



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: RE 187

Report is required by:  OAR  
 Statute  
 Order 20-401 issued in UM 2114  
Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)  
 Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: RE 187

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

Monthly Credit and Collections Data re COVID

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.



**JULIA HILTON**  
Deputy General Counsel &  
Director of Legal  
[jhilton@idahopower.com](mailto:jhilton@idahopower.com)

May 20, 2021

**VIA ELECTRONIC FILING**

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

Re: RE 187 – Idaho Power Company's Monthly Credit and Collections Data for  
April 2021

Attention Filing Center:

Pursuant to Order No. 20-401 issued in UM 2114, Idaho Power Company ("Idaho Power" or "Company") transmits for electronic filing its Monthly Credit and Collections Data for April 2021.

If you have any questions, please do not hesitate to contact me or Regulatory Analyst, Riley Maloney at (208) 388-5418.

Very truly yours,

A handwritten signature in blue ink that reads "Julia Hilton".

Julia Hilton

JH:sh  
Enclosure

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**a. Number of customers, by customer class, by zip code**

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	1	1
97814	-	-	-	3	1	4
97819	-	15	-	21	6	42
97834	-	31	26	640	102	799
97837	-	29	-	63	18	110
97840	-	-	1	95	12	108
97844	-	1	-	-	-	1
97870	-	18	18	422	68	526
97884	-	20	9	160	45	234
97901	-	105	20	343	66	534
97902	-	1	1	28	5	35
97903	-	41	1	77	27	146
97904	-	19	3	106	49	177
97905	1	19	6	99	44	169
97906	-	52	6	131	42	231
97907	-	16	32	369	117	534
97908	-	56	1	57	40	154
97909	-	88	2	46	21	157
97910	-	64	17	381	87	549
97911	-	2	7	87	28	124
97913	-	421	144	2,059	350	2,974
97914	5	612	488	6,610	1,077	8,792
97917	-	1	-	1	1	3
97918	1	511	115	1,893	415	2,935
97920	-	27	2	33	10	72
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
<b>Grand Total</b>	<b>7</b>	<b>2,150</b>	<b>899</b>	<b>13,724</b>	<b>2,634</b>	<b>19,414</b>

Customer count is the count of active contracts (service agreements).

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**b. Number of customers assessed a late payment fee, by customer class**

Zip Code	Irrigation		Large General Commercial		Small General Commercial		Total Count	Total Sum of Amount
	Count	Sum of Amount	Count	Sum of Amount	Count	Sum of Amount		
97834	5	\$ 0.35	4	\$ 91.10	16	\$ 19.56	25	\$ 111.01
97837	5	\$ 0.30	-	\$ -	-	\$ -	5	\$ 0.30
97840	-	\$ -	-	\$ -	1	\$ 0.20	1	\$ 0.20
97870	-	\$ -	2	\$ 5.41	6	\$ 8.26	8	\$ 13.67
97884	-	\$ -	2	\$ 63.12	3	\$ 0.36	5	\$ 63.48
97901	11	\$ 0.79	5	\$ 36.08	6	\$ 1.98	22	\$ 38.85
97903	3	\$ 0.17	-	\$ -	3	\$ 2.11	6	\$ 2.28
97904	-	\$ -	-	\$ -	2	\$ 1.70	2	\$ 1.70
97905	1	\$ 0.05	-	\$ -	1	\$ 0.52	2	\$ 0.57
97906	9	\$ 0.81	-	\$ -	7	\$ 5.09	16	\$ 5.90
97907	2	\$ 0.06	1	\$ 3.84	3	\$ 3.81	6	\$ 7.71
97908	21	\$ 5.47	-	\$ -	3	\$ 0.49	24	\$ 5.96
97909	2	\$ 0.13	-	\$ -	-	\$ -	2	\$ 0.13
97910	6	\$ 0.18	4	\$ 30.71	17	\$ 8.13	27	\$ 39.02
97911	-	\$ -	3	\$ 17.97	4	\$ 2.98	7	\$ 20.95
97913	20	\$ 0.91	9	\$ 24.83	42	\$ 39.09	71	\$ 64.83
97914	100	\$ 16.95	58	\$ 413.90	150	\$ 158.20	308	\$ 589.05
97918	37	\$ 3.90	16	\$ 234.39	64	\$ 53.33	117	\$ 291.62
97920	6	\$ 0.18	-	\$ -	-	\$ -	6	\$ 0.18
97980	-	\$ -	-	\$ -	1	\$ 1.02	1	\$ 1.02
<b>Grand Total</b>	<b>228</b>	<b>\$ 30.25</b>	<b>104</b>	<b>\$ 921.35</b>	<b>329</b>	<b>\$ 306.83</b>	<b>661</b>	<b>\$ 1,258.43</b>

