

# Washington Low Income Advisory Committee Meeting February 3, 2022

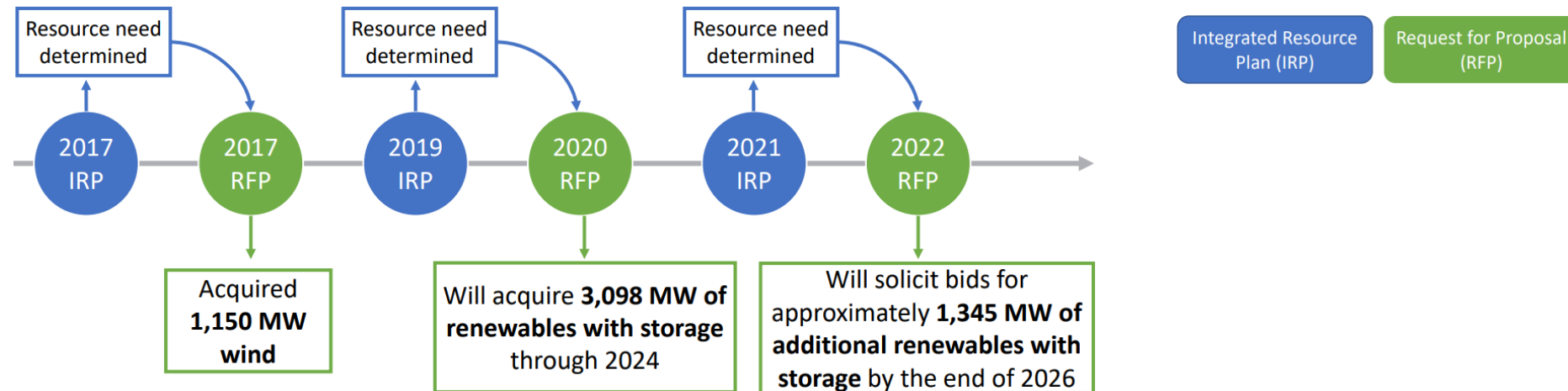


# Agenda

- RFP Outreach (Heather Eberhardt)
- Clean Energy Implementation Plan Update (Melissa Nottingham)
- Equity Advisory Group Update (Melissa Nottingham)
- Energy Burden Assessment (Charity Spires)
- Low Income Bill Assistance Program Update (Charity Spires)
  - COVID19 Assistance Plus Program
  - Low Income Bill Assistance Program
  - Low Income Weatherization Program
  - Fuel Fund Donation Program
  - Outreach

# PacifiCorp's 2022 All-Source Request for Proposals

- PacifiCorp's planning process occurs ~2 years and is followed by a procurement process to purchase new energy generation resources to serve our customers across six states.



- PacifiCorp completed its latest 2021 planning process in September 2021 and identified a need for new resources before the end of 2026:
  - 1345 megawatts (MW) of new renewable energy generating facilities and 600 MW of battery energy storage.
  - 274 MW of new demand-side resources.
- Therefore, PacifiCorp will issue a request for proposals (“RFP”) in 2022 to identify and procure the lowest cost, lease risk resources to fulfil this need.

# PacifiCorp's 2022 All-Source Request for Proposals

- What does “all source” mean
  - PacifiCorp will accept all types of bids from all interested parties: including but not limited to utility scale renewable and battery proposals, conservation and efficiency resources, demand response, distributed energy resources, energy storage, other resources identified to contribute to an equitable distribution of energy and nonenergy benefits to vulnerable populations and highly impacted communities.
- Washington’s clean energy transformation act (CETA) includes new equity rules which are being incorporated into the RFP.
  - Washington bidders have opportunities to bid using tax credits available for using diversity suppliers: RCW 82.08.962 and 82.12.962
  - PacifiCorp is offering bidders a free bid alternative to provide pricing for a different diversity strategy.
  - Winning bidders will be required in their contract to track and report its use of diverse businesses including, but not limited to, women-, minority-, disabled-, and veteran-owned businesses, and also to track and report to the utility the firm's application of the labor standards in RCW 82.08.962 and 82.12.962.
- PacifiCorp is conducting outreach to potential bidders or resource suppliers, including nonprofit organizations and under-represented bidders such as minority-, women-, disabled-, and veteran-owned businesses, to encourage equitable participation in the bidding process.

