



e-FILING REPORT COVER SHEET

COMPANY NAME:

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:

Report is required by: OAR

Statute

Order

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:

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@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
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January 20, 2022

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Quarterly Arrearage Management Program Status Report for Q4 2021

Attention Filing Center:

Pursuant to Order No. 21-057 issued in UM 2114, Idaho Power Company transmits for electronic filing its Quarterly Arrearage Management Program Status Report for Q4 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
Q4 2021**

a. Number of recipients during the quarter, 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	2	1	-	-	-	3
97901	4	-	-	-	-	4
97905	1	1	-	-	-	2
97906	1	-	-	-	-	1
97907	7	1	-	-	1	9
97910	1	-	-	-	-	1
97913	20	2	-	-	-	22
97914	84	27	3	-	6	120
97918	15	10	2	-	2	29
Total Recipients	137	42	5	-	10	194

Idaho Power Company
Arrearage Management Program Status Report
Q4 2021

b. Program funds expended, per program option

Program Option	Funds Expended Q4 2021	Total Funds Expended
Instant Grant	\$ 30,330.59	\$ 114,279.45
40/60 Balance Split	\$ 18,291.64	\$ 201,230.40
Payment Arrangement Match		
6-Month	\$ 1,013.88	\$ 5,378.46
9-Month	\$ 1,303.43	\$ 3,375.26
12-Month	\$ 5,939.82	\$ 21,066.98
Total Funds Expended	\$ 56,879.36	\$ 345,330.55

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

Idaho Power Company
Arrearage Management Program Status Report
Q4 2021

c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed Q4 2021	Total Funds Committed
6-Month	\$ 1,738.97	\$ 4,676.84
9-Month	\$ -	\$ 5,068.33
12-Month	\$ 5,305.49	\$ 35,839.91
Total Funds Committed	\$ 7,044.46	\$ 45,585.08

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
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d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (345,330.55)
Total Funds Committed	\$ (45,585.08)
Total Funds Remaining	\$ 128,992.37

Idaho Power Company
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e. Average payment or funds committed to customers enrolled in the Program during the quarter, per option

Program Option	Average Program Payment	Average Funds Committed ¹
Instant Grant	\$ 221.39	N/A
40/60 Balance Split	\$ 435.52	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 347.79
9-Month	N/A	-
12-Month	N/A	\$ 530.55

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 quarter.

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Q4 2021

f. Proactive outreach efforts made during the quarter, by type of outreach

Customer Outreach Efforts During the Quarter	Number of Customers Contacted
Dialer Campaign ¹	754

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 November 15, 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.

Idaho Power Company
Arrearage Management Program Status Report
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g. How customers heard about the Program during the quarter

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	6%
Email	1%
Brochure	1%
Customer Service Representative ¹	82%
Idaho Power Field Representative	3%
Other	7%

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.