



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; r

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 646-E

Tier Designation: 2

Subject of AL: Transition Plans Associated with Discontinuance of Emergency Customer Protections after June 30, 2021

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 #: Resolution M-4849

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No.

Summarize differences between the AL and the prior withdrawn or rejected AL:

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: 5/2/21

No. of tariff sheets: NA

Estimated system annual revenue effect (%): NA

Estimated system average rate effect (%): NA

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: See advice letter

Service affected and changes proposed¹: See advice letter.

Pending advice letters that revise the same tariff sheets: NA

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
Address: 825 NE Multnomah, Suite 2000
City: Portland State: Oregon
Telephone (xxx) xxx-xxxx: (503) 813-7314
Facsimile (xxx) xxx-xxxx:
Email: californiadockets@pacificorp.com

Name:
Title:
Utility Name:
Address:
City: State: Oregon
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

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	

April 1, 2021

VIA ELECTRONIC FILING

Advice Letter 646-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 646-E – Transition Plans Associated with Discontinuance of Emergency Customer Protections after June 30, 2021

PURPOSE

PacifiCorp d/b/a Pacific Power (PacifiCorp or company) submits Advice Letter 646-E in compliance with the Commission's Resolution M-4849 (Resolution) which orders utilities subject to the Resolution to file a Tier 2 Advice Letter with their transition plans for the expiration of Emergency Customer Protections by April 1, 2021. PacifiCorp's Transition Plan is provided here as Attachment A to this filing.

BACKGROUND AND DISCUSSION

On March 4, 2020, Governor Newsom declared a state of emergency¹ in California as part of the state's response to address the global outbreak of COVID-19. On March 16, 2020, PacifiCorp filed Advice Letter 605-E to suspend late payments and disconnections for non-payment in light of the COVID-19 pandemic. In response to the Governor's declaration concerning the COVID-19 spread, Executive Director Stebbins issued a letter specifically directing utilities to file advice letters in order to implement the applicable customer protections and to apply such protections retroactively to March 4, 2020 when the state of emergency was declared. PacifiCorp filed advice letter 607-E and supplement 607-E-A implementing the emergency disaster relief customer pursuant to the April 16, 2020 Commission Resolution M-4842 ratifying the Executive Director's direction regarding the implementation of emergency customer protections.

On February 12, 2021, the Commission issued Resolution M-4849 extending the emergency customer protections for residential and small business customers through June 30, 2021. The Resolution also ordered utilities to develop and file a marketing and

¹ Governor Newsom's Declaration of a State of Emergency, available at <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>.

communication outreach plan to ease the transition of the expiring Emergency Customer Protections on customers. Ordering Paragraph 5 of the Resolution states:

5. Electric, gas, and water corporations subject to this Resolution shall each file Tier 2 Advice Letter with their transition plans for the expiration of Emergency Customer Protections by April 1, 2021. The transition plans shall include 1) a timeline of new start and resumed activities, 2) a marketing, education and outreach (ME&O) strategy, 3) an explanation of the activities timeline and ME&O strategy accounts for compliance and safety, and 4) a progress tracking and reporting plan. The goal of the transition plan is to proactively enroll customers in programs to manage their utility bills and inform relevant customers of the changes to programs they are already on, to effectively ease customers through a transition off of Emergency Customer Protections. Electric and gas corporations shall serve copies of the Advice Letters to R.18-03-011, A. 14-11-007, A.15-02-001, A.19-11-003, A.20-03-014, R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013, and A.19-09-014 proceeding service lists. Water corporations shall serve copies of the Advice Letters to R.18-03-011 and R.17-06-024 proceeding service lists.

The attached transition plan incorporates feedback received from Energy Division Staff on the company's submitted February 25, 2021 draft Transition Plan and applicable recommendations from the Low Income Oversight Board received on March 30, 2021.

TIER DESIGNATION AND EFFECTIVE DATE

This Advice Letter is submitted as a Tier 2 filing. PacifiCorp respectfully requests expedited treatment of this filing, as directed by the Resolution. The company requests that this Advice Letter become effective May 2, 2021.

PROTEST

Any person wanting to protest this filing may do so within 20 days, sent by U.S. Mail or electronically, any of which must be received no later than April 21, 2021. 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 by facsimile 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
825 NE Multnomah Street, Suite 2000
Portland, OR 97232
Telephone: (503) 813-7314
E-mail: californiadockets@pacificorp.com

Carla Scarcella
Senior Attorney
Pacific Power
825 NE Multnomah Street, Suite 2000
Portland, OR 97232
Telephone: (503) 813-6338
E-mail: carla.scarsella@pacificorp.com

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

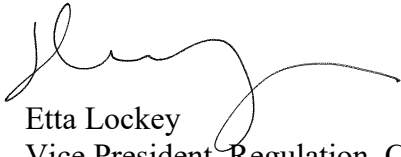
By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah, Suite 2000
Portland, OR 97232

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, 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,

A handwritten signature in black ink, appearing to read 'Etta Lockey', with a long, sweeping horizontal flourish extending to the right.

Etta Lockey
Vice President, Regulation, Customer and Community Solutions

Enclosures

cc: Service List for GO 96-B
Edward Randolph, Director, Energy Division

Attachment A

Resolution M-4849

PacifiCorp's Emergency Customer Protections – Transition Plan

I. TRANSITION PLAN INTRODUCTION

On March 4, 2020, Governor Newsom declared a state of emergency in California as part of the state's response to address the global outbreak of COVID-19. On March 16, PacifiCorp filed Advice Letter 605-E to suspend late payments and disconnections for non-payment in light of the COVID-19 pandemic. Resolution M-4848 further extended the consumer protections until June 31, 2021. The resolution also required utilities file a draft transition plan for lifting the moratorium. PacifiCorp is committed to supporting our customers to ease the transition off these emergency protections and submits this Transition Plan pursuant to Resolution M-4849, Ordering Paragraph 5.

A. Transition Plan Objectives

- Reduce customers' anxiety about protections ending,
- Effectively ease customers through a transition from COVID protections by implementing programs or initiatives, and enrolling customers in these programs/initiatives, to continue to assist them in bill management, and
- Proactively communicate with customers to inform them of changes in protections and help enroll them in programs to manage their bills.

B. Transition Plan Guiding Principles

- Easy and effortless customer experience,
- Easy to operationalize,
- Focus on affordability, and
- Engage stakeholders and customers.

II. ACTIVITIES TIMELINE

PacifiCorp's transition plan includes the resumption of activities that were suspended as a result of Resolution M-4849 as well as Company-driven customer protections put in place to help communicate with customers and allow customers additional payment plan options.

A. Summary of General Steps Mandated under Resolution M-4849

- **February 11, 2021** – Resolution M-4849 adopted by the Commission.
- **February 19, 2021** – PacifiCorp files Tier 1 Advice Letter demonstrating compliance with the extension of Emergency Customer Protections to June 30, 2021.
- **February 25, 2021** – PacifiCorp utility submits draft Transition Plan Advice Letter to the Commission.
- **March 11, 2021** – Low Income Oversight Board (LIOB) discusses PacifiCorp draft Transition Plan during its quarterly meeting.
- **April 1, 2021** – PacifiCorp submits final Transition Plan Advice Letter that incorporate feedback from LIOB and the Commission's staff. PacifiCorp begins implementing the ME&O Strategy activities outlined in Section III below.

