

## RCW 19.405.120(4) Reporting Template

This document is due to Commerce by February 1, 2022. You must provide data for both 2019 and 2020 (Jan -Dec). This reporting template is for compliance with the requirements under the Clean Energy Transformation Act (CETA), RCW 19.405.120(4):

*(4)(a) In addition to the requirements under subsection (3) of this section, each electric utility must submit biennially to the department an assessment of:*

*(i) The programs and mechanisms used by the utility to reduce energy burden and the effectiveness of those programs and mechanisms in both short-term and sustained energy burden reductions;*

*(ii) The outreach strategies used to encourage participation of eligible households, including consultation with community-based organizations and Indian tribes as appropriate, and comprehensive enrollment campaigns that are linguistically and culturally appropriate to the customers they serve in vulnerable populations; and*

*(iii) A cumulative assessment of previous funding levels for energy assistance compared to the funding levels needed to meet: (A) Sixty percent of the current energy assistance need, or increasing energy assistance by fifteen percent over the amount provided in 2018, whichever is greater, by 2030; and (B) ninety percent of the current energy assistance need by 2050.*

*(b) The assessment required in (a) of this subsection must include a plan to improve the effectiveness of the assessed mechanisms and strategies toward meeting the energy assistance need.*

For questions about this data please contact Sarah Vorpahl [ceta@commerce.wa.gov](mailto:ceta@commerce.wa.gov) or visit the Commerce website: <https://www.commerce.wa.gov/growing-the-economy/energy/ceta-energy-assistance/>

Questions marked with an asterisk are mandatory. Unmarked questions are subject to availability of data.

## Definitions (References for definitions taken directly from CETA are indicated with statutory reference)

"Crisis/Emergency Program" is typically a one-time financial assistance or arrangement to prevent or in response to service shut offs or interruptions

"Energy assistance" means a program undertaken by a utility to reduce the household energy burden of its customers.

(a) Energy assistance includes, but is not limited to, weatherization, conservation and efficiency services, and monetary assistance, such as a grant program or discounts for lower income households, intended to lower a household's energy burden.

(b) Energy assistance may include direct customer ownership in distributed energy resources or other strategies if such strategies achieve a reduction in energy burden for the customer above other available conservation and demand-side measures.

[RCW 19.405.020(15)]

"Energy assistance need" means the amount of assistance necessary to achieve an energy burden equal to six percent for utility customers. [RCW 19.405.020(16)]

"Energy burden" means the share of annual household income used to pay annual home energy bills. [RCW 19.405.020(17)]

“Long-term Program” refers to measures that create sustained energy savings, such as heating, air-sealing, insulation, windows or other energy efficiency measures.

"Low-income" means household incomes that do not exceed the higher of eighty percent of area median income or two hundred percent of federal poverty level, adjusted for household size. [RCW 19.405.020(25)]

“Short-term Program” refers to monthly, bi-monthly or annual payments, or other offsets to billing.

**Part A. General information**

<b>Company Information</b>	
Company	<b>PacifiCorp</b>
EIA ID	<b>14354</b>
Address	<b>825 NE Multnomah Street, Suite 2000</b>
City/Town	<b>Portland</b>
State	<b>OR</b>
Zip codes served (including partial)	<b>93324; 97862; 98083; 98103; 98350; 98603; 98672; 98901; 98902; 98903; 98904; 98907; 98908; 98909; 98920; 98921; 98923; 98930; 98932; 98933; 98935; 98936; 98937; 98938; 98939; 98942; 98944; 98947; 98948; 98950; 98951; 98952; 98953; 98954; 98956; 98957; 99062; 99301; 99323; 99324; 99328; 99329; 99334; 99342; 99343; 99347; 99348; 99350; 99360; 99361; 99362; 99363; 99624</b>

<b>Program and Contact Information</b>			
<b>Name of Program/Mechanism</b>	<b>Contact Name</b>	<b>Email Address</b>	<b>Phone Number</b>
Low Income Bill Assistance (LIBA)	Charity Spires	charity.spires@pacificcorp.com	503 813-7228
Low Income Weatherization	Charity Spires	charity.spires@pacificcorp.com	503 813-7228
Project HELP	Charity Spires	charity.spires@pacificcorp.com	503 813-7228

**Part B. Individual Program Information**

Please fill out each question for each individual energy assistance program. Include any program that reduces energy burden for customers of your utility, including those your utility administers and those administered by a third party. Please only include those programs that include some amount of utility funds.

