



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: 187

Report is required by: OAR
 Statute
 Order 20-401

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: UM 2114

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

Monthly Credit and Collections Data

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@puc.oregon.gov

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

October 20, 2022

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 187 – Idaho Power Company’s Monthly Credit and Collections Data for September 2022

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 September 2022.

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 "Connie Aschenbrenner".

Connie Aschenbrenner

CA:sg
Enclosure

Idaho Power Company
 COVID-19 Monthly Report
 September 2022

a. Number of customers, by customer class

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	2	2
97814	-	-	-	4	1	5
97819	-	15	-	21	6	42
97834	-	33	31	652	102	818
97837	-	30	2	63	16	111
97840	-	-	1	107	17	125
97844	-	1	-	-	-	1
97870	-	21	22	425	65	533
97884	-	23	8	163	48	242
97901	-	110	17	350	71	548
97902	-	1	1	29	6	37
97903	-	44	2	75	27	148
97904	-	21	2	109	50	182
97905	1	20	7	91	47	166
97906	-	56	7	136	42	241
97907	-	16	39	375	113	543
97908	-	56	2	58	40	156
97909	-	88	2	47	21	158
97910	-	71	17	379	87	554
97911	-	1	7	90	28	126
97913	-	442	152	2,080	351	3,025
97914	5	644	501	6,761	1,097	9,008
97917	-	1	-	1	1	3
97918	1	542	115	1,902	418	2,978
97920	-	27	2	33	9	71
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,264	937	13,951	2,667	19,826

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

**Idaho Power Company
COVID-19 Monthly Report
September 2022**

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

Zip Code	Industrial		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	Count	Sum of Amount		
87870	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97720	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97814	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97819	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97834	-	\$ -	1	\$ 5.99	5	\$ 19.23	8	\$ 4.45	14	\$ 29.67
97837	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97840	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.53	1	\$ 0.53
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	1	\$ 0.18	3	\$ 15.50	6	\$ 2.27	10	\$ 17.95
97884	-	\$ -	-	\$ -	4	\$ 25.24	9	\$ 5.14	13	\$ 30.38
97901	-	\$ -	13	\$ 102.64	1	\$ 14.31	4	\$ 4.69	18	\$ 121.64
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	3	\$ 39.61	-	\$ -	5	\$ 2.24	8	\$ 41.85
97904	-	\$ -	3	\$ 27.90	-	\$ -	4	\$ 1.49	7	\$ 29.39
97905	-	\$ -	4	\$ 22.55	-	\$ -	4	\$ 2.34	8	\$ 24.89
97906	-	\$ -	3	\$ 24.48	-	\$ -	3	\$ 2.72	6	\$ 27.20
97907	-	\$ -	3	\$ 0.54	4	\$ 23.99	13	\$ 5.84	20	\$ 30.37
97908	-	\$ -	1	\$ 0.18	-	\$ -	1	\$ 0.10	2	\$ 0.28
97909	-	\$ -	1	\$ 0.01	-	\$ -	2	\$ 2.52	3	\$ 2.53
97910	-	\$ -	17	\$ 67.02	3	\$ 21.68	9	\$ 7.39	29	\$ 96.09
97911	-	\$ -	-	\$ -	1	\$ 7.17	4	\$ 2.68	5	\$ 9.85
97913	-	\$ -	39	\$ 313.65	10	\$ 59.36	28	\$ 39.40	77	\$ 412.41
97914	1	\$ 0.20	94	\$ 778.34	43	\$ 476.30	128	\$ 165.88	266	\$ 1,420.72
97917	-	\$ -	1	\$ 8.97	-	\$ -	-	\$ -	1	\$ 8.97
97918	-	\$ -	89	\$ 421.25	6	\$ 22.08	36	\$ 25.00	131	\$ 468.33
97920	-	\$ -	2	\$ 35.82	-	\$ -	-	\$ -	2	\$ 35.82
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
Grand Total	1	\$ 0.20	275	\$ 1,849.13	80	\$ 684.86	265	\$ 274.68	621	\$ 2,808.87

