



COVID-19 Equity, Customer Communications and Outreach Technical Workshop

Docket U-200281

Wednesday, June 15, 2022, at 1 p.m.

Participants

COVID Workgroup (Docket #200281)

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

Guest Participants

- **Adell Whitehead, National Association for the Advancement of Colored People (NAACP)**
- **Anneliese Vance-Sherman, Employment Security Department**
- **Dr. Alli Ertl, Department of Health**

Agenda

Time	Topic	Speaker	Notes
1:00-1:15	Welcome and Introductions	Anna Gill	
1:15-1:45	<p>Guest Speakers</p> <p><i>NAACP</i></p> <ul style="list-style-type: none"> a. Challenges with utility service b. Trust in utility providers and government organizations <p><i>Employment Security Department</i></p> <ul style="list-style-type: none"> a. Washington Labor Market & Outlook b. Labor Force & Unemployment Rates c. Industry Specific Employment <p><i>Department of Health (DOH)</i></p> <ul style="list-style-type: none"> • Environmental Health 	<p>Adell Whitehead</p> <p>Anneliese Vance-Sherman</p> <p>Dr. Alli Ertl</p>	

	<p>Disparities Map Overview</p> <ul style="list-style-type: none"> • DOH relationship to CETA 		
1:45-2:05	<p>Data Overview</p> <ol style="list-style-type: none"> Status of arrearages for Jan. 2021 through April 2022 Assistance distribution for April 2021 through April 2022 Arrearages by zip code Arrearage map layered with DOH highly impacted community data 	<p>Andrew Sellards (UTC)</p> <p>Andrew Roberts (UTC)</p>	
2:05-2:15	<p>UTC Disconnection Outreach Update from UTC Consumer Protection regarding company disconnect notifications.</p>	<p>Bridgit Feeser (UTC)</p>	
2:15-2:30	<p>Break</p>		
2:30-2:45	<p>The Energy Project Report: Summary of the effects of COVID-19 on Washington's IOU Residential Customers (March 2022)</p> <ol style="list-style-type: none"> To what extent are economic impacts lingering? Where was the biggest impact of the pandemic? 	<p>Mary Kimball (The Energy Project)</p>	
2:45-3:00	<p>Community Action Agency Update</p> <ol style="list-style-type: none"> Overview of CAP agency outreach and availability What's working/what's not in customer outreach and communications The CAP service model for energy assistance delivery and current level of demand 	<p>Lorena Shah (Opportunity Council)</p>	
3:00-4:00	<p>Update from Utilities</p> <ol style="list-style-type: none"> The approach utilities use to determine which customers to disconnect? After the commission completed their outreach, how many customers were disconnected? What's changed in how you reach out to customers? Are there any other challenges you see that would affect customers in the next 6-12 	<p>IOUs</p> <ul style="list-style-type: none"> - Avista - Cascade - NW Natural - PacifiCorp - PSE 	

	months?		
4:00-4:10	<p>Wrap Up/Next Steps</p> <p>a. U-210800 Rulemaking in progress to consider possible changes to customer notice, credit and collection rules, late fees, disconnection fees, reconnections fees, and deposits.</p> <p>b. Fees and deposits suspended until 30 days after the Commission issues its final order adopting rules or otherwise determines the propriety of the fee and deposit rules in Docket U-210800.</p> <p>c. Reporting requirements extended until 30 days after the Commission issues its final order or otherwise determines the propriety of the fee and deposit rules in Docket U-210800.</p>	Bridgit Feeser	
4:10-4:30	<p>Outstanding issues</p> <p>Other than those covered in Wrap Up/Next Steps, are there any outstanding issues we need to address or discuss?</p>	Open discussion	
4:30	Adjourn		