Amount is the dollar amount of assessed late payment fees by contracts (service agreements). Count is the count of unique contracts (service agreements) assessed a late payment fee during the period.

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**c. Customers enrolled in a current Time Payment Agreement, by customer class**

<b>Zip Code</b>	<b>Large General Commercial</b>	<b>Residential</b>	<b>Small General Commercial</b>	<b>Grand Total</b>
97819	-	1	-	<b>1</b>
97834	-	9	2	<b>11</b>
97837	-	1	-	<b>1</b>
97870	-	9	-	<b>9</b>
97884	-	3	-	<b>3</b>
97901	-	10	-	<b>10</b>
97903	-	5	1	<b>6</b>
97904	-	1	-	<b>1</b>
97905	-	19	-	<b>19</b>
97906	-	3	-	<b>3</b>
97907	-	16	-	<b>16</b>
97910	-	2	-	<b>2</b>
97913	-	77	3	<b>80</b>
97914	4	292	5	<b>301</b>
97918	-	65	6	<b>71</b>
97920	-	-	1	<b>1</b>
<b>Grand Total</b>	<b>4</b>	<b>513</b>	<b>18</b>	<b>535</b>

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**d. Number of customers enrolling in a new Time Payment Agreement by customer class**

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	1	11	2	14
97837	-	4	-	4
97840	-	1	-	1
97870	-	8	-	8
97884	-	1	-	1
97901	-	9	1	10
97903	-	6	1	7
97904	-	1	-	1
97905	-	3	-	3
97906	-	2	1	3
97907	-	8	-	8
97910	-	1	-	1
97911	-	2	-	2
97913	-	71	1	72
97914	6	201	3	210
97918	2	44	4	50
97920	-	-	1	1
<b>Grand Total</b>	<b>9</b>	<b>373</b>	<b>14</b>	<b>396</b>

Count is the count of unique contracts (service agreements) enrolled in a Time Payment Agreement during the period.

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**h. The number of customers taking service at the beginning of the period under existing medical payment arrangements**

<b>Zip Code</b>	<b>Residential</b>	<b>Grand Total</b>
97914	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**i. The number of customers enrolling in new medical payment arrangements during the period**

The Company did not have any customers enrolling in new medical payment arrangements during the period.



**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**j. Number of Residential and Small Commercial customers with arrearage balances**

<b>Customer Class</b>	<b>Total Count of Arrears 31+ Days Past Due</b>
Residential	<b>1,335</b>
Small General Commercial	<b>106</b>
<b>Grand Total</b>	<b>1,441</b>

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**j. Number of Residential and Small Commercial customers with arrearage balances**

<b>Customer Class</b>	<b>Count of Arrears 31+ Days Past Due</b>	<b>Count of Arrears 31-60 Days Past Due</b>	<b>Count of Arrears 61-90 Days Past Due</b>	<b>Count of Arrears 91+ Days Past Due</b>
<b>Residential</b>	<b>1,335</b>	<b>509</b>	<b>222</b>	<b>604</b>
97819	1	-	-	1
97834	39	21	5	13
97837	6	3	2	1
97870	23	8	3	12
97884	13	4	6	3
97901	17	7	3	7
97903	10	7	-	3
97904	4	3	-	1
97905	20	16	3	1
97906	9	1	2	6
97907	36	10	6	20
97909	4	4	-	-
97910	7	5	1	1
97911	5	4	-	1
97913	190	59	42	89
97914	752	283	106	363
97918	196	71	43	82
97920	3	3	-	-
<b>Small General Commercial</b>	<b>106</b>	<b>58</b>	<b>13</b>	<b>35</b>
97834	6	4	-	2
97837	1	1	-	-
97870	3	1	2	-
97903	3	3	-	-
97905	1	-	1	-
97906	1	1	-	-
97910	2	1	1	-
97911	1	1	-	-
97913	14	4	3	7
97914	41	27	2	12
97918	32	14	4	14
97980	1	1	-	-
<b>Grand Total</b>	<b>1,441</b>	<b>567</b>	<b>235</b>	<b>639</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**j. Arrearage balances, Residential and Small Commercial customers**