B. PacifiCorp Activities Suspended - Emergency Customer Protections Originally in Resolution M-4842

- Disconnection for nonpayment and associated fees, waive deposit and late fee requirements for residential customers,
- Waive deposit requirements for residential customers seeking to reestablish service,
- Expedite move in and move out service requests,
- Implement payment plan options for residential customers,
- Freeze standard and high usage reviews for the California Alternate Rates for Energy (CARE) program eligibility,
- Contact community outreach contractors and community-based organizations (CBO) who assist in enrolling hard to reach low income customers, to help inform customers of eligibility concerns,
- Suspend CARE program removals, and
- Discontinue recertification and verification requests requiring customers provide their current income information.

C. Resumption of Disconnections for Non-Payment

The timeline for resumption of disconnections for non-payment set forth below is set around a “Disconnection Policy Resumption Date” occurring at the soonest July 1, 2021.

- **60 days prior to Disconnection Policy Resumption Date** – PacifiCorp will begin sending out communications to customers informing them that the Company will resume applying standard disconnection procedures under its tariffs on the Disconnection Policy Resumption Date. The standard disconnection procedures are based on the timeline and requirements established by the Legislature under California Public Utility Code 779.1.
- **Disconnection Policy Resumption Date** – PacifiCorp will resume standard disconnection procedures under the timeline established under Resolution M-4849, with notices being issued to customers no earlier than July 1, 2021. PacifiCorp will individually reach out to each customer that has a delinquent bill as of the Disconnection Policy Resumption Date and will offer an opportunity to participate in extended payment plan arrangements to help pay off arrears accumulated during the customer service protections. The payment plan arrangements include longer terms and deferred or reduced payment. The choice of payment arrangements will be determined by the specific circumstances of the individual customer. If a customer is engaged in one of those types of payment assistance plans and is making timely payments under that plan, they will not be disconnected.
- **Disconnection Notification** – PacifiCorp may begin disconnecting customers for non-payment pursuant to the rules and procedures set forth under Resolution M-4849 and the applicable tariff rules. Prior to any disconnection for non-payment, the Company will provide advance noticing required by California Public Utility Code 779.1.

D. Resumption of Verification/Recertification of Eligibility for CARE

- **June 1, 2021** – PacifiCorp will begin sending out written notices to all CARE customers informing them that the Company may resume applying the standard CARE eligibility verification and recertification requirements under its tariffs on July 1, 2021.
- **July 1, 2021** – PacifiCorp may resume standard eligibility verification and recertification procedures for CARE customers.

E. Late Payment, Reconnection, or Other Customer Fees

- **June 1, 2021** – PacifiCorp will begin sending out written notices to all customers informing them that the Company may resume applying the standard late payment, reconnection, or other customer fee procedures under its tariffs on July 1, 2021.
- **July 1, 2021** – PacifiCorp may resume applying standard late payment, reconnection, or other customer fees to customer accounts.

F. Payment Plans

Beginning in March 2020, PacifiCorp has offered residential and small commercial customers multiple payment plan options to help alleviate the financial hardships created by the pandemic. PacifiCorp intends to continue offering these payment arrangements until December 31, 2021.

- **Residential Customers**
 - 12-month payment plans including equal payment plans,
 - Deferred payment plans with zero or reduced monthly installments towards an arrears for three months, or
 - Zero or 1/12th down payment.
- **Small Commercial Customers**
 - 6-month payment plans with 20% down payment.

III. MARKETING, EDUCATION, AND OUTREACH STRATEGY

The following Marketing, Education, and Outreach (“ME&O”) Strategy supports the Transition Plan in effectively easing customers through a transition off of the Emergency Customer Protections by proactively communicating with customers to enroll them in programs to manage their utility bills and informing them of the changes to programs in which they are already enrolled. The Strategy was developed with a customer-impact lens and is part of a coordinated and effective marketing, education, and outreach program. PacifiCorp plans to communicate the resumption of normal business practices in a clear and simple manner, while conveying empathy, dignity, and flexibility.

A. Target Audiences

- The ME&O Strategy is intended to reach customers at large, with specifically targeted categories of customers as follows:
 - Residential customers enrolled in bill management and assistance programs
 - Residential customers that may qualify for disconnection preventions due to medical needs
 - All customers with arrears

B. ME&O Activities for All Customers

- PacifiCorp will leverage ongoing communications channels to educate and engage customers about the June 30, 2021 expiration of Emergency Customer Protections enacted during the COVID-19 crisis; programs available to help customers maintain service; and where necessary, information about the extension of customer protections.
- Tools for implementation statewide include bill inserts or bill messaging, customer service talking points and training, outbound phone calls, direct mail, flyers, website content, newsletters, emails, social media, and press releases.

C. Communication Objectives

- Contact all customers with arrears using at least two communication methods
- Help customers avoid disconnection
- Reduce customer arrears balances
- Improve customer satisfaction by providing support and assistance
- Reduce the number of disconnect notices issued

D. Targeted Outreach

Proactive outreach to targeted customers have been ongoing since March 2020. PacifiCorp intends to continue providing outreach to customers, as well as include additional information as described below. Examples of several of the communications that have been provided are included in Appendix A to this report:

- Outbound phone calls (automated or manual) targeted at specific audiences. PacifiCorp has been making outbound calls through 2020 and the beginning of 2021 to make past due customers aware of payment plan eligibility, encourage customers to seek out assistance, and to contact the Company. PacifiCorp will update the script 60 days prior to resumption of disconnections to provide information on the resumption of normal business operations.
- Bill messages. PacifiCorp has provided bill messaging through 2020 and the beginning of 2021 to make customers aware of payment plan eligibility, encourage customers to seek out assistance, and to contact the Company.
- Energy Assistance outreach to encourage donations to Project HELP. This includes press release and donation envelopes included with bills. This started in February 2021.
- CARE and weatherization outreach in the form of bill inserts and direct mail providing information on CARE and other assistance programs. The bill insert will take place in March 2021 and the direct mail in September 2021.
- CARE recertification mailings will begin in May and August. PacifiCorp will also send 45-, 60-, and 90-day reminder mailings.
- Energy Assistance flyers in English and Spanish with local contact information for each county served by PacifiCorp. These flyers have been ongoing in 2020 and the beginning of 2021, with further outreach in spring 2021. The flyers are posted on the Company's Bill Payment Assistance website (<https://www.pacificpower.net/my-account/payments/bill-payment-assistance.html>) and links to the website are provided in emails and other customer outreach.

