



**COVID-19
Equity, Customer Communications, and Outreach
Workshop**

Docket U-200281

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

Welcome

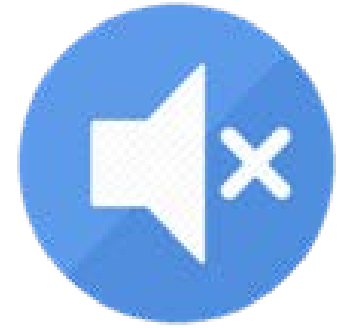


Introductions

Name, pronouns, role and organization



Virtual Meeting etiquette



- This meeting is being recorded in Microsoft Teams
- **MUTE your microphone when you're not speaking**
- Speak up when you are presenting or asking questions
- Use chat or raise hand to ask questions
- Don't put your phone on HOLD



Workshop ground rules

- One person speaks at a time – allow others to finish
- Commit to meet each other in a positive space
- Come with intent to listen and learn
- Be innovative
- Engage in the process



Agenda

- Welcome
- Guest Speakers
- COVID Data Overview
- Disconnection Outreach
- Break
- The Energy Project Report
- Community Action Agency Update
- Utility Updates
- Next Steps
- Outstanding Issues
- Adjourn



Guest Speakers

National Association for the Advancement of Colored People (NAACP), Employment Security Department, Department of Health



NAACP[®]

Adell Whitehead

Program Manager, Equity

(She/her/hers)





**Employment
Security
Department**
WASHINGTON STATE

Anneliese Vance-Sherman
Regional Labor Economist
(She/her)





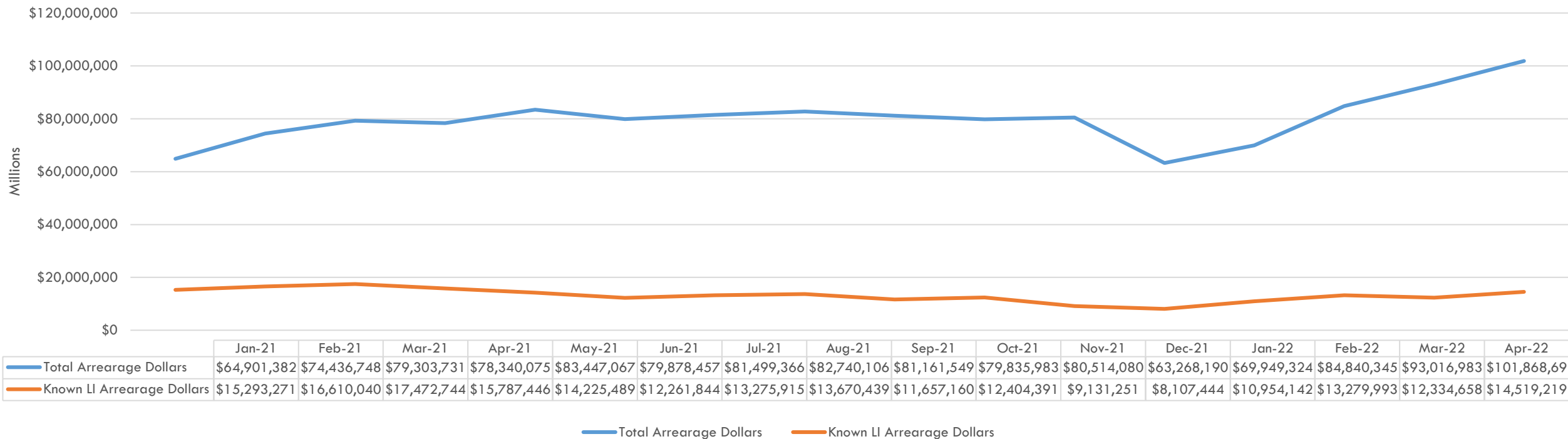
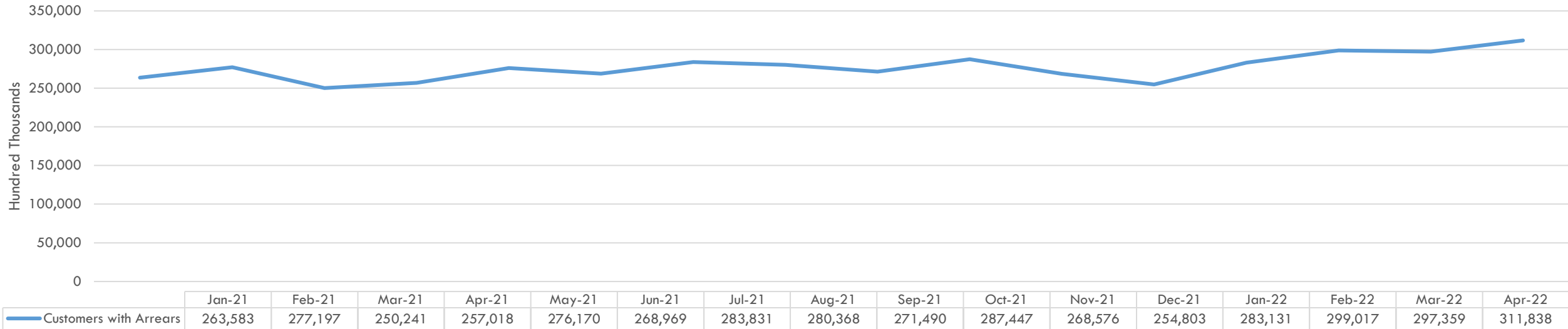
Dr. Alli Ertl
Epidemiology Supervisor
(She/her)

