

October 9, 2014

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Attention: Steven V. King
Executive Director and Secretary

RE: **UE-132119 – Petition for Declaratory Order Regarding Interpretation of WAC 480-100-128(6), WAC 480-100-178 and WAC 480-100-128(3); Report on Compliance with Order 01**

Dear Mr. King:

In accordance with ordering paragraph two, Order 01, Docket UE-132119, Pacific Power & Light Company, a division of PacifiCorp (Pacific Power or Company), Commission Staff, Public Counsel, and the Energy Project (Parties) met to discuss potential modifications to the Company's billing statements and initial disconnection notices. The Parties met on April 7 and May 19, 2014 and have identified reasonable modifications that will be made to the language and format of the Company's combined disconnection notice and monthly billing statement to address the concerns regarding customer confusion and compliance with WAC 480-100-128 and WAC 480-100-178. The Parties provide this report to keep the Commission apprised of the outcome of these discussions.

As a result of the discussions, Pacific Power will make the following modifications to its combined Past Due Notice and Billing Statement:

1. Pacific Power will modify the due date for the past due notice so that it is the same date as the due date for the current monthly charges. This change will be implemented to resolve the compliance concern raised by the Parties regarding the amount due and due date presented to customers in the upper right hand corner of the bill and on the remittance stub. The Company estimated a one-time cost of approximately \$3,000 to implement this modification. This modification has been completed.
2. Pacific Power will highlight the words "Past Due Amount" within the past due information text box by using bold font. This change will be implemented to draw more attention to the past due information. The Company estimated a one-time cost of approximately \$6,000 to implement this modification. This modification is scheduled to be completed by the end of January 2015.


RECEIVED
RECORDS MANAGEMENT
2014 NOV -5 AM 7:51
STATE OF WASH
UTIL. AND TRANSP
COMMISSION

3. Pacific Power will add yellow color behind the past due information text box. At the request of the Parties, the Company will implement this change to draw more attention to the past due information. The Company estimated a one-time cost of approximately \$150,000 with an estimated on-going annual cost of approximately \$25,000 to \$50,000 to implement this modification. This modification is scheduled to be completed by the end of January 2015.

For ease of reference, the Company is enclosing a copy of the current combined past due notice/billing statement as submitted in Docket UE-132119 along with a copy of the prototype with the changes referred in items 1 - 3 above.

During discussions Pacific Power advised the Parties it has begun preliminary discussions on replacement of its customer information system with the intention of replacing the system in or around the year 2020. Pacific Power has agreed to consult with the Washington Parties, as well as parties from its other jurisdictions, concerning the design and clarity of its combined billing and past due notice statement as part of its customer information system replacement project. This consultation will be timely and will allow stakeholders to provide material input to the Company.

Sincerely,



Barbara A. Coughlin
Director, Customer & Regulatory Liaison

Enclosure

Utilities and Transportation Commission, Consumer Staff *Protection Section*

By *J Wallace*
Assistant Director

Date *10/21/14*

Public Counsel

By _____

Date _____

Energy Project

By _____

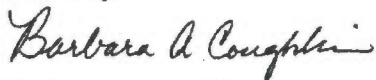
Date _____

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Sincerely,



Barbara A. Coughlin
Director, Customer & Regulatory Liaison

Enclosure

Utilities and Transportation Commission Consumer Staff

By _____ Date _____

Public Counsel Section of the Washington Attorney General's Office

By  _____ Date 10-13-2014
Lisa W. Gaffken, Assistant Attorney General

Energy Project

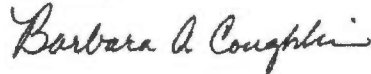
By _____ Date _____

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Sincerely,



Barbara A. Coughlin
Director, Customer & Regulatory Liaison

Enclosure

Utilities and Transportation Commission Consumer Staff

By _____ Date _____

Public Counsel

By _____ Date _____

Energy Project

By  Date October 21, 2014

Copy of Combined Past Due Notice and
Billing Statement Provided in
Docket UE-132119

