

Residential AMP and Disconnects



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Arrearage Management Program: Idaho Power Bill Assistance



40/60 Balance Split

Customer pays 40% of their past due balance, program covers the remaining 60%

- This option may be best for those who can make a lump sum payment totaling 40% of their past due balance. One-time assistance funds will be used to pay off the remaining 60%, up to \$1,200.

Payment Arrangement Match

Customers are enrolled in a TPA and the program matches payments for 12 months totaling 50% of the past due balance

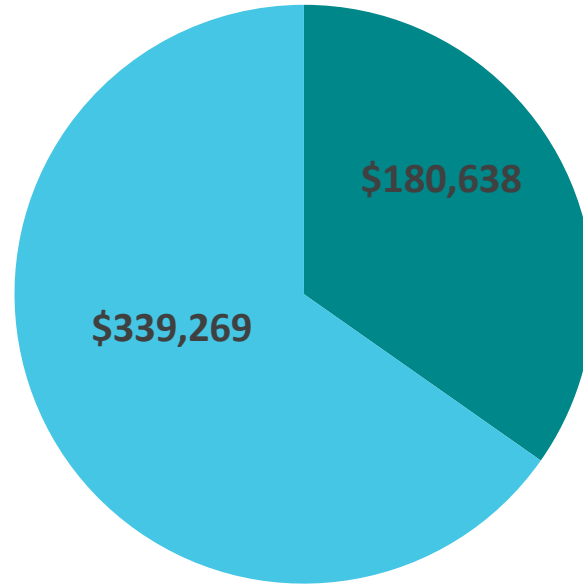
- This option is for those who would like to make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,200, for up to 12 months.
- Customers can enroll in a TPA up to 24 months in duration

Instant Grant

- One-time immediate debt relief up to \$250, regardless of a customer's ability to make a payment.

Arrearage Management Program implemented on March 24, 2021

AMP Paid & Remaining



Anticipate funds being exhausted by mid-December 2021

■ Remaining AMP Funds ■ AMP Funds Paid/Committed

Data as of 9/24/21

Arrearage Management Program Options

846 AMPs

40/60 Match

42%

\$180,638

Payment Arrg
Match

13%

\$76,469

Instant Grant

45%

\$82,030

Payment Arrg Match:

12 month = 21

18 month = 16

24 month = 74

Renegotiated Program: 6

Data as of 9/24/21

Program Data

Disconnections



- Disconnections from 8/3/21 through 9/24/21
 - 81 customers disconnected
 - 59 reconnected
 - 50 within 1 day
 - 9 within 7 days
 - No engagement with Idaho Power from the customer

Note: of the 1,578 customers who received a 15-day reminder notice, nearly 99% remained connected or were reconnected within 7 days.

Questions and Answers