Programs that do not exclusively serve low-income customers may be included, as long as the participation of and impact to low-income customers can be separately tracked or reported. Examples of such programs include multifamily energy efficiency or manufactured home replacement programs.

Complete this section for each energy assistance program that serves electric customers. Programs can serve other fuel types, but reporting should only include information related to electric customers.

<b>Program Overview*</b>			
<b>Name of Program</b>	<b>Mechanism used to reduce energy burden (Choose one)</b>	<b>Program Type (Choose one - see definitions section)</b>	<b>Fuel Type(s)</b>
Low Income Bill Assistance (LIBA)	Energy bill assistance	Short term	Electricity
Low Income Weatherization	Energy efficiency	Long term	Electricity
Project HELP	Energy bill assistance	Short term	Electricity

**\*\*\*Please include separate responses for each program. Use as many tables as you need. Please add more copies of the following program table template if necessary\*\*\***

<b>Program name</b>	Low Income Bill Assistance (LIBA)
<b>How long has the program been running? (50 words max)*</b>	The Low Income Bill Assistance (LIBA) Program has been running since February 1, 2001.
<b>Targeted customer segments and program eligibility requirements (100 words max)*</b>	<p>LIBA is a three-income-tier discount program that provided a credit per kWh for energy use in excess of 600 kWh/month. The lowest income tier received the highest credit per kWh, meaning that more of the program funds were targeted at the lowest income customers.</p> <p>In 2019-2020, LIBA was available to income qualifying residential customers (up to 150% FPL) on a first-come first-served basis up to an annual cap. The annual enrollment cap was 4910 for PY 2018/2019 and 5008 for PY 2019/2020.</p> <p>The LIBA program was available for 1 and 2 year enrollments, with 25% of the annual enrollment cap assigned to 2 year enrollments, generally for households with fixed income.</p> <p><b>* In 2021, PacifiCorp proposed changes to the LIBA program, which were approved by the UTC. Please see response to Part C.</b></p>
<b>Is this a utility, third-party or hybrid program? (Please provide further details for hybrid programs, which are run both by the utility and third party)*</b>	The Low Income Bill Assistance program is a hybrid program, and PacifiCorp partners with three non-profit agencies to administer the program. The non-profit agencies provide intake services and income certify applicants and determine which LIBA tier discount to place applicants.
<b>What are the administration and/or implementation roles of the utility (e.g. application processing, income verification, marketing, audits, energy efficiency measure installation)*</b>	<p>The administration/implementation roles of the utility include:</p> <ul style="list-style-type: none"> <li>• Transfer/migrate customer accounts to program rate schedule following receipt of electronic file from agency</li> <li>• Transfer accounts to standard residential schedule after each customer enrollment period ends.</li> <li>• Manage program marketing. All written materials designed to describe or promote the program are coordinated with the partner non-profit agencies.</li> </ul>
<b>Updates since last energy assistance compliance report (not applicable for first report)</b>	N/A