Data Overview

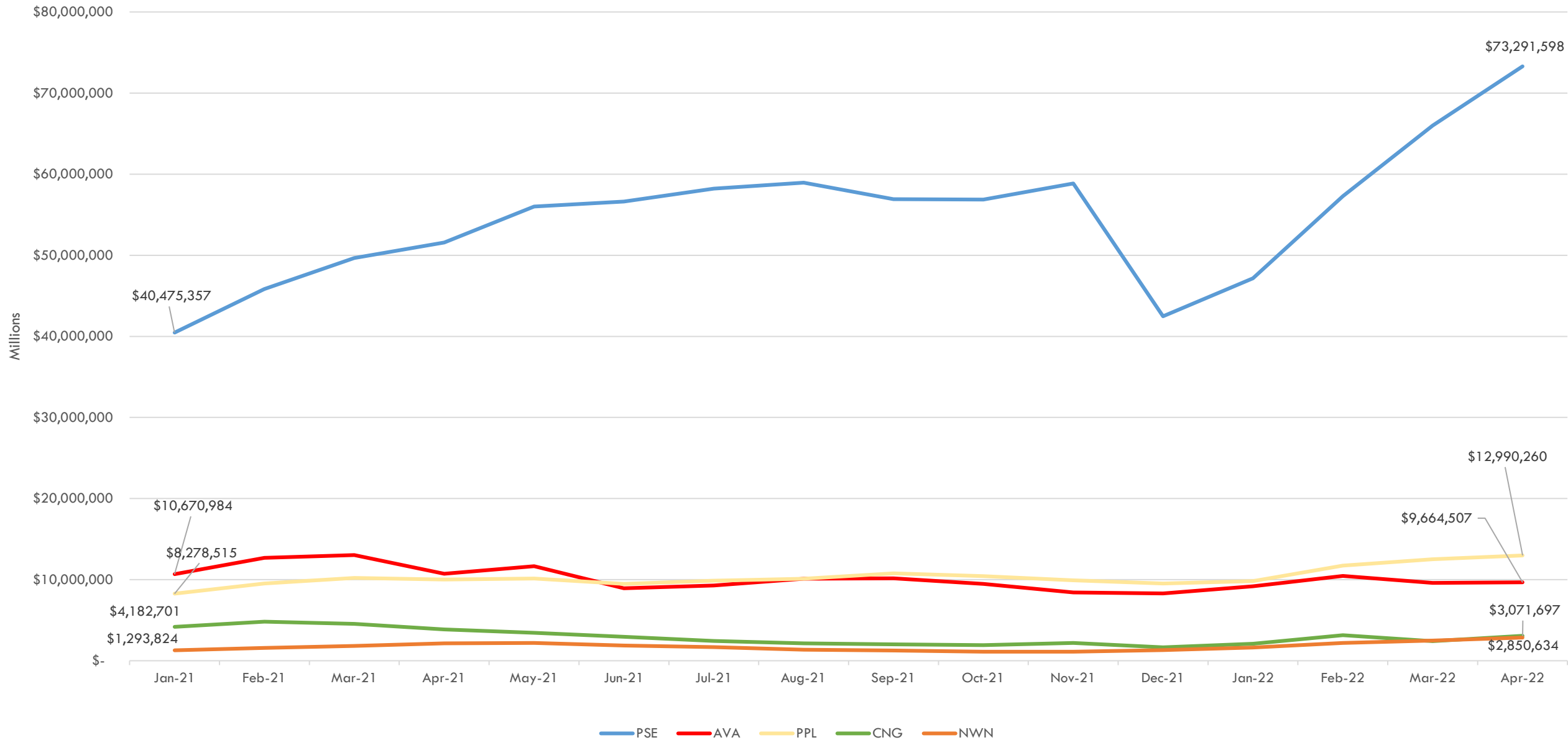
- Status of arrearages for January 2021 through April 2022
- Assistance distribution for April 2021 through April 2022
- Arrearages by Zip Code
- UTC Arrearage Map



