

April 30, 2021

VIA ELECTRONIC FILING

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

Received
Records Management
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State OF WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Docket U-200281—PacifiCorp’s Comments and Data Report for January 1, 2021, through March 31, 2021

PacifiCorp dba Pacific Power & Light Company (PacifiCorp or Company) appreciates the opportunity to respond to the Commission’s Notice of Opportunity to File Written Comments issued on March 31, 2021.

PacifiCorp’s Bill Payment Assistance Program

Under the newly established Bill Payment Assistance Program (BPAP), PacifiCorp has provided approximately 2,300 grants to customers for a total benefit of approximately \$1.1 million as of April 27, 2021. These grants have covered approximately 21.4 percent of the 90+ day total residential arrearage balance, or approximately 10.5 percent of the total arrearage balance for residential customers.

Out of the total \$3.1 million funding budget that PacifiCorp committed for these programs, approximately 65.6 percent is still available for deployment as of April 26, 2021.

Communication and Outreach Efforts

PacifiCorp has been continuing its communication efforts with its customers in the following manner:

Outbound Calls:

Automated reminders and outbound calls are made to customers who have past due balances. Automated calls are reminders to customers with past due balances and are not on a payment arrangement. Customer care agents also call customers who are three months past due and do not have payment plans.

Email regarding Energy Assistance:

PacifiCorp uses email communications to provide links to available, local resources. The email also includes information on the location and contact information for energy assistance agencies, qualifications for energy assistance, and instructions on how to apply for assistance.

Bill Messages:

PacifiCorp has been encouraging customers to contact the Company to make flexible payment arrangements and receive available assistance information. Bill messages also include information regarding the current moratorium on disconnections and late fees. Past due notices also include energy assistance information and contact information for community action agencies.

Website:

PacifiCorp maintains a webpage dedicated to COVID-19 relief resources available to residential and non-residential customers. The webpage includes information and links for various energy assistance programs, flexible payment options, and a list of frequently asked questions and answers that may be helpful for customers.

Flyers & Notices:

PacifiCorp has incorporated or is in the process of incorporating recommended changes to the reminder notices and flyers to customers communicated during the workshop on April 7, 2021. This includes, but is not limited to, language that encourages customers to call for any reason (not just past due), indication that multiple forms of assistance can be received (e.g., bill assistance funds and energy assistance), information regarding protections agreed to in the Term Sheet, and clear communication that customers will not be disconnected while attempting to receive assistance, start a payment plan, or get a medical certificate. Flyers are being distributed to several agencies with the Yakama Nation, school districts, and other community organizations.

Current Customer COVID-19 Data

PacifiCorp submits its report in response to the data reporting requirements in Order 01 for the first quarter of 2021 as Attachment A to these comments.

Development of Arrearage Management Plan or Percentage of Payment Plan

PacifiCorp does not currently have plans to implement a permanent arrearage management plan or percentage of payment plan. Consistent with the requirements in the Clean Energy Transformation Act, PacifiCorp's current focus is to work with its Low Income Advisory Committee to evaluate necessary modifications to its existing Low Income Bill Assistance Program.

Plans to Resume Credit and Collection Processes

PacifiCorp is finalizing changes to the past due and final notices to incorporate the changes that Washington Utilities and Transportation Commission Staff have recommended. Further, the Company has included Staff- and stakeholder-recommended changes to our reminder noticing as well. Noticing will be sent to customers 30 days in advance of the Company resuming collection activities.

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PacifiCorp appreciates the opportunity to provide comments in response to the Notice. Please direct any questions related to these comments to Ariel Son, Regulatory Affairs Manager, at (503) 813-5410.

Sincerely,

/s/

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Enclosures

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