

OEIS Data Request 3.2

Regarding Evaluation of Access and Functional Needs (AFN) Challenges - In Section 8.5.3 of its WMP, PacifiCorp provides a summary of its access and functional needs (AFN) demographics, its methods for identifying AFN customers within its service territory, as well as its services and resources offerings for AFN customers. However, PacifiCorp does not provide an evaluation of the specific challenges and needs during a wildfire or PSPS event of its AFN customer base.

- i. Has PacifiCorp evaluated the specific challenges and needs of its AFN customer base during a wildfire or PSPS event?
 - (1) If so, please describe the challenges and needs PacifiCorp has identified of its AFN customer base, as well as its process for identifying and evaluating these challenges.
 - (2) If not, what process does PacifiCorp use to establish its services and resource offerings for its AFN customers that it describes in its WMP (pages 308-309).

Response to OEIS Data Request 3.2

- i. Yes
 - (1) One of the functions of the Wildfire Advisory Board is to address issues such as the challenges and needs of AFN customers during a PSPS event. During the Spring 2023 Wildfire Advisory Board meeting, the Board specifically addressed these issues. As result of recommendations received at that meeting, PacifiCorp has reached out to, and created new partnerships with, both the Redwood Coast and the Far Northern Regional Centers. These two regional centers directly serve the AFN population in PacifiCorp's service territory.

Along similar lines, at a 2022 meeting between Cal Office of Emergency Services (OES) Office of Access and Functional Needs (OAFN), PacifiCorp and Redwood Coast Regional Center, and a discussion of CRC services, PacifiCorp received a recommendation to add sensory tools to CRCs. Subsequently, PacifiCorp requested the CRC vendor to include sensory tools.

PacifiCorp also evaluates the challenges and needs of the AFN through multiple PSPS learning avenues. In terms of the most practical experience, PacifiCorp worked with Siskiyou County Office of Emergency Services (OES) during the 2022 wildfires which impacted several communities in Siskiyou County. During these efforts, there were no additional needs identified for AFN customers. Similarly, PacifiCorp established a Community Resource Center (CRC) during the 2021 Public Safety Power Shutoff (PSPS) event. During the activation,

2023-WMPs/ PacifiCorp
August 1, 2023
OEIS-PacifiCorp-2023WMP

customers were provided with feedback forms, as part of PacifiCorp's general efforts to improve processes and address needs. No feedback was received during the activation or following the event.

In addition, PacifiCorp conducts annual PSPS exercises in partnership with public safety partners and regional centers who serve the Access and Functional Needs (AFN) population. These exercises seek to better understand challenges and needs of the AFN customer base. To date, PacifiCorp has not identified, through those exercises, issues with the service to AFN customers.

(2) Not Applicable

Despite PacifiCorp's diligent efforts, certain information protected from disclosure by the attorney-client privilege or other applicable privileges or law may have been included in its responses to these data requests. PacifiCorp did not intend to waive any applicable privileges or rights by the inadvertent disclosure of protected information, and PacifiCorp reserves its right to request the return or destruction of any privileged or protected materials that may have been inadvertently disclosed. Please inform PacifiCorp immediately if you become aware of any inadvertently disclosed information.