

**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-7

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 002  
Credit and Collections*

UE-230172 / PacifiCorp

June 6, 2023

TEP Data Request 002

**TEP Data Request 002**

**Credit and Collections** - Please provide a narrative description of the information and decision-making process that PacifiCorp uses to determine whether to disconnect a residential customer for nonpayment. Please specifically identify the information the Company uses to determining whether to disconnect a residential customer in Washington state for non-payment.

**Response to TEP Data Request 002**

Pacific Power uses a scoring calculation to determine when to disconnect a customer for nonpayment. Once the collection escalates past the past-due notification to a final field notice, following applicable Commission rules regarding notification, a score is assessed based on the following factors:

1. More than two previous cuts
2. Not payment plan eligible
3. No payment in last 60 days
4. Security agreement (deposit) exists
5. At same service for less than two years
6. Two months in arrears

Factors 1, 3, and 6 are currently scored at six points with factors 2, 4, and 5 being scored at one point. Customers with scores of 12 or more are identified for disconnection. This means that only customers that have at least two factors scored at six points are assigned for potential disconnection. Disconnections do not occur for any customers with a score less than 12., or if they meet requirements for the Winter low-income payment plan requirement, meets medical or emergency specifications, or if the conditions meet weather and air quality limitations on disconnections.

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