

## PacifiCorp Low Income Bill Assistance Program Program Year 2021

As part of a request in the settlement stipulation under Docket UE-191024, PacifiCorp dba Pacific Power & Light Company (PacifiCorp) agreed to provide an annual report on its Low-income Bill Assistance Program (LIBA). The settlement provided for the first report to be submitted by January 1, 2022, with subsequent reports filed 120 days after the end of each LIBA program year.

The Low-Income Bill Assistance (LIBA) Program has been available through Schedule 17 since November 2003. Program Year period runs October 1 through September 30 and matches the federally funded Low Income Home Energy Assistance (LIHEAP) program year. LIBA provides a tiered discount based on income levels. Previously, LIBA was designed to provide credits to income eligible households on monthly usage over 600 kWh and included an annual enrollment cap. PacifiCorp proposed revisions to LIBA, which changed the discount program from a per kWh credit for usage in excess of 600 kWh to a straight percentage discount on customer's monthly bill. PacifiCorp also proposed to remove the annual enrollment cap, and expand Tier 3 income guidelines in compliance with RCW 19.405.020 (25). The Washington Utilities and Transportation Commission (WUTC) approved the proposed tariff revisions effective August 1, 2021.

LIBA Program information is outlined below:

### **Budget:**

The LIBA program is funded through Tariff Schedule 91 Surcharge to Fund Low Income Bill Assistance Program, which is applicable to all customers, except those participating in Schedule 17. The total cost recovery for program year 2021 was \$2,085,497.60. As of September 30, 2021, the account had an under-collection balance of \$2,879,646.79. The total amount of discount provided to enrolled customers was \$3,092,889.50 for program year 2021.

### **Administration:**

PacifiCorp partners with three local community action agencies to administer and deliver the program. The agencies include Blue Mountain Action Council (BMAC), which serves Columbia, Garfield, and Walla Walla counties; Opportunities Industrialization Center of Washington (OIC) serving Upper Yakima County; and Yakima Valley Farm Workers Clinic dba Northwest Community Action Center (NCAC) serving Lower Yakima County. The agencies respond to inquiries from PacifiCorp customers regarding the program, its purpose, the benefits, and application process.

Additionally, agencies provide intake services, certify customers as income eligible and assign them to one of the three income tiers. The agencies currently receive \$75.00 administration fee for each certified customer. Program administration reimbursement provided in program year 2021 was \$329,100.00, about 10.6 percent of the direct grant or discount amount.

PacifiCorp’s internal administration cost for program management was \$2,903.25, about 0.9 percent of the direct grant or discount.

**Enrollment:**

As of September 30, 2021, the total number of customers enrolled in the LIBA program was 6,775. Breakdown of enrollment and percentage by tier is provided in the table below, which shows a higher percentage of enrollment of customers in the lower income bracket.

<b>LIBA COUNTS as of 9/30/2021</b>	<b>COUNTS</b>	<b>%</b>
TIER 1 LOW INCOME ENERGY CR (0-75% FED POVERTY LEVEL)	2,748	40.56%
TIER 2 LOW INCOME ENERGY CR (76-100% FED POVERTY LEVEL)	1,979	29.21%
TIER 3 LOW INCOME ENERGY CR (101-200% FED POVERTY LEVEL OR 80% AMI, whichever is greater)	2,048	30.23%
<b>TOTAL</b>	<b>6,775</b>	<b>100.00%</b>

**Outreach and Communications:**

PacifiCorp runs outreach and communications annually in the fall in conjunction with the start of the program cycle. The marketing strategies utilized include website, social media, bill insert/onserts, bill messages, radio ads, video ads, theater ads, newspaper ads, and program handouts shared with partner administering agencies who share information within their networks. Outreach communications are in English and Spanish and are intended to increase awareness about the program. The communication collaterals include local agency contact information and encourage customers to apply. The actual expenditure for marketing and outreach in program year 2021 was \$37,026.00.