

04/06/20 15:19

State Of WASH.  
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COMMISSION

**From:** [Son, Ariel](#)  
**To:** [Ball, Jason \(UTC\)](#)  
**Cc:** [Beaton, Rebecca \(UTC\)](#); [Lockey, Etta](#)  
**Subject:** RE: COVID-19 Response  
**Date:** Tuesday, March 17, 2020 2:39:55 PM

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Jason,

PacifiCorp has committed to the temporary suspension of disconnections for non-payment and temporary suspension of late fees for our Washington customers. This information has been communicated to the press, through the company's website and directly to Chair Danner.

Essential employees have been identified by the company. For Pacific Power, those that can work remotely are being encouraged to do so. For employees that are required to maintain a physical presence either in the field or in the office, the company is facilitating social distancing, increasing cleanings, and ensuring access to necessary hand sanitizer and disinfectants. Certain critical employees are also being re-located to remote offices. Our Portland office remains open, albeit somewhat empty.

From an operational perspective, PacifiCorp is instituting social distancing and close customer contact protocols to help prevent spread. These include coordinated efforts to phase field employees in and out of shifts with limited contact and the provision of personal protective equipment to field employees. We are not planning large-scale modifications or reductions to operations at this time, but will continue to monitor the rapidly evolving situation to determine if the deferral of all non-emergency work is necessary. At this time, we do not foresee challenges with continuing to provide reliable service to our customers.

PacifiCorp is coordinating with Lauren McCloy at the governor's office. We have not had direct contact with the military.

Please let us know if you have any follow-up questions.

Thanks,  
Ariel

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**From:** Ball, Jason (UTC) [mailto:[jason.ball@utc.wa.gov](mailto:jason.ball@utc.wa.gov)]  
**Sent:** Tuesday, March 17, 2020 11:59 AM  
**To:** Son, Ariel <[Ariel.Son@pacificorp.com](mailto:Ariel.Son@pacificorp.com)>  
**Cc:** Beaton, Rebecca (UTC) <[rebecca.beaton@utc.wa.gov](mailto:rebecca.beaton@utc.wa.gov)>  
**Subject:** [INTERNET] COVID-19 Response

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<b>Sender</b>	The sender of this email is <a href="mailto:jason.ball@utc.wa.gov">jason.ball@utc.wa.gov</a> using a friendly name of "Ball, Jason (UTC)". Are you expecting the message? Is this different from the message sender displayed above?
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<b>Cybersecurity risk assessment: <b>Medium</b></b>	

Ariel,

Commission Staff is reaching out to industry members for updates on your company response. Please provide an update regarding your response to the COVID-19 emergency, including operating status, whether you are planning to reduce or modify its operations, close front-office or any call centers, defer work-orders for non-emergent issues (meter change-outs, service extensions), etc. in Washington and if you have provided information already to the UTC, Military Department or Governor.

Thank you,

Jason Ball  
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**Washington Utilities and Transportation Commission**  
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