

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-15

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 008
Low Income*

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 008

TEP Data Request 008

Low Income - For each of the programs listed below, please describe (a) the materials that are available on PacifiCorp's website in languages other than English, and (b) whether PacifiCorp provides bill inserts, brochures, or other mailings in languages other than English that describe the program. As part of the answer, please identify which languages PacifiCorp uses and any differences or omissions between the materials available in English and other languages:

1. Low Income Bill Assistance
2. Project HELP
3. LIHEAP
4. Low Income Weatherization Program
5. Disconnection Procedures and Notices

Response to TEP Data Request 008

(a) Please refer to the Company's responses to 1. through 5. below:

1. Low Income Bill Assistance (LIBA):
 - Energy Resource Center (also includes links to Spanish materials):
<https://www.pacificpower.net/savings-energy-choices/energy-resource-center.html>
 - https://www.pacificpower.net/content/dam/pcorp/documents/es/pacificpower/energy-assistance/PP_WA_LIBA_Handout_BlueMtActionCouncil_SPAN.pdf
 - https://www.pacificpower.net/content/dam/pcorp/documents/es/pacificpower/energy-assistance/PP_WA_LIBA_Handout_NWCA_OICW_SPAN.pdf
2. Project HELP: <https://www.pacificpower.net/es/opciones/asistencia.html>
3. LIHEAP: Outreach conducted primarily by agency partners, including:
 - Blue Mountain Action Council
 - Northwest Community Action Center
 - Opportunities Industrialization Center of Washington
4. Low Income Weatherization Program: Online content in English only
5. Disconnection Procedures and Notices: Online content in English only

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(b) Please refer to the Company's responses to 1. through 5. below:

1. LIBA: PacifiCorp has an integrated advertising campaign to help increase customer awareness of the LIBA program in English and Spanish. This includes Spanish-language radio ads, newspaper ads, cinema (movie theater) advertising, digital and organic social media ads on Facebook and Instagram, along with handouts distributed through community action agencies, program information delivered through local church networks, community events and at workshops targeting agricultural workers. As part of PacifiCorp's first multicultural earned media pilot campaign, Spanish radio and television interviews were conducted to educate our Latino community on the various way they can save money, which included bill assistance through the LIBA program.

Program information is also included in the consumer information that is mailed out in new customer welcome packets. On an annual basis, consumer information is mailed out to all customers. The consumer information is in English and includes a note in Spanish that explains to customers if they would like to receive the information in Spanish to contact us.

2. Project HELP: Program information is included in the consumer information that is mailed out in new customer welcome packets. On an annual basis, consumer information is mailed out to all customers. The consumer information is in English and includes a note in Spanish that explains to customers if they would like to receive the information in Spanish to contact us. PacifiCorp does not provide other bill inserts and brochures for the program.
3. LIHEAP: Program information is included in the consumer information that is mailed out in new customer welcome packets. On an annual basis, consumer information is mailed out to all customers. The consumer information is in English and includes a note in Spanish that explains to customers if they would like to receive the information in Spanish to contact us. PacifiCorp does not provide other bill inserts and brochures for the LIHEAP program. Outreach is conducted primarily by community action agencies that administer LIHEAP.
4. Low Income Weatherization Program: PacifiCorp does not provide bill inserts, brochures or other mailings for the Low-Income Weatherization program. Outreach is conducted primarily by community action agencies that deliver weatherization services.
5. Disconnection Procedures and Notices: Disconnection information is included in the consumer information that is mailed out in new customer

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welcome packets. On an annual basis, consumer information is mailed out to all customers. The consumer information is in English and includes a note in Spanish that explains to customers if they would like to receive the information in Spanish to contact us.

PREPARER: Heather Beery / Selyna Bermudez / Charity Spires

SPONSOR: To be determined