



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

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: UM2114

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

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.



LISA D. NORDSTROM  
Lead Counsel  
[lnordstrom@idahopower.com](mailto:lnordstrom@idahopower.com)

February 18, 2021

**VIA ELECTRONIC FILING**

[PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Re: UM 2114 – Energy Utilities Reporting; Monthly Credit and Collections Data  
for January 2021

Attention Filing Center:

Pursuant to Order No. 20-401 issued in the above-referenced docket, Idaho Power Company transmits for electronic filing its Monthly Credit and Collections Data for January 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 black ink that reads "Lisa D. Nordstrom".

Lisa D. Nordstrom

LDN:slb  
Enclosures

Idaho Power Company  
 COVID-19 Monthly Report  
 January 2021

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

Customer Class	Irrigation	Industrial	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	1	1
97814	-	-	-	1	1	2
97819	-	15	-	21	6	42
97834	-	31	26	639	101	797
97837	-	30	-	63	18	111
97840	-	-	1	94	12	107
97844	-	1	-	-	-	1
97870	-	18	21	424	65	528
97884	-	20	9	160	45	234
97901	-	98	20	343	67	528
97902	-	1	1	28	5	35
97903	-	41	-	78	28	147
97904	-	19	2	106	50	177
97905	1	20	5	100	44	170
97906	-	50	8	133	39	230
97907	-	16	32	369	117	534
97908	-	56	-	57	41	154
97909	-	89	2	46	21	158
97910	-	64	14	381	91	550
97911	-	2	7	87	27	123
97913	-	405	146	2,060	351	2,962
97914	5	586	495	6,593	1,065	8,744
97917	-	1	-	1	1	3
97918	1	499	117	1,890	414	2,921
97920	-	25	1	33	10	69
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
<b>Grand Total</b>	<b>7</b>	<b>2,088</b>	<b>907</b>	<b>13,707</b>	<b>2,622</b>	<b>19,331</b>

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

Idaho Power Company  
 COVID-19 Monthly Report  
 January 2021

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		
97819	-	\$ -	-	\$ -	-	\$ -	1	\$ 2.17	1	\$ 2.17
97834	-	\$ -	1	\$ 0.07	-	\$ -	-	\$ -	1	\$ 0.07
97870	-	\$ -	-	\$ -	1	\$ 3.94	7	\$ 2.96	8	\$ 6.90
97884	-	\$ -	-	\$ -	5	\$ 47.61	14	\$ 13.28	19	\$ 60.89
97901	-	\$ -	8	\$ 0.29	-	\$ -	-	\$ -	8	\$ 0.29
97903	-	\$ -	-	\$ -	-	\$ -	5	\$ 3.87	5	\$ 3.87
97905	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.20	1	\$ 0.20
97906	-	\$ -	1	\$ 0.08	-	\$ -	-	\$ -	1	\$ 0.08
97907	-	\$ -	1	\$ 0.01	-	\$ -	5	\$ 3.66	6	\$ 3.67
97909	-	\$ -	-	\$ -	-	\$ -	1	\$ 2.16	1	\$ 2.16
97910	-	\$ -	4	\$ 0.37	-	\$ -	3	\$ 1.39	7	\$ 1.76
97911	-	\$ -	1	\$ 0.03	-	\$ -	-	\$ -	1	\$ 0.03
97913	-	\$ -	7	\$ 4.74	-	\$ -	-	\$ -	7	\$ 4.74
97914	-	\$ -	23	\$ 3.16	1	\$ 4.58	2	\$ 0.46	26	\$ 8.20
97917	-	\$ -	1	\$ 0.03	-	\$ -	-	\$ -	1	\$ 0.03
97918	1	\$ 942.01	9	\$ 1.16	2	\$ 1.46	12	\$ 5.01	24	\$ 949.64
<b>Grand Total</b>	<b>1</b>	<b>\$ 942.01</b>	<b>56</b>	<b>\$ 9.94</b>	<b>9</b>	<b>\$ 57.59</b>	<b>51</b>	<b>\$ 35.16</b>	<b>117</b>	<b>\$ 1,044.70</b>

