

Engagement with these groups will occur at least at the “Collaboration” level on the International Association for Public Participation Spectrum.¹¹ New benefits and costs should reflect the tenets of energy justice described in the Cascade General Rate Case Order.¹² At minimum, these benefits and costs should include, but are not limited to, societal impacts, non-energy benefits and burdens, and the social cost of greenhouse gases, as well as any other benefits and costs deemed appropriate after engagement with PacifiCorp’s advisory groups and customers.

10. Low-Income / Language Access Plan / Disconnection

19. The Company will work with the Low-Income Advisory Group (LIAG) and EAG to develop enhancements to the Low-Income Bill Assistance (LIBA) Program and create an arrearage management plan. PacifiCorp will discuss and seek consensus regarding the following elements of the programs:

- a. Number of discount tiers.
- b. Use of self-declaration of income with eligibility verification for a randomly selected group.
- c. Low-income arrearage management plan.
- d. Community-based organization outreach program.
- e. Changing the billing logic so that federal assistance is applied before bill discounts.

20. Based on those discussions, PacifiCorp will propose a package addressing the items above for low-income program changes by April 30, 2025, requesting Commission

¹¹ Under the IAP2 Spectrum, “collaboration” is described as “partner[ing] with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.” Available at: https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf

¹² *Wash. Utils. & Trans. Comm’n v. Cascade Natural Gas Corporation*, Docket UG-210755, Final Order 09, 16-20, ¶¶ 52-60 (Cascade GRC Order).