- Website updates on customer service protections have been ongoing in 2020 and the beginning of 2021. PacifiCorp will update the website on May 1, 2021, 60 days prior to expiration of the customer service protections with information on the resumption of normal business operations.
- Customer newsletters with information and resources sent February 2021. The May newsletter will include details on the resumption of normal business operations.
- Emails in English or Spanish that include flexible payment option information as well as information on resumption of normal business operations. English emails have been sent in 2020 and beginning of 2021 and will continue. Spanish emails to be sent in May 2021.
- Social media posts on Facebook, Twitter, and so forth with resources including information on flexible payment options.
- Press release distributed to northern California media outlets 60 days prior to resumption of normal business operations.

Targeted outreach will convey the following information, as appropriate:

- Payment plans and options available to help customers maintain service or manage arrearages
- Application of late-payment, reconnection, and other fees to a customer
- Noticing of risk of disconnection
- Information about pending changes to a customer’s service or program enrollment status
- Needed customer actions, including re-certifications, to remain eligible for programs
- Information about qualifying for disconnection preventions due to medical needs

Targeted outreach to hard-to-reach, disadvantaged, or underserved communities:

- 90+ day arrearages
- Medical Baseline
- Low-Income

E. Partnerships

PacifiCorp does not have a partner gas or electric utility in its service territory. PacifiCorp will continue to partner with community-based organization in the area: Great Northern Services, Del Norte Senior Center, Redwood Community Action Agency, TEACH inc, SHIPP, and the Karuk Tribe to ensure customers receiving information on the consumer protections in place.

PacifiCorp will establish sharing agreements with partner CBOs to target LIHEAP assistance to at-risk customers. Additionally, PacifiCorp will work closely with the three partner CBOs that implement Energy Savings Assistance Program (ESA) in our area to construct best referral process for enrollment in energy efficiency program and increase participation.

F. Incremental ME&O Costs (Optional)

PacifiCorp’s marketing, education, and outreach efforts will leverage existing authorized budgets for outreach. The outreach listed above is part of the Company’s normal operations budget, energy assistance budgets, or CARE budgets. The two exceptions would be outbound emails with specific

information on the resumption of normal business operations and targeted energy assistance flyers in English and Spanish.

IV. COMPLIANCE AND SAFETY

Resolution M-4849 provides that “Each IOU must explain in their Transition Plan Advice Letter how the transition plan maintains alignment with program enrollment targets, program eligibility requirements, and customer protections in effect outside Emergency Customer Protections (e.g., bans on requirements that energy customers pay a deposit to enroll in 12-month payment plan) established by Commission Decisions for relevant programs as outlined in Section 1, Activities Timeline.”

A. Alignment with Program Enrollment Targets and Requirements

- The 12 customer protections implemented in PacifiCorp’s Advice Filing 607-E-A filed in April 2020 remain unchanged. A detailed list of the protections can be found in the filing available at: <https://www.pacificpower.net/about/rates-regulation/california-regulatory-filings.html>
 - On February 22, 2021, PacifiCorp filed Advice Filing 642-E to extend the Emergency Customer Protections through June 30, 2021 per Resolution M-4849. There were no additional customer protections included.

B. Ensuring that Activities are Safe and Consistent with All Appropriate State and Local Health Orders

- PacifiCorp’s Emergency Management Officer continues to work with each of the three counties Offices of Emergency Management.

V. PROGRESS TRACKING AND REPORTING

PacifiCorp will monitor and track specific information regarding the enrollment of customers in programs to manage their utility bills and informing relevant customers of the changes to programs in which they are already enrolled. Reporting frequency shall be monthly and the first report shall include baseline data associated with progress metrics.

A. Metrics to Track Continued Enrollment in Bill Assistance Programs

- PacifiCorp will provide the following metrics to track that customers that enrolled in a bill assistance program when Emergency Customer Protections were in place are successful in sustaining their enrollment in the program if they still meet eligibility criteria.
 - Number and percent of newly enrolled customers that are able to stay on the CARE program post June 30, 2021.
 - Number and percent of customers required to take actions to remain on the CARE programs (e.g., recertification, post enrollment verification) that successfully complete those actions.

B. Metrics to Track Enrollments of Impacted Customers in New Payment Programs

- PacifiCorp will provide the following metrics to track enrollments of impacted customers in new payment programs.
 - Number and percentage of customers enrolled in alternative payment arrangements (defined as enrollment in an extended payment plan, or a plan for deferred or reduced payment).
 - Number and percentage of customers that are disconnected.
 - Change in arrearage amounts (to the extent such information is not already tracked as part of the Rulemaking 17-06-024 reporting requirements).

C. Metrics to Track Success of Transition Plan

- PacifiCorp will track and report quarterly the following information:
 - Number and percentage of disconnections enrolled in AMP
 - Number and percentage of disconnections enrolled in CARE
 - Number and percentage of disconnections enrolled in CARE and AMP
 - Number and percentage of disconnections that received LIHEAP
 - Percentage of households enrolled in AMP referred to ESA, LIWP, LIHEAP, and other programs
 - Median and average length of time for a customer to be reconnected after service is disconnected.
 - Median and average arrearage amount and time past due from disconnection.

The metrics are designed to ensure customers have access to resources to avoid disconnection of service for non-payment, or they have the ability to access resources to facilitate reconnecting of service.

PacifiCorp

Transition Plan

Appendix A: Examples of Customer Communication and Outreach

Automated Courtesy Calls

Message ID Pacific Power

- This is a courtesy call from Pacific Power. We're here to help our valued customers with options such as flexible payment arrangements, extending due dates and connecting you with assistance in your area. Visit our website at pacificpower.net to find local resources currently providing stimulus assistance money to help with utility bills and housing. You can also call us at 1-888-221-7070 where our care center team will be happy to assist you. Thank you for being our customer.
- Esta es una llamada de cortesía de Pacific Power. Estamos aquí para ayudar a nuestros valiosos clientes con opciones como arreglos de pago flexibles, extender las fechas de vencimiento y conectarlo con asistencia en su área. Visite nuestro sitio web en pacificpower.net para encontrar recursos locales que actualmente brindan dinero de asistencia de estímulo para ayudar con las facturas de servicios públicos y la vivienda. También puede llamarnos al 1-888-221-7070 donde nuestro equipo del centro de atención estará encantado de ayudarle. Gracias por ser nuestro cliente.

Emails

WE'RE HERE
for you



We're helping customers get their accounts back on track. Visit our website or call us to review options.

EXPLORE OPTIONS AND RESOURCES TODAY

- **Flexible payment arrangements:** [Sign up for a payment plan online](#) or call us.
- **Energy assistance:** Agencies may have new funding for a limited time and you may qualify. [Find an agency in your area.](#)
- **Renting?** The federal Emergency Rental Assistance Program is available to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. Resources are available for a limited time. [Find out more for your area.](#)
- **Usage insights:** [Explore energy usage](#) to find ways to reduce costs.

Call us anytime at 1-888-221-7070. We're always here and ready to help.

Thank you for being our customer.

Have Questions? Call **1-888-221-7070** or use our [contact form](#)



If you'd rather not receive this email, you may [unsubscribe](#).

This email was sent by Pacific Power, a division of PacifiCorp
825 NE Multnomah Street, Portland, OR 97232

Help with YOUR ACCOUNT



We're helping customers get their accounts back on track.