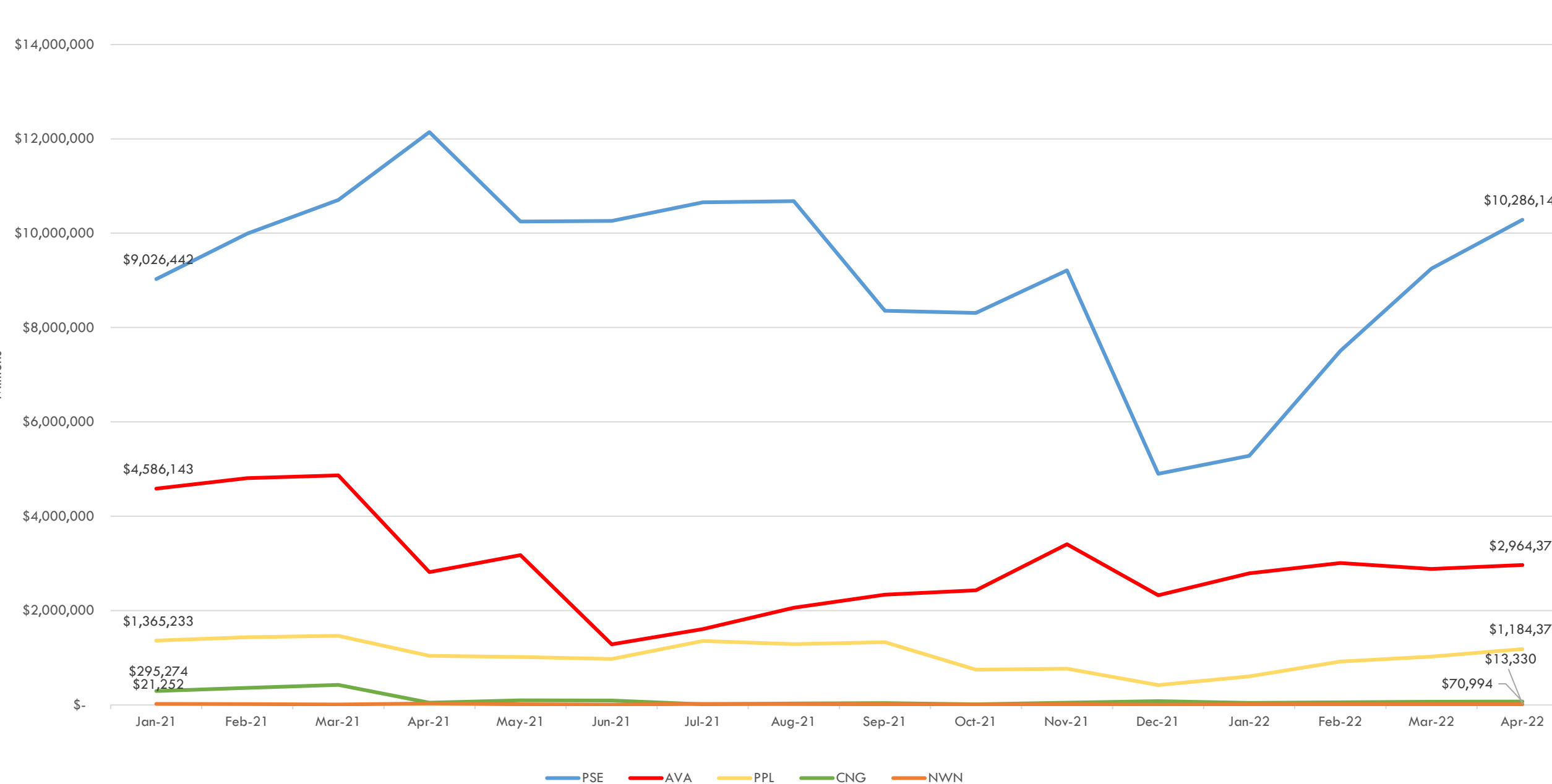
Status of Arrearages January 2021 - April 2022