Customer Class	Sum of Arrears 31+ Days Past Due	Sum of Arrears 31-60 Days Past Due	Sum of Arrears 61-90 Days Past Due	Sum of Arrears 91+ Days Past Due
<b>Residential</b>	<b>\$ 607,832.19</b>	<b>\$ 59,640.94</b>	<b>\$ 61,854.18</b>	<b>\$ 486,337.07</b>
97819	\$ 838.71	\$ -	\$ -	\$ 838.71
97834	\$ 19,889.19	\$ 2,661.06	\$ 2,222.71	\$ 15,005.42
97837	\$ 1,990.18	\$ 325.53	\$ 469.37	\$ 1,195.28
97870	\$ 7,097.72	\$ 510.97	\$ 534.98	\$ 6,051.77
97884	\$ 3,791.56	\$ 158.92	\$ 533.40	\$ 3,099.24
97901	\$ 13,254.23	\$ 1,134.03	\$ 973.53	\$ 11,146.67
97903	\$ 2,082.45	\$ 597.35	\$ -	\$ 1,485.10
97904	\$ 1,564.62	\$ 417.50	\$ -	\$ 1,147.12
97905	\$ 2,351.38	\$ 281.52	\$ 805.77	\$ 1,264.09
97906	\$ 11,019.29	\$ 191.64	\$ 388.03	\$ 10,439.62
97907	\$ 24,286.59	\$ 2,029.78	\$ 1,997.31	\$ 20,259.50
97909	\$ 510.87	\$ 510.87	\$ -	\$ -
97910	\$ 1,342.80	\$ 444.40	\$ 55.67	\$ 842.73
97911	\$ 2,756.52	\$ 1,595.65	\$ -	\$ 1,160.87
97913	\$ 86,604.62	\$ 6,181.53	\$ 11,939.90	\$ 68,483.19
97914	\$ 339,921.99	\$ 33,752.81	\$ 29,175.04	\$ 276,994.14
97918	\$ 88,264.97	\$ 8,582.88	\$ 12,758.47	\$ 66,923.62
97920	\$ 264.50	\$ 264.50	\$ -	\$ -
<b>Small General Commercial</b>	<b>\$ 15,837.77</b>	<b>\$ 4,242.26</b>	<b>\$ 1,717.02</b>	<b>\$ 9,878.49</b>
97834	\$ 501.46	\$ 63.13	\$ -	\$ 438.33
97837	\$ 270.84	\$ 270.84	\$ -	\$ -
97870	\$ 511.65	\$ 115.62	\$ 396.03	\$ -
97903	\$ 220.89	\$ 220.89	\$ -	\$ -
97905	\$ 36.87	\$ -	\$ 36.87	\$ -
97906	\$ 14.94	\$ 14.94	\$ -	\$ -
97910	\$ 296.87	\$ 118.80	\$ 178.07	\$ -
97911	\$ 20.37	\$ 20.37	\$ -	\$ -
97913	\$ 3,717.11	\$ 118.71	\$ 552.44	\$ 3,045.96
97914	\$ 6,885.54	\$ 2,825.44	\$ 443.48	\$ 3,616.62
97918	\$ 3,259.64	\$ 371.93	\$ 110.13	\$ 2,777.58
97980	\$ 101.59	\$ 101.59	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 623,669.96</b>	<b>\$ 63,883.20</b>	<b>\$ 63,571.20</b>	<b>\$ 496,215.56</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**j. Average arrearages for Residential and Small Commercial customers**