PAYMENT ASSISTANCE

We have flexible payment arrangements available and may be able to renegotiate if you have an existing plan.

ENERGY SERVICES

To assist you, we offer several ways to stay informed and help control energy costs:

- [Business services and energy advice](#)
- [Evaluate your energy usage](#)
- [Sign up for text or email alerts](#)

Have Questions? Use our [contact form](#) or call 1-866-870-3419



If you'd rather not receive this email, you may [unsubscribe](#).

This email was sent by Pacific Power, a division of PacifiCorp
825 NE Multnomah Street, Portland, OR 97232

**Energy Assistance Resources
(Emails and Onserts)**

Estamos aquí para lo que necesite

Estamos aquí para ayudar y enfrentar juntos estos tiempos difíciles sin precedentes. Muchas organizaciones ofrecen asistencia adicional para apoyar a aquellas personas afectadas por COVID-19; por ello, compartimos información y recursos para su área.

1. Si necesita ayuda para pagar sus facturas de energía, use la información que se incluye a continuación para comunicarse con su agencia local.
2. Ofrecemos [planes de pago flexibles](#) y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Recursos adicionales están disponibles si llama al 2-1-1 o visita 211.org.

ASISTENCIA DE ENERGÍA EN EL CONDADO DE DEL NORTE

El programa de Asistencia de Energía de Del Norte Senior Center recibió fondos adicionales para ayudar a más hogares del condado de Del Norte. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Este programa está abierto a todos los hogares que reúnen los requisitos para recibir ingresos, independientemente de la edad de los miembros del grupo familiar. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

Nombre: Del Norte Senior Center, Inc.

Teléfono: (707) 464-3069

Sitio web: <http://www.delnorteseniorcenter.org/>

Dirección: 1765 Northcrest Drive, Crescent City, CA 95531

Cómo realizar la solicitud: No se requiere cita previa. La solicitud puede obtenerse en línea o en el centro para adultos mayores.

El formulario de solicitud puede obtenerse en línea en <http://www.delnorteseniorcenter.org/energy-assistance.html>; por correo, llamando al (707) 464-3069, ext. 204; o personalmente en el Del Norte Senior Center.

Para ingresar al Centro se exige el uso de tapabocas y el distanciamiento físico.

Requisitos:

- Paquete de solicitud completo y firmado. Llame al Centro para recibir ayuda, de ser necesario, con los formularios completos.
- Factura de electricidad actual (con su dirección y número de cuenta).
- Copias de las facturas más recientes para todas las demás fuentes de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.
- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.) para todos los miembros del grupo familiar mayores de 18 años.

Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con el Del Norte Senior Center.

Pautas de ingresos*:

Ocupantes del hogar | Ingreso mensual grueso máximo

1 | \$2,296.93

2 | \$3,003.67

3 | \$3,710.42

4 | \$4,417.17

5 | \$5,123.91

6 | \$5,830.66

**Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.*

¿Necesita obtener una copia de su tarjeta de Seguro Social?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social.

Para recibir asistencia, comuníquese con la Administración del Seguro Social al 1-800-772-1213.

También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

¿Tiene preguntas? Utilice nuestro [formulario de contacto](#) o llame al **1-888-225-2611**



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1. For help with energy bills, use the information below to contact your local community agency.
2. We are offering [flexible payment arrangements](#) and working with customers. Contact us anytime at 1-888-221-7070 to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling 2-1-1 or online at www.211.org.

ENERGY ASSISTANCE IN DEL NORTE COUNTY

Del Norte Senior Center's Energy Assistance program has received additional funding to help more households in Del Norte County. These funds target households whose earnings have been impacted by the COVID-19 pandemic and are in addition to normal assistance funding. This program is open to all income-eligible households regardless of the age of household members. Call or apply today to see if your household can receive help.

Agency: Del Norte Senior Center, Inc.

Phone: (707) 464-3069

Website: <http://www.delnorteseniorcenter.org/>

Address: 1765 North Crest Drive, Crescent City, CA 95531

How to apply: No appointment required. Application form may be obtained [online](#); by mail, call (707) 464-3069, ext. 204; or in-person at the Senior Center.

Masks and physical distancing are required to enter the Senior Center.

Application requirements:

- Completed and signed application package – please call the Senior Center for assistance with completing forms, if needed.
- Current electric bill (with your address and account number).
- Copies of the most recent bill(s) for all other energy sources (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members age 18 and older.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.) for all household members age 18 and older.

Additional documentation may be required. Contact Senior Center for more information

Income Guidelines:

Household Size	Maximum Gross Monthly Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**contact agency for household size greater than six*

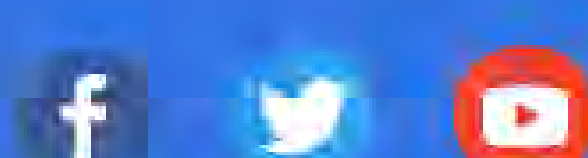
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Or, complete this [PDF form](#) and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at 1-800-772-1213.

You can also visit the [California Department of Community Services & Development](#) for additional information.

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2. Ofrecemos [planes de pago flexibles](#) y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Recursos adicionales están disponibles si llama al 2-1-1 o visita 211.org.

LIHEAP EN EL CONDADO DE MODOC

Training Employment and Community Help, Inc (TEACH) recibió fondos adicionales para ayudar a más hogares del condado de Modoc. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

Nombre: TEACH, Inc.

Teléfono: (530) 233-3111

855-855-6745 (línea de crisis de 24 horas)

Sitio web: www.teachinc.org

Dirección: 112 E 2nd St., Alturas, CA 96101

Documentación requerida:

- Solicitud del Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) completa, disponible desde teachinc.org.
- Factura de luz actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.
- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.)
- Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con TEACH.

Pautas de ingresos*:

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.*

¿Necesita obtener una copia de su tarjeta de Seguro Social?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social. Para recibir asistencia, comuníquese con la Administración del Seguro Social al 1-800-772-1213.

También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

¿Tiene preguntas? Utilice nuestro [formulario de contacto](#) o llame al **1-888-225-2611**



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1. For help with energy bills, use the information below to contact your local community agency.
2. We are offering [flexible payment arrangements](#) and working with customers. Contact us anytime at 1-888-221-7070 to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling 2-1-1 or online at www.211.org.

LIHEAP IN MODOC COUNTY

Training Employment and Community Help, Inc (TEACH) has received additional funding to use to help more households in Modoc County. These funds are for households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

Agency: TEACH, Inc.

Phone: (530) 233-3111

Website: www.teachinc.org

Address: 112 E 2nd St., Alturas, CA 96101

Application requirements:

- Completed LIHEAP Application, available from teachinc.org.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.).

Additional documentation may be required. Contact TEACH for more information

Income Guidelines:

Household Size	Maximum Gross Monthly Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
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**contact agency for household size greater than six*

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3. Recursos adicionales están disponibles si llama al 2-1-1 o visita 211.org.