# PacifiCorp's 2022 All-Source Request for Proposals

- The proposed RFP schedule, subject to change, is:

RFP Milestone	Date
RFP Comments due from Interested Persons (see website for more information)	February 14, 2022
Approval by Washington Utilities and Transportation Commission	March 10, 2022
Proposed Date to Issue RFP to Market (subject to change)	April 26, 2022
Notice of Intent to Bid Due	November 17, 2022
Bids due from Market	January 16, 2023
Final Shortlist Recommendation	April 24, 2023
Required online date	December 31, 2026

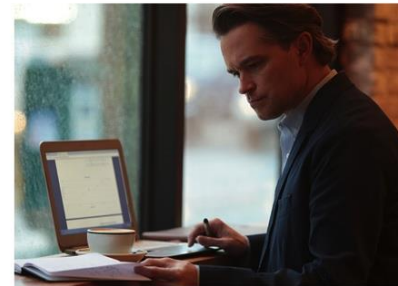
- More information on how to participate in the RFP may be found at PacifiCorp's website:

[PacifiCorp's 2022 All-Source Request for Proposals](https://www.pacificorp.com/suppliers/rfps/2022-all-source-rfp.html)

<https://www.pacificorp.com/suppliers/rfps/2022-all-source-rfp.html>

- PacifiCorp's request of the Low Income Advisory Group is to provide recommendations for how PacifiCorp can reach out to potential bidders or resource suppliers, including nonprofit organizations and under-represented bidders such as minority-, women-, disabled-, and veteran-owned businesses, to encourage equitable participation in the bidding process.

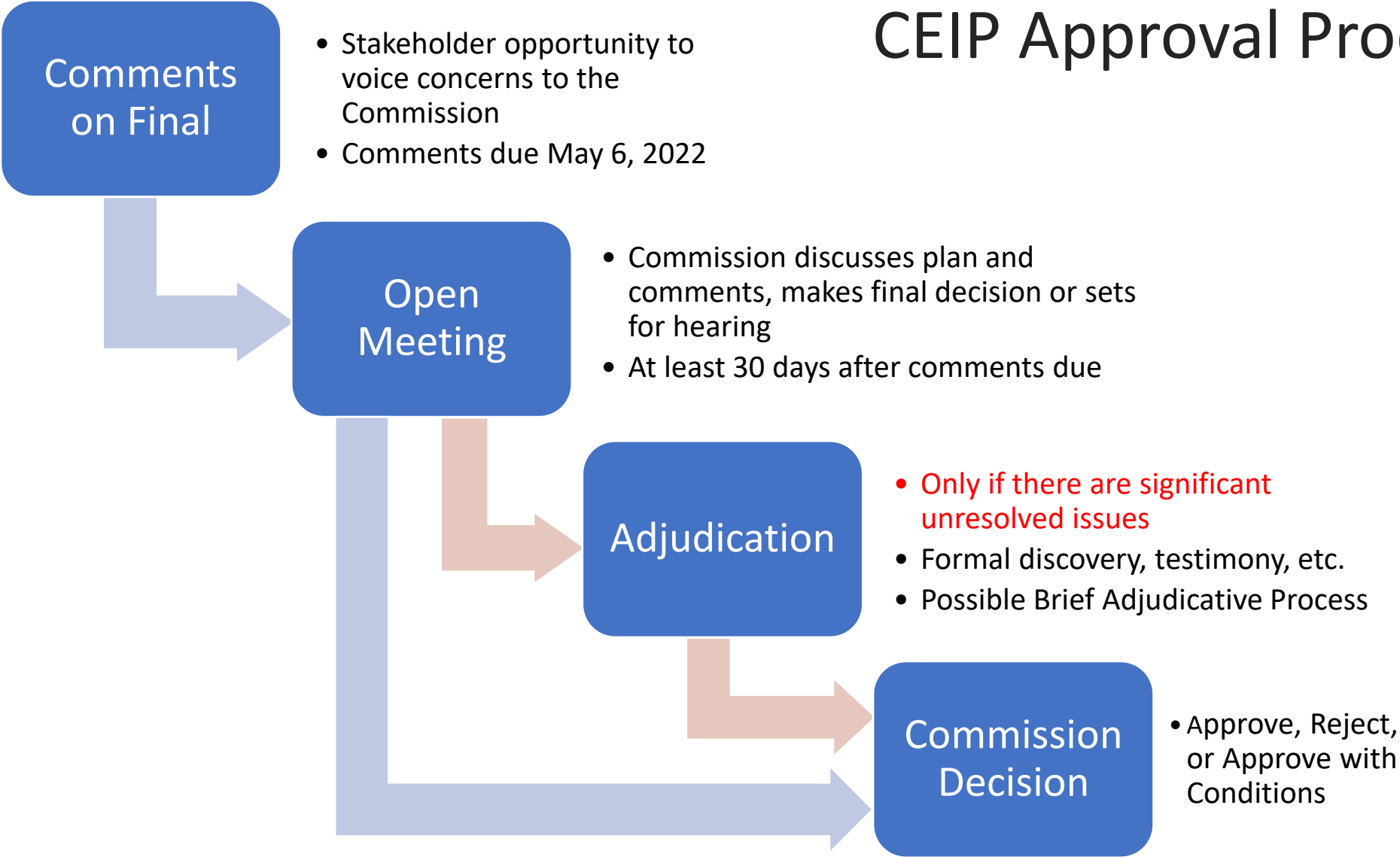
# PacifiCorp's Clean Energy Implementation Plan



