

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-8

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 024
Credit and Collections*

TEP Data Request 024

Credit and Collections - Reference: PacifiCorp's Responses to TEP Data Requests 001-003

Has PacifiCorp's Low Income Advisory Group reviewed and provided input on the following policies and procedures for disconnecting customers for nonpayment, "PAC Collection Configurations.docx" and "Collection Timelines – WA," including the scoring system PacifiCorp uses? If so, please provide the date or dates when the Advisory Group reviewed those internal policies and procedures, notes from the meeting, along with a copy or summary of the comments PacifiCorp received from the Advisory Group.

Response to TEP Data Request 024

PacifiCorp met with the Low Income Advisory Group (LIAG) on October 28, 2021, and November 30, 2021, prior to filing the Company's disconnection reduction plan. The disconnection reduction plan refers to PacifiCorp's scoring system used to determine who receives notices and may be disconnected for non-payment. Please refer to Attachment TEP 024, which provides a copy of the presentation materials related to the November 30, 2021 meeting.

PacifiCorp provided the LIAG the three largest factors that were used to determine disconnection eligibility prior to the moratorium in 2019 that included arrears greater than two months, no payment in last 60 days and more than two disconnection orders generated in the previous 12 months. The LIAG expressed some concern about the factors being used as it was not clear they were equitable to the Company's Washington customers. It was requested that PacifiCorp look at additional data on the customers who were receiving disconnection orders to help determine if the existing scoring system was equitable.

PacifiCorp has been re-introducing disconnection for non-payment in the past year while the Company continues to work with stakeholders, including the LIAG, in the disconnection rulemaking in Washington and with how to get customers the assistance they need to help lower their arrearages.

PREPARER: Jason Hoffman

SPONSOR: Robert M. Meredith