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
 September 2022

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	-	12	1	13
97840	-	1	-	1
97870	-	16	-	16
97884	1	3	-	4
97901	-	11	-	11
97903	1	3	-	4
97904	-	1	-	1
97905	-	7	-	7
97906	-	4	-	4
97907	1	19	-	20
97910	-	6	-	6
97913	1	114	4	119
97914	4	349	7	360
97918	1	89	4	94
Grand Total	9	636	16	661

**Idaho Power Company
COVID-19 Monthly Report
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d. Number of customers enrolling in a new Time Payment Agreement, by customer class

Zip Code	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	12	2	14
97840	-	-	1	-	1
97870	-	1	10	-	11
97884	-	-	1	-	1
97901	-	-	9	-	9
97903	-	1	3	-	4
97904	-	-	1	-	1
97905	-	-	3	-	3
97906	-	-	2	-	2
97907	-	1	11	-	12
97910	-	-	5	-	5
97911	-	-	1	-	1
97913	1	1	71	2	75
97914	-	4	255	12	271
97918	-	1	61	3	65
Grand Total	1	9	446	19	475

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

The Company did not have any customers taking service at the beginning of the period under existing medical payment arrangements.

**Idaho Power Company
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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.

**Idaho Power Company
COVID-19 Monthly Report
September 2022**

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

Customer Class	Total Count of Arrears 31+ Days Past Due
Residential	1,324
Small General Commercial	141
Grand Total	1,465

**Idaho Power Company
COVID-19 Monthly Report
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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
Residential	1,324	557	150	617
97914	713	295	64	354
97910	17	4	1	12
97918	227	117	29	81
97870	22	9	3	10
97834	37	21	6	10
97913	168	57	33	78
97840	2	1	-	1
97906	8	4	-	4
97884	13	8	3	2
97905	31	3	3	25
97909	3	2	-	1
97901	20	7	2	11
97907	45	20	4	21
97837	2	-	-	2
97903	12	7	2	3
97904	1	-	-	1
97819	1	-	-	1
97920	2	2	-	-
Small General Commercial	141	81	23	37
97914	53	28	11	14
97910	3	2	-	1
97918	31	18	5	8
97870	3	2	1	-
97834	5	3	-	2
97913	20	5	4	11
97906	1	-	-	1
97884	6	6	-	-
97905	2	2	-	-
97909	2	1	1	-
97901	2	2	-	-
97907	6	6	-	-
97903	5	4	1	-
97911	1	1	-	-
97908	1	1	-	-
Grand Total	1,465	638	173	654

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
September 2022**

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
Residential	\$ 601,634.88	\$ 56,357.71	\$ 25,085.57	\$ 520,191.60
97914	\$ 314,856.35	\$ 29,480.49	\$ 9,523.65	\$ 275,852.21
97910	\$ 6,519.82	\$ 194.97	\$ 877.55	\$ 5,447.30
97918	\$ 101,719.13	\$ 13,591.20	\$ 5,347.85	\$ 82,780.08
97870	\$ 4,040.71	\$ 796.01	\$ 668.66	\$ 2,576.04
97834	\$ 16,816.46	\$ 3,911.19	\$ 950.51	\$ 11,954.76
97913	\$ 65,463.77	\$ 3,323.26	\$ 5,532.64	\$ 56,607.87
97840	\$ 157.94	\$ 48.35	\$ -	\$ 109.59
97906	\$ 12,078.78	\$ 459.03	\$ -	\$ 11,619.75
97884	\$ 5,211.06	\$ 378.32	\$ 357.17	\$ 4,475.57
97905	\$ 7,321.97	\$ 105.65	\$ 340.16	\$ 6,876.16
97909	\$ 679.66	\$ 279.24	\$ -	\$ 400.42
97901	\$ 15,910.27	\$ 449.23	\$ 456.81	\$ 15,004.23
97907	\$ 45,567.43	\$ 2,621.16	\$ 583.15	\$ 42,363.12
97837	\$ 338.02	\$ -	\$ -	\$ 338.02
97903	\$ 3,152.13	\$ 455.57	\$ 447.42	\$ 2,249.14
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 264.04	\$ 264.04	\$ -	\$ -
Small General Commercial	\$ 12,376.49	\$ 4,614.83	\$ 1,751.61	\$ 6,010.05
97914	\$ 7,504.27	\$ 2,819.89	\$ 754.10	\$ 3,930.28
97910	\$ 215.17	\$ 134.98	\$ -	\$ 80.19
97918	\$ 1,888.00	\$ 657.29	\$ 463.13	\$ 767.58
97870	\$ 126.40	\$ 26.53	\$ 99.87	\$ -
97834	\$ 357.47	\$ 32.97	\$ -	\$ 324.50
97913	\$ 1,406.89	\$ 377.31	\$ 184.12	\$ 845.46
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 116.39	\$ 116.39	\$ -	\$ -
97905	\$ 17.65	\$ 17.65	\$ -	\$ -
97909	\$ 250.39	\$ 19.74	\$ 230.65	\$ -
97901	\$ 49.48	\$ 49.48	\$ -	\$ -
97907	\$ 101.22	\$ 101.22	\$ -	\$ -
97903	\$ 224.16	\$ 204.42	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 614,011.37	\$ 60,972.54	\$ 26,837.18	\$ 526,201.65