Customer Class	Average of Arrears 31+ Days Past Due	Average of Arrears 31-60 Days Past Due	Average of Arrears 61-90 Days Past Due	Average of Arrears 91+ Days Past Due
<b>Residential</b>	<b>\$ 455.31</b>	<b>\$ 117.17</b>	<b>\$ 278.62</b>	<b>\$ 805.19</b>
97819	\$ 838.71	\$ -	\$ -	\$ 838.71
97834	\$ 509.98	\$ 126.72	\$ 444.54	\$ 1,154.26
97837	\$ 331.70	\$ 108.51	\$ 234.69	\$ 1,195.28
97870	\$ 308.60	\$ 63.87	\$ 178.33	\$ 504.31
97884	\$ 291.66	\$ 39.73	\$ 88.90	\$ 1,033.08
97901	\$ 779.66	\$ 162.00	\$ 324.51	\$ 1,592.38
97903	\$ 208.25	\$ 85.34	\$ -	\$ 495.03
97904	\$ 391.16	\$ 139.17	\$ -	\$ 1,147.12
97905	\$ 117.57	\$ 17.60	\$ 268.59	\$ 1,264.09
97906	\$ 1,224.37	\$ 191.64	\$ 194.02	\$ 1,739.94
97907	\$ 674.63	\$ 202.98	\$ 332.89	\$ 1,012.98
97909	\$ 127.72	\$ 127.72	\$ -	\$ -
97910	\$ 191.83	\$ 88.88	\$ 55.67	\$ 842.73
97911	\$ 551.30	\$ 398.91	\$ -	\$ 1,160.87
97913	\$ 455.81	\$ 104.77	\$ 284.28	\$ 769.47
97914	\$ 452.02	\$ 119.27	\$ 275.24	\$ 763.07
97918	\$ 450.33	\$ 120.89	\$ 296.71	\$ 816.14
97920	\$ 88.17	\$ 88.17	\$ -	\$ -
<b>Small General Commercial</b>	<b>\$ 149.41</b>	<b>\$ 73.14</b>	<b>\$ 132.08</b>	<b>\$ 282.24</b>
97834	\$ 83.58	\$ 15.78	\$ -	\$ 219.17
97837	\$ 270.84	\$ 270.84	\$ -	\$ -
97870	\$ 170.55	\$ 115.62	\$ 198.02	\$ -
97903	\$ 73.63	\$ 73.63	\$ -	\$ -
97905	\$ 36.87	\$ -	\$ 36.87	\$ -
97906	\$ 14.94	\$ 14.94	\$ -	\$ -
97910	\$ 148.44	\$ 118.80	\$ 178.07	\$ -
97911	\$ 20.37	\$ 20.37	\$ -	\$ -
97913	\$ 265.51	\$ 29.68	\$ 184.15	\$ 435.14
97914	\$ 167.94	\$ 104.65	\$ 221.74	\$ 301.39
97918	\$ 101.86	\$ 26.57	\$ 27.53	\$ 198.40
97980	\$ 101.59	\$ 101.59	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 432.80</b>	<b>\$ 112.67</b>	<b>\$ 270.52</b>	<b>\$ 776.55</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**I. Non-pay service disconnects, by customer class**

<b>Disconnects</b>		
<b>Zip Code</b>	<b>Irrigation</b>	<b>Grand Total</b>
97914	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**m. Service reconnects, by customer class**

The Company did not perform any service reconnects during the period.

**Idaho Power Company**  
**Entire Service Area Small Commercial Customer Count and Disconnects**  
**April 2021**

**Response to Staff's standing Information Request No. 25:**

<b>Small Commercial</b>	<b>April 2021</b>
Customers	32,019
Disconnects <sup>1</sup>	44
Disconnects as percentage of customers	0.14%

<sup>1</sup> Of the Company's 44 small commercial customers who were disconnected for non-payment in April 2021, 34 were reconnected within 7 days, 29 of which were reconnected within 1 day.