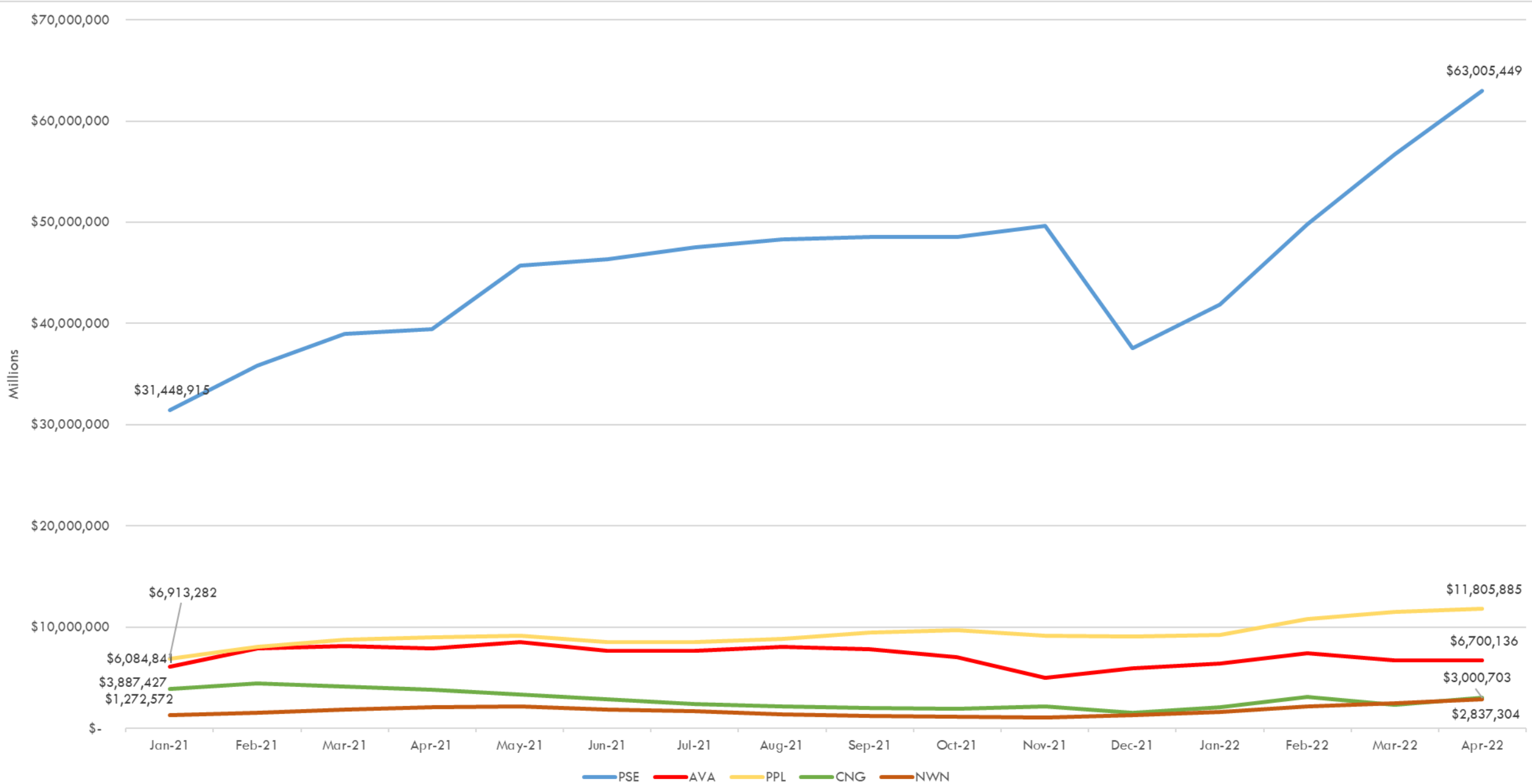
Overall Arrearages by Utility January 2021 - April 2022



