



ADVICE LETTER SUMMARY

ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: PacifiCorp (U 901 E)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Pooja Kishore

Phone #: (503) 813-7314

E-mail: californiadockets@pacificorp.com

E-mail Disposition Notice to: californiadockets@pacificorp.com; rct

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 615-E

Tier Designation: 1

Subject of AL: Advice Letter 615-E Regarding Compliance with Ordering Paragraph 1 of Decision 20-03-004

Keywords (choose from CPUC listing): Compliance

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: N/A

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 5/15/20

No. of tariff sheets: N/A

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed¹: See Advice Filing

Pending advice letters that revise the same tariff sheets: N/A

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Pooja Kishore
Title: Regulatory Manager
Utility Name: PacifiCorp
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Clear Form

ENERGY Advice Letter Keywords

Affiliate	Direct Access	Preliminary Statement
Agreements	Disconnect Service	Procurement
Agriculture	ECAC / Energy Cost Adjustment	Qualifying Facility
Avoided Cost	EOR / Enhanced Oil Recovery	Rebates
Balancing Account	Energy Charge	Refunds
Baseline	Energy Efficiency	Reliability
Bilingual	Establish Service	Re-MAT/Bio-MAT
Billings	Expand Service Area	Revenue Allocation
Bioenergy	Forms	Rule 21
Brokerage Fees	Franchise Fee / User Tax	Rules
CARE	G.O. 131-D	Section 851
CPUC Reimbursement Fee	GRC / General Rate Case	Self Generation
Capacity	Hazardous Waste	Service Area Map
Cogeneration	Increase Rates	Service Outage
Compliance	Interruptible Service	Solar
Conditions of Service	Interutility Transportation	Standby Service
Connection	LIEE / Low-Income Energy Efficiency	Storage
Conservation	LIRA / Low-Income Ratepayer Assistance	Street Lights
Consolidate Tariffs	Late Payment Charge	Surcharges
Contracts	Line Extensions	Tariffs
Core	Memorandum Account	Taxes
Credit	Metered Energy Efficiency	Text Changes
Curtable Service	Metering	Transformer
Customer Charge	Mobile Home Parks	Transition Cost
Customer Owned Generation	Name Change	Transmission Lines
Decrease Rates	Non-Core	Transportation Electrification
Demand Charge	Non-firm Service Contracts	Transportation Rates
Demand Side Fund	Nuclear	Undergrounding
Demand Side Management	Oil Pipelines	Voltage Discount
Demand Side Response	PBR / Performance Based Ratemaking	Wind Power
Deposits	Portfolio	Withdrawal of Service
Depreciation	Power Lines	

May 15, 2020

VIA ELECTRONIC FILING

Advice Letter 615-E
(U 901-E)

California Public Utilities Commission
Energy Division
Tariff Unit, 4th Floor
505 Van Ness Avenue
San Francisco, CA 94102
Email: edtariffunit@cpuc.ca.gov

RE: PacifiCorp (U 901-E) Advice Letter 615-E Regarding Compliance with Ordering Paragraph 1 of Decision 20-03-004

PURPOSE

PacifiCorp d/b/a Pacific Power (PacifiCorp or company) submits this Advice Letter in compliance with Ordering Paragraph 1 of Decision 20-03-004 issued by the California Public Utilities Commission (Commission) in Rulemaking 18-10-007, requiring demonstration that the company conducts community outreach and public awareness prior to, during and after a wildfire in any language that is prevalent in its service territory (Decision). Pursuant to the Decision, PacifiCorp has confirmed that there are no prevalent languages in its service territory as defined in the Decision. As a result, PacifiCorp confirms that it performs the required outreach in the following languages identified by the Commission as necessary regardless of prevalence: English, Spanish, the top three primary languages identified by the Commission, and indigenous languages of Mixteco and Zapoteco. Based on its knowledge and experience, the company will also make translation services available in Hmong and German.

BACKGROUND AND DISCUSSION

The Decision sets forth the following process for making a determination of prevalent languages in a utility's service territory: use the utility's own data and the American Community Survey in accordance with the process set forth in Appendix A to the Decision. The Decision also allows a utility to use United States Census data, the California Complete data, or the Hard to Count data if American Community Survey data is deemed insufficient. In accordance with the Decision, the company followed the process outlined in Appendix A using its data and the American Community Survey data for its service territory. PacifiCorp also reviewed census data and customers' self-identified language preferences. The results of this analysis determined that as defined in the Decision, there are no prevalent languages spoken in the company's service territory other than English and Spanish. Therefore, the company will provide the required outreach in only the languages

required in the Decision: English, Spanish, Chinese, Cantonese, Mandarin, Tagalog, and Vietnamese. As discussed above, the company will also provide translation services in German and Hmong based on its prior identification of communities within its service territory speaking these languages. Identification of these languages is based on prior experience and information from Community Based Organizations, the Karuk Tribe and Great Northern Services.¹ The company will continue to monitor and evaluate the needs of its customers and update its list of languages, as necessary.

Planned Outreach

PacifiCorp provides community awareness and public outreach prior to a wildfire which includes the following:

- PacifiCorp is currently running generic wildfire safety radio, digital, and social ads.
- A letter to elected officials in tier 3 high fire threat districts has been sent providing an update regarding PacifiCorp's wildfire mitigation plan and community outreach activities.
- Social media posts promoting wildfire safety and awareness are currently in rotation.
- A wildfire safety media advisory will go out to local media outlets the week of May 18.
- Customers in potential de-energization zones will receive an additional wildfire-specific bill message.
- Targeted social media and print ads promoting an upcoming wildfire safety and mitigation webinar are in market. The webinar is scheduled to take place on May 27 and will be recorded and made available on the company's website.