In response to Staff's standing Information Request No. 25, the Company is providing its small commercial customer count and disconnect data for its entire service area within its Monthly COVID-19 report and will continue to do so through December 2021.

**Idaho Power Company**  
**Oregon Small Commercial Customer Count and Disconnects**  
**April 2021**

**Response to Staff's standing Information Request No. 26:**

<b>Small Commercial</b>	<b>April 2021</b>
Customers	2,634
Disconnects	0
Disconnects as percentage of customers	0.00%

In response to Staff's standing Information Request No. 26, the Company is providing its Oregon small commercial customer count and disconnect data within its Monthly COVID-19 report and will continue to do so through December 2021.



**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**a. Number of customers, by customer class, by zip code**

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
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97814	-	-	-	3	1	4
97819	-	15	-	21	6	42
97834	-	31	26	640	102	799
97837	-	29	-	63	18	110
97840	-	-	1	95	12	108
97844	-	1	-	-	-	1
97870	-	18	18	422	68	526
97884	-	20	9	160	45	234
97901	-	105	20	343	66	534
97902	-	1	1	28	5	35
97903	-	41	1	77	27	146
97904	-	19	3	106	49	177
97905	1	19	6	99	44	169
97906	-	52	6	131	42	231
97907	-	16	32	369	117	534
97908	-	56	1	57	40	154
97909	-	88	2	46	21	157
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97911	-	2	7	87	28	124
97913	-	421	144	2,059	350	2,974
97914	5	612	488	6,610	1,077	8,792
97917	-	1	-	1	1	3
97918	1	511	115	1,893	415	2,935
97920	-	27	2	33	10	72
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
<b>Grand Total</b>	<b>7</b>	<b>2,150</b>	<b>899</b>	<b>13,724</b>	<b>2,634</b>	<b>19,414</b>

Customer count is the count of active contracts (service agreements).

**Idaho Power Company  
COVID-19 Monthly Report  
April 2021**

**b. Number of customers assessed a late payment fee, by customer class**

Zip Code	Irrigation		Large General Commercial		Small General Commercial		Total Count	Total Sum of Amount
	Count	Sum of Amount	Count	Sum of Amount	Count	Sum of Amount		
97834	5	\$ 0.35	4	\$ 91.10	16	\$ 19.56	25	\$ 111.01
97837	5	\$ 0.30	-	\$ -	-	\$ -	5	\$ 0.30
97840	-	\$ -	-	\$ -	1	\$ 0.20	1	\$ 0.20
97870	-	\$ -	2	\$ 5.41	6	\$ 8.26	8	\$ 13.67
97884	-	\$ -	2	\$ 63.12	3	\$ 0.36	5	\$ 63.48
97901	11	\$ 0.79	5	\$ 36.08	6	\$ 1.98	22	\$ 38.85
97903	3	\$ 0.17	-	\$ -	3	\$ 2.11	6	\$ 2.28
97904	-	\$ -	-	\$ -	2	\$ 1.70	2	\$ 1.70
97905	1	\$ 0.05	-	\$ -	1	\$ 0.52	2	\$ 0.57
97906	9	\$ 0.81	-	\$ -	7	\$ 5.09	16	\$ 5.90
97907	2	\$ 0.06	1	\$ 3.84	3	\$ 3.81	6	\$ 7.71
97908	21	\$ 5.47	-	\$ -	3	\$ 0.49	24	\$ 5.96
97909	2	\$ 0.13	-	\$ -	-	\$ -	2	\$ 0.13
97910	6	\$ 0.18	4	\$ 30.71	17	\$ 8.13	27	\$ 39.02
97911	-	\$ -	3	\$ 17.97	4	\$ 2.98	7	\$ 20.95
97913	20	\$ 0.91	9	\$ 24.83	42	\$ 39.09	71	\$ 64.83
97914	100	\$ 16.95	58	\$ 413.90	150	\$ 158.20	308	\$ 589.05
97918	37	\$ 3.90	16	\$ 234.39	64	\$ 53.33	117	\$ 291.62
97920	6	\$ 0.18	-	\$ -	-	\$ -	6	\$ 0.18
97980	-	\$ -	-	\$ -	1	\$ 1.02	1	\$ 1.02
<b>Grand Total</b>	<b>228</b>	<b>\$ 30.25</b>	<b>104</b>	<b>\$ 921.35</b>	<b>329</b>	<b>\$ 306.83</b>	<b>661</b>	<b>\$ 1,258.43</b>

Amount is the dollar amount of assessed late payment fees by contracts (service agreements). Count is the count of unique contracts (service agreements) assessed a late payment fee during the period.

