

Exh. CMM-4

Docket UE-230172

Witness: Christina M. Medina

**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)

PACIFICORP

EXHIBIT OF CHRISTINA M. MEDINA

The Energy Project's Response to PacifiCorp Data Request No. 004

October 2023

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

Washington Utilities & Transportation Commission v. PacifiCorp
Docket No. UE-230172

PacifiCorp Data Request No. 004 to TEP
SUBJECT: Equity / Language Access Plan

In reference to Stokes, Exh. SNS-1T at 23-24, Witness Stokes describes the components of a language access plan and recommends that the Commission should direct PacifiCorp to prepare a language access plan.

- a. Please provide examples (if any) of language access plans that have been prepared by WUTC-regulated utilities.
- b. If no examples are provided in response to (a), please provide examples of language access plans prepared by utilities in other jurisdictions.

October 4, 2023 Response:

- a. The Energy Project (TEP) is not aware of any language access plans prepared by WUTC-regulated utilities.
- b. TEP has not performed a comprehensive search, yet is aware of the following regulatory orders requiring language access plans from utilities in other jurisdictions. TEP does not have a copy of these utilities' language access plans.
 - PA Public Utilities Commission et al. vs. Pennsylvania-American Water Company, Dkt. R-2020-3019369, Opinion and Order (Feb. 25, 2021).
 - MA Department of Public Utilities, Petitions of Berkshire Gas Company, Eversource Gas Company of Massachusetts, NSTAR Gas Company, and NSTAR Electric Company, Fitchburg Gas and Electric Light Company, Liberty Utilities (New England Natural Gas Company) Corp., Boston Gas Company, Massachusetts Electric Company and Nantucket Electric Company, and Cape Light Compact JPE for Approval of Three-Year Energy Efficiency Plan for 2022 through 2024, Dkts. D.P.U 21-120 through 21-129, Order Approving Three-Year Energy Efficiency Plans, at 43-44 (Jan. 31, 2022) (The utilities “propose to implement a language access plan by 2023 to increase participation of limited English-proficiency customers in all sectors, with a \$9.14 million budget (Statewide Plan, Exh. 1, at 22, 68).”).