

**PacifiCorp**  
**Low Income Bill Assistance Program**  
**Annual Report**  
**Program Year 2025**

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**Annual Report**  
**Program Year 2025**

As established in the UE-191024 Settlement Stipulation dated July 17, 2020, PacifiCorp, doing business as Pacific Power & Light Company, agreed to submit an annual report detailing the operation and performance of the Low Income Bill Assistance (LIBA) Program. The stipulation specifies that the initial filing was due January 1, 2022, with each subsequent report required to be filed within 120 days following the conclusion of the LIBA program year. In addition, PacifiCorp must continue to provide the State of Washington monthly Low-Income Data Tracking report and incorporate within each LIBA annual report the disconnection, credit, and collection data identified in the settlement requirements.

In a subsequent settlement stipulation approved in Docket UE-230172 on December 14, 2023, PacifiCorp was directed to develop and maintain a Language Access Plan (LAP) applicable to its Washington service territory. Beginning with 2024 program year LIBA Annual Report, PacifiCorp is required to report annually on the accomplishments of any objectives and assess the need to update the Language Access Plan.

**LOW INCOME BILL ASSISTANCE (LIBA) PROGRAM**

**Background:**

The Low Income Bill Assistance (LIBA) Program, authorized under Schedule 17, has operated since November 2003 to provide bill-discount for income-qualified residential electric customers. The LIBA program year aligns with the federal LIHEAP cycle, running from October 1 through September 30 each year.

Historically, LIBA provided a per-kWh energy credit applied only to monthly usage in excess of 600 kWh and was subject to an annual enrollment cap. PacifiCorp proposed a comprehensive redesign of this structure through Advice Letter 21-04, filed July 2, 2021, transitioning the program from a volumetric credit to an income-tiered percentage discount applied to a customer's monthly net bill. The redesign included removal of the annual enrollment cap and expanded income eligibility consistent with RCW 19.405.020 which defines "low income" as the greater of 80% Area Median Income (AMI) or 200% Federal Poverty Level (FPL).<sup>1</sup> These tariff revisions were approved by the Washington Utilities and Transportation Commission (WUTC) and took effect August 1, 2021.

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<sup>1</sup> <https://app.leg.wa.gov/RCW/default.aspx?cite=19.405.020>

Subsequently, through multi-party settlement in Docket UE-230172, PacifiCorp committed to collaborate with its Low Income Advisory Group (LIAG) and Equity Advisory Group (EAG) to discuss and seek consensus on enhancements to the LIBA program. This work included assessing the number of discount tiers, use of self-declaration of income eligibility verification for a randomly selected group, designing an arrearage management plan, establishing community-based organization outreach program, and changing the billing logic to apply federal assistance before bill discounts. PacifiCorp agreed to file proposed changes to the LIBA program no later than April 30, 2025, with an effective date of October 1, 2025.

PacifiCorp engaged with its Low Income Advisory Group (LIAG) and Equity Advisory Group (EAG) to provide background on the existing LIBA program, contracted for an updated Energy Burden Assessment (EBA) per advisory group recommendation, and discussed all of the program elements in the stipulation in an effort to reach consensus. PacifiCorp held regular meetings with LIAG and EAG between August 2024 and October 2024 and January 2025 to April 2025.

PacifiCorp filed its proposed LIBA program modifications in Advice 25-04 on April 30, 2025, and submitted revised tariffs on August 14, 2025, according to commission order at August 7, 2025, WUTC open meeting. The Commission directed the company to include self-attestation and post-enrollment verification for all discount tiers. The redesign resulted in a significant program expansion beginning October 1, 2025, including:

- An increase from 3 to 6 income based discount tiers
- Adoption of self-attestation for all tiers during enrollment
- Implementation of post-enrollment verification in which company will randomly select a percentage of participating self-certified participants for certification.
- Launch Community Based Organization (CBO) outreach program.

### **Budget:**

The LIBA program is funded through Tariff Schedule 91 Surcharge to Fund Low Income Bill Assistance Program, which covers program administration and LIBA program benefits (discounts) provided to income eligible customers. The surcharge is applicable to all customers, except those participating in Schedule 17 and Schedule 18.

Table 1 below outlines the total cost recovery, account balance, bill discount benefit, and administrative cost for program year 2025 ending September 30, 2025. As of September 30, 2025, the account had an under-collection balance of \$41,451.28. The program discount include LIBA discount in the amount of \$5,686,134.20 and One Time Arrearage Forgiveness Credit of \$837,717.52. The One Time Arrearage Forgiveness Credit was approved through Advice No. 25-03 effective May 15, 2025, and provided through September 30, 2025. The external administration cost covers the partner agency reimbursements for program intake and certification. The internal administration cost includes marketing and outreach and internal program management.

**Table 1. LIBA Surcharge and Expenditures (October 1, 2024 – September 30, 2025)**

Cost Recovery	\$9,285,963.83
Discounts	\$6,523,851.72
Administration Cost (External)	\$422,325.00
Administration Cost (Internal)	\$60,326.45
Account Balance (under collection)	\$41,451.28

**Administration:**

PacifiCorp partners with three local Community Action Agencies to administer and deliver the program. The agencies include Blue Mountain Action Council (BMAC), which serves Columbia, Garfield, and Walla Walla counties; Opportunities Industrialization Center of Washington (OIC) serving Upper Yakima County; and Yakima Valley Farm Workers Clinic Db a Northwest Community Action Center (NCAC) serving Lower Yakima County. The agencies respond to inquiries from PacifiCorp customers regarding the program, its purpose, the benefits, and application process.