## CEIP Status

- PacifiCorp filed the CEIP with WUTC on December 30, 2021
- The CEIP is available at [www.pacificorp.com/ceip](http://www.pacificorp.com/ceip)
- WUTC published Notice of Opportunity to File Written Comments on January 7, 2022
  - Now in a 5-month comment period
  - Submit written comments via Commission's web portal at <http://www.utc.wa.gov/e-filing>
  - Questions for PacifiCorp should be submitted to [CEIP@PacifiCorp.com](mailto:CEIP@PacifiCorp.com)

# CEIP Approval Process





# Equity Advisory Group Update February 2022

- Reflect on 2021
- Recruitment for EAG members
- Open Position for Equity Advisor
- Facilitator replacement
- Ideas for 2022 Agenda Items
  - Introduce Delivery Teams & Programs
- CBI: Residential customer disconnections
  - Update on the Assistance Plus Program
- Next meeting February 16 at 1:00 pm
  - Topics Energy Efficiency Programs
  - EV Update
- Public Participation encouraged
- Monthly meetings on the third Wednesday at 1:00
- Updates on [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits](#) ([pacificorp.com](http://pacificorp.com))

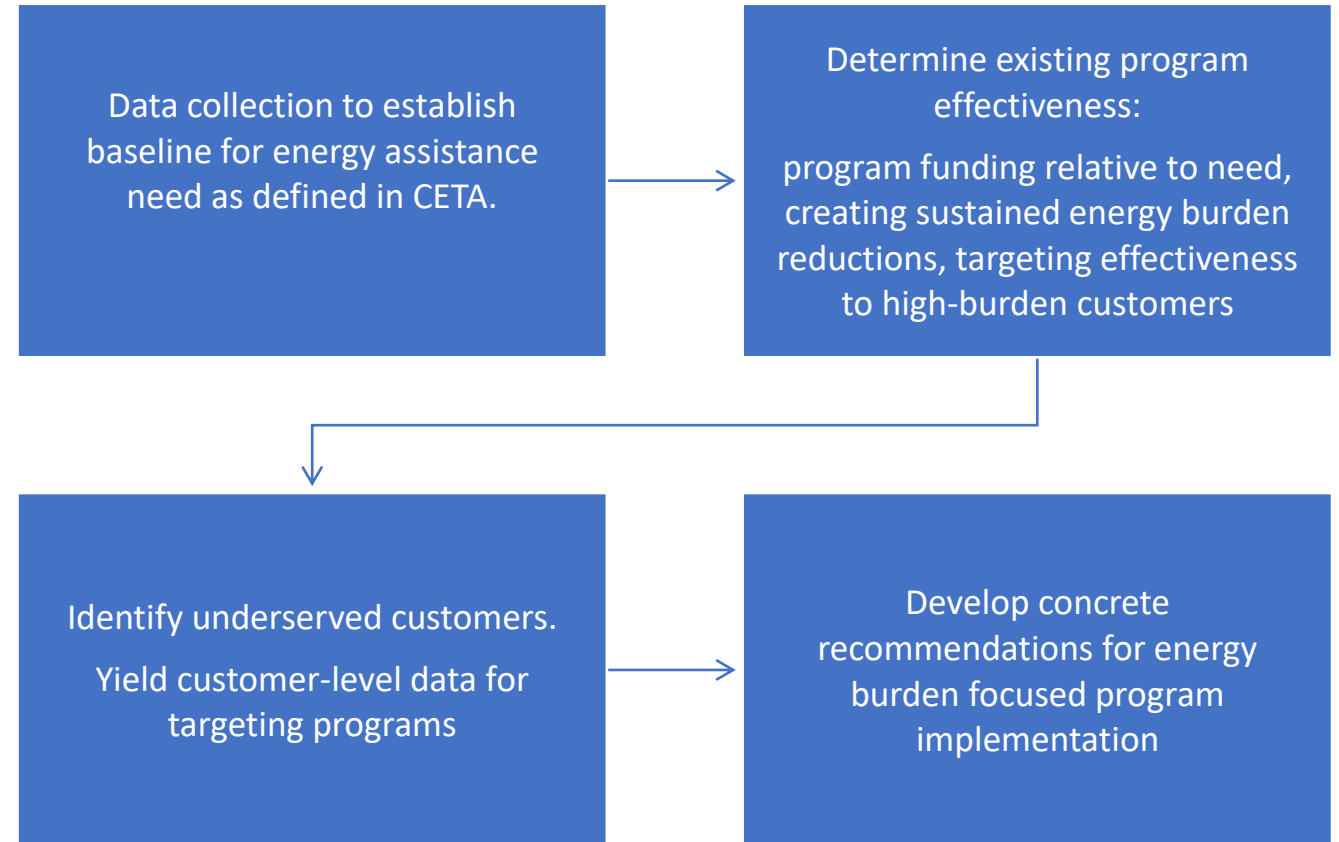
# Energy Burden Assessment

As a condition under Biennial Conservation Plan, PacifiCorp is required to develop a plan and conduct research necessary to achieve sustained energy burden reduction for its low income Washington customers.

PacifiCorp contracted with Empower Dataworks for Energy Burden Assessment. Target assessment completion date by end of May 2022.

Schedule	