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

Idaho Power Company  
 COVID-19 Monthly Report  
 January 2021

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

Zip code	Large General Commercial	Residential	Small General Commercial	Grand Total
97814	-	1	-	1
97819	-	1	-	1
97834	-	9	-	9
97837	-	1	-	1
97840	-	1	-	1
97870	-	8	-	8
97884	-	2	1	3
97901	-	8	-	8
97903	-	4	1	5
97905	-	16	-	16
97906	-	2	-	2
97907	-	15	1	16
97908	-	1	-	1
97910	-	1	-	1
97913	-	79	2	81
97914	5	311	8	324
97918	2	74	7	83
97920	-	2	-	2
<b>Grand Total</b>	<b>7</b>	<b>536</b>	<b>20</b>	<b>563</b>

**Idaho Power Company  
COVID-19 Monthly Report  
January 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	-	13	-	13
97837	-	2	-	2
97870	-	8	1	9
97884	-	1	1	2
97901	-	17	1	18
97903	-	6	1	7
97905	-	2	-	2
97906	-	2	1	3
97907	-	5	1	6
97908	-	2	6	8
97909	-	1	-	1
97910	-	1	-	1
97913	1	50	1	52
97914	2	180	6	188
97918	2	54	6	62
97920	-	2	-	2
<b>Grand Total</b>	<b>5</b>	<b>346</b>	<b>25</b>	<b>376</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  
January 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>1,533</b>
Small General Commercial	<b>111</b>
<b>Grand Total</b>	<b>1,644</b>