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
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September 2022**

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
Residential	\$ 454.41	\$ 101.18	\$ 167.24	\$ 843.10
97914	\$ 441.59	\$ 99.93	\$ 148.81	\$ 779.24
97910	\$ 383.52	\$ 48.74	\$ 877.55	\$ 453.94
97918	\$ 448.10	\$ 116.16	\$ 184.41	\$ 1,021.98
97870	\$ 183.67	\$ 88.45	\$ 222.89	\$ 257.60
97834	\$ 454.50	\$ 186.25	\$ 158.42	\$ 1,195.48
97913	\$ 389.67	\$ 58.30	\$ 167.66	\$ 725.74
97840	\$ 78.97	\$ 48.35	\$ -	\$ 109.59
97906	\$ 1,509.85	\$ 114.76	\$ -	\$ 2,904.94
97884	\$ 400.85	\$ 47.29	\$ 119.06	\$ 2,237.79
97905	\$ 236.19	\$ 35.22	\$ 113.39	\$ 275.05
97909	\$ 226.55	\$ 139.62	\$ -	\$ 400.42
97901	\$ 795.51	\$ 64.18	\$ 228.41	\$ 1,364.02
97907	\$ 1,012.61	\$ 131.06	\$ 145.79	\$ 2,017.29
97837	\$ 169.01	\$ -	\$ -	\$ 169.01
97903	\$ 262.68	\$ 65.08	\$ 223.71	\$ 749.71
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 132.02	\$ 132.02	\$ -	\$ -
Small General Commercial	\$ 87.78	\$ 56.97	\$ 76.16	\$ 162.43
97914	\$ 141.59	\$ 100.71	\$ 68.55	\$ 280.73
97910	\$ 71.72	\$ 67.49	\$ -	\$ 80.19
97918	\$ 60.90	\$ 36.52	\$ 92.63	\$ 95.95
97870	\$ 42.13	\$ 13.27	\$ 99.87	\$ -
97834	\$ 71.49	\$ 10.99	\$ -	\$ 162.25
97913	\$ 70.34	\$ 75.46	\$ 46.03	\$ 76.86
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 19.40	\$ 19.40	\$ -	\$ -
97905	\$ 8.83	\$ 8.83	\$ -	\$ -
97909	\$ 125.20	\$ 19.74	\$ 230.65	\$ -
97901	\$ 24.74	\$ 24.74	\$ -	\$ -
97907	\$ 16.87	\$ 16.87	\$ -	\$ -
97903	\$ 44.83	\$ 51.11	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 419.12	\$ 95.57	\$ 155.13	\$ 804.59

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
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I. Non-Pay Service Disconnects, by customer class

Disconnects				
Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97907	-	1	-	1
97911	-	2	-	2
97913	-	6	-	6
97914	1	10	5	16
97918	-	4	-	4
Grand Total	1	23	5	29