Data Collection	12/6/21 – 2/25/22
Analysis and Energy Burden Metric Calculation	2/28/22 – 05/27/22
Presentation of Findings and Recommendations to the Low Income Advisory Committee	May / June 2022

# Energy Burden Assessment



# Low Income Program Updates



# COVID19 Assistance Plus Program

## COVID assistance fund distribution and remaining balance

	Allocation \$	Spent \$	Remaining \$
<b>BMAC</b>	238,076.67	222,772.23	15,304.44
<b>NCAC</b>	414,535.26	413,629.30	905.96
<b>OIC</b>	902,370.64	902,370.64	0.00
<b>Pacific Power*</b>	1,545,017.43	1,540,309.07	4,708.36

### Automatic Grants applied:

- April 5, 2021 - \$990,413.68
- December 6, 2021 - \$542,077.59

\* Include Automatic Grants and Re-application Fund (\$12,526.16)

# Low Income Bill Assistance Program

PY 2021 (October 1, 2020 to September 30, 2021)	
Direct Grant	3,092,889.50
Agency Administration	329,100.00
Internal Administration	2,903.25
Advertisement	37,026.00
Cost recovered in the program	2,085,497.60

# Low Income Bill Assistance Program

PY 2021 (October 1, 2020 to September 30, 2021)

Number of Households that received grant – 4,828 average monthly.

Annual Average Grant per Household – \$640.59

Approximately 8700 customers enrolled in CY 2021

- 1251 – PY2020 2 Year Certifications
- 4521 – PY2021 1 & 2 Year Certifications
- 2890 – PY2022 1 & 2 Year Certifications

December 2021 – 6041 Households received discount:

- 41% had income at 0-75% FPL
- 31% at 76% - 100% FPL
- 29% at 101 – 200% FPL or 80% AMI, whichever is greater.