JOHN Q CUSTOMER
1234 MAIN ST
YAKIMA WA 12345-0001

128(6)(a)(iv) Questions about your bill: 1-888-221-7070
24 hours a day, 7 days a week
www.pacificpower.net

BILLING DATE: Aug 12, 2013
ACCOUNT NUMBER: 12345678-001 0
DATE DUE: Aug 23, 2013
AMOUNT DUE: \$238.06

ACCOUNT PAST DUE

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

Your Balance With Us

Previous Account Balance	94.72
Payments/Credits	0.00
Past Due Amount	94.72
New Charges	+143.34
Current Account Balance	\$238.06

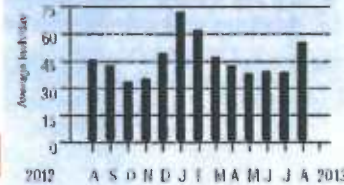
You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of \$94.72 must be received by Aug 23, 2013 to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

Remember: Your New Charges of \$143.34 are still due by Aug 28, 2013.

Historical Data - ITEM 3



Your Average Daily kWh Usage by Month

PERIOD ENDING	AUG 2013	AUG 2012
Avg. Daily Temp	76	75
Total kWh	1685	1370
Avg. kWh per Day	56	46
Cost per Day	\$4.75	\$3.73

Payments Received

No payments have been received since your last billing statement

Detailed Account Activity

ITEM 1 -ELECTRIC SERVICE 1234 Main St Yakima WA
Residential Schedule 16

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
12345678	Jul 10, 2013	Aug 9, 2013	30	41712	43397	1.0	1,685 kWh

Next scheduled read date: 08-02. Date may vary due to scheduling or weather.

NEW CHARGES - 08/13	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			6.00
Energy Charge Block 1	600 kWh	0.0623200	37.39

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS
RETURN THIS PORTION WITH YOUR PAYMENT

128(6)(a)(iii)

Late Payment Charge for Washington
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Address or Phone?
Check here and provide information on back.

PACIFIC POWER

PO BOX 25308
SALT LAKE CITY UT 84125

ACCOUNT PAST DUE

WRITE ACCOUNT NUMBER
ON CHECK & MAIL TO:

PACIFIC POWER
PO BOX 26000
PORTLAND OR
97256-0001

Account Number: 12345678-001 0
Date Due: Aug 23, 2013
AMOUNT DUE: \$238.06

Please enter the amount enclosed.

JOHN Q CUSTOMER
1234 MAIN ST
YAKIMA WA 12345-0001

128(6)(a)(iv)

Questions about your bill:
1-888-221-7070



Questions about your bill: 1-888-221-7070 www.pacificpower.net

128(6)(a)(iv)

BILLING DATE: Aug 12, 2013 ACCOUNT NUMBER: 12345678-001 0 DATE DUE: Aug 23, 2013 AMOUNT DUE: \$238.06

Energy Charge Block 2	1,085 kwh	0.0969900	105.23
Bill Assistance Program			0.68
B P A Columbia River Benefits (Washington State Utility Tax \$0.94)	1,685 kwh	-0.0041000	-6.91
Late Payment Charge		0.0100000	0.95
Total New Charges			143.34

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (\$) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS	SERVICE DESCRIPTION	AMOUNT
Electric Service	1234 Main St Yakima, WA 12345-0001 Residential		\$94.72

128(6)(a)(ii)

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Aug 23, 2013.