<b>Program name</b>	Low Income Weatherization
<b>How long has the program been running? (50 words max)*</b>	The Low Income Weatherization program has been in place since the 1980s.
<b>Targeted customer segments and program eligibility requirements (100 words max)*</b>	Service under Low Income Weatherization Schedule is intended to improve the energy efficiency of existing residential dwellings inhabited by customers that meet income guidelines. Property owners or renters may participate.
<b>Is this a utility, third-party or hybrid program? (Please provide further details for hybrid programs, which are run both by the utility and third party)*</b>	This is a hybrid program. The program is implemented by four non-profit community service agencies. These agencies leverage PacifiCorp funds with state and federal funds to provide energy efficiency wraparound services at no cost to PacifiCorp customers.
<b>What are the administration and/or implementation roles of the utility (e.g. application processing, income verification, marketing, audits, energy efficiency measure installation)*</b>	PacifiCorp's role includes review of completed projects, invoicing for agency reimbursement, auditing of agency weatherization and financial records, and inspecting the installations in dwellings of customers receiving weatherization service under the program.
<b>Updates since last energy assistance compliance report (not applicable for first report)</b>	N/A

<b>Program name</b>	Project HELP
<b>How long has the program been running? (50 words max)*</b>	The program has been in place since the early 2000s.
<b>Targeted customer segments and program eligibility requirements (100 words max)*</b>	Program targets all income qualifying customers at or below 150% of the Federal Poverty Limit. Priority may be given to households with senior or disabled family member, veterans or children under age of 5.
<b>Is this a utility, third-party or hybrid program? (Please provide further details for hybrid programs, which are run both by the utility and third party)*</b>	Hybrid. Project Help provides energy assistance with donated funds from customers, with contributions from PacifiCorp and its employees. PacifiCorp partners with The Salvation Army and Northwest Community Action Center to serve customers in the company's service territory.
<b>What are the administration and/or implementation roles of the utility (e.g. application processing, income verification, marketing, audits, energy efficiency measure installation)*</b>	<p>PacifiCorp administers program promotions twice a year through solicitation envelopes that request donations to the program. Additionally, company collects donations through small change, lend a hand, and fixed donation schemes through customer bills.</p> <p>Company processes program donations collected through envelopes, electric bill payments and employee payroll deductions and forwards donated funds.</p> <p>Company matches donations 2 to 1 up to \$34k annually</p>
<b>Updates since last energy assistance compliance report (not applicable for first report)</b>	N/A

**Program Outcomes**

**\*\*\*Please include separate responses for each program. Please add more copies of the following program table template if necessary\*\*\***

**Supporting Sources:** Information reported in this section relies primarily on program participation data from PacifiCorp’s program tracking databases.

Program name	Low Income Bill Assistance (LIBA)	
	2019	2020
Total Number of program participants*	6114 (annual cap + 2 yr participants from prior PY)	6235 (annual cap + 2 yr participants from prior PY)
Total number of low-income program participants*	6114 (annual cap + 2 yr participants from prior PY)	6235 (annual cap + 2 yr participants from prior PY)
Total bill reductions for all participants in dollars*	\$3,108,009.75	\$2,649,336.94
What are the annual goals or targets for this program* (e.g. # customers served, energy savings aMW, assistance amount provided). If no goal exists enter “none.” You may provide a quantitative value or narrative explanation.*	<p><b>None.</b> The program does not have a specific goal or target. However, there are annual enrollment caps by program year:                      October 2018-September 2019: 4910                      October 2019-September 2020: 5008</p>	
For each annual goal or target, what were the program outcomes? Please provide outcomes by occupancy status (e.g., renter vs. owner), if available.	All available enrollments were utilized in both PY 2018/19 and PY 2019/20	
Subject to availability, please disaggregate the participant bill reductions provided above by: 1. income bracket 2. occupancy status (e.g., renter vs. owner)		
Describe successes and challenges of the program to reduce energy burden. (500 words max)*	The program has been successful at filling all available enrollment slots were filled in 2019 and 2020, indicating successful marketing and outreach. Approximately 34% of the total credit granted in 2019 went to LIBA Tier 1 (income up to 75% of FPL), and in 2020 approximately 40%. SO, the program has directed a significant portion of funds to the lowest-income customers who are also most likely to have a high energy burden.	
A utility may report additional metrics for a program to demonstrate how the mechanism reduces energy burden. For example, reporting average % reduction of energy burden or energy bill for households in program.		