Idaho Power Company
 COVID-19 Monthly Report
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m. Service Reconnects, by customer class

Zip Code	Residential		Small General Commercial		All Customer Classes	
	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
97907	1	-	-	-	1	-
97911	-	2	-	-	-	2
97913	4	1	-	-	4	1
97914	7	1	3	-	10	1
97918	1	1	-	-	1	1
Grand Total	13	5	3	-	16	5

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a. Number of customers, by customer class

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	2	2
97814	-	-	-	4	1	5
97819	-	15	-	21	6	42
97834	-	33	31	652	102	818
97837	-	30	2	63	16	111
97840	-	-	1	107	17	125
97844	-	1	-	-	-	1
97870	-	21	22	425	65	533
97884	-	23	8	163	48	242
97901	-	110	17	350	71	548
97902	-	1	1	29	6	37
97903	-	44	2	75	27	148
97904	-	21	2	109	50	182
97905	1	20	7	91	47	166
97906	-	56	7	136	42	241
97907	-	16	39	375	113	543
97908	-	56	2	58	40	156
97909	-	88	2	47	21	158
97910	-	71	17	379	87	554
97911	-	1	7	90	28	126
97913	-	442	152	2,080	351	3,025
97914	5	644	501	6,761	1,097	9,008
97917	-	1	-	1	1	3
97918	1	542	115	1,902	418	2,978
97920	-	27	2	33	9	71
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,264	937	13,951	2,667	19,826

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

Idaho Power Company
COVID-19 Monthly Report
September 2022

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

Zip Code	Industrial		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	Count	Sum of Amount		
87870	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97720	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97814	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97819	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97834	-	\$ -	1	\$ 5.99	5	\$ 19.23	8	\$ 4.45	14	\$ 29.67
97837	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97840	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.53	1	\$ 0.53
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	1	\$ 0.18	3	\$ 15.50	6	\$ 2.27	10	\$ 17.95
97884	-	\$ -	-	\$ -	4	\$ 25.24	9	\$ 5.14	13	\$ 30.38
97901	-	\$ -	13	\$ 102.64	1	\$ 14.31	4	\$ 4.69	18	\$ 121.64
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	3	\$ 39.61	-	\$ -	5	\$ 2.24	8	\$ 41.85
97904	-	\$ -	3	\$ 27.90	-	\$ -	4	\$ 1.49	7	\$ 29.39
97905	-	\$ -	4	\$ 22.55	-	\$ -	4	\$ 2.34	8	\$ 24.89
97906	-	\$ -	3	\$ 24.48	-	\$ -	3	\$ 2.72	6	\$ 27.20
97907	-	\$ -	3	\$ 0.54	4	\$ 23.99	13	\$ 5.84	20	\$ 30.37
97908	-	\$ -	1	\$ 0.18	-	\$ -	1	\$ 0.10	2	\$ 0.28
97909	-	\$ -	1	\$ 0.01	-	\$ -	2	\$ 2.52	3	\$ 2.53
97910	-	\$ -	17	\$ 67.02	3	\$ 21.68	9	\$ 7.39	29	\$ 96.09
97911	-	\$ -	-	\$ -	1	\$ 7.17	4	\$ 2.68	5	\$ 9.85
97913	-	\$ -	39	\$ 313.65	10	\$ 59.36	28	\$ 39.40	77	\$ 412.41
97914	1	\$ 0.20	94	\$ 778.34	43	\$ 476.30	128	\$ 165.88	266	\$ 1,420.72
97917	-	\$ -	1	\$ 8.97	-	\$ -	-	\$ -	1	\$ 8.97
97918	-	\$ -	89	\$ 421.25	6	\$ 22.08	36	\$ 25.00	131	\$ 468.33
97920	-	\$ -	2	\$ 35.82	-	\$ -	-	\$ -	2	\$ 35.82
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
Grand Total	1	\$ 0.20	275	\$ 1,849.13	80	\$ 684.86	265	\$ 274.68	621	\$ 2,808.87

