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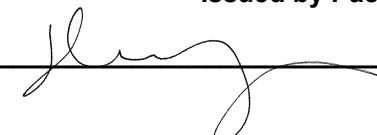
NOTE: *No New Service

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By:  Etta Lockey

Title: Vice President, Regulation

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Schedule 119
RESIDENTIAL COVID-19 BILL PAYMENT ASSISTANCE PROGRAM
OPTIONAL FOR QUALIFYING CUSTOMERS

PURPOSE:

The purpose of this schedule is to implement the Residential COVID-19 Bill Payment Assistance Program consistent with Order 01 in Docket U-200281. The Order directs Utilities to establish a temporary COVID-19 assistance program for residential Customers earning up to 200 percent of the Federal Poverty Level (FPL), with an annual maximum award amount of \$2,500 per household.

AVAILABLE:

To all residential Customers in the State of Washington where the Company has electric service available, subject to the specifications contained herein.

APPLICABLE:

This COVID-19 Bill Payment Assistance Program is applicable to all residential, income-qualified Customers taking service under Schedule 16, 17, or 18.

BILL PAYMENT ASSISTANCE PROGRAM:

Under this Program, the Company may provide financial relief to customers who have experienced economic hardship due to COVID-19, and who have accumulated pandemic-related arrears. Each income-eligible customer will receive a single instance of funding up to the maximum amounts stated herein, with no resulting account credits. All programs will be available for a limited time based on funding availability. The Company will help customers manage their arrearage debt using the program components described below:

- 1) Automatic Grant – one-time grant intended to forgive arrearage balances, not to exceed \$2,500, for customers who have received low income bill assistance through Pacific Power between October 1, 2019, and the effective date of this tariff.
- 2) Arrearage Forgiveness Grant – grant intended to forgive arrearage balances, not to exceed \$2,500, for residential Customers at or below 200 percent FPL that have not received low income bill assistance through Pacific Power and expressing a financial hardship due to the COVID-19 pandemic. Income eligibility for the Arrearage Forgiveness Grant will be determined by non-profit agencies. A Customer may re-apply as long as the annual maximum amount of \$2,500 has not been reached, depending on funding availability.

BUDGET AND ADMINISTRATION:

The program grants and administration will be funded at an initial total amount of \$3.1 million, not to be increased without prior Commission approval. This amount represents one percent of the Company's 2019 Washington retail revenues.

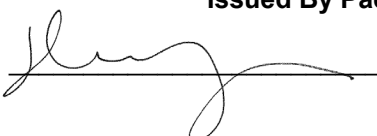
Administrative fees will be provided to the non-profit agencies on a per-application basis, with a minimum compensation set at \$25 per application successfully processed, and a maximum compensation set at \$100 per application successfully processed. An application is considered successfully processed when it results in a benefit being applied to a Customer's account.

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**Schedule 119
RESIDENTIAL COVID-19 BILL PAYMENT ASSISTANCE PROGRAM
OPTIONAL FOR QUALIFYING CUSTOMERS**

SPECIAL CONDITIONS:

- 1) Additional programs or adjustments to the programs listed above may occur, in collaboration with the Low Income Advisory Committee, as the Company develops experience in operating these programs.
- 2) Customers will be served on a first-come basis.

TERM:

The duration of this program is through September 30, 2022, or until funds are depleted.

RULES AND REGULATIONS:

Service under this schedule is subject to the Rules and Regulations contained in the tariff of which this Schedule is a part and to those prescribed by regulatory authorities.

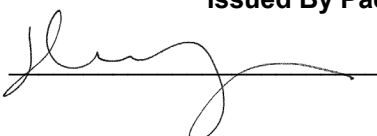
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