



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.



LISA D. NORDSTROM
Lead Counsel
lnordstrom@idahopower.com

June 18, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Monthly Arrearage Management Program Status Report for May 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 May 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:sh
Enclosure

**Idaho Power Company
Arrearage Management Program Status Report
May 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	1	1	-	-	-	2
97837	-	1	-	-	-	1
97870	3	2	-	-	-	5
97884	1	-	-	-	-	1
97901	3	1	-	-	-	4
97903	-	1	-	-	-	1
97905	3	1	1	-	-	5
97907	3	4	-	1	-	8
97909	1	-	-	-	-	1
97910	1	-	-	-	-	1
97913	10	15	1	-	2	28
97914	48	26	3	1	7	85
97918	5	10	-	-	2	17
Total Recipients	79	62	5	2	11	159

Idaho Power Company
Arrearage Management Program Status Report
May 2021

b. Program funds expended, per program option

Program Option	Funds Expended May 2021	Total Funds Expended
Instant Grant	\$ 17,057.03	\$ 35,638.37
40/60 Balance Split	\$ 27,837.75	\$ 96,922.36
Payment Arrangement Match		
6-Month	\$ 400.99	\$ 510.82
9-Month	\$ 497.17	\$ 691.17
12-Month	\$ 2,450.37	\$ 3,465.23
Total Funds Expended	\$ 48,243.31	\$ 137,227.95

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

Idaho Power Company
Arrearage Management Program Status Report
May 2021

c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed May 2021	Total Funds Committed
6-Month	\$ 2,412.15	\$ 6,075.41
9-Month	\$ 1,448.83	\$ 3,011.15
12-Month	\$ 8,541.98	\$ 29,198.80
Total Funds Committed	\$ 12,402.96	\$ 38,285.36

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.

Idaho Power Company
Arrearage Management Program Status Report
May 2021

d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (137,227.95)
Total Funds Committed	\$ (38,285.36)
Total Funds Remaining	\$ 344,394.69

Idaho Power Company
Arrearage Management Program Status Report
May 2021

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	\$ 215.91	N/A
40/60 Balance Split	\$ 449.00	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 482.43
9-Month	N/A	\$ 724.42
12-Month	N/A	\$ 776.54

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.

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

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	1,228
Direct Outreach Call ²	481

¹ All customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance 31+ days past due as of May 10, 2021, received an automated phone call notifying them of bill assistance funds being available. Calls were not placed to customers who are current or past participants of the Program.

² Customer service representatives have made direct outbound calls to customers who have an active service agreement and were at least 91 days in arrears as of May 10, 2021.

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

g. How customers heard about the Program during the month

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	12%
Email	11%
Postcard	4%
Customer Service Representative ¹	63%
Community Action Agency	1%
Other	9%

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.

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