ASISTENCIA DE ENERGÍA EN EL CONDADO DE SHASTA

El programa de Asistencia de Energía Self-Help Home Improvement Project, Inc. recibió fondos adicionales para ayudar a más hogares del condado de Shasta. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

Nombre: Self-Help Home Improvement Project (SHHIP)

Teléfono: (530) 378-6900 o 1 (877) 801-7692

Sitio web: <http://www.shhip.org/>

Dirección: 3777 Meadow View #100, Redding, CA 96002

Cómo realizar la solicitud: Descargue la solicitud del LIHEAP desde el sitio web de la agencia o llame al número gratis para pedir la solicitud de asistencia de energía por correo.

Requisitos:

- Solicitud completa y firmada.
- Factura de luz actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.
- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.)

Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con SHHIP.

Pautas de ingresos*:

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

*Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.

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También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

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ENERGY ASSISTANCE IN SHASTA COUNTY

Self-Help Home Improvement Project, Inc.'s Energy Assistance program has received additional funding to use to help more households in Shasta County. These funds target households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

Agency: Self-Help Home Improvement Project (SHHIP)

Phone: (530) 378-6900 or 1 (877) 801-7692

Website: www.shhip.org

Address: 3777 Meadow View #100, Redding, CA 96002

How to apply: Download LIHEAP Application from the agency website or call toll free number to request energy assistance application by mail.

Application requirements:

- Completed and signed application.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years older.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.).

Additional documentation may be required. Contact SHHIP for more information.

Income Guidelines:

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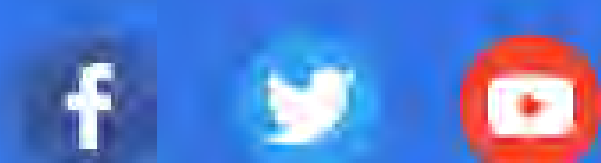
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Or, complete this [PDF form](#) and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at 1-800-772-1213.

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3. Recursos adicionales están disponibles si llama al 2-1-1 o visita 211.org.

LIHEAP EN EL CONDADO DE SISKIYOU

El programa de Asistencia de Energía de Great Northern Services recibió fondos adicionales para ayudar a más hogares del condado de Siskiyou. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

Nombre: Great Northern Services

Teléfono: (530) 938-4115

Sitio web: www.gnservices.org

Dirección: 310 Boles Street, Weed, CA 96094

Cómo realizar la solicitud: Realice la solicitud o pida que le envíen una copia de la solicitud en línea o llamando a la agencia.

Requisitos de la solicitud:

- Ser residente del condado de Siskiyou.
- Cumplir con los requisitos de ingresos familiares.
- Factura de electricidad actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con la agencia.

Pautas de ingresos*:

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

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LIHEAP IN SISKIYOU COUNTY

Great Northern Services' Energy Assistance program has received additional funding to use to help more households in Siskiyou County. These funds are for households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

Agency: Great Northern Services

Phone: (530) 938-4115

Website: www.gnservices.org

Address: 310 Boles Street, Weed, CA 96094

How to apply: Apply online or request a mailed application by placing request online or calling the agency.

Application requirements:

- Be a resident of Siskiyou County.
- Meet the household income requirements.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Additional documentation may be required. Contact agency for more information.

LIHEAP eligibility income guidelines:

Household Size	Maximum Gross Monthly Income
1	\$2,296.93
2	\$3,003.67
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5	\$5,123.91
6	\$5,830.66

**contact agency for household size greater than six*

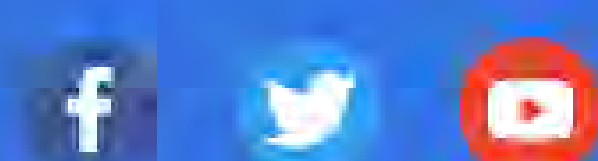
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Or, complete this [PDF form](#) and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at 1-800-772-1213.

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4. Additional resource referrals are available by calling **2-1-1** or online at www.211.org.

ENERGY ASSISTANCE IN DEL NORTE COUNTY

Del Norte Senior Center's Energy Assistance program has received additional funding to help households in Del Norte County. These funds target households whose earnings have been impacted by the COVID-19 pandemic and are in addition to normal assistance funding. This program is open to all income-eligible households regardless of the age of household members. Call or apply today to see if your household can receive help.

DEL NORTE SENIOR CENTER, INC.

Phone: **707-464-3069**

Website: <http://www.delnorteseniorcenter.org/>

Address: **1765 Northcrest Drive, Crescent City, CA 95531**

HOW TO APPLY

No appointment required. Application may be obtained online or at the Senior Center:

Application form may be obtained: 1) online at <http://www.delnorteseniorcenter.org/energy-assistance.html>, 2) by mail by calling **707-464-3069 ext. 204**, or 3) in person at the Senior Center.

Masks and physical distancing are required to enter the Senior Center.

REQUIREMENTS

- Completed and signed application package. Please call the Senior Center for assistance with completing forms, if needed.
- Current electric bill (with your address and account number).
- Copies of the most recent bill(s) for all other energy sources (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.

- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.) for all household members over 18 years old.

Additional documentation may be required. Contact Senior Center for more information.

INCOME GUIDELINES

Del Norte County

Household Size*	Maximum Monthly Gross Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Contact agency for household size greater than 6*

continued on back

NEED TO OBTAIN A COPY OF YOUR SOCIAL SECURITY CARD?

A copy of your Social Security card can be ordered online by setting up an online account at <https://ssa.gov> and requesting the card. (Note: You must be 18, not requesting a name change and have a driver's license or state-issued ID.)

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1. Si necesita ayuda para pagar sus facturas de energía, use la información que se incluye a continuación para comunicarse con su agencia local.
2. Ofrecemos planes de pago flexibles y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Clientes residenciales que califiquen por ingresos pueden recibir un descuento de 20% en sus facturas de Pacific Power a través del programa CARE. Simplemente complete el formulario de inscripción en pacificpower.net/care y le informaremos si es elegible.
4. Recursos adicionales están disponibles si llama al **2-1-1** o visita www.211.org.

ASISTENCIA DE ENERGÍA EN EL CONDADO DE DEL NORTE

El programa de Asistencia de Energía de Del Norte Senior Center recibió fondos adicionales para ayudar a más hogares del condado de Del Norte. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Este programa está abierto a todos los hogares que reúnen los requisitos para recibir ingresos, independientemente de la edad de los miembros del grupo familiar. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

DEL NORTE SENIOR CENTER, INC.

Teléfono: **(707) 464-3069**

Sitio web: <http://www.delnorteseniorcenter.org/>

Dirección: **1765 Northcrest Drive, Crescent City, CA 95531**

CÓMO REALIZAR LA SOLICITUD:

No se requiere cita previa. La solicitud puede obtenerse en línea o en el centro para adultos mayores.

El formulario de solicitud puede obtenerse en línea en <http://www.delnorteseniorcenter.org/energy-assistance.html>; por correo, llamando al **(707) 464-3069, ext. 204**; o personalmente en el Del Norte Senior Center.

Para ingresar al Centro se exige el uso de tapabocas y el distanciamiento físico.