**Idaho Power Company  
COVID-19 Monthly Report  
January 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>1,533</b>	<b>504</b>	<b>329</b>	<b>700</b>
97814	1	-	-	1
97819	2	1	-	1
97834	38	10	6	22
97837	6	5	-	1
97840	3	2	-	1
97870	24	6	5	13
97884	13	6	4	3
97901	22	15	1	6
97903	8	4	-	4
97904	3	-	3	-
97905	19	2	9	8
97906	18	8	3	7
97907	45	24	4	17
97908	1	-	1	-
97909	2	1	-	1
97910	4	1	1	2
97911	4	1	2	1
97913	196	60	41	95
97914	896	277	209	410
97918	224	80	37	107
97920	4	1	3	-
<b>Small General Commercial</b>	<b>111</b>	<b>51</b>	<b>25</b>	<b>35</b>
97819	1	1	-	-
97834	4	1	1	2
97870	4	3	-	1
97884	2	1	-	1
97903	2	2	-	-
97907	4	3	1	-
97910	2	2	-	-
97913	7	-	1	6
97914	57	23	18	16
97918	27	14	4	9
97980	1	1	-	-
<b>Grand Total</b>	<b>1,644</b>	<b>555</b>	<b>354</b>	<b>735</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  
January 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>\$ 530,895.03</b>	<b>\$ 49,041.08</b>	<b>\$ 57,218.02</b>	<b>\$ 424,635.93</b>
97814	\$ 544.34	\$ -	\$ -	\$ 544.34
97819	\$ 265.16	\$ 226.84	\$ -	\$ 38.32
97834	\$ 21,329.51	\$ 928.36	\$ 1,099.90	\$ 19,301.25
97837	\$ 524.96	\$ 473.18	\$ -	\$ 51.78
97840	\$ 332.70	\$ 231.49	\$ -	\$ 101.21
97870	\$ 5,823.37	\$ 569.78	\$ 512.01	\$ 4,741.58
97884	\$ 3,020.75	\$ 309.92	\$ 336.78	\$ 2,374.05
97901	\$ 7,875.03	\$ 1,175.77	\$ 225.10	\$ 6,474.16
97903	\$ 2,194.76	\$ 738.32	\$ -	\$ 1,456.44
97904	\$ 291.96	\$ -	\$ 291.96	\$ -
97905	\$ 953.92	\$ 108.60	\$ 387.83	\$ 457.49
97906	\$ 10,297.83	\$ 873.62	\$ 1,046.46	\$ 8,377.75
97907	\$ 18,603.70	\$ 2,711.89	\$ 651.99	\$ 15,239.82
97908	\$ 236.72	\$ -	\$ 236.72	\$ -
97909	\$ 1,626.47	\$ 107.15	\$ -	\$ 1,519.32
97910	\$ 1,626.35	\$ 42.92	\$ 163.84	\$ 1,419.59
97911	\$ 2,171.02	\$ 58.01	\$ 1,238.56	\$ 874.45
97913	\$ 64,950.89	\$ 4,663.31	\$ 7,414.81	\$ 52,872.77
97914	\$ 307,475.10	\$ 27,739.88	\$ 35,584.00	\$ 244,151.22
97918	\$ 80,220.97	\$ 8,035.36	\$ 7,545.22	\$ 64,640.39
97920	\$ 529.52	\$ 46.68	\$ 482.84	\$ -
<b>Small General Commercial</b>	<b>\$ 15,373.67</b>	<b>\$ 3,624.74</b>	<b>\$ 4,168.48</b>	<b>\$ 7,580.45</b>
97819	\$ 57.41	\$ 57.41	\$ -	\$ -
97834	\$ 505.80	\$ 169.44	\$ 114.24	\$ 222.12
97870	\$ 536.88	\$ 277.37	\$ -	\$ 259.51
97884	\$ 419.46	\$ 3.14	\$ -	\$ 416.32
97903	\$ 277.32	\$ 277.32	\$ -	\$ -
97907	\$ 535.77	\$ 154.69	\$ 381.08	\$ -
97910	\$ 10.95	\$ 10.95	\$ -	\$ -
97913	\$ 1,720.37	\$ -	\$ 19.62	\$ 1,700.75
97914	\$ 8,657.62	\$ 1,956.48	\$ 3,413.35	\$ 3,287.79
97918	\$ 2,612.13	\$ 677.98	\$ 240.19	\$ 1,693.96
97980	\$ 39.96	\$ 39.96	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 546,268.70</b>	<b>\$ 52,665.82</b>	<b>\$ 61,386.50</b>	<b>\$ 432,216.38</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  
January 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>\$ 346.31</b>	<b>\$ 97.30</b>	<b>\$ 173.91</b>	<b>\$ 606.62</b>
97814	\$ 544.34	\$ -	\$ -	\$ 544.34
97819	\$ 132.58	\$ 226.84	\$ -	\$ 38.32
97834	\$ 561.30	\$ 92.84	\$ 183.32	\$ 877.33
97837	\$ 87.49	\$ 94.64	\$ -	\$ 51.78
97840	\$ 110.90	\$ 115.75	\$ -	\$ 101.21
97870	\$ 242.64	\$ 94.96	\$ 102.40	\$ 364.74
97884	\$ 232.37	\$ 51.65	\$ 84.20	\$ 791.35
97901	\$ 357.96	\$ 78.38	\$ 225.10	\$ 1,079.03
97903	\$ 274.35	\$ 184.58	\$ -	\$ 364.11
97904	\$ 97.32	\$ -	\$ 97.32	\$ -
97905	\$ 50.21	\$ 54.30	\$ 43.09	\$ 57.19
97906	\$ 572.10	\$ 109.20	\$ 348.82	\$ 1,196.82
97907	\$ 413.42	\$ 113.00	\$ 163.00	\$ 896.46
97908	\$ 236.72	\$ -	\$ 236.72	\$ -
97909	\$ 813.24	\$ 107.15	\$ -	\$ 1,519.32
97910	\$ 406.59	\$ 42.92	\$ 163.84	\$ 709.80
97911	\$ 542.76	\$ 58.01	\$ 619.28	\$ 874.45
97913	\$ 331.38	\$ 77.72	\$ 180.85	\$ 556.56
97914	\$ 343.16	\$ 100.14	\$ 170.26	\$ 595.49
97918	\$ 358.13	\$ 100.44	\$ 203.92	\$ 604.12
97920	\$ 132.38	\$ 46.68	\$ 160.95	\$ -
<b>Small General Commercial</b>	<b>\$ 138.50</b>	<b>\$ 71.07</b>	<b>\$ 166.74</b>	<b>\$ 216.58</b>
97819	\$ 57.41	\$ 57.41	\$ -	\$ -
97834	\$ 126.45	\$ 169.44	\$ 114.24	\$ 111.06
97870	\$ 134.22	\$ 92.46	\$ -	\$ 259.51
97884	\$ 209.73	\$ 3.14	\$ -	\$ 416.32
97903	\$ 138.66	\$ 138.66	\$ -	\$ -
97907	\$ 133.94	\$ 51.56	\$ 381.08	\$ -
97910	\$ 5.48	\$ 5.48	\$ -	\$ -
97913	\$ 245.77	\$ -	\$ 19.62	\$ 283.46
97914	\$ 151.89	\$ 85.06	\$ 189.63	\$ 205.49
97918	\$ 96.75	\$ 48.43	\$ 60.05	\$ 188.22
97980	\$ 39.96	\$ 39.96	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 332.28</b>	<b>\$ 94.89</b>	<b>\$ 173.41</b>	<b>\$ 588.05</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  
January 2021**

