



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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February 11, 2025

Jeff Killip, Executive Director and Secretary
Washington Utilities and Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

RE: Program Year 2024—Low Income Bill Assistance Report
Language Access Plan
Dockets UE-191024 and UE-230172

Dear Jeff Killip:

On December 14, 2020, the Washington Utilities and Transportation Commission (Commission) entered Final Order 09/07/12 in the above-referenced dockets. Order 09/07/12 adopted a full settlement that, among other things, required PacifiCorp d/b/a Pacific Power & Light Company (PacifiCorp or Company) to file with the Commission annual reports concerning its low-income bill assistance (LIBA) program's status.¹

On March 19, 2024, the Commission entered Final Order 08/06 in the above-referenced dockets. Order 08/06 adopted a partial multiparty settlement that, among other things, required PacifiCorp to develop a language access plan prior to filing its next general rate case.²

On January 28, 2025, PacificCorp filed with the Commission its LIBA annual report. The Company's LIBA report provided the program's budget, administration costs and structure, enrollment, outreach and communications strategies and efforts, and included information on disconnections, credit and collections data. It also included the Company's language access plan attached as a separate document.

¹ *Dockets UE-191024 et.al.*, Order 09/07/12, 123, ¶49

² *Dockets UE-230172 et.al.*, Order 08/06, 38, ¶12

Commission Staff (Staff) reviewed the compliance filing provided by PacificCorp dated January 28, 2025, and finds that it contains sufficient detail and that it is compliant and consistent with both Final Order 09/07/12 and Final Order 08/06. Therefore, Staff believes that the filing complies with the Commission's Orders 09/07/12 and 08/06.

Sincerely,

Jisong Wu
Regulatory Analyst