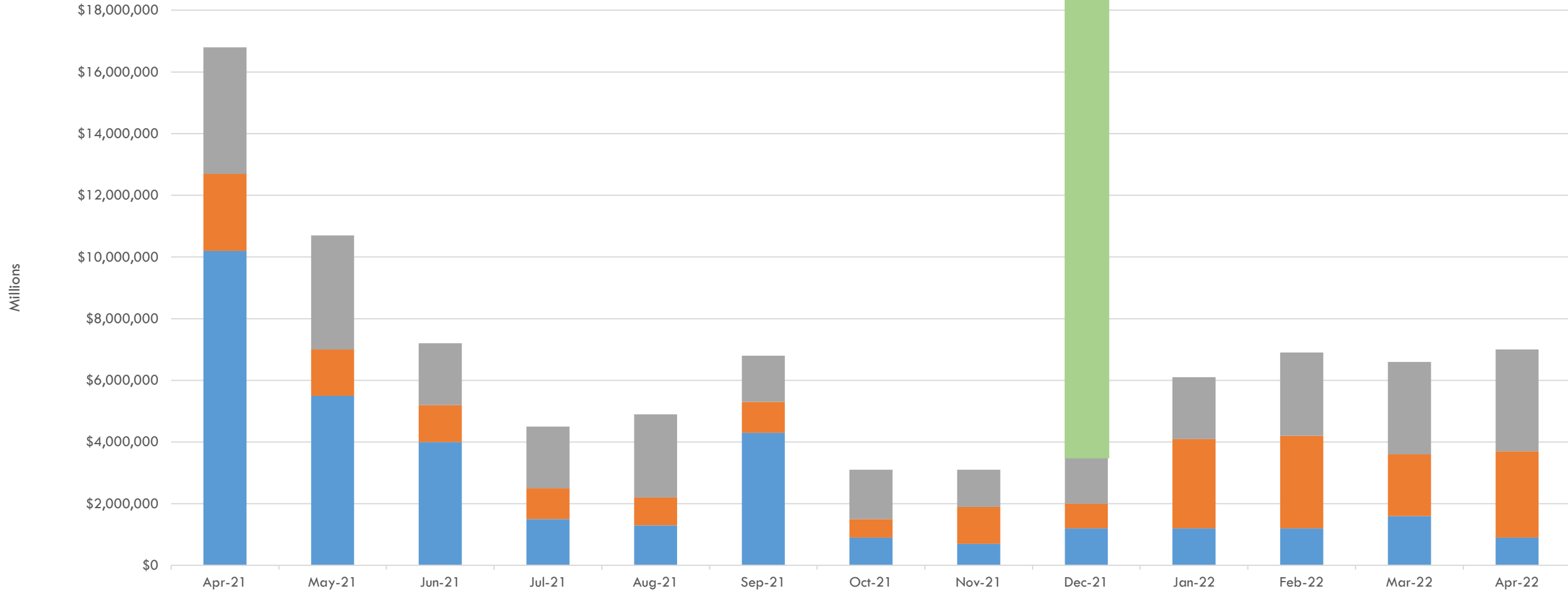
Known Low-Income Customer Arrearages by Utility January 2021 – April 2022



Unknown Customer Arrearages by IOU January 2021 – April 2022



Assistance Distribution by Funding Source April 2021 – April 2022



	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
LIHEAP	\$4,100,000	\$3,700,000	\$2,000,000	\$2,000,000	\$2,700,000	\$1,500,000	\$1,600,000	\$1,200,000	\$1,500,000	\$2,000,000	\$2,700,000	\$3,000,000	\$3,300,000
Permanent Bill Assistance	\$2,500,000	\$1,500,000	\$1,200,000	\$1,000,000	\$900,000	\$1,000,000	\$600,000	\$1,200,000	\$800,000	\$2,900,000	\$3,000,000	\$2,000,000	\$2,800,000
COVID Assistance	\$10,200,000	\$5,500,000	\$4,000,000	\$1,500,000	\$1,300,000	\$4,300,000	\$900,000	\$700,000	\$1,200,000	\$1,200,000	\$1,200,000	\$1,600,000	\$900,000

* Dollar amounts are rounded to nearest hundred thousandth

■ COVID Assistance ■ Permanent Bill Assistance ■ LIHEAP

Totals by funding stream: COVID Assistance (\$34.5 million) Permanent Bill Assistance (\$21.4 million) LIHEAP (\$31.3 million) + CACAP3 (\$27 million)