Program name	Low Income Weatherization	
	2019	2020
Total Number of program participants*	82	44
Total number of low-income program participants*	82	44
Total bill reductions for all participants in dollars*		
What are the annual goals or targets for this program* (e.g. # customers served, energy savings aMW, assistance amount provided). If no goal exists enter "none." You may provide a quantitative value or narrative explanation.*	None. The program does not have a specific goal or target.	
For each annual goal or target, what were the program outcomes? Please provide outcomes by occupancy status (e.g., renter vs. owner), if available.		
Subject to availability, please disaggregate the participant bill reductions provided above by: 1. income bracket 2. occupancy status (e.g., renter vs. owner)		
Describe successes and challenges of the program to reduce energy burden. (500 words max)*	Partner agencies are able to leverage utility funding with State and Federal funds to provide no cost weatherization services and deep energy efficiency retrofits. Due to COVID19, weatherization service was paused for most of 2020, thus fewer homes were served.	
A utility may report additional metrics for a program to demonstrate how the mechanism reduces energy burden. For example, reporting average % reduction of energy burden or energy bill for households in program.		

Program name	Project HELP	
	2019	2020
Total Number of program participants*	211	211
Total number of low-income program participants*	211 households (627 occupants)	211 households (813 occupants)
Total bill reductions for all participants in dollars*	37,083	58,686
What are the annual goals or targets for this program* (e.g. # customers served, energy savings aMW, assistance amount provided). If no goal exists enter "none." You may provide a quantitative value or narrative explanation.*	None.	
For each annual goal or target, what were the program outcomes? Please provide outcomes by occupancy status (e.g., renter vs. owner), if available.		
Subject to availability, please disaggregate the participant bill reductions provided above by: 1. income bracket 2. occupancy status (e.g., renter vs. owner)		
Describe successes and challenges of the program to reduce energy burden. (500 words max)*	More program funds were distributed in 2020 for customers affected by COVID19.	
A utility may report additional metrics for a program to demonstrate how the mechanism reduces energy burden. For example, reporting average % reduction of energy burden or energy bill for households in program.		

**Program Costs\***

<b>2019</b>			
Program Name	Incentive or direct customer assistance expenditure (\$).	Program administration and operation, including marketing and outreach (\$). Reported amount should include expenses for both direct utility funded programs as well as administrative costs or overhead for third party funded programs such as administrative costs from a CAP/utility contract.	If not included in program administration costs, please report utility staffing costs (\$). You may approximate utility staffing FTEs for this program using approximate staff time multiplied by annual salary.
Low Income Bill Assistance (LIBA)	\$3,108,009.75	\$439,425.94	\$5,013.90
Low Income Weatherization	\$393,964.82	\$54,748.06	\$27,059.44
Project HELP	\$37,083	\$35,220.45	\$5,000

<b>2020</b>			
Program Name	Incentive or direct customer assistance expenditure (\$).	Program administration and operation, including marketing and outreach (\$). Reported amount should include expenses for both direct utility funded programs as well as administrative costs or overhead for third party funded programs such as administrative costs from a CAP/utility contract.	If not included in program administration costs, please report utility staffing costs (\$). You may approximate utility staffing FTEs for this program using approximate staff time multiplied by annual salary.
Low Income Bill Assistance (LIBA)	\$2,649,336.94	\$250,862.50	\$4953.32
Low Income Weatherization	\$343,434.10	\$48,610.75	\$9,604.18
Project HELP	\$58,686	\$32,470.00	\$5,000

### Conservation Programs

Please use the "Conservation Program Calculator.xlsx" available in the CETA EAP website to fill in the following table.

Provide a list or reference of energy efficiency measures offered by the utility.\*

Please provide your retail rate, measures, and number of units installed or households served for each measure. Please refer to the Northwest Power and Conservation Council Regional Technical Forum (RTF) to look up the annual savings and estimated useful life for each measure.\*

**Supporting Sources:** Information reported in this section relies primarily on program participation data from PacifiCorp's low-income weatherization program tracking database. PacifiCorp tracks blended savings for weatherization (the "Washington Home" entry below) based on third party impact evaluation studies. The current savings value (1,122 kWh per weatherized home) is based on the latest available evaluation study from 2018 – it is updated every 2-3 years. PacifiCorp uses tiered billing rates and the following table uses the kWh rate for monthly usage exceeding 600 kWh.