REQUISITOS

- Paquete de solicitud completo y firmado. Llame al Centro para recibir ayuda, de ser necesario, con los formularios completos.
- Factura de electricidad actual (con su dirección y número de cuenta).
- Copias de las facturas más recientes para todas las demás fuentes de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.

- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.) para todos los miembros del grupo familiar mayores de 18 años.

Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con el Del Norte Senior Center.

PAUTAS DE INGRESOS*:

Condado de Del Norte

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

* Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.

Continúa en la parte de atrás

¿NECESITA OBTENER UNA COPIA DE SU TARJETA DE SEGURO SOCIAL?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social. Para recibir asistencia, comuníquese con la Administración del Seguro Social al **1-800-772-1213**.

También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

We're here *for you*



We're here to help as we all face these unprecedented times together. Many organizations have additional assistance available to support those impacted by COVID-19, so we're sharing information and resources for your area.

1. For help with energy bills, use the information included here to contact your local community agency.
2. We are offering flexible payment arrangements and working with customers. Contact us anytime at **1-888-221-7070** to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling **2-1-1** or online at www.211.org.

LIHEAP IN MODOC COUNTY

Training Employment and Community Help, Inc. (TEACH) has received additional funding to help households in Modoc County. These funds are for households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

TEACH, INC.

Phone: **530-233-3111, 855-855-6745 (24-HR Crisis Line)**

Website: www.teachinc.org

Address: **112 E 2nd St., Alturas, CA 96101**

REQUIRED DOCUMENTATION

- Completed LIHEAP Application, available from teachinc.org.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.).
- Additional documentation may be required; contact TEACH for more information.

NEED TO OBTAIN A COPY OF YOUR SOCIAL SECURITY CARD?

A copy of your Social Security card can be ordered online by setting up an online account at <https://ssa.gov> and requesting the card. (Note: You must be 18, not requesting a name change and have a driver's license or state-issued ID.)

Or, complete the form at <https://www.ssa.gov/forms/ss-5.pdf> and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at **1-800-772-1213**.

LIHEAP ELIGIBILITY INCOME GUIDELINES

Modoc County

Household Size*	Maximum Monthly Gross Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

*Contact agency for household size greater than 6

You can also visit the California Department of Community Services & Development at www.csd.ca.gov for additional information.

Estamos aquí *para lo que necesite*



Estamos aquí para ayudar y enfrentar juntos estos tiempos difíciles sin precedentes. Muchas organizaciones ofrecen asistencia adicional para apoyar a aquellas personas afectadas por COVID-19; por ello, compartimos información y recursos para su área.

1. Si necesita ayuda para pagar sus facturas de energía, use la información que se incluye aquí para comunicarse con su agencia local.
2. Ofrecemos planes de pago flexibles y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Clientes residenciales que califiquen por ingresos pueden recibir un descuento de 20% en sus facturas de Pacific Power a través del programa CARE. Simplemente complete el formulario de inscripción en [pacificpower.net/care](https://www.pacificpower.net/care) y le informaremos si es elegible.
4. Las referencias de recursos adicionales están disponibles si llama al **2-1-1** o visita www.211.org.

LIHEAP EN EL CONDADO DE MODOC

Training Employment and Community Help, Inc (TEACH) recibió fondos adicionales para ayudar a más hogares del condado de Modoc. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

TEACH, INC.

Teléfono: (530) 233-3111, 855-855-6745 (línea de crisis de 24 horas)

Sitio web: www.teachinc.org

Dirección: 112 E 2nd St., Alturas, CA 96101

DOCUMENTACIÓN REQUERIDA:

- Solicitud del Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) completa, disponible desde [teachinc.org](https://www.teachinc.org).
- Factura de luz actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.
- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.)
- Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con TEACH.

¿NECESITA OBTENER UNA COPIA DE SU TARJETA DE SEGURO SOCIAL?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social. Para recibir asistencia, comuníquese con la Administración del Seguro Social al **1-800-772-1213**.

PAUTAS DE ELEGIBILIDAD PARA INGRESOS DEL LIHEAP*: Condado de Modoc

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

*Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.

También puede visitar al Departamento de Servicios Comunitarios y Desarrollo de California en www.csd.ca.gov para obtener información adicional.

We're here *for you*



We're here to help as we all face these unprecedented times together. Many organizations have additional assistance available to support those impacted by COVID-19, so we're sharing information and resources for your area.

1. For help with energy bills, use the information included here to contact your local community agency.
2. We are offering flexible payment arrangements and working with customers. Contact us anytime at **1-888-221-7070** to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling **2-1-1** or online at www.211.org.

ENERGY ASSISTANCE IN SHASTA COUNTY

Self-Help Home Improvement Project, Inc.'s Energy Assistance program has received additional funding to help households in Shasta County. These funds target households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

SELF-HELP HOME IMPROVEMENT PROJECT (SHHIP)

Phone: **530-378-6900** or **1-877-801-7692**

Website: www.shhip.org

Address: **3777 Meadow View #100, Redding, CA 96002**

HOW TO APPLY

Download LIHEAP Application from the agency website or call the toll-free number to request energy assistance application by mail.

REQUIREMENTS

- Completed and signed application.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Social Security cards for all household members.
- Valid ID (Driver's License, Passport, Military ID, Permanent Resident Card, etc.).

Additional documentation may be required; contact SHHIP for more information.

NEED TO OBTAIN A COPY OF YOUR SOCIAL SECURITY CARD?

A copy of your Social Security card can be ordered online by setting up an online account at <https://ssa.gov> and requesting the card. (Note: You must be 18, not requesting a name change and have a driver's license or state-issued ID.)

Or, complete the form at <https://www.ssa.gov/forms/ss-5.pdf> and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at **1-800-772-1213**.

INCOME GUIDELINES

Shasta County

Household Size*	Maximum Monthly Gross Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Contact agency for household size greater than 6*

You can also visit the California Department of Community Services & Development at www.csd.ca.gov for additional information.

Estamos aquí *para lo que necesite*



Estamos aquí para ayudar y enfrentar juntos estos tiempos difíciles sin precedentes. Muchas organizaciones ofrecen asistencia adicional para apoyar a aquellas personas afectadas por COVID-19; por ello, compartimos información y recursos para su área.

1. Si necesita ayuda para pagar sus facturas de energía, use la información que se incluye a continuación para comunicarse con su agencia local.
2. Ofrecemos planes de pago flexibles y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Clientes residenciales que califiquen por ingresos pueden recibir un descuento de 20% en sus facturas de Pacific Power a través del programa CARE. Simplemente complete el formulario de inscripción en **pacificpower.net/care** y le informaremos si es elegible.
4. Las referencias de recursos adicionales están disponibles si llama al **2-1-1** o visita **www.211.org**.

