



LISA D. NORDSTROM
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April 20, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company’s Monthly Arrearage Management Status Report for March 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 March 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 cursive script that reads "Lisa D. Nordstrom".

Lisa D. Nordstrom

LDN:slb
Enclosure

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

a. Number of recipients, per program option

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97870	-	1	1	-	-	2
97901	2	-	-	-	-	2
97903	-	1	-	-	-	1
97907	-	-	-	-	1	1
97910	-	-	-	1	-	1
97913	3	6	2	-	-	11
97914	6	11	-	-	5	22
97918	1	3	-	-	2	6
Total Recipients	12	22	3	1	8	46

Idaho Power's Arrearage Management Program was approved by the Oregon Public Utilities Commission on March 23, 2021, and went into effect beginning March 24, 2021.

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b. Program funds expended, per program option

Program Option	Funds Expended March 2021	Total Funds Expended
Instant Grant	\$ 2,800.18	\$ 2,800.18
40/60 Balance Split	\$ 15,327.33	\$ 15,327.33
Payment Arrangement Match		
6-Month	\$ -	\$ -
9-Month	\$ -	\$ -
12-Month	\$ -	\$ -
Total Funds Expended	\$ 18,127.51	\$ 18,127.51

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c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed March 2021	Total Funds Committed
6-Month	\$ 1,403.81	\$ 1,403.81
9-Month	\$ 677.91	\$ 677.91
12-Month	\$ 5,705.02	\$ 5,705.02
Total Funds Committed	\$ 7,786.74	\$ 7,786.74

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 Program Funding	\$ 519,908.00
Total Program Funds Expended	\$ (18,127.51)
Total Program Funds Committed	\$ (7,786.74)
Total Program Funds Remaining	\$ 493,993.75

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e. Average payment or amount committed to customers enrolled in the Program, per option

Program Option	Average Program Payment	Average Committed Amount ¹
Instant Grant	\$ 233.35	N/A
40/60 Balance Split	\$ 696.70	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 467.94
9-Month	N/A	\$ 677.91
12-Month	N/A	\$ 713.13

¹ Average committed amount 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, by type of outreach

Customer Outreach Efforts During the Month	Number of Customers Contacted
Email ¹	638
Postcard ²	1,168
Direct Outreach Call ³	102

¹ All customers with an active service agreement and an email address on file with the Company, who also had an account balance 31+ days past due as of March 25, 2021, were sent an email notifying of the Company's Arrearage Management Program.

² A postcard notifying of the Company's Arrearage Management Program was sent to all residential customers with an active service agreement and an account balance 31+ days past due as of March 25, 2021.

³ 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.

**Idaho Power Company
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g. How customers heard about the Program

How Customers Heard About the Program	Percent of Customer Calls
Email	5%
Postcard	9%
Customer Service Representative ¹	72%
Other	14%

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.