Program Year	Measure	BPA reference number (if applicable)	# of low-income units/households	Per unit annual kWh savings (from RTF**)	Estimated Useful Life (EUL) (from RTF)	Rate (\$/kWh)	Annual bill savings (= kWh savings* rate*# of units)	Lifetime bill savings [= net present value (discount rate***, annual value)]
2019	Washington Home - Weatherization		82	1122	30	0.10198	9,383	183,902
2019	03 Weather Strip Windows - WA		2		-	0.10198	-	-
2019	07 Weather Strip Doors - WA		39		-	0.10198	-	-
2019	08 Wall Insulation - WA		10		45	0.10198	-	-
2019	09 Ceiling Insulation - WA		48		45	0.10198	-	-
2019	10 Attic Ventilation - WA		42		-	0.10198	-	-
2019	11 Floor Insulation - WA		52		45	0.10198	-	-
2019	12 Pipe Insulation - WA		49		-	0.10198	-	-
2019	15 Duct Insulation and Sealing - WA		26		20	0.10198	-	-
2019	18 Air Sealed/Infiltration - WA		64		-	0.10198	-	-
2019	19 Low Flow Shower Head - WA		24		-	0.10198	-	-
2019	27 Home Repair Cost - WA		26		-	0.10198	-	-
2019	273 Water Heater Replacement - WA		12		15	0.10198	-	-
2019	278 Ductless Heat Pump - WA		19	3521	15	0.10198	6,822	81,445
2019	31 Thermal Doors - WA		5		30	0.10198	-	-
2019	32 Replacement Windows - WA		7		45	0.10198	-	-
2019	46 Ground Cover - WA		46		-	0.10198	-	-
2019	50 LED Bulbs - WA		64		12	0.10198	-	-
2019	501 Faucet Aerators - WA		31		-	0.10198	-	-
2019	503 Water Heater Blanket - WA		1		20	0.10198	-	-
2019	51 LED Lighting Fixtures - WA		7		15	0.10198	-	-
2019	555 Thermostat - WA		4		-	0.10198	-	-
2019	901 Refrigerator Replacement - WA		6		15	0.10198	-	-
2020	Washington Home - Weatherization		44	1122	30	0.10198	5,035	98,679
2020	03 Weather Strip Windows - WA		1		-	0.10198	-	-

2020	07 Weather Strip Doors - WA		27		-	0.10198	-	-
2020	08 Wall Insulation - WA		6		45	0.10198	-	-
2020	09 Ceiling Insulation - WA		31		45	0.10198	-	-
2020	10 Attic Ventilation - WA		34		-	0.10198	-	-
2020	11 Floor Insulation - WA		38		45	0.10198	-	-
2020	12 Pipe Insulation - WA		40		-	0.10198	-	-
2020	15 Duct Insulation and Sealing - WA		19		15	0.10198	-	-
2020	18 Air Sealed/Infiltration - WA		43		-	0.10198	-	-
2020	19 Low Flow Shower Head - WA		16		-	0.10198	-	-
2020	27 Home Repair Cost - WA		21		-	0.10198	-	-
2020	273 Water Heater Replacement - WA		8		15	0.10198	-	-
2020	278 Ductless Heat Pump - WA		8		15	0.10198	-	-
2020	31 Thermal Doors - WA		3		30	0.10198	-	-
2020	32 Replacement Windows - WA		5		45	0.10198	-	-
2020	46 Ground Cover - WA		29		-	0.10198	-	-
2020	50 LED Bulbs - WA		34		12	0.10198	-	-
2020	501 Faucet Aerators - WA		18		-	0.10198	-	-
2020	51 LED Lighting Fixtures - WA		4		15	0.10198	-	-
2020	555 Thermostat - WA		1		-	0.10198	-	-
2020	901 Refrigerator Replacement - WA		1		15	0.10198	-	-

