

**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-6

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 001  
Credit and Collections*

UE-230172 / PacifiCorp  
June 6, 2023  
TEP Data Request 001

### TEP Data Request 001

**Credit and Collections** - Reference: In docket U-210800, PacifiCorp explains that it uses the following thresholds to determine which customers to disconnect for non-payment: a “dollar amount threshold . . . [of] >\$50,” a delinquency threshold of “>60 days,” and “thresholds of >60 days without payment and >2 cut orders in [the] past 12 months.”<sup>1</sup>

- (a) Please provide complete copies of any tariffs, documents, procedures, Commission orders, or manuals that describe the nature and use of the information and thresholds that PacifiCorp uses when determining whether to disconnect a residential customer for non-payment.
- (b) For any document provided in response to subpart (a) above, please identify the pages and/or section numbers that are relevant to the issue of disconnections for non-payment.
- (c) Please explain whether and to what extent the documents provided in response to subpart (a) represent PacifiCorp’s current business practices with respect to disconnecting residential customers for non-payment.

### Response to TEP Data Request 001

- (a) Washington Utilities and Transportation Commission (WUTC) rule WAC 480-100-128 specifies rules regarding the disconnection of service. WUTC rule WAC 480-100-143 specifies rules regarding the Winter low-income payment program outlined in WAC 480-100-128. Neither of these rules specify the threshold required for disconnection. WAC 480-100-128 specifies the company can disconnect if the customer has delinquent charges associated with regulated electric service as long as there is no medical conditions or emergencies or has agreed to payment arrangements under WAC 480-100-143. Please refer to Attachment TEP 001 for a copy of these rules.

PacifiCorp’s Rule 11A provides rules and regulations regarding the discontinuance of service for nonpayment. Please refer to Attachment TEP 001 for a copy of the tariff.

Neither WUTC rule or the Company’s tariff specifies a threshold for number of days or dollar amount for which to disconnect a residential customer for non-payment.

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<sup>1</sup> Dkt. U-210800, PacifiCorp’s Responses, at 5 (Aug. 19, 2022).

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The Company calculates a score once the customer has escalated to a final field notice. A score of 0-21 is determined. No action is taken on any score of less than 12. Each condition is either Yes or No. If yes, the rating shown in the table is added to the overall score. If no, then a score of 0 is added to the overall score.

----- Collection Ratings -----				
Condition	Description	Rating	Eff Dat	Last Eff Dat
- CUT12M	MORE THAN 2 GEN.CUTS	06	09-07-2021	12-31-2999
- PYMELG	NOT PYMT PLAN ELIG (FOR RES ONLY)	01	09-07-2021	12-31-2999
- PYMT60	NO PAYMENT IN LAST 60 DAYS	06	06-20-2005	12-31-2999
- SECAGR	SECURITY AGRMT EXISTS	01	06-10-2003	12-31-2999
- SIT2YR	AT SAME SERVICE LESS THAN 2 YEARS	01	09-07-2021	12-31-2999
- 2MTARR	2 MONTHS IN ARREARS	06	06-20-2005	12-31-2999

Internally PacifiCorp maintains business process documents supporting this scoring process as well as the Winter low-income payment program and Washington Weather & Air Quality disconnection requirements.

(b) Please refer to Attachment TEP 001 which provides copies of the following documents:

- WAC-480-100-128 (Section 2a)
- WAC-480-100-143 (entirety)
- Rule 11A (entirety).
- PAC Collection Configurations.docx (entirety)
- Collection Timelines – WA (entirely)
- WA Winter Moratorium (entirely)
- Washington Disconnection Moratorium (entirely)

(c) The response provided represents the process used by the Company in determining to request a disconnection of a customer.

PREPARER: Tony Worthington \ Jason Hoffman \ Amy Hoskins

SPONSOR: William Comeau