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

Disconnects	
Zip Code	Grand Total
	-
<b>Total</b>	-

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

	All Customer Classes	
Zip Code	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
	-	-
<b>Total</b>	-	-

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

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

Customer Class	Irrigation	Industrial	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	1	1
97814	-	-	-	1	1	2
97819	-	15	-	21	6	42
97834	-	31	26	639	101	797
97837	-	30	-	63	18	111
97840	-	-	1	94	12	107
97844	-	1	-	-	-	1
97870	-	18	21	424	65	528
97884	-	20	9	160	45	234
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97904	-	19	2	106	50	177
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97907	-	16	32	369	117	534
97908	-	56	-	57	41	154
97909	-	89	2	46	21	158
97910	-	64	14	381	91	550
97911	-	2	7	87	27	123
97913	-	405	146	2,060	351	2,962
97914	5	586	495	6,593	1,065	8,744
97917	-	1	-	1	1	3
97918	1	499	117	1,890	414	2,921
97920	-	25	1	33	10	69
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
<b>Grand Total</b>	<b>7</b>	<b>2,088</b>	<b>907</b>	<b>13,707</b>	<b>2,622</b>	<b>19,331</b>

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

**Idaho Power Company  
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January 2021**

**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		
97819	-	\$ -	-	\$ -	-	\$ -	1	\$ 2.17	1	\$ 2.17
97834	-	\$ -	1	\$ 0.07	-	\$ -	-	\$ -	1	\$ 0.07
97870	-	\$ -	-	\$ -	1	\$ 3.94	7	\$ 2.96	8	\$ 6.90
97884	-	\$ -	-	\$ -	5	\$ 47.61	14	\$ 13.28	19	\$ 60.89
97901	-	\$ -	8	\$ 0.29	-	\$ -	-	\$ -	8	\$ 0.29
97903	-	\$ -	-	\$ -	-	\$ -	5	\$ 3.87	5	\$ 3.87
97905	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.20	1	\$ 0.20
97906	-	\$ -	1	\$ 0.08	-	\$ -	-	\$ -	1	\$ 0.08
97907	-	\$ -	1	\$ 0.01	-	\$ -	5	\$ 3.66	6	\$ 3.67
97909	-	\$ -	-	\$ -	-	\$ -	1	\$ 2.16	1	\$ 2.16
97910	-	\$ -	4	\$ 0.37	-	\$ -	3	\$ 1.39	7	\$ 1.76
97911	-	\$ -	1	\$ 0.03	-	\$ -	-	\$ -	1	\$ 0.03
97913	-	\$ -	7	\$ 4.74	-	\$ -	-	\$ -	7	\$ 4.74
97914	-	\$ -	23	\$ 3.16	1	\$ 4.58	2	\$ 0.46	26	\$ 8.20
97917	-	\$ -	1	\$ 0.03	-	\$ -	-	\$ -	1	\$ 0.03
97918	1	\$ 942.01	9	\$ 1.16	2	\$ 1.46	12	\$ 5.01	24	\$ 949.64
<b>Grand Total</b>	<b>1</b>	<b>\$ 942.01</b>	<b>56</b>	<b>\$ 9.94</b>	<b>9</b>	<b>\$ 57.59</b>	<b>51</b>	<b>\$ 35.16</b>	<b>117</b>	<b>\$ 1,044.70</b>

