

**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)*

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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-12

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 012  
Low Income*

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 012

**TEP Data Request 012**

**Low Income** - Reference: Dkt. U-210800, PacifiCorp's Responses, at 6 (Aug. 19, 2022); Dkt. U-210800, PacifiCorp's Responses, at 10 (April 29, 2022).

- (a) Please describe how PacifiCorp determines what language an individual customer prefers to use when contacting the Company.
- (b) Does PacifiCorp track customers' preferred languages for any language besides English and Spanish?

**Response to TEP Data Request 012**

- (a) PacifiCorp determines the customer language when customers indicate their language preference while on the phone with agents. PacifiCorp provides customers with the option of self-designating to receive automated outage related updates when reporting an outage through the outage Interactive Voice Response telephone option. This designation is only used for the customer's outage event.
- (b) Yes, PacifiCorp tracks preferred languages as English (default), Spanish, and Other.

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