

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-18

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 010
Low Income*

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 010

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Low Income - Please provide any documents or policies that describe when and how PacifiCorp decides to conduct outreach in a language that is not English.

Response to TEP Data Request 010

No such document or policy is available. PacifiCorp teams use their best judgement to effectively and efficiently reach customers in Washington with information on low-income programs based on community input, feedback from community action agency partners, and on primary and secondary research. Some of these communications are available in English and Spanish. Please also refer to the Company's responses to TEP Data Request 008 and TEP Data Request 011.

PREPARER: Heather Beery

SPONSOR: To be determined