















Engagement with these groups will occur at least at the “Collaboration” level on the International Association for Public Participation Spectrum.<sup>11</sup> New benefits and costs should reflect the tenets of energy justice described in the Cascade General Rate Case Order.<sup>12</sup> 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

<sup>11</sup> 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](https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf)

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

