ASISTENCIA DE ENERGÍA EN EL CONDADO DE SHASTA

El programa de Asistencia de Energía Self-Help Home Improvement Project, Inc. recibió fondos adicionales para ayudar a más hogares del condado de Shasta. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

SELF-HELP HOME IMPROVEMENT PROJECT (SHHIP)

Teléfono: (530) 378-6900 or 1 (877) 801-7692

Sitio web: www.shhip.org

Dirección: 3777 Meadow View #100, Redding, CA 96002

CÓMO REALIZAR LA SOLICITUD:

Descargue la solicitud del LIHEAP desde el sitio web de la agencia o llame al número gratis para pedir la solicitud de asistencia de energía por correo.

REQUISITOS

- Solicitud completa y firmada.
- Factura de luz actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Tarjetas de Seguro Social de todos los miembros del grupo familiar.
- Identificación válida (licencia de conducir, pasaporte, identificación militar, tarjeta de residente permanente, etc.)

Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con SHHIP.

¿NECESITA OBTENER UNA COPIA DE SU TARJETA DE SEGURO SOCIAL?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social. Para recibir asistencia, comuníquese con la Administración del Seguro Social al **1-800-772-1213**.

PAUTAS DE INGRESOS*: Condado de Shasta

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

** Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.*

También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

We're here *for you*



We're here to help as we all face these unprecedented times together. Many organizations have additional assistance available to support those impacted by COVID-19, so we're sharing information and resources for your area.

1. For help with energy bills, use the information included here to contact your local community agency.
2. We are offering flexible payment arrangements and working with customers. Contact us anytime at **1-888-221-7070** to discuss your account.
3. Income-qualifying residential customers can receive a 20% discount on Pacific Power bills through the California Alternate Rates for Energy (CARE) program. Simply complete the enrollment form at pacificpower.net/care, and we'll let you know if you're eligible.
4. Additional resource referrals are available by calling **2-1-1** or online at www.211.org.

LIHEAP IN SISKIYOU COUNTY

Great Northern Services' Energy Assistance program has received additional funding to help households in Siskiyou County. These funds are for households whose earnings have been impacted by the COVID-19 pandemic and are in addition to their normal assistance funding. Call or apply today to see if your household can receive help.

GREAT NORTHERN SERVICES

Phone: **530-938-4115**

Website: www.gnservices.org

Address: **310 Boles Street, Weed, CA 96094**

HOW TO APPLY

Apply online or request a mailed copy of application by placing request online or calling the agency.

APPLICATION REQUIREMENTS

- Be a resident of Siskiyou County.
- Meet the household income requirements.
- Current electric bill (with your address and account number).
- Current copies of all other energy bills (propane, kerosene, etc.).
- Proof of income for the last 30 days for all household members over 18 years old.
- Additional documentation may be required. Contact agency for more information.

Additional documentation may be required; contact agency for more information.

NEED TO OBTAIN A COPY OF YOUR SOCIAL SECURITY CARD?

A copy of your Social Security card can be ordered online by setting up an online account at <https://ssa.gov> and requesting the card. (Note: You must be 18, not requesting a name change and have a driver's license or state-issued ID.)

Or, complete the form at <https://www.ssa.gov/forms/ss-5.pdf> and submit it with copies of necessary documents via mail or in person at a Social Security Office. For assistance, contact the Social Security Administration at **1-800-772-1213**.

LIHEAP ELIGIBILITY INCOME GUIDELINES

Siskiyou County

Household Size*	Maximum Monthly Gross Income
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Contact agency for household size greater than 6*

You can also visit the California Department of Community Services & Development at www.csd.ca.gov for additional information.

Estamos aquí *para lo que necesite*



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1. Si necesita ayuda para pagar sus facturas de energía, use la información que se incluye aquí para comunicarse con su agencia local.
2. Ofrecemos planes de pago flexibles y trabajamos con nuestros clientes. Comuníquese con nosotros en cualquier momento llamando al **1-888-225-2611** para analizar su cuenta.
3. Clientes residenciales que califiquen por ingresos pueden recibir un descuento de 20% en sus facturas de Pacific Power a través del programa CARE. Simplemente complete el formulario de inscripción en pacificpower.net/care y le informaremos si es elegible.
4. Las referencias de recursos adicionales están disponibles si llama al **2-1-1** o visita www.211.org.

LIHEAP EN EL CONDADO DE SISKIYOU

El programa de Asistencia de Energía de Great Northern Services recibió fondos adicionales para ayudar a más hogares del condado de Siskiyou. Estos fondos están destinados a los hogares cuyos ingresos se vieron afectados por la pandemia de COVID-19 y se suman a la financiación de asistencia normal. Llame o realice su solicitud hoy mismo si considera que su hogar necesita recibir ayuda.

GREAT NORTHERN SERVICES

Teléfono: **(530) 938-4115**

Sitio web: www.gnservices.org

Dirección: **310 Boles Street, Weed, CA 96094**

CÓMO REALIZAR LA SOLICITUD:

Realice la solicitud o pida que le envíen una copia de la solicitud en línea o llamando a la agencia.

REQUISITOS DE LA SOLICITUD:

- Ser residente del condado de Siskiyou.
- Cumplir con los requisitos de ingresos familiares.
- Factura de electricidad actual (con su dirección y número de cuenta).
- Copias actuales de todas las demás facturas de energía (propano, queroseno, etc.).
- Comprobante de ingresos de los últimos 30 días de todos los miembros del grupo familiar mayores de 18 años.
- Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con la agencia.

Es posible que se requiera documentación adicional. Para obtener más información, comuníquese con la agencia.

¿NECESITA OBTENER UNA COPIA DE SU TARJETA DE SEGURO SOCIAL?

Puede solicitar una copia de su tarjeta de Seguro Social mediante la creación de una cuenta en línea en <https://ssa.gov>. (Nota: Debe tener más de 18 años, no solicitar un cambio de nombre y tener licencia de conducir o identificación emitida por el estado).

O bien, complete el formulario en <https://www.ssa.gov/forms/ss-5.pdf> y envíelo con las copias de los documentos necesarios por correo postal o personalmente a la oficina de Seguro Social. Para recibir asistencia, comuníquese con la Administración del Seguro Social al **1-800-772-1213**.

PAUTAS DE ELEGIBILIDAD PARA INGRESOS DEL LIHEAP*: Condado de Siskiyou

Ocupantes del hogar	Ingreso mensual grueso máximo
1	\$2,296.93
2	\$3,003.67
3	\$3,710.42
4	\$4,417.17
5	\$5,123.91
6	\$5,830.66

**Comuníquese con la agencia en caso de que los miembros del grupo familiar sean más de seis.*

También puede visitar al Departamento de California de Servicios comunitarios y desarrollo en www.csd.ca.gov para obtener información adicional.

Fliers



Things may be difficult right now, but you are not alone. At Pacific Power, we have flexible options and resources to help power a brighter tomorrow.

GET HELP WITH BILLS

- Request an extension for your due date.
- Sign up for a flexible payment plan.
- Enroll in Equal Pay to pay the same amount each month.
- Connect with local assistance agencies.

TRIM ENERGY COSTS

- Get insights to help reduce your energy use with online tools.
- Find rebates and discounts on home energy upgrades at [BeWattsmart.com](https://www.pacificpower.net/assistance).



We have highly knowledgeable, trained people who want to help. Look to us for assistance in finding the answers you need.