Idaho Power Company  
 COVID-19 Monthly Report  
 April 2021

c. Customers enrolled in a current Time Payment Agreement, by customer class

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97819	-	1	-	1
97834	-	9	2	11
97837	-	1	-	1
97870	-	9	-	9
97884	-	3	-	3
97901	-	10	-	10
97903	-	5	1	6
97904	-	1	-	1
97905	-	19	-	19
97906	-	3	-	3
97907	-	16	-	16
97910	-	2	-	2
97913	-	77	3	80
97914	4	292	5	301
97918	-	65	6	71
97920	-	-	1	1
<b>Grand Total</b>	<b>4</b>	<b>513</b>	<b>18</b>	<b>535</b>

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**d. Number of customers enrolling in a new Time Payment Agreement by customer class**

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	1	11	2	14
97837	-	4	-	4
97840	-	1	-	1
97870	-	8	-	8
97884	-	1	-	1
97901	-	9	1	10
97903	-	6	1	7
97904	-	1	-	1
97905	-	3	-	3
97906	-	2	1	3
97907	-	8	-	8
97910	-	1	-	1
97911	-	2	-	2
97913	-	71	1	72
97914	6	201	3	210
97918	2	44	4	50
97920	-	-	1	1
<b>Grand Total</b>	<b>9</b>	<b>373</b>	<b>14</b>	<b>396</b>

Count is the count of unique contracts (service agreements) enrolled in a Time Payment Agreement during the period.

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**h. The number of customers taking service at the beginning of the period under existing medical payment arrangements**

<b>Zip Code</b>	<b>Residential</b>	<b>Grand Total</b>
97914	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>

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**i. The number of customers enrolling in new medical payment arrangements during the period**

The Company did not have any customers enrolling in new medical payment arrangements during the period.

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**j. Number of Residential and Small Commercial customers with arrearage balances**

<b>Customer Class</b>	<b>Total Count of Arrears 31+ Days Past Due</b>
Residential	<b>1,335</b>
Small General Commercial	<b>106</b>
<b>Grand Total</b>	<b>1,441</b>

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**j. Number of Residential and Small Commercial customers with arrearage balances**

Customer Class	Count of Arrears 31+ Days Past Due	Count of Arrears 31-60 Days Past Due	Count of Arrears 61-90 Days Past Due	Count of Arrears 91+ Days Past Due
<b>Residential</b>	<b>1,335</b>	<b>509</b>	<b>222</b>	<b>604</b>
97819	1	-	-	1
97834	39	21	5	13
97837	6	3	2	1
97870	23	8	3	12
97884	13	4	6	3
97901	17	7	3	7
97903	10	7	-	3
97904	4	3	-	1
97905	20	16	3	1
97906	9	1	2	6
97907	36	10	6	20
97909	4	4	-	-
97910	7	5	1	1
97911	5	4	-	1
97913	190	59	42	89
97914	752	283	106	363
97918	196	71	43	82
97920	3	3	-	-
<b>Small General Commercial</b>	<b>106</b>	<b>58</b>	<b>13</b>	<b>35</b>
97834	6	4	-	2
97837	1	1	-	-
97870	3	1	2	-
97903	3	3	-	-
97905	1	-	1	-
97906	1	1	-	-
97910	2	1	1	-
97911	1	1	-	-
97913	14	4	3	7
97914	41	27	2	12
97918	32	14	4	14
97980	1	1	-	-
<b>Grand Total</b>	<b>1,441</b>	<b>567</b>	<b>235</b>	<b>639</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.



