed of the situation.

<sup>1</sup> Commission Order No. 22-191, *In the Matter of Idaho Power Company, 2022 Annual Power Cost Update*, Docket No. UE 398.

**ACTION TAKEN TO PREVENT THE SAME BILLING ERROR FROM OCCURRING IN THE FUTURE**

The Company has verified all 2022 rate changes in its system are accurate and a thorough review was performed by internal audit. The Company has also implemented an additional price testing review to prevent this error from occurring in the future and has updated its processes and procedures to more thoroughly document the necessary configuration steps when updating rates with a seasonal rate structure.