

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

PACIFICORP dba
PACIFIC POWER & LIGHT COMPANY,

Respondent.

DOCKET UE-230172
(Consolidated)

In the Matter of

ALLIANCE OF WESTERN ENERGY
CONSUMERS'

Petition for Order Approving Deferral of
Increased Fly Ash Revenues

DOCKET UE-210852
(Consolidated)

EXHIBIT SNS-14

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 009
Low Income*

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 009

TEP Data Request 009

Low Income - Does PacifiCorp employ customer service representatives who speak Spanish to customers?

Response to TEP Data Request 009

PacifiCorp employs bi-lingual customer service representatives. These representatives support Spanish and English language customers.

PREPARER: Tony Worthington \ Heather Frazier

SPONSOR: William Comeau