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**j. Arrearage balances, Residential and Small Commercial customers**

Customer Class	Sum of Arrears 31+ Days Past Due	Sum of Arrears 31-60 Days Past Due	Sum of Arrears 61-90 Days Past Due	Sum of Arrears 91+ Days Past Due
<b>Residential</b>	<b>\$ 607,832.19</b>	<b>\$ 59,640.94</b>	<b>\$ 61,854.18</b>	<b>\$ 486,337.07</b>
97819	\$ 838.71	\$ -	\$ -	\$ 838.71
97834	\$ 19,889.19	\$ 2,661.06	\$ 2,222.71	\$ 15,005.42
97837	\$ 1,990.18	\$ 325.53	\$ 469.37	\$ 1,195.28
97870	\$ 7,097.72	\$ 510.97	\$ 534.98	\$ 6,051.77
97884	\$ 3,791.56	\$ 158.92	\$ 533.40	\$ 3,099.24
97901	\$ 13,254.23	\$ 1,134.03	\$ 973.53	\$ 11,146.67
97903	\$ 2,082.45	\$ 597.35	\$ -	\$ 1,485.10
97904	\$ 1,564.62	\$ 417.50	\$ -	\$ 1,147.12
97905	\$ 2,351.38	\$ 281.52	\$ 805.77	\$ 1,264.09
97906	\$ 11,019.29	\$ 191.64	\$ 388.03	\$ 10,439.62
97907	\$ 24,286.59	\$ 2,029.78	\$ 1,997.31	\$ 20,259.50
97909	\$ 510.87	\$ 510.87	\$ -	\$ -
97910	\$ 1,342.80	\$ 444.40	\$ 55.67	\$ 842.73
97911	\$ 2,756.52	\$ 1,595.65	\$ -	\$ 1,160.87
97913	\$ 86,604.62	\$ 6,181.53	\$ 11,939.90	\$ 68,483.19
97914	\$ 339,921.99	\$ 33,752.81	\$ 29,175.04	\$ 276,994.14
97918	\$ 88,264.97	\$ 8,582.88	\$ 12,758.47	\$ 66,923.62
97920	\$ 264.50	\$ 264.50	\$ -	\$ -
<b>Small General Commercial</b>	<b>\$ 15,837.77</b>	<b>\$ 4,242.26</b>	<b>\$ 1,717.02</b>	<b>\$ 9,878.49</b>
97834	\$ 501.46	\$ 63.13	\$ -	\$ 438.33
97837	\$ 270.84	\$ 270.84	\$ -	\$ -
97870	\$ 511.65	\$ 115.62	\$ 396.03	\$ -
97903	\$ 220.89	\$ 220.89	\$ -	\$ -
97905	\$ 36.87	\$ -	\$ 36.87	\$ -
97906	\$ 14.94	\$ 14.94	\$ -	\$ -
97910	\$ 296.87	\$ 118.80	\$ 178.07	\$ -
97911	\$ 20.37	\$ 20.37	\$ -	\$ -
97913	\$ 3,717.11	\$ 118.71	\$ 552.44	\$ 3,045.96
97914	\$ 6,885.54	\$ 2,825.44	\$ 443.48	\$ 3,616.62
97918	\$ 3,259.64	\$ 371.93	\$ 110.13	\$ 2,777.58
97980	\$ 101.59	\$ 101.59	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 623,669.96</b>	<b>\$ 63,883.20</b>	<b>\$ 63,571.20</b>	<b>\$ 496,215.56</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

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**j. Average arrearages for Residential and Small Commercial customers**

