

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-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.

PREPARER: Tony Worthington \ Heather Frazier

SPONSOR: William Comeau