Consideration to partner with Yakama Nation Tribal Agency for LIBA program delivery

# Low Income Weatherization Program

## Update - Proposed Tariff Changes

Expand tariff applicability for installation of ductless heat pumps and major measures (ceiling, wall and floor insulation) to include, in addition to permanently installed operable electric space heating, space heaters or any fuel source except natural gas with adequate combustion air as determined by agency.

Increase funds available for repairs from 15% to 30% of the annual reimbursement on energy efficient measures.

Updated definition of “Low Income” and income guideline to be consistent with RCW 19.405.020(25).

12/21/2021 – Company submitted Advice filing with proposed changes to Schedule 114 Low Income Weatherization Program

01/27/2022 – Approved with an effective date of 02/01/2022



# Low Income Weatherization Program

## Discussion:

- Energy efficiency incentives for Highly Impacted Community or Vulnerable Populations pursuant to RCW 19.405.020. May not be low income but eligible to receive services.

(23) "Highly impacted community" means a community designated by the department of health based on cumulative impact analyses in RCW [19.405.140](#) or a community located in census tracts that are fully or partially on "Indian country" as defined in 18 U.S.C. Sec. 1151.

(40) "Vulnerable populations" means communities that experience a disproportionate cumulative risk from environmental burdens due to:

- (a) Adverse socioeconomic factors, including unemployment, high housing and transportation costs relative to income, access to food and health care, and linguistic isolation; and
- (b) Sensitivity factors, such as low birth weight and higher rates of hospitalization.

- Consider energy efficiency incentive delivery for HIC or VP segments by community action agencies contracted by the Company to serve income eligible customers.

# Fuel Fund Program

Donation-based program funded through customer/employee contributions and a company match from PacifiCorp.

Contracts in place with Project HELP to match funds in Washington up to 34k annually:

- Salvation Army Walla Walla – up to \$11,000 annual company match
- Salvation Army Yakima – up to \$15,000 annual company match
- Northwest Community Action Center of Toppenish/Sunnyside/Grandview – up to \$8,000 annual company match

PY2021 Washington Fuel Fund Report:

- Approximately \$38k assistance provided
- 137 households assisted
- 407 total individuals served

# Customer Care Communication Outreach

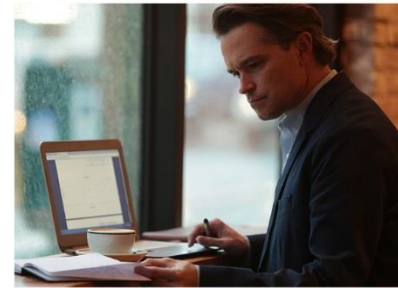
# Vision Behind Customer Care Communications

*Customer Care communication draws on a mix of mandated and discretionary spending. Taken together, communications in this category allow us to speak to the most vulnerable members of our communities, inform them of programs that can support them in difficult times and help them secure needed services. When done well, it will not only reach vulnerable and underserved customers and communities, but potentially offer a “halo effect” for the rest of your customer base.*

**CORE MESSAGE:** *We care for our most vulnerable customers*

➤ We recognize that some of our customers need focused support, and we’re dedicated to helping vulnerable individuals and communities in difficult times. That’s just who we are.

**PRIMARY AUDIENCE:** Low-income & underserved customers



# Customer Care: Energy Assistance

## WA LIBA

The Low-Income Bill Assistance program (LIBA) in Washington, which provides a bill discount to income-eligible customers

GOAL: Increase enrollment of customers who are part of vulnerable populations

TARGET: Low-Income Residential customers in WA, English & Spanish-language households.

IN-MARKET TIMEFRAME: Spring and Fall

MARKETING STRATEGIES UTILIZE: Owned and Paid Media

### Owned Media

- Website
- Social Media (Facebook and Twitter)
- Bill insert/onsert
- Bill message

### Paid Media

- [English/Spanish radio ads](#) in the Yakima Service area
- English [video ad](#) in Walla Walla and Yakima
- English and Spanish newspaper ads featured in:

(Walla Walla Bulletin, Yakama Nation Review, Yakima Herald, El Sol de Yakima, Tu Decides and La Voz Hispanica)

- Community organization English/Spanish handouts
- Digital display ads in English/Spanish (Theater ads)