\*\*RTF = Regional Technical Forum (<https://rtf.nwcouncil.org/measures>)

\*\*\*equivalent to the cost of financing a loan to pay for the efficiency measures upfront). DOE recommends also recommends 3%

A utility may report additional metrics for a program to demonstrate how the conservation mechanism reduces energy burden.
<b>Enter response here.</b>

**Arrearage Management**

Please report only on arrearage management programs that reduce energy burden for customers. As with previous sections, programs that do not exclusively serve low-income customers may be included, as long as the participation of and impact to low-income/high-burden customers can be separately tracked or reported, and only report information for electric customers.

Complete this section for each energy assistance program that serves electric customers. Programs can serve other fuel types, but reporting should only include information related to electric customers.

<b>Program name</b>	<b>N/A</b>
<b>What is the average arrearage amount for program participants at the time of their enrollment?*</b>	
<b>What is the term of the program or what is the typical number of months over which payments are spread out?*</b>	
<b>What percent of arrearages or dollar value does the program intend to forgive for participants?*</b>	
<b>Some customers may not complete the full program term. On average, what percent of arrearages are actually forgiven by the program?</b>	
<b>A utility may report additional metrics for a program to demonstrate how the arrearage management program reduces energy burden.</b>	

### **Part C. Plan to Increase Effectiveness**

In the space provided below and based on the data provided, provide a plan to improve the effectiveness of energy assistance programs and strategies toward meeting energy assistance need, including concrete actions and discussion of the following:\*

Describe how your utility plans to demonstrate progress towards providing energy assistance pursuant to the goals in RCW 19.405.120(4)(a)(iii):

- Sixty percent of the current energy assistance need, or increasing energy assistance by fifteen percent over the amount provided in 2018, whichever is greater, by 2030; and
- Ninety percent of the current energy assistance need by 2050. (500 words max)\*

The assessment must touch on the following areas and include the following information in your plan to demonstrate progress:

a. Short-term and sustained energy burden reduction

(i) Changes to short-term programs

(ii) Changes to long-term programs

(iii) Please describe how the mix of energy assistance programs prioritize short-term versus sustained energy burden reduction.

b. Outreach

(i) Program targeting and outreach effectiveness to underserved or vulnerable customers

(ii) Program targeting and outreach effectiveness to high burden customers

(iii) Customer satisfaction (ease of enrollment, access issues etc...)

c. Funding

(i) Program funding from the utility

(ii) Program funding from federal or state programs

(iii) Program funding from other sources.

(iv) Please provide information as to the consistency of these funding sources (i.e. if donation based, average year over year variations in total funding available)

(v) Program operational efficiency at reducing energy assistance need using available funding

### **Background Research**

PacifiCorp started working in December 2021 with Empower Dataworks to complete an energy burden assessment that will inform future program planning, identify underserved customers as well as develop a strategy for targeting high burden customers. This study is scheduled to be completed at the end of May 2022 and will provide plenty of information to help PacifiCorp plan future program changes.

### **Program Design**

#### *Program Mix*

The current program mix includes short-term program (LIBA), one long-term program (low-income weatherization) and a crisis program (Project HELP). This program mix equally prioritizes short-term and sustained energy burden reductions.

#### *Changes to short-term programs*

PacifiCorp proposed revision to the LIBA program filed under Docket UE-210533 on July 2, 2021.

WUTC approved proposed tariff revision which included:

- Modification of Tier 3 expanding income threshold to the greater of 80% AMI or 200% of FPL
- Changed the method of calculating discount from applying credit to monthly usage in excess of 600 kwh to a straight percentage discount of net monthly bill
- Eliminated annual cap thus opening enrollment to all income eligible customers.