In order to ensure that outreach will be done in all prevalent languages, PacifiCorp has taken the following steps:

- Wildfire-specific communications including brochures, handouts, and bill messages are translated into Spanish.
- Messages in all seven languages will be included on bill messages, press releases, and on the company's wildfire website pages that states "A customer care agent can speak with you about wildfire safety and preparedness. Please call 888-221-7070."
- Customers with specific language needs can contact the company's customer care number and request to speak with an agent that speaks their language. PacifiCorp has Spanish-speaking employees and contracts with a 24/7 translation service that translates communications in real-time to a customer care agent over the phone allowing the company to communicate to customers who speak Chinese, Cantonese, Mandarin, Tagalog or Vietnamese and a variety of other languages and dialects.
- The company's customer care agents have access and training with wildfire-related communications and can facilitate a conversation between the customer and

¹ Decision, Ordering Paragraph 8. This prior experience includes the company's own communications with customers consistent with Ordering Paragraph 9 of the Decision.

translation service to ensure the customer receives all of the wildfire-related information they need.

PacifiCorp regional business managers routinely give wildfire safety presentations to local chambers of commerce, city councilors, county commissioners and other community stakeholder groups. PacifiCorp has identified two Community Based Organizations in the company's service territories, Great Northern Services and the Karuk Tribe. Additionally, the Del Norte Senior Center and Great Northern Services have partnered with the company to send out wildfire safety brochures to households in Crescent City and Weed. The brochures will be provided in English and Spanish and encourage customers to contact the company to self-identify as critical, medical, and so forth. As ordered in the Decision, PacifiCorp has also engaged in meet and confer sessions planned with the other parties in this proceeding to coordinate outreach efforts related to CBOs.

TIER DESIGNATION AND EFFECTIVE DATE

Consistent with the Administrative Law Judge's May 14, 2020 directive, the company submits this Advice Letter as Tier 1 filing. The company requests that this Advice Letter become effective on May 15, 2020.

PROTEST

Pursuant to General Order (GO) 96-B, any person wanting to protest this filing may do so within twenty days, sent by U.S. Mail or electronically, any of which must be received no later than June 4, 2020. Protests should be mailed to:

CPUC Energy Division
Attention: Tariff Unit, 4th Floor
505 Van Ness Avenue
San Francisco, California 94102
Facsimile: (415) 703-2200
E-mail: edtariffunit@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above. The protest should also be sent by U.S. mail (and electronically, if possible) to PacifiCorp at the address shown below on the same date it is mailed or delivered to the Commission.

Pooja Kishore
Regulatory Affairs Manager
PacifiCorp
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Portland, OR 97232
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E-mail: californiadockets@pacificorp.com

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Portland, OR 97232
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There are no restrictions on who may file a protest, but the protest must specifically set forth the grounds upon which it is based and be expeditiously submitted.

Additionally, PacifiCorp respectfully requests that all data requests regarding this matter be addressed to (with a copy to the Company's Counsel):

By email (**preferred**): datarequest@pacificorp.com

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

NOTICE

In accordance with General Order (GO) 96-B, Section 4, a copy of this Advice Letter will be served electronically or by U.S. mail to parties shown on the GO 96-B service list and the service list for R.18-10-007, a copy of which is attached. A request for change of address in the GO 96-B service list should be directed by electronic mail to Californiadockets@pacificorp.com. Advice letter filings may also be accessed electronically at: www.pacificpower.net/regulation.

Please direct any informal questions to Pooja Kishore, Regulatory Affairs Manager, at the telephone number or e-mail address shown above.

Sincerely,



Michael Wilding
Director, Regulation

Enclosures

cc: Service List for GO 96B
Service List for R.18-10-007

CERTIFICATE OF SERVICE
GO-96B Distribution List

I hereby certify that, pursuant to the Commission's Rules of Practice and Procedure, I have on this 15th of May, 2020, at Portland, OR, provided via email or US mail, a true and correct copy of PacifiCorp's Advice Letter 615-E to the following:

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Energy Cost of Service & Natural Gas
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San Francisco, CA 94102
rmp@cpuc.ca.gov

Ralph Cavanagh
National Resources Defense Council
111 Sutter St. 20th Floor
San Francisco, CA 94104

Edward Randolph
Director Energy Division
California Public Utilities Commission
505 Van Ness Avenue
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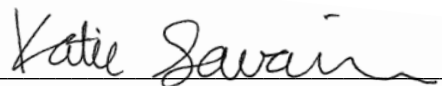
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Katie Savarin
Coordinator, Regulatory Operations

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Implement Electric
Utility Wildfire Mitigation Plans Pursuant to Senate
Bill 901 (2018).

Rulemaking 18-10-007

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of **PacifiCorp (U 901-E) Advice Letter 615-E Regarding Compliance with Ordering Paragraph 1 of Decision 20-03-004** on all known parties to R.18-10-007 by transmitting an e-mail message, or by US Mail if an e-mail address has not been provided, with the document attached to each person named in the official service list.

(See the attached Service List R.18-10-007)

Executed on **May 15, 2020**, at Portland, Oregon.



Katie Savarin
Coordinator, Regulatory Operations



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

PROCEEDING: R1810007 - CPUC - OIR TO IMPLEM
FILER: CPUC
LIST NAME: LIST
LAST CHANGED: MAY 6, 2020

[Download the Comma-delimited File](#)
[About Comma-delimited Files](#)

[Back to Service Lists Index](#)

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