

February 19, 2021

VIA ELECTRONIC FILINGPublic Utility Commission of Oregon
Attention: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3398**RE: Advice No. 21-005
Schedule 11—PacifiCorp Residential Bill Assistance Program**

In compliance with ORS 757.205, OAR 860-022-0025, and OAR 860-022-0030, PacifiCorp d/b/a Pacific Power (PacifiCorp or Company) submits for filing the following proposed tariff pages associated with Tariff P.U.C. OR No. 36, which sets forth all rates, tolls, charges, rules, and regulations applicable to electric service in Oregon. The Company requests an effective date of April 1, 2021.

Sixth Revision of Sheet No. INDEX-2	INDEX	Tables of Contents - Schedules
Original Sheet No. 11-1	Schedule 11	Residential Bill Assistance Program
Original Sheet No. 11-2	Schedule 11	Residential Bill Assistance Program

Background

In the Stipulated Agreement on Effects of COVID-19 Pandemic on Energy Utility Customers (Stipulation), approved by the Public Utility Commission of Oregon (Commission) in Order No. 20-401 (Order) issued November 5, 2020, each utility agreed to establish a program to manage residential customer arrearages. The purpose of the program is to provide assistance to customers with arrears accumulated during the pandemic, to ease the transition to active collection, and to minimize the accumulation of bad debt on customers' accounts. Each utility is authorized to use an initial, one-time amount of at least one percent of their 2019 Oregon retail revenue to fund the program. One percent of PacifiCorp's 2019 Oregon retail revenue will provide a total budget of \$12,681,000 for its program.

PacifiCorp presented an overview of its Residential Bill Assistance Program (Program) to Commission Staff and stakeholders on February 9, 2021, and noted the Company's goal was to minimize administration costs to allow more money to be directed to assist customers. The Company has incorporated the feedback from that meeting to provide assistance options for customers that considered the customer's ability to make payments and/or use assistance in conjunction with long term payment plans.

Program Design

This Program is part of a comprehensive set of consumer protections for customers experiencing financial hardship due to the pandemic. In addition to longer term payment plans, waived

deposits, and waived late fees, PacifiCorp will offer the following options to provide immediate and extended assistance.

Program	Description
One-Time Instant Grant	\$500 toward arrears
Extended Payment Match	\$1,000 matching payment on arrears

The one-time instant grant is eligible for residential customers with a past due amount greater than 31 days and who need assistance to pay off an arrearage, reconnect service, or decrease monthly installment amounts for long term payment plans.

The extended payment match is eligible for customers with a past due amount greater than 31 days and who need assistance to set up long term payment plans. A portion of the money can be used as a down payment, and the company will match monthly payment(s) of 50 percent of arrears.

Cost Recovery

As authorized by Order No. 20-401, the Program costs and uncollectible expense will be included in the deferred account approved by the Commission.¹ Recovery will be subject to a future Commission prudence review.

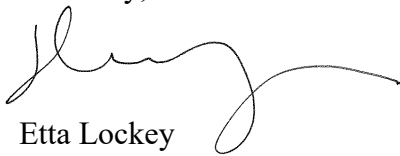
It is respectfully requested that all formal data requests regarding this matter be addressed to:

By Email (preferred): datarequest@pacificorp.com

By Regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah St., Suite 2000
Portland, OR 97232

Please direct any informal questions about this filing to Cathie Allen, Manager, Regulatory Affairs at (503) 813-5934.

Sincerely,



Etta Lockey
Vice President, Regulation

Enclosures

¹ Docket No. UM 2063 PacifiCorp d/b/a Pacific Power Application for Order Approving the Deferral of Costs Associated with Response to COVID-19 Public Health Emergency (March 20, 2020), approved in Order No. 20-375 (October 27, 2020).

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Schedule No.

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(N)

RESIDENTIAL BILL ASSISTANCE PROGRAM

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Purpose

The purpose of this schedule is to implement the Residential Bill Assistance Program consistent with Commission Order No. 20-324. The Order directs Utilities to establish a program to identify and manage Residential Customer arrearages associated with the COVID-19 pandemic to proactively assist Residential Customers prior to resuming disconnections and to prevent bad debt from accumulating on utility accounts.

The program may identify and waive residential arrearages at an initial total amount of \$12,681,000. This amount represents one percent of the Company's 2019 Oregon retail revenues, not to be increased without prior Commission approval.

Available

To Residential Customers served by the Company within its service territory.

Applicable

To Residential Customers who have experienced economic hardship due to COVID-19, and as a result, have accumulated an arrears balance greater than 31 days. Eligible Residential Customers may receive assistance under this tariff by contacting the Company to enroll.

Residential Bill Assistance Program Options

The Residential Bill Assistance Program is designed to pay down arrears, establish sustainable payment plans, and provide a safety net for Customers who are disconnected for nonpayment of bills. However, at no time will a payment provided under this program result in a credit balance on a Customer's account. Eligible Customers may elect to participate in one of the following two program options:

1. **Extended Payment Match.** Customers requiring long-term payment arrangements on past due balances will receive a monthly payment match up to \$1,000. The Customer must enroll in an extended payment plan and may elect to use a portion of the \$1,000 match as a down payment on the payment plan. The Company will match Customer payments until the \$1,000 maximum is met, 12 months have elapsed, the arrearage is paid in full, or the Customer is disconnected for non-payment, whichever occurs first.
2. **Instant Grants.** Customers will receive a one-time grant up to \$500 of arrears. The grants may be used to pay arrears, reconnect service, or set up an extended payment plan. Extended payment plans using the \$500 dollar grant are not eligible for the Extended Payment Match option.

Schedule Provisions

1. Additional programs or adjustments to the programs listed above may occur as the Company develops experience in operating these programs.
2. The Company will provide information regarding the bill assistance program as outlined in the reporting requirements in Commission Order 20-401. Additional reporting may be provided as determined by the Commission.
3. In accordance with Commission Order No. 20-375, the Company will defer and seek recovery of all associated program costs not otherwise included in rates.

(continued)

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RESIDENTIAL BILL ASSISTANCE PROGRAM

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Term

The duration of this program is through October 31, 2022 or until funds are depleted.

(N)

Rules and Regulations

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

(N)