

**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-13

SHAYLEE N. STOKES

ON BEHALF OF THE ENERGY PROJECT

*PacifiCorp Response to TEP Data Request 014  
Low Income*

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 014

**TEP Data Request 014**

**Low Income** - Please provide a detailed explanation of how the Company's correspondence and communications changes after a customer indicates that they prefer a language other than English. In your answer, please address in particular the following questions:

- (a) What written communications does a customer receive in their preferred language?
- (b) Are there written communications that a customer receives in English, even though they have indicated that they prefer another language? If so, please describe those communications.
- (c) How does PacifiCorp track which written materials it has available in languages other than English? Please provide any documents that track which written materials are available in certain languages.
- (d) How does a customer's selection of a preferred language change the Company's outreach and communications by phone? Are there any phone communications that the customer continues to receive in English?
- (e) If a customer indicates that they prefer a language other than English, and their account is then sent to a collections agency, does PacifiCorp require the collections agency contact the customer in their preferred language?

**Response to TEP Data Request 014**

- (a) PacifiCorp has Spanish versions of frequently used correspondence templates. Default correspondence templates are in English. A Spanish Template Invoice Overlay is available for Spanish speaking customers who request it, which helps them interpret the pertinent parts of their bill (e.g., statement date, due date, total amount due, previous balance, payments/credits & new charges).
- (b) Yes. PacifiCorp statements are in English with a Spanish overlay available for Spanish customers. As noted in A above some low volume correspondence templates are only available in English.
- (c) PacifiCorp maintains a table indicating which templates are available in Spanish. All correspondence templates are available in English.
- (d) Collections related outreach is provided in both English and Spanish as pre-recorded voice messages. In the case of the disconnect calls, the customer has the option to listen to the voice message in Spanish or English (if no selection is made, default is English). Outage updates (Estimated time of restoration

UE-230172 / PacifiCorp

June 13, 2023

TEP Data Request 014

and Restoration confirmation calls) can be provided in Spanish if the customer self designates through the outage Interactive Voice Response telephone option. This designation is only used for the customer's outage event.

- (e) PacifiCorp's current contracts do not require that the collection agencies contact the customer in their preferred language.

PREPARER: Tony Worthington \ Heather Frazier \ Darald Parman  
Arturo Gomez-Garcia \ Staci Nixon

SPONSOR: William Comeau