

July 27, 2020

VIA ELECTRONIC FILING

Mark L. Johnson
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

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State Of WASH.
UTIL. AND TRANSP.
COMMISSION

**Re: Docket U-200281—PacifiCorp’s Comments Regarding Response to COVID-19
Pandemic**

PacifiCorp dba Pacific Power & Light Company (PacifiCorp), appreciates the opportunity to participate in the ongoing discussions regarding the necessary efforts to respond to the COVID-19 pandemic.

On June 1, 2020, Governor Inslee extended the Governor’s Proclamation 20-23 through July 28, 2020. The Governor’s Proclamation, among other things, established a moratorium on utility disconnection of customers for non-payment of bills, charging late fees on accumulated balances, and refusing to provide service to a customer previously disconnected for non-payment of bills. Unless Governor Inslee takes additional action, the Governor’s Proclamation will expire August 1, 2020.

Although the Governor’s Proclamation is set to expire August 1, 2020, the Company recognizes that the state of Washington and our customers continue to experience the effects of this unprecedented time. To support our customers during this time, the Company voluntarily commits to a continuation of the moratorium and the extension of the consumer protections outlined in the Governor’s Proclamation until at least September 30, 2020.

During this time, PacifiCorp will continue working with customers, stakeholders, and the Commission to chart a path forward. In addition, PacifiCorp will continue an ongoing customer outreach campaign. Since March, the Company has used a variety of channels to assist customers with information on expanded payment plan options and energy assistance.

- Information for energy assistance for each county is provided on the bill and webpage.
- Customers with past due balances receive postcards, outbound calls, emails, texts, and/or letters encouraging customers to contact the company for payment arrangements.
- A COVID-19 webpage is also available including additional information and a Q&A about the moratorium.
- Residential customers can elect to participate in a twelve month payment plan with a lower monthly payment for the first four months or an equal payment plan with the current bill and any past due balances rolled into a fixed payment amount each month.
- Commercial customers can have up to six months to pay any past due bills.
- All payment plans can be renegotiated or extended recognizing the income fluctuations customers may experience as the economy recovers.

Washington Utilities and Transportation Commission

July 27, 2020

Page 2

PacifiCorp began notifying customers of the existing moratorium and intends to update our customers with a press release on July 28, 2020, of the continuation of the moratorium. The Company will continue to provide the details on the moratorium on each bill, and PacifiCorp's website.

PacifiCorp is committed to working with its customers; customers that are experiencing difficulty paying their bills should continue to reach out to PacifiCorp to explore options to manage their bill. Critical to PacifiCorp and its customers is certainty in the path forward, including a defined period for lifting the moratorium and a clear method for treatment of associated costs. Through continued engagement with stakeholders and the Commission, PacifiCorp looks forward to a thoughtful, inclusive, and defined process that provides clarity and certainty to customers and utilities alike.

Please direct any questions related to these comments to Ariel Son, Regulatory Affairs Manager, at (503) 813-5410.

Sincerely,

/s/

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