

EP Data Request 12

Regarding the Company's current \$48 certification amount paid to the Community Action Agencies that certify applicants for eligibility under the Company's low-income bill assistance program, please provide all studies, reports and/or any documentation that explain and support, in detail, the Company's rationale for the \$48 amount.

Response to EP Data Request 12

Prior to July 2004, the certification fee was \$64.52. An evaluation was completed on the Low Income Bill Assistance (LIBA) pilot by Quantec in October 2003. The certification fees totaled over 30% of the program costs and Quantec suggested on page ES-6 that the Company revisit this issue.

A Washington Utilities and Transportation Commission staff memo dated October 29, 2003 mentions that the Company will review the administration and support costs and look for efficiencies in program delivery that will make funds available to serve more households.

Pacific Power staff discussed the costs and the recertification process with the staff of our three partnering agencies (Blue Mountain Action Council, Northwest Community Action Center and Opportunities Industrialization Center of Washington) with the goal of making changes that would increase the number of households that can participate. Through these discussions, a change in the process was implemented where households are now eligible for the program for a full 12 months from the date an agency notifies Pacific Power of their eligibility. Previously, a LIBA participant was eligible only for the current LIBA discount period (November through April) regardless of when they were certified as eligible. With this change, the agencies re-evaluated their costs and Jessie Garza from the Northwest Community Action Center stated that they would be able to determine certifications for a cost of \$48/household certified. The change in certification fee from \$64.52 to \$48.00 is included in a May 2004 filing, effective July 1, 2004. This revision increased the number of participating households by 218 or 9%.

Refer to Attachment EP 12 for a copy of the Quantec evaluation, the staff memo, and the May 28, 2004 filing.

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SPONSOR: To Be Determined