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
 September 2022

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	-	12	1	13
97840	-	1	-	1
97870	-	16	-	16
97884	1	3	-	4
97901	-	11	-	11
97903	1	3	-	4
97904	-	1	-	1
97905	-	7	-	7
97906	-	4	-	4
97907	1	19	-	20
97910	-	6	-	6
97913	1	114	4	119
97914	4	349	7	360
97918	1	89	4	94
Grand Total	9	636	16	661

Idaho Power Company
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 September 2022

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

Zip Code	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	12	2	14
97840	-	-	1	-	1
97870	-	1	10	-	11
97884	-	-	1	-	1
97901	-	-	9	-	9
97903	-	1	3	-	4
97904	-	-	1	-	1
97905	-	-	3	-	3
97906	-	-	2	-	2
97907	-	1	11	-	12
97910	-	-	5	-	5
97911	-	-	1	-	1
97913	1	1	71	2	75
97914	-	4	255	12	271
97918	-	1	61	3	65
Grand Total	1	9	446	19	475

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

The Company did not have any customers taking service at the beginning of the period under existing medical payment arrangements.

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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

Customer Class	Total Count of Arrears 31+ Days Past Due
Residential	1,324
Small General Commercial	141
Grand Total	1,465

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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
Residential	1,324	557	150	617
97914	713	295	64	354
97910	17	4	1	12
97918	227	117	29	81
97870	22	9	3	10
97834	37	21	6	10
97913	168	57	33	78
97840	2	1	-	1
97906	8	4	-	4
97884	13	8	3	2
97905	31	3	3	25
97909	3	2	-	1
97901	20	7	2	11
97907	45	20	4	21
97837	2	-	-	2
97903	12	7	2	3
97904	1	-	-	1
97819	1	-	-	1
97920	2	2	-	-
Small General Commercial	141	81	23	37
97914	53	28	11	14
97910	3	2	-	1
97918	31	18	5	8
97870	3	2	1	-
97834	5	3	-	2
97913	20	5	4	11
97906	1	-	-	1
97884	6	6	-	-
97905	2	2	-	-
97909	2	1	1	-
97901	2	2	-	-
97907	6	6	-	-
97903	5	4	1	-
97911	1	1	-	-
97908	1	1	-	-
Grand Total	1,465	638	173	654

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
Residential	\$ 601,634.88	\$ 56,357.71	\$ 25,085.57	\$ 520,191.60
97914	\$ 314,856.35	\$ 29,480.49	\$ 9,523.65	\$ 275,852.21
97910	\$ 6,519.82	\$ 194.97	\$ 877.55	\$ 5,447.30
97918	\$ 101,719.13	\$ 13,591.20	\$ 5,347.85	\$ 82,780.08
97870	\$ 4,040.71	\$ 796.01	\$ 668.66	\$ 2,576.04
97834	\$ 16,816.46	\$ 3,911.19	\$ 950.51	\$ 11,954.76
97913	\$ 65,463.77	\$ 3,323.26	\$ 5,532.64	\$ 56,607.87
97840	\$ 157.94	\$ 48.35	\$ -	\$ 109.59
97906	\$ 12,078.78	\$ 459.03	\$ -	\$ 11,619.75
97884	\$ 5,211.06	\$ 378.32	\$ 357.17	\$ 4,475.57
97905	\$ 7,321.97	\$ 105.65	\$ 340.16	\$ 6,876.16
97909	\$ 679.66	\$ 279.24	\$ -	\$ 400.42
97901	\$ 15,910.27	\$ 449.23	\$ 456.81	\$ 15,004.23
97907	\$ 45,567.43	\$ 2,621.16	\$ 583.15	\$ 42,363.12
97837	\$ 338.02	\$ -	\$ -	\$ 338.02
97903	\$ 3,152.13	\$ 455.57	\$ 447.42	\$ 2,249.14
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 264.04	\$ 264.04	\$ -	\$ -
Small General Commercial	\$ 12,376.49	\$ 4,614.83	\$ 1,751.61	\$ 6,010.05
97914	\$ 7,504.27	\$ 2,819.89	\$ 754.10	\$ 3,930.28
97910	\$ 215.17	\$ 134.98	\$ -	\$ 80.19
97918	\$ 1,888.00	\$ 657.29	\$ 463.13	\$ 767.58
97870	\$ 126.40	\$ 26.53	\$ 99.87	\$ -
97834	\$ 357.47	\$ 32.97	\$ -	\$ 324.50
97913	\$ 1,406.89	\$ 377.31	\$ 184.12	\$ 845.46
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 116.39	\$ 116.39	\$ -	\$ -
97905	\$ 17.65	\$ 17.65	\$ -	\$ -
97909	\$ 250.39	\$ 19.74	\$ 230.65	\$ -
97901	\$ 49.48	\$ 49.48	\$ -	\$ -
97907	\$ 101.22	\$ 101.22	\$ -	\$ -
97903	\$ 224.16	\$ 204.42	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 614,011.37	\$ 60,972.54	\$ 26,837.18	\$ 526,201.65