Additionally, agencies provide intake services, certify customer income eligibility, and assign them to one of the three income tiers. The Agencies currently receive a \$75.00 administration fee for each certified customer. Program administration reimbursement provided in program year 2025 was \$422,325, about 7.43 percent of the direct grant or discount amount excluding the One Time Arrearage Forgiveness Credit.

PacifiCorp’s internal administration cost for program management was \$60,326.45, approximately 1 percent of the direct grant or discount.

**Enrollment:**

As of September 30, 2025, 7,692 customers enrolled in the LIBA program. Breakdown of enrollment and percentage by discount tier are detailed in Table 2 below. Most customers are enrolled in Tier 3, which includes customers that would have not qualified for LIBA prior to the expansion of income guidelines. As a result, the program now better serves low-income households and can further reduce household energy burden.

**Table 2: LIBA Enrollments by Tiers (October 1, 2024 – September 30, 2025)**

<b>TIERS</b>	<b>CREDIT LEVEL</b>	<b>INCOME GUIDELINES</b>	<b>COUNTS</b>	<b>%</b>
1	75%	0-75% of Federal Poverty Level (FPL)	2,616	34.01%
2	37%	76-100% of Federal Poverty Level (FPL)	2,123	27.60%
3	16%	101-200% of Federal Poverty Level (FPL) or 80% Area Median Income (AMI), whichever is greater	2,953	38.39%
<b>TOTAL</b>			<b>7,692</b>	<b>100.00%</b>

\*Low Income Energy Credit is the percentage of a customer’s net bill

**Outreach and Communications:**

PacifiCorp runs LIBA outreach and communications primarily in Spring and Fall annually; times leading into periods of high bills and around the start of LIHEAP season in early Fall. The marketing strategies utilized include website, social media, bill insert/onserts, bill messages, radio ads, video ads, newspaper ads, and distribution of program flyers and materials to partner administering agencies and local organizations who share information within their networks. Outreach communications and materials are in English and Spanish and intended to increase program awareness. The flyers include local partner agencies contact information and encourage customers to apply. The actual expenditure for marketing and outreach in program year 2025 was \$40,745.53.

**DISCONNECTION DATA REPORTING**

Disconnection data reporting provided in Table 3 below. The reporting period aligns with Low Income Bill Assistance (LIBA) program year from October 1 through September 30 and includes residential services.

**Table 3: Disconnection Data Reporting (October 1, 2024 – September 30, 2025)**

1	Total disconnections for all purposes <sup>1</sup>	2,400
2	Total disconnections of residential customers for non-payment	1,728
3	Total disconnections of LIBA and LIHEAP participants for non-payment	292
4	Total remote disconnection, if any, for non-payment <sup>2</sup>	0
5	Total remote disconnection of LIBA and LIHEAP customers for non-payment if any <sup>2</sup>	0
6	Total disconnections of customers with a medical emergency verified at the premises within the previous two years	0

7	Number of payments, amount received, and mode of payment (cash, check, electronic, etc.) received during a field/premise visit to the service address, made by the customer to prevent disconnection	1) \$360 unknown through paystation  2) \$262.70 by Interactive Voice Response (IVR) card payment
8	Number of free and fee-paid pay stations <sup>3</sup>	170
9	Number and nature of customer complaints related to disconnection <sup>4</sup>	1
10	Number of deferred payment plans and the amount deferred. 10a. 10b.	9,691 \$10,109,424
11	Arrearage amounts	\$9,566,954

1. Disconnections include voluntary and involuntary disconnects.
2. There are no residential Advanced Metering Infrastructure (AMI) meters and, therefore, no remote discounts.
3. The State of Washington pay stations are fee free.
4. Commission Complaint – Customer contacted WUTC after disconnection at pole due to tampering and safety issue.

**LANGUAGE ACCESS PLAN**

In April 2023, PacifiCorp filed its most recent general rate case in Washington with the Washington Utilities and Transportation Commission under Docket No. UE-230172. In March 2024, parties to the rate case reached a partial multiparty settlement agreement outlining various stipulation items, one of which included the development of a draft Language Access Plan for the company’s communities and customers in Washington.

While a requirement, PacifiCorp sees this body of work as an opportunity to highlight diverse activities, available resources and the contributors who have worked in partnership with us to further language access. We continuously work toward providing excellent service and communications to all our customers while carrying out our mission of providing reliable, safe, and low-cost electrical service, and we hope this draft document demonstrates our desire to strengthen our relationships with the customers and communities we serve while highlighting the importance of language access for all.

PacifiCorp filed its initial draft Language Access Plan in January 2025. This year, the company is filing its first complete iteration of the Language Access Plan concurrently with the Low Income Bill Assistance Program Annual Report, and it is attached as a separate document. Please refer to Attachment 1, Pacific Power WA Language Access Plan.