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

**Idaho Power Company  
 COVID-19 Monthly Report  
 January 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>
97814	-	1	-	1
97819	-	1	-	1
97834	-	9	-	9
97837	-	1	-	1
97840	-	1	-	1
97870	-	8	-	8
97884	-	2	1	3
97901	-	8	-	8
97903	-	4	1	5
97905	-	16	-	16
97906	-	2	-	2
97907	-	15	1	16
97908	-	1	-	1
97910	-	1	-	1
97913	-	79	2	81
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**Idaho Power Company  
COVID-19 Monthly Report  
January 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	-	13	-	13
97837	-	2	-	2
97870	-	8	1	9
97884	-	1	1	2
97901	-	17	1	18
97903	-	6	1	7
97905	-	2	-	2
97906	-	2	1	3
97907	-	5	1	6
97908	-	2	6	8
97909	-	1	-	1
97910	-	1	-	1
97913	1	50	1	52
97914	2	180	6	188
97918	2	54	6	62
97920	-	2	-	2
<b>Grand Total</b>	<b>5</b>	<b>346</b>	<b>25</b>	<b>376</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  
January 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>1,533</b>
Small General Commercial	<b>111</b>
<b>Grand Total</b>	<b>1,644</b>

**Idaho Power Company  
COVID-19 Monthly Report  
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**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>1,533</b>	<b>504</b>	<b>329</b>	<b>700</b>
97814	1	-	-	1
97819	2	1	-	1
97834	38	10	6	22
97837	6	5	-	1
97840	3	2	-	1
97870	24	6	5	13
97884	13	6	4	3
97901	22	15	1	6
97903	8	4	-	4
97904	3	-	3	-
97905	19	2	9	8
97906	18	8	3	7
97907	45	24	4	17
97908	1	-	1	-
97909	2	1	-	1
97910	4	1	1	2
97911	4	1	2	1
97913	196	60	41	95
97914	896	277	209	410
97918	224	80	37	107
97920	4	1	3	-
<b>Small General Commercial</b>	<b>111</b>	<b>51</b>	<b>25</b>	<b>35</b>
97819	1	1	-	-
97834	4	1	1	2
97870	4	3	-	1
97884	2	1	-	1
97903	2	2	-	-
97907	4	3	1	-
97910	2	2	-	-
97913	7	-	1	6
97914	57	23	18	16
97918	27	14	4	9
97980	1	1	-	-
<b>Grand Total</b>	<b>1,644</b>	<b>555</b>	<b>354</b>	<b>735</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>\$ 530,895.03</b>	<b>\$ 49,041.08</b>	<b>\$ 57,218.02</b>	<b>\$ 424,635.93</b>
97814	\$ 544.34	\$ -	\$ -	\$ 544.34
97819	\$ 265.16	\$ 226.84	\$ -	\$ 38.32
97834	\$ 21,329.51	\$ 928.36	\$ 1,099.90	\$ 19,301.25
97837	\$ 524.96	\$ 473.18	\$ -	\$ 51.78
97840	\$ 332.70	\$ 231.49	\$ -	\$ 101.21
97870	\$ 5,823.37	\$ 569.78	\$ 512.01	\$ 4,741.58
97884	\$ 3,020.75	\$ 309.92	\$ 336.78	\$ 2,374.05
97901	\$ 7,875.03	\$ 1,175.77	\$ 225.10	\$ 6,474.16
97903	\$ 2,194.76	\$ 738.32	\$ -	\$ 1,456.44
97904	\$ 291.96	\$ -	\$ 291.96	\$ -
97905	\$ 953.92	\$ 108.60	\$ 387.83	\$ 457.49
97906	\$ 10,297.83	\$ 873.62	\$ 1,046.46	\$ 8,377.75
97907	\$ 18,603.70	\$ 2,711.89	\$ 651.99	\$ 15,239.82
97908	\$ 236.72	\$ -	\$ 236.72	\$ -
97909	\$ 1,626.47	\$ 107.15	\$ -	\$ 1,519.32
97910	\$ 1,626.35	\$ 42.92	\$ 163.84	\$ 1,419.59
97911	\$ 2,171.02	\$ 58.01	\$ 1,238.56	\$ 874.45
97913	\$ 64,950.89	\$ 4,663.31	\$ 7,414.81	\$ 52,872.77
97914	\$ 307,475.10	\$ 27,739.88	\$ 35,584.00	\$ 244,151.22
97918	\$ 80,220.97	\$ 8,035.36	\$ 7,545.22	\$ 64,640.39
97920	\$ 529.52	\$ 46.68	\$ 482.84	\$ -
<b>Small General Commercial</b>	<b>\$ 15,373.67</b>	<b>\$ 3,624.74</b>	<b>\$ 4,168.48</b>	<b>\$ 7,580.45</b>
97819	\$ 57.41	\$ 57.41	\$ -	\$ -
97834	\$ 505.80	\$ 169.44	\$ 114.24	\$ 222.12
97870	\$ 536.88	\$ 277.37	\$ -	\$ 259.51
97884	\$ 419.46	\$ 3.14	\$ -	\$ 416.32
97903	\$ 277.32	\$ 277.32	\$ -	\$ -
97907	\$ 535.77	\$ 154.69	\$ 381.08	\$ -
97910	\$ 10.95	\$ 10.95	\$ -	\$ -
97913	\$ 1,720.37	\$ -	\$ 19.62	\$ 1,700.75
97914	\$ 8,657.62	\$ 1,956.48	\$ 3,413.35	\$ 3,287.79
97918	\$ 2,612.13	\$ 677.98	\$ 240.19	\$ 1,693.96
97980	\$ 39.96	\$ 39.96	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 546,268.70</b>	<b>\$ 52,665.82</b>	<b>\$ 61,386.50</b>	<b>\$ 432,216.38</b>

