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Salt Lake City, Utah 84116

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IDAHO PUBLIC  
UTILITIES COMMISSION

May 22, 2015

**VIA OVERNIGHT DELIVERY**

Jean D. Jewell  
Commission Secretary  
Idaho Public Utilities Commission  
472 W. Washington  
Boise, ID 83702

**Re: Case No. GNR-U-14-01, Order No. 33229 Compliance Filing  
IN THE MATTER OF AVISTA CORPORATION, IDAHO POWER COMPANY,  
AND PACIFICORP DBA ROCKY MOUNTAIN POWER'S PETITION FOR AN  
EXEMPTION TO UTILITY CUSTOMER RELATIONS RULES 311(4) AND (5)**

Dear Ms. Jewell:

Rocky Mountain Power, a division of PacifiCorp, hereby files a monthly report in compliance with Order No. 33229 (Order) issued February 17, 2015. Pages 17-18 of the Order requires the submission of the following information related to residential accounts: (1) number of payment agreements in place; (2) number of payment agreements with Moratorium declaration in the past 12-month period; (3) agreements with arrears; (4) total arrears amount; (5) number of past-due notices; (6) number of final notice letters; (7) number of disconnections for non-payment; (8) number of same day reconnections; and (9) number of reconnections within one week. Enclosed are (7) copies of Rocky Mountain Power's Low-Income Tracking Report for the period April 2015.

If you have any questions please contact Ted Weston at (801) 220-2963 or email [ted.weston@pacificorp.com](mailto:ted.weston@pacificorp.com)

Very truly yours,

Jeffrey K. Larsen  
Vice President, Regulation

Enclosure



## State of Idaho Low-Income Tracking Report April 2015

	<u>Non-Low-Income</u> <u>Residential</u> <u>Agreements</u>	<u>Low-Income</u> <sup>1</sup> <u>Residential</u> <u>Agreements</u>
1. Agreements <sup>2</sup>	59,983	1,424
2. Agreements with Moratoriums (past 12 months)	542	241
3. Agreements with Arrears <sup>4</sup>	8,323	519
4. Total Arrears Amount (\$) <sup>4</sup>	\$1,269,945.69	\$144,657.15
5. Past Due Notices	3,638	265
6. Past Due Notice Collect Amount (\$)	\$804,795.35	\$86,158.61
7. Final Notice Letter	2,844	222
8. Disconnects for Non-Pay	67	11
9. Total Collect Amount at Disconnect (\$)	\$30,431.83	\$8,684.58
10. Same Day Reconnects	19	6
11. Reconnects within 1 Week <sup>3</sup>	38	7
12. Total \$s Written-off <sup>5</sup>	\$36,510.97	Not broken out
13. Write-offs due to bankruptcies filed in Idaho <sup>6</sup>	\$10,006.51	\$0.00
14. Total kWh Billed	47,612,921	1,451,841

Report Notes:

- 1.) Low-Income Agreements are those receiving an energy assistance payment within the past 12 months.
- 2.) Agreements are individual metered electric services active during any portion of the report month. Customers can have multiple agreements on an account. Customers can also have multiple accounts.
- 3.) Reconnects in this month can be for disconnects which occurred in the last week of the prior month. Reconnects include only those where payments to reconnect are provided within 5 working days. Customers making payments after 5 working days are not included as a reconnect in this report.
- 4.) Arrears and the number of agreements in arrears are based on a snap-shot 2 days prior to the report date. Arrears are included on agreements that are active during any portion of the report month.
- 5.) Write-offs occur 180 days after the closing bill due date or at the time of a bankruptcy filing. The total residential write-off for metered service is not broken out for low-income and non-low income residential service since all agreements in this report were active sometime during the report month and low-income agreements are identified by energy assistance payments within the last 12 months.
- 6.) All Idaho residential agreements included in the bankruptcy claim are included even though they may not have been active for an extended period. Claims filed in other states are not included even if an Idaho agreement was included in the bankruptcy claim.