

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-9

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 028
Credit and Collections*

UE-230172 / PacifiCorp

July 27, 2023

TEP Data Request 028

TEP Data Request 028

Credit and Collections - Does PacifiCorp disconnect customers who have scheduled an appointment for energy assistance with a Community Action Agency?

Response to TEP Data Request 028

The Company will cancel disconnection when customers have an appointment for energy assistance if:

- Customer is eligible for a payment plan.
- Customer is not eligible for a payment plan and the customer has not had a disconnect notice cancelled because of Energy Assistance Program appointment this season and the following is true:
 - Has received an Energy Assistance Program payment in the last 12 months.
 - Has an Energy Assistance Program appointment scheduled no more than 10 calendars days after their next scheduled statement date.
 - Can pay one-half of the past due notice amount.
 - Can pay that amount before the notice is cancelled.

PREPARER: Tony Worthington \ Staci Nixon \ Amy Hoskins

SPONSOR: To be Determined