



COVID-19 Equity, Customer Communications and Outreach Technical Workshop

Docket U-200281

Tuesday, August 3, 2021, at 1 p.m.

Participants

COVID Workgroup (Docket #200281)

- **UTC Staff – Consumer Protection and Communications, Regulatory Services, Policy**
- **Joint Utilities**
- **Joint Advocates**

Guest Participants

- **Carol Weltz, Spokane Neighborhood Action Partners, Director of Community Action**
- **Shaylee Stokes, Hopelink, Senior Manager**
- **Shawn Collins, The Energy Project, Director**
- **Michael Furze, WA State Dept. of Commerce, Assistant Director, Energy**
- **Amy Wheelless, NW Energy Coalition, Senior Policy Associate**

Agenda

Time	Topic	Speaker	Notes
1:00-1:15	Welcome and Introductions	Bridgit Feeser (UTC)	
	Guest Speakers		
1:15-1:45	CAP Agencies a. Overview of CAP agency outreach and availability b. What's working/what's not in customer outreach and communications	Carol Weltz (SNAP) Shaylee Stokes (Hopelink)	

	<ul style="list-style-type: none"> c. How are CAP agencies using new eligibility guidelines for IOU low-income programs d. Obstacles to receiving LIHEAP and ideas to overcome 	Shawn Collins (Energy Project)	
1:45-2:00	Dept. of Commerce <ul style="list-style-type: none"> a. Business resiliency and outreach to low-income and underserved populations 	Michael Furze (Commerce)	
2:00-2:10	[Break]		
2:10-2:20	Data Overview <ul style="list-style-type: none"> a. Status of arrearages through June b. Low-income assistance distribution c. Available COVID low-income assistance funding 	Andrew Sellards (UTC)	
2:20-2:50	Utility Outreach Overview <ul style="list-style-type: none"> a. Update on outreach efforts <ul style="list-style-type: none"> - BIPOC, Tribal, low-income outreach - Language access b. Response to customer notices sent in June c. Other triumphs/losses? 	IOUs <ul style="list-style-type: none"> - PSE - Avista - Pacific - Cascade - NW Natural 	
2:50-3:20	Disconnections <ul style="list-style-type: none"> a. What steps are utilities taking to avoid disconnections? <ul style="list-style-type: none"> - Customer notices/contact points - The practice of reporting to credit agencies b. What is the UTC Consumer Protection's role in disconnections? 	IOUs <ul style="list-style-type: none"> - PSE - Avista - Pacific - Cascade - NW Natural Bridgit Feeser (UTC)	
3:20-3:30	[Break]		
3:30-3:45	Debt Relief <ul style="list-style-type: none"> a. Expanding debt relief – discussion 	Amy Wheelless, (NVEC)	

3:45-4:00	Wrap Up/Next Steps a. Sept. 30 – Statewide Disconnection Moratorium Expires b. Fall 2021 - CR-101 – Fees and Deposits c. Nov. 15 – March 15 – Winter Moratorium (WAC 365-100-010) d. April 2022 – Fees and deposits resume	Amanda Maxwell	
4:00	Adjourn		