



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 191

Report is required by: OAR

Statute

Order 21-057

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.

Arrearage Management

Send the completed Cover Sheet and the Report in an email addressed to 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

July 20, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Monthly Arrearage Management Program Status Report for June 2021

Attention Filing Center:

Pursuant to Order No. 21-057 issued in UM 2114, Idaho Power Company transmits for electronic filing its Monthly Arrearage Management Program Status Report for June 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 "Connie Aschenbrenner".

Connie Aschenbrenner

CA:sg
Enclosure

Idaho Power Company
Arrearage Management Program Status Report
June 2021

a. Number of recipients during the month, per program option

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97834	2	-	-	-	1	3
97870	1	2	-	-	-	3
97901	1	2	-	1	-	4
97904	-	2	-	-	-	2
97905	2	-	-	-	-	2
97906	-	1	-	-	1	2
97907	-	2	1	-	1	4
97910	1	-	-	-	-	1
97913	13	6	-	-	1	20
97914	57	20	1	1	10	89
97918	10	7	-	1	4	22
Total Recipients	87	42	2	3	18	152

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b. Program funds expended, per program option

Program Option	Funds Expended June 2021	Total Funds Expended
Instant Grant	\$ 16,938.53	\$ 52,826.90
40/60 Balance Split	\$ 23,795.10	\$ 120,921.00
Payment Arrangement Match		
6-Month	\$ 1,146.76	\$ 1,657.58
9-Month	\$ 427.11	\$ 1,118.28
12-Month	\$ 3,425.33	\$ 6,890.56
Total Funds Expended	\$ 45,732.83	\$ 183,414.32

Total funds expended does not include expenditures from previous months that were later adjusted in order to account for cross-month customer enrollment corrections.

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c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed June 2021	Total Funds Committed
6-Month	\$ 371.32	\$ 4,676.31
9-Month	\$ 1,407.52	\$ 4,191.56
12-Month	\$ 15,552.90	\$ 41,709.65
Total Funds Committed	\$ 17,331.74	\$ 50,577.52

Funds committed represents the amount of program funds the Company expects to expend in order to match the monthly installment payments of customers enrolled in the Payment Arrangement Match option.

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d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (183,414.32)
Total Funds Committed	\$ (50,577.52)
Total Funds Remaining	\$ 285,916.16

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e. Average payment or funds committed to customers enrolled in the Program during the month, per option

Program Option	Average Program Payment	Average Funds Committed ¹
Instant Grant	\$ 194.70	N/A
40/60 Balance Split	\$ 566.55	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 185.66
9-Month	N/A	\$ 469.17
12-Month	N/A	\$ 864.05

¹ Average funds committed represents the average amount of program funds the Company expects to expend in order to match the installment payments of each customer enrolled in the Payment Arrangement Match option during the month.

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f. Number of outreach efforts made during the month, by type of outreach

Customer Outreach Efforts During the Month	Number of Customers Contacted
Dialer Campaign ¹	4,169
Brochure ²	3,987
Email ³	1,200
Direct Outreach Call ⁴	177

In addition to the above outreach efforts, Community Action Agencies within the Company's service area were provided a combined total of 1,730 brochures (in English and Spanish) which notify the reader of flexible payment options and the availability of energy and bill assistance funds; a Somali version of this brochure will be provided to the Community Action Agencies by early July 2021. Additionally, beginning June 21, 2021, past-due residential customers that logged into their My Account began receiving a pop-up message notifying them that bill assistance funds may be available.

¹ Pursuant to paragraph 3 of the Stipulated Agreement, all residential customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance at least 1 day past due as of June 8, 2021, received an automated phone call providing advance notice of the Company's resumption of regular collections and disconnection processes. This automated phone call also notified customers that bill assistance funds may be available.

² Pursuant to paragraph 3 of the Stipulated Agreement, all residential customers with an active service agreement, who also had an account balance at least 1 day past due as of June 1, 2021, were mailed a brochure providing advance notice of the Company's resumption of regular collections and disconnection processes. This brochure also outlined flexible payment options and the availability of energy and bill assistance funds.

³ Pursuant to paragraph 3 of the Stipulated Agreement, all residential customers with an active service agreement and a valid email address on file with the Company, who also had an account balance at least 1 day past due as of June 1, 2021, received an email providing advance notice of the Company's resumption of regular collections and disconnection processes. This email also notified customers that bill assistance funds may be available.

⁴ Customer service representatives have made direct outbound calls to customers that are 31+ days past due, have an active service agreement, and have an account balance of at least \$1,000 as of June 1, 2021.

**Idaho Power Company
Arrearage Management Program Status Report
June 2021**

g. How customers heard about the Program during the month

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	10%
Email	5%
Brochure	8%
Customer Service Representative ¹	64%
Community Action Agency	1%
Idaho Power Field Representative	4%
Other	8%

¹ The customer became aware of the Company's Arrearage Management Program while interacting with a customer service representative.

Data is recorded at the time customers speak with a customer service representative about the Company's Arrearage Management Program and is based on customers' responses.