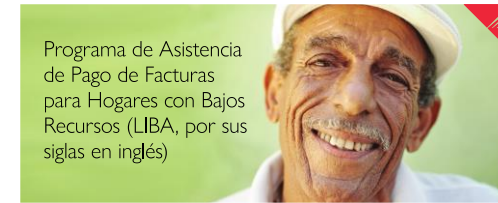
YOU HAVE THE POWER TO *save money* THROUGH LIBA

Reduced energy bills

Credit applied toward net bill

Average savings of \$650 a year

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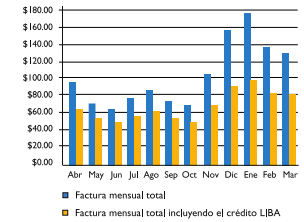


Programa de Asistencia de Pago de Facturas para Hogares con Bajos Recursos (LIBA, por sus siglas en inglés)

Reduce tus facturas de Pacific Power todo el año. El Programa de Asistencia de Pago de Facturas para Hogares con Bajos Recursos (LIBA, por sus siglas en inglés) está disponible para hogares con ingresos elegibles y hay muchos beneficios por participar:

- Se estima que los clientes podrán ver ahorros de aproximadamente \$650 al año. Los créditos LIBA dependen del uso mensual de electricidad.
- El programa de asistencia de energía LIHEAP (por sus siglas en inglés), tuvo un promedio de \$500 por hogar el año pasado. Si aprovechas tanto el programa de asistencia LIHEAP como los créditos LIBA, podrías ver ahorros sustanciales de más de \$1,100 al año.
- Inscribirse en LIBA es sencillo y los requisitos son similares a los del programa LIHEAP.

Si participas en el programa LIBA, podrías ver reducciones significativas en tu factura de Pacific Power. La tabla de abajo muestra el promedio mensual de ahorros LIBA.



You can *save money* through the Low Income Bill Assistance (LIBA) program.

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# New Outreach Opportunity

- Exploring outreach to Highly Impacted Community in Yakima Valley and in other communities we serve
- Spanish speaker provide residential and income assistance program information to employees at fruit storage and packing facilities during short “break room” meetings
- Currently 6 customers that have shown interest
- Focus on completing Q1 and Q2

# Customer Care: Energy Assistance

## Fuel Funds

Fuel Funds program is in all states providing energy assistance with donated funds through local non-profit agencies

GOAL: Increase incoming energy assistance donations to nonprofit partners during the winter season

TARGET: All customers, in all markets

IN-MARKET TIMEFRAME: February and November

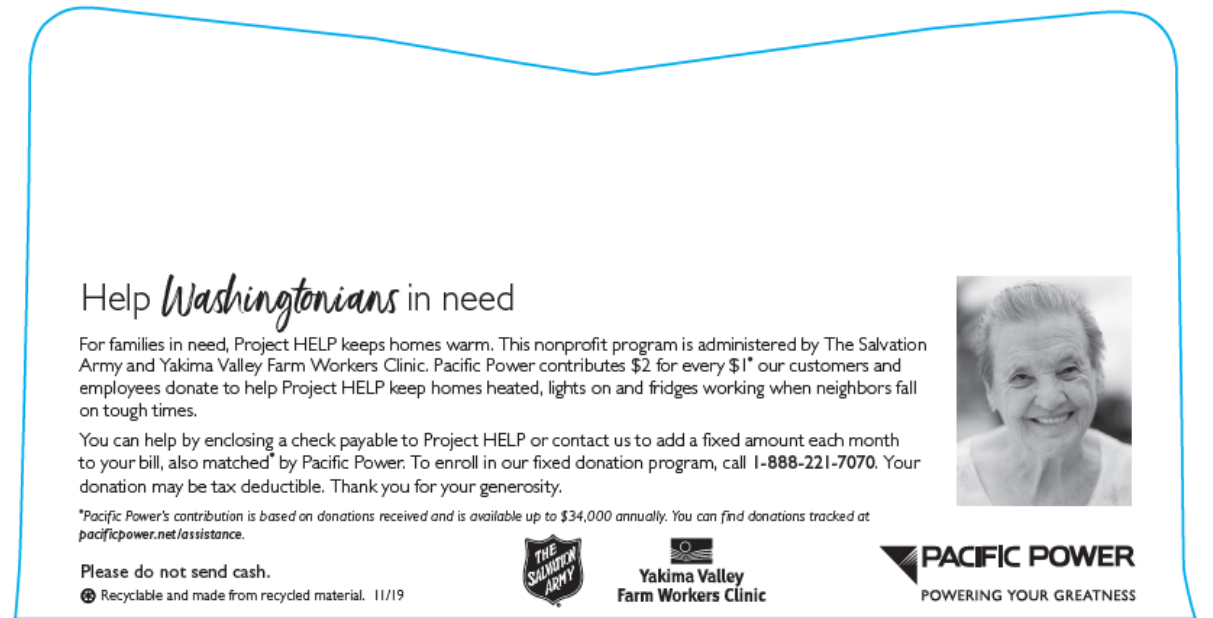
MARKETING STRATEGIES UTILIZE: Owned and Earned Media