#### *Changes to long-term programs*

As part of the 2021 CEIP, PacifiCorp proposed the following revisions to the Low Income Weatherization program (Schedule 114):

- Increase of funds available for repairs from 15% to 30% of annual eligible measure cost
- Permit installation of electric heat to replace permanently installed electric heat, space heaters or any fuel source except natural gas with adequate combustion air as determined by the Agency. The changes are designed to promote the installation of electric heat and minimize use of wood heat, solid fuels or natural draft equipment in specific applications where combustion safety (and indoor air quality) cannot be maintained
- Modified definition of “Low Income” to be consistent with RCW 19.405.020(25).

#### **Program Outreach**

##### *Program targeting and outreach effectiveness to underserved or vulnerable customers*

As part of CEIP discussions and feedback, PacifiCorp identified a gap in accessibility in outreach and community engagement, particularly in culturally and linguistically responsive outreach and program communication. From this feedback, the company plans to adjust strategies to include more direct outreach to customers through email, bill inserts, and handouts provided to community partners and organizations. Additionally, considerations will be made for customers without access to a computer or the Internet.

PacifiCorp also recognizes the need to continue to increase Spanish outreach to customers. While this work has already begun, PacifiCorp will continue to increase the number of ads and direct outreach (mail, email, and collateral) in Spanish. PacifiCorp also plans to create additional program webpage and materials in Spanish on its website, including education materials. Additionally, create digital and printed materials in Spanish and make available to customers and community organizations to provide information about program offerings.

##### *Program targeting and outreach effectiveness to high burden customers*

High-burden customers have not been specifically targeted in the past either through targeted program designs or marketing, as they have not been a high priority group prior to CETA

PacifiCorp is considering new ways to target customers through existing marketing budgets and plans for energy efficiency and energy assistance programs, which may include increased communications to zip codes with highly impacted communities or high-burden customers. PacifiCorp plans to look into new advertising channels to reach customers more directly in their communities. PacifiCorp plans to work directly with community partners to assess needs for additional outreach and develop materials based on those conversations.

##### *Customer satisfaction (ease of enrollment, access issues etc...)*

ADM Associates, Inc conducted the Washington Low Incomer Weatherization Program Evaluation, Measurement & Verification Report for years 2016 – 2017. As part of this evaluation, ADM conducted a participant survey to verify measure installation and determine customer satisfaction. All survey



respondents shared positive feedback about the Low Income Weatherization program. Respondents rated their satisfaction with program measures and their overall experience highly.

PacifiCorp randomly selects weatherization projects for post installation audits and inspections twice a year. The feedback collected from program participants during inspections have been positive. Customers comment that weatherization service has made a difference on the comfort of their home with noticeable reductions in electricity bills.

PacifiCorp has not conducted any recent surveys or collected feedback from LIBA program participants, but could consider this in the future.

### **Funding changes**

For Low Income Weatherization, there is currently no funding cap. Annual funding cap of \$1.0 m was eliminated on May 1, 2017

For the LIBA program, effective August 1, 2021, the annual enrollment cap was removed, essentially making program funding uncapped as well.

## **Part D. Outreach and Targeting**

Data reported in this section can be cross-cutting for all energy assistance programs. Information on individual programs can be included if the utility wants to provide it. Utilities may also use an individual program to highlight specific efforts on outreach and targeting.

1. Describe outreach to low-income households including partnerships with community based organization and Tribes to deliver programs. If applicable, describe how outreach prioritizes households with high energy burden. Narrative should include the following elements:\*

a. Process. Describe how program design and/or messaging reflects input from eligible communities. Describe any way that outreach is tracked, evaluated, and reported on.

b. Design. Describe any way the program is linguistically and culturally appropriate for vulnerable populations, including utility strategies to handle language barriers.

c. Targeting. Describe how this program is directed to prioritized communities.