128(6)(a)(i)

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$94.72; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENT with Pacific Power; or.
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

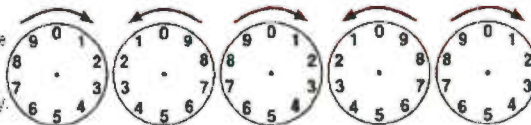
128(6)(a)(iii)

IMPORTANT: If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting service are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 12345678-001 0

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER





Questions about your bill: 1-888-221-7070 www.pacificpower.net

128(6)(a)(iv)

BILLING DATE: Aug 12, 2013 ACCOUNT NUMBER: 12345678-001 0 DATE DUE: Aug 23, 2013 AMOUNT DUE: \$238.06

an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

128(6)(a)

WINTER PAYMENT PLAN: Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

- Blue Mountain Action Council (509)529-4980
- OIC of Washington (509)248-6751
- Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If you are eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

128(6)(a)(iv)

Looking for ways to pay?

Visit pacificpower.net/pay for all your options. You can choose to pay online securely with your bank account, pay at a pay station in your community, or pay by phone with a credit/debit card. For details, call 1-888-221-7070.



Questions about your bill: 1-888-221-7070 www.pacificpower.net

BILLING DATE: Aug 12, 2013

ACCOUNT NUMBER: 12345678-001 0

DATE DUE: Aug 23, 2013

AMOUNT DUE: \$238.06

Prototype of January 2015 Combined
Past Due Notice and Billing Statement

JOHN Q CUSTOMER
 1234 MAIN ST
 YAKIMA WA 12345-0001

 Questions: Call
1-888-221-7070
 24 hours a day,
 7 days a week
 pacificpower.net

 BILLING DATE: **Aug 12, 2013**
 ACCOUNT NUMBER: **12345678-001 0**
DATE DUE: Aug 28, 2013
AMOUNT DUE: \$238.06
ACCOUNT PAST DUE

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

Your Balance With Us

Previous Account Balance	94.72
Payments/Credits	0.00
Past Due Amount	94.72
New Charges	+143.34
Current Account Balance	\$238.06

You Must Act Now to Avoid Shut-Off!

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Remember: Your New Charges of **\$143.34** are still due by **Aug 28, 2013**.

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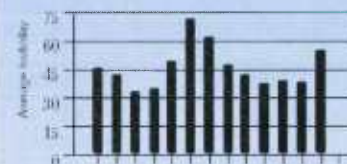
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 SALT LAKE CITY UT 84125

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 PACIFIC POWER
 1234 MAIN ST
 YAKIMA WA 12345-0001

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2012 A S O N D J F M A M J J A 2013

Your Average Daily kwh Usage by Month

PERIOD ENDING	AUG 2013	AUG 2012
Avg. Daily Temp.	76	75
Total kwh	1685	1370
Avg. kwh per Day	56	46
Cost per Day	\$4.75	\$3.73

To report an outage, downed line, or other power emergency, please call 1-877-508-5088.

Late Payment Charge for Washington

A late payment charge of 1% may be charged on the delinquent balance per month.

 Change of Address or Phone?
 Check here and provide information on back.

 Account Number: **12345678-001 0**

 Date Due: **Aug 28, 2013**
AMOUNT DUE: \$238.06

Please enter the amount enclosed.

 JOHN Q CUSTOMER
 1234 MAIN ST
 YAKIMA WA 12345-0001



Questions about your bill: 1-888-221-7070 www.pacificpower.net

BILLING DATE: **Aug 12, 2013** ACCOUNT NUMBER: **12345678-001 0** DATE DUE: **Aug 28, 2013** AMOUNT DUE: **\$238.06**

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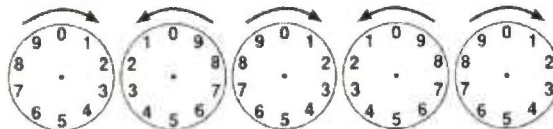
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New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: **12345678-001 0**

If you feel your meter has been read incorrectly, draw lines representing hands as they appear on your meter now, then call toll free 1-888-221-7070.



LAST _____ FIRST _____ M.I. _____

NEW STREET ADDRESS _____

CITY _____

ST _____ ZIP _____ TELEPHONE NUMBER _____