Top Five Zip Codes per Utility as of March 31, 2022

Overall								NorthWest Natural Gas Company							
ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community	ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community
98902	PPL	4,479	\$2,011,834	\$121,952	Yakima	Yakima	Yes	98682	NWN	2,498	\$481,230	\$3,082	Vancouver	Clark	Yes
98003	PSE	4,566	\$1,746,856	\$291,540	Federal Way	King	Yes	98607	NWN	1,108	\$207,656	\$481	Camas	Clark	Yes
98023	PSE	3,630	\$1,686,450	\$202,343	Federal Way	King	Yes	98684	NWN	1,080	\$206,634	\$1,328	Vancouver	Clark	Yes
98908	PPL	3,854	\$1,602,588	\$38,135	Yakima	Yakima	Yes	98662	NWN	1,095	\$193,378	\$1,258	Vancouver	Clark	Yes
98032	PSE	4,019	\$1,458,170	\$177,375	Kent	King	Yes	98661	NWN	836	\$176,947	\$152	Vancouver	Clark	Yes
Avista Corp.								Pacific Power & Light							
ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community	ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community
99205	AVA	2,357	\$968,687	\$294,742	Spokane	Spokane	Yes	98902	PPL	4,479	\$2,011,834	\$121,952	Yakima	Yakima	Yes
99207	AVA	2,232	\$881,962	\$332,259	Spokane	Spokane	Yes	98908	PPL	3,854	\$1,602,588	\$38,135	West Yakima	Yakima	Yes
99208	AVA	2,283	\$783,499	\$233,670	Spokane	Spokane	Yes	98901	PPL	2,542	\$1,327,397	\$89,962	Yakima	Yakima	Yes
99202	AVA	1,188	\$459,191	\$176,720	Spokane	Spokane	Yes	98903	PPL	1,829	\$1,035,729	\$52,482	Union Gap	Yakima	Yes
99223	AVA	1,376	\$448,041	\$155,797	Spokane	Spokane	No	98944	PPL	1,871	\$840,744	\$84,687	Sunnyside	Yakima	Yes
Cascade Natural Gas								Puget Sound Energy							
ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community	ZIP	Company	Customers	Arrearages in \$	Known LIC Arrearages in \$	City	County	Highly Impacted Community
98902	CNG	880	\$189,256	\$7,224	Yakima	Yakima	Yes	98003	PSE	4,566	\$1,746,856	\$291,540	Federal Way	King	Yes
99301	CNG	679	\$122,816	\$3,502	Pasco	Franklin	Yes	98023	PSE	3,630	\$1,686,450	\$202,343	Federal Way	King	Yes
98908	CNG	406	\$115,883	\$2,821	Yakima	Yakima	Yes	98032	PSE	4,019	\$1,458,170	\$177,375	Kent	King	Yes
99362	CNG	595	\$101,612	\$5,518	Walla Walla	Walla Walla	Yes	98092	PSE	4,077	\$1,354,851	\$302,177	Auburn	King	Yes
98312	CNG	587	\$92,602	\$2,072	Bremerton	Kitsap	Yes	98002	PSE	4,636	\$1,258,765	\$232,089	Auburn	King	Yes

Cumulative top five zip codes = \$19.8 million in arrearages or approximately 20 percent of arrearages.



UTC Arrearage Map and other Resources

UTC Arrearage Map with DOH Health Disparities Overlay Demonstration

[Energy Company Customer Arrearages \(arcgis.com\)](#)

Other Resources

- [Information by Location | Washington Tracking Network \(WTN\)](#) (DOH Disparities Map)
- [ESDWAGOV - Monthly employment report](#)
- [Washington - Census Bureau Profile](#)



UTC Disconnection Outreach

- Customer accounts submitted to UTC by IOUs for Disconnection – 23,390
- Cases closed to date – 19,601
- Email and letter contacts are in English and Spanish
- Option for interpreter service for phone calls
- Continues through September 2022



Break

Community Action Agency Updates





The Energy Project Report: Summary of the effects of COVID -19 on Washington's IOU Residential Customers (March 2022)

- To what extent are economic impacts lingering?
- Where was the biggest impact of the pandemic?



- The CAP service model for energy assistance delivery and current level of demand
- Overview of CAP agency outreach and availability
- What's working/what's not in customer outreach and communications



Utility Updates



Utility Updates

- 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 months?




NW Natural



What's Next?

- U-210800 Rulemaking in progress – customer notice, credit and collection rules, late fees, disconnection fees, reconnections fees, and deposits
- Fees and deposits suspended – 30 days after commission decision in U-210800
- Data reporting requirement – 30 days after commission decision in U-210800

Outstanding Issues



THANK YOU