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
Residential	\$ 454.41	\$ 101.18	\$ 167.24	\$ 843.10
97914	\$ 441.59	\$ 99.93	\$ 148.81	\$ 779.24
97910	\$ 383.52	\$ 48.74	\$ 877.55	\$ 453.94
97918	\$ 448.10	\$ 116.16	\$ 184.41	\$ 1,021.98
97870	\$ 183.67	\$ 88.45	\$ 222.89	\$ 257.60
97834	\$ 454.50	\$ 186.25	\$ 158.42	\$ 1,195.48
97913	\$ 389.67	\$ 58.30	\$ 167.66	\$ 725.74
97840	\$ 78.97	\$ 48.35	\$ -	\$ 109.59
97906	\$ 1,509.85	\$ 114.76	\$ -	\$ 2,904.94
97884	\$ 400.85	\$ 47.29	\$ 119.06	\$ 2,237.79
97905	\$ 236.19	\$ 35.22	\$ 113.39	\$ 275.05
97909	\$ 226.55	\$ 139.62	\$ -	\$ 400.42
97901	\$ 795.51	\$ 64.18	\$ 228.41	\$ 1,364.02
97907	\$ 1,012.61	\$ 131.06	\$ 145.79	\$ 2,017.29
97837	\$ 169.01	\$ -	\$ -	\$ 169.01
97903	\$ 262.68	\$ 65.08	\$ 223.71	\$ 749.71
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 132.02	\$ 132.02	\$ -	\$ -
Small General Commercial	\$ 87.78	\$ 56.97	\$ 76.16	\$ 162.43
97914	\$ 141.59	\$ 100.71	\$ 68.55	\$ 280.73
97910	\$ 71.72	\$ 67.49	\$ -	\$ 80.19
97918	\$ 60.90	\$ 36.52	\$ 92.63	\$ 95.95
97870	\$ 42.13	\$ 13.27	\$ 99.87	\$ -
97834	\$ 71.49	\$ 10.99	\$ -	\$ 162.25
97913	\$ 70.34	\$ 75.46	\$ 46.03	\$ 76.86
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 19.40	\$ 19.40	\$ -	\$ -
97905	\$ 8.83	\$ 8.83	\$ -	\$ -
97909	\$ 125.20	\$ 19.74	\$ 230.65	\$ -
97901	\$ 24.74	\$ 24.74	\$ -	\$ -
97907	\$ 16.87	\$ 16.87	\$ -	\$ -
97903	\$ 44.83	\$ 51.11	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 419.12	\$ 95.57	\$ 155.13	\$ 804.59

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I. Non-Pay Service Disconnects, by customer class

Disconnects				
Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97907	-	1	-	1
97911	-	2	-	2
97913	-	6	-	6
97914	1	10	5	16
97918	-	4	-	4
Grand Total	1	23	5	29

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m. Service Reconnects, by customer class

Zip Code	Residential		Small General Commercial		All Customer Classes	
	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
97907	1	-	-	-	1	-
97911	-	2	-	-	-	2
97913	4	1	-	-	4	1
97914	7	1	3	-	10	1
97918	1	1	-	-	1	1
Grand Total	13	5	3	-	16	5