### Owned Media

- Fuel Fund envelope included in all customer paper bills
- Social Media (Facebook and Twitter)
- Bill message
- Website

### Earned Media

- English and Spanish Press Releases



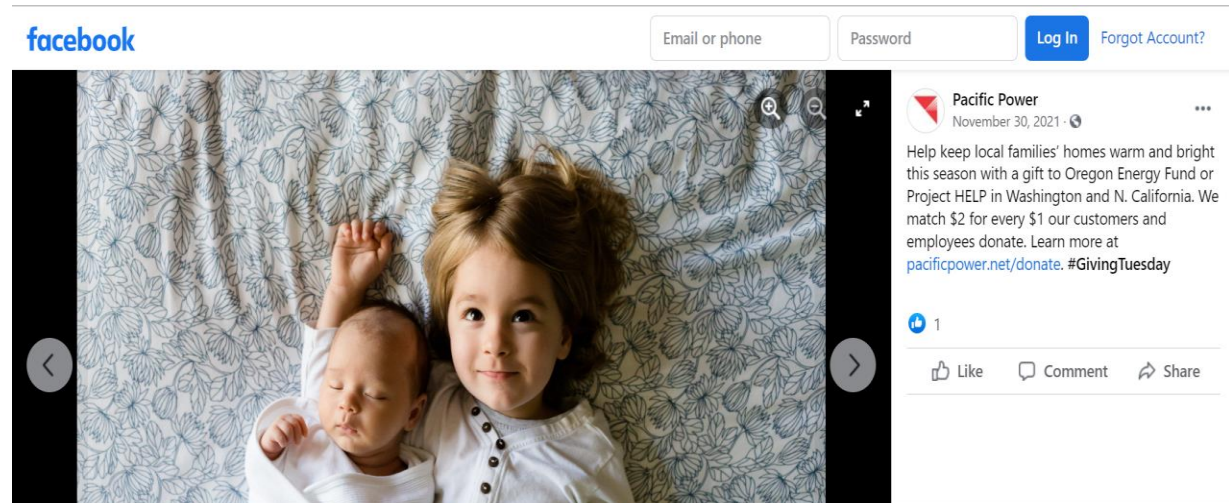




Help *Washingtonians* in need

For families in need, Project HELP keeps homes warm. This nonprofit program is administered by The Salvation Army and Yakima Valley Farm Workers Clinic. Pacific Power contributes \$2 for every \$1\* our customers and employees donate to help Project HELP keep homes heated, lights on and fridges working when neighbors fall on tough times.

You can help by enclosing a check payable to Project HELP or contact us to add a fixed amount each month to your bill, also matched\* by Pacific Power. To enroll in our fixed donation program, call 1-888-221-7070. Your donation may be tax deductible. Thank you for your generosity.


\*Pacific Power's contribution is based on donations received and is available up to \$34,000 annually. You can find donations tracked at [pacificpower.net/assistance](http://pacificpower.net/assistance).

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Pacific Power  
November 30, 2021 · 🌐

Help keep local families' homes warm and bright this season with a gift to Oregon Energy Fund or Project HELP in Washington and N. California. We match \$2 for every \$1 our customers and employees donate. Learn more at [pacificpower.net/donate](http://pacificpower.net/donate). #GivingTuesday

1

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# Other Items

- Frequency of Meetings