### **Outreach Process**

- PacifiCorp organizes annual meetings with community action partners to review progress, and coordinate on marketing and outreach activities.
- Currently, LIBA promotional and outreach run annually August – October, aligning with the start of LIHEAP season. PacifiCorp runs ads in English and Spanish through the radio, newspapers, magazine, movie theaters (Walla Walla only), and digital channels. Beginning in 2022, PacifiCorp plans to increase these outreach tactics to twice annually. Company shares ads with partner agencies for their review and agree on timeframe to run communications.
- PacifiCorp publishes the LIBA program handout which describes how the discount is calculated, and provides examples of bills with and without discount for comparison.

### **Outreach Design**

- Program outreach and communications, including LIBA ads and the program handout, are provided in English and Spanish.
- The PacifiCorp website includes energy assistance information in both English and Spanish.
- PacifiCorp offers translation services to assist all non-English speaking customers that contact customer service for assistance.

### **Outreach Targeting to Priority Communities**

- PacifiCorp runs movie theater advertisements in Walla Walla. Based on feedback from the agency, this has been a valuable promotion tactic that provides program awareness.
- In 2022, partner agencies in Yakima have also requested PacifiCorp to conduct LIBA movie theater advertising in Yakima County, as it has potential to reach different demographic including highly impacted communities.

### Outreach and targeting effectiveness.

This section is meant to provide a gap analysis of service from current programs. If quantitative or qualitative data is not available, please provide as much anecdotal information as possible in the space provided, including insights from Community Action Councils/Partnerships and other community partners.

Using the DOE LEAD tool, Census, American Community Survey or utility data:

Report the percent of **customers in your service territory** who belong to the following segments:

1. Low-income (200% FPL or 80% AMI)
2. High energy burden (over 6%)
3. Renters
4. Limited English speakers
5. Seniors (65+)

PacifiCorp is in the process of completing an energy burden assessment which will have more accurate statistics for our customers. The following estimates are for Yakima and Walla Walla counties based on the DOE LEAD tool and Census Bureau:

- **Low-income (under 80% AMI):** 39-45%
- **High energy burden (over 6% for electrically heated homes and over 3% for gas heated homes):** Not yet known
- **Renters:** 35-37%
- **Limited English speakers:** According to the Census Bureau, the proportion of limited English speaking households varies from about 4% in Walla Walla county to 8% in Yakima.
- **Households with seniors (over 65):** 14-18%

Using the DOE LEAD tool, Census, American Community Survey or utility data:

Report or estimate the percent of **program participants** that belong to the 5 segments in the previous section. Please comment on the makeup of program participants vs. all customers and identify clearly underserved customer segments.

The following estimates are primarily based on the anecdotal perception of program staff, since partner agencies do not currently share demographic data with PacifiCorp.

- **Low-income:** The programs included in this assessment are all income-qualified, meaning that 100% of program participants are low-income.
- **High energy burden (over 6% for electrically heated homes and over 3% for gas heated homes):** Not yet known, but we would estimate 30-40% based on the fact that 34% of LIBA benefits have gone to LIBA Tier 1 (under 75% FPL), who are more likely to be high-burden
- **Renters:** Anecdotally, a fair number of renters apply to LIBA, but not to the weatherization program.
- **Households with seniors (over 65):** Anecdotally, many senior customers participate in all of our programs.
- **Limited English speakers:** Anecdotally, it appears most assistance applications come from native English speakers.

Geographical equity: To understand the accessibility of programs please provide information on the geographic component of service provided.

Compare the number of low-income program participants in different geographical areas to the geographical distribution of your customers (e.g. by zip code, city or census tract). Please identify any regions, cities or communities that appear underserved by the program and comment on potential causes. You may include a narrative response for this answer.

The table below shows a breakdown of customers and program participants for the four largest cities in PacifiCorp's Washington service territory. In general, there do not seem to be any huge discrepancies in the geographical access to the program for those four cities. However, the ongoing energy burden assessment should shed more light on the differences in geographical distribution for energy assistance need and program participation (rather than just customer distribution).

<b>City</b>	<b>Proportion of customers</b>	<b>Proportion of program participants</b>
Yakima	45%	40%
Walla Walla	14%	12%
Selah	6%	2%
Grandview	4%	6%
Other	31%	40%