Customer Class	Average of Arrears 31+ Days Past Due	Average of Arrears 31-60 Days Past Due	Average of Arrears 61-90 Days Past Due	Average of Arrears 91+ Days Past Due
<b>Residential</b>	\$ <b>455.31</b>	\$ <b>117.17</b>	\$ <b>278.62</b>	\$ <b>805.19</b>
97819	\$ 838.71	\$ -	\$ -	\$ 838.71
97834	\$ 509.98	\$ 126.72	\$ 444.54	\$ 1,154.26
97837	\$ 331.70	\$ 108.51	\$ 234.69	\$ 1,195.28
97870	\$ 308.60	\$ 63.87	\$ 178.33	\$ 504.31
97884	\$ 291.66	\$ 39.73	\$ 88.90	\$ 1,033.08
97901	\$ 779.66	\$ 162.00	\$ 324.51	\$ 1,592.38
97903	\$ 208.25	\$ 85.34	\$ -	\$ 495.03
97904	\$ 391.16	\$ 139.17	\$ -	\$ 1,147.12
97905	\$ 117.57	\$ 17.60	\$ 268.59	\$ 1,264.09
97906	\$ 1,224.37	\$ 191.64	\$ 194.02	\$ 1,739.94
97907	\$ 674.63	\$ 202.98	\$ 332.89	\$ 1,012.98
97909	\$ 127.72	\$ 127.72	\$ -	\$ -
97910	\$ 191.83	\$ 88.88	\$ 55.67	\$ 842.73
97911	\$ 551.30	\$ 398.91	\$ -	\$ 1,160.87
97913	\$ 455.81	\$ 104.77	\$ 284.28	\$ 769.47
97914	\$ 452.02	\$ 119.27	\$ 275.24	\$ 763.07
97918	\$ 450.33	\$ 120.89	\$ 296.71	\$ 816.14
97920	\$ 88.17	\$ 88.17	\$ -	\$ -
<b>Small General Commercial</b>	\$ <b>149.41</b>	\$ <b>73.14</b>	\$ <b>132.08</b>	\$ <b>282.24</b>
97834	\$ 83.58	\$ 15.78	\$ -	\$ 219.17
97837	\$ 270.84	\$ 270.84	\$ -	\$ -
97870	\$ 170.55	\$ 115.62	\$ 198.02	\$ -
97903	\$ 73.63	\$ 73.63	\$ -	\$ -
97905	\$ 36.87	\$ -	\$ 36.87	\$ -
97906	\$ 14.94	\$ 14.94	\$ -	\$ -
97910	\$ 148.44	\$ 118.80	\$ 178.07	\$ -
97911	\$ 20.37	\$ 20.37	\$ -	\$ -
97913	\$ 265.51	\$ 29.68	\$ 184.15	\$ 435.14
97914	\$ 167.94	\$ 104.65	\$ 221.74	\$ 301.39
97918	\$ 101.86	\$ 26.57	\$ 27.53	\$ 198.40
97980	\$ 101.59	\$ 101.59	\$ -	\$ -
<b>Grand Total</b>	\$ <b>432.80</b>	\$ <b>112.67</b>	\$ <b>270.52</b>	\$ <b>776.55</b>

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

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I. Non-pay service disconnects, by customer class

Disconnects		
Zip Code	Irrigation	Grand Total
97914	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>

**Idaho Power Company  
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**m. Service reconnects, by customer class**

The Company did not perform any service reconnects during the period.

**Idaho Power Company**  
**Entire Service Area Small Commercial Customer Count and Disconnects**  
**April 2021**

**Response to Staff's standing Information Request No. 25:**

<b>Small Commercial</b>	<b>April 2021</b>
Customers	32,019
Disconnects <sup>1</sup>	44
Disconnects as percentage of customers	0.14%

<sup>1</sup> Of the Company's 44 small commercial customers who were disconnected for non-payment in April 2021, 34 were reconnected within 7 days, 29 of which were reconnected within 1 day.

In response to Staff's standing Information Request No. 25, the Company is providing its small commercial customer count and disconnect data for its entire service area within its Monthly COVID-19 report and will continue to do so through December 2021.

**Idaho Power Company**  
**Oregon Small Commercial Customer Count and Disconnects**  
**April 2021**

**Response to Staff's standing Information Request No. 26:**

Small Commercial	April 2021
Customers	2,634
Disconnects	0
Disconnects as percentage of customers	0.00%

In response to Staff's standing Information Request No. 26, the Company is providing its Oregon small commercial customer count and disconnect data within its Monthly COVID-19 report and will continue to do so through December 2021.