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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>\$ 346.31</b>	<b>\$ 97.30</b>	<b>\$ 173.91</b>	<b>\$ 606.62</b>
97814	\$ 544.34	\$ -	\$ -	\$ 544.34
97819	\$ 132.58	\$ 226.84	\$ -	\$ 38.32
97834	\$ 561.30	\$ 92.84	\$ 183.32	\$ 877.33
97837	\$ 87.49	\$ 94.64	\$ -	\$ 51.78
97840	\$ 110.90	\$ 115.75	\$ -	\$ 101.21
97870	\$ 242.64	\$ 94.96	\$ 102.40	\$ 364.74
97884	\$ 232.37	\$ 51.65	\$ 84.20	\$ 791.35
97901	\$ 357.96	\$ 78.38	\$ 225.10	\$ 1,079.03
97903	\$ 274.35	\$ 184.58	\$ -	\$ 364.11
97904	\$ 97.32	\$ -	\$ 97.32	\$ -
97905	\$ 50.21	\$ 54.30	\$ 43.09	\$ 57.19
97906	\$ 572.10	\$ 109.20	\$ 348.82	\$ 1,196.82
97907	\$ 413.42	\$ 113.00	\$ 163.00	\$ 896.46
97908	\$ 236.72	\$ -	\$ 236.72	\$ -
97909	\$ 813.24	\$ 107.15	\$ -	\$ 1,519.32
97910	\$ 406.59	\$ 42.92	\$ 163.84	\$ 709.80
97911	\$ 542.76	\$ 58.01	\$ 619.28	\$ 874.45
97913	\$ 331.38	\$ 77.72	\$ 180.85	\$ 556.56
97914	\$ 343.16	\$ 100.14	\$ 170.26	\$ 595.49
97918	\$ 358.13	\$ 100.44	\$ 203.92	\$ 604.12
97920	\$ 132.38	\$ 46.68	\$ 160.95	\$ -
<b>Small General Commercial</b>	<b>\$ 138.50</b>	<b>\$ 71.07</b>	<b>\$ 166.74</b>	<b>\$ 216.58</b>
97819	\$ 57.41	\$ 57.41	\$ -	\$ -
97834	\$ 126.45	\$ 169.44	\$ 114.24	\$ 111.06
97870	\$ 134.22	\$ 92.46	\$ -	\$ 259.51
97884	\$ 209.73	\$ 3.14	\$ -	\$ 416.32
97903	\$ 138.66	\$ 138.66	\$ -	\$ -
97907	\$ 133.94	\$ 51.56	\$ 381.08	\$ -
97910	\$ 5.48	\$ 5.48	\$ -	\$ -
97913	\$ 245.77	\$ -	\$ 19.62	\$ 283.46
97914	\$ 151.89	\$ 85.06	\$ 189.63	\$ 205.49
97918	\$ 96.75	\$ 48.43	\$ 60.05	\$ 188.22
97980	\$ 39.96	\$ 39.96	\$ -	\$ -
<b>Grand Total</b>	<b>\$ 332.28</b>	<b>\$ 94.89</b>	<b>\$ 173.41</b>	<b>\$ 588.05</b>

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

Disconnects	
Zip Code	Grand Total
	-
<b>Total</b>	-

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

	All Customer Classes	
Zip Code	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
	-	-
<b>Total</b>	-	-