Call us anytime toll-free at **1-888-221-7070** or visit [pacificpower.net/assistance](https://www.pacificpower.net/assistance). Also follow us on social media for energy-saving advice, account resources and more.

 [facebook.com/pacificpower](https://www.facebook.com/pacificpower)

 [@PacificPower_OR](https://twitter.com/PacificPower_OR) [@PacificPower_WA](https://twitter.com/PacificPower_WA) [@PacificPower_CA](https://twitter.com/PacificPower_CA)

 **PACIFIC POWER**
POWERING YOUR GREATNESS



INSIGHTS TO *save*

More time at home means you're likely using more energy. We have tools to help you manage your energy costs.

HELPFUL SAVINGS TOOLS

- Track your energy use online or on our app to discover ways to save.
- Use our simple calculator to help understand your home energy usage.
- Download our handy *Power to Save* guide for saving energy in your home.

CUSTOMIZED ENERGY INSIGHTS

Visit our website at pacificpower.net/billhelp to connect with resources in your area and gain insights into your energy consumption. Answer a few questions and receive personalized recommendations to save energy and money.

- Oregon customers: Connect with our partner, Energy Trust of Oregon.
- Washington customers: Log in and view your personalized Home Energy Report.
- California customers: Answer questions to receive your customized Home Energy Guide.

FREE ENERGY-SAVING PRODUCTS

- In Oregon, order your Energy Saver Kit from Energy Trust of Oregon at energytrust.org/esaverkits.
- In Washington and California, order your Wattsmart Starter Kit at pacificpower.net/get-started.



KIT CONTENTS MAY VARY.





La situación puede estar difícil en este momento, pero no está solo. En Pacific Power, contamos con opciones y recursos flexibles para ayudarle a tener un futuro más brillante.

AYUDA CON LAS FACTURAS

- Solicite una extensión para su fecha de vencimiento.
- Regístrese para acceder a un plan de pago flexible.
- Inscríbase en Equal Pay, nuestro plan de pago donde paga la misma cantidad cada mes.
- Comuníquese con las agencias locales que ofrecen ayuda.



REDUCIR LOS COSTOS DE ENERGÍA

- Obtenga información para ayudar a reducir el consumo de energía con herramientas en línea.
- Encuentre reembolsos y descuentos para las mejoras de energía en el hogar en BeWattsmart.com.

Contamos con personas expertas y bien capacitadas que desean ayudar. Comuníquese con nosotros para que le ayudemos a encontrar las respuestas que necesita.

Llámenos en cualquier momento de forma gratuita al **1-888-225-2611** o visite pacificpower.net/asistencia.

 facebook.com/pacificpower

 [@PacificPower_OR](https://twitter.com/PacificPower_OR) [@PacificPower_WA](https://twitter.com/PacificPower_WA) [@PacificPower_CA](https://twitter.com/PacificPower_CA)

 **PACIFIC POWER**
ILUMINANDO TU POTENCIAL



IDEAS PARA *ahorrar*

Más tiempo en casa significa que es probable que consuma más energía. Contamos con herramientas para ayudarle a controlar los costos de energía.

HERRAMIENTAS ÚTILES PARA AHORRAR

- Rastree su uso de energía en línea o en nuestra aplicación para descubrir formas de ahorrar.
- Utilice nuestra sencilla calculadora para ayudarle a comprender el consumo de energía en su casa.
- Descargue nuestra guía práctica *Power to Save (Energía para ahorrar)* para ahorrar energía en su casa.

INFORMACIÓN PERSONALIZADA SOBRE LA ENERGÍA

Visite nuestro sitio web en pacificpower.net/billhelp para comunicarse con recursos en su área y obtenga información sobre su consumo de energía. Responda algunas preguntas y reciba recomendaciones personalizadas para ahorrar energía y dinero.

- Los clientes de Oregón deben comunicarse con nuestro socio, Energy Trust of Oregon.
- Los clientes de Washington deben iniciar sesión y ver su Informe de energía en el hogar personalizado.
- Los clientes de California deben responder preguntas para recibir su Guía de energía en el hogar personalizada.

RECIBA DE FORMA GRATUITA PRODUCTOS QUE AHORRAN ENERGÍA

- En Oregón, pida a Energy Trust of Oregon su kit de ahorro de energía en energytrust.org/esaverkits.
- En Washington y California, pida su kit Wattsmart Starter en pacificpower.net/get-started.



KIT CONTENTS MAY VARY.



Newsletters

connect

JULY 2020
PACIFIC POWER
CALIFORNIA

SUMMERTIME *savings*

As summer temperatures rise, so can your energy use. At Pacific Power, we'll help you with flexible options, energy expertise and assistance so you can have a fun, comfortable summer.

COOL WAYS TO SAVE

Want to save money without sacrificing comfort? Here are some helpful tips.

- **Monitor your energy use** online or on our app to determine ways to save.
- **Set your thermostat to 78°** when you're home and use portable fans to stay cool.
- **Close your window coverings** during daylight hours to keep your home cooler.
- **Find instant discounts and incentives** for efficient home cooling equipment at [BeWattsmart.com](https://www.pacificpower.net/BeWattsmart.com).



HELPFUL BILLING CHOICES

From flexible payment plans to a choice of due dates, we can help you get back to your routine.

- **Set a bill threshold**, and we'll notify you by text or email when you get close to it.
- **Pay the same amount each month** by enrolling in our Equal Pay program.
- **Choose a new monthly due date** that is convenient for you and your budget.
- **Request an extension** for your bill or easily make a payment arrangement online.

WORKING TOGETHER FOR GOOD

If you could use a hand to help your family stay comfortable this summer, we can connect you with local organizations to assist with energy bills and home weatherization upgrades for income-qualifying customers. And if you're looking for ways to support your community, consider donating to help neighbors with their energy bills, and we'll match your contribution, \$2 for every \$1 you donate.

We're here for you

You can reach us 24/7. Please visit [pacificpower.net/service](https://www.pacificpower.net/service) or call 1-888-221-7070.

POWERING A *better future*

Our land is not only a source of clean, renewable energy – it's also paramount to sustaining healthy communities. That's why we're taking big steps to reduce our impact.

By upgrading turbines on our wind farms with longer blades and advanced technology, we're delivering more sustainable energy to your home and community.

We're also preserving forests for thriving elk habitats, helping migratory fish journey around dams and safeguarding birds. Find out more at pacificpower.net/respect.



staying safe IN WILDFIRE SEASON



As part of our efforts to keep communities safe, we are working to reduce wildfire risks throughout our service area.

You can now access an easy-to-use interactive map to view Public Safety Power Shutoff areas, get a detailed look at boundaries and view the 7-day status forecasts in these designated zones.

These tools help keep you informed during wildfire season. To learn more, please visit pacificpower.net/wildfiresafety.

HOT WATER *cool savings*

Water heaters are typically the second highest household energy user, but you can save big by upgrading to a heat pump water heater. These efficient models save energy by transferring heat from the surrounding air to the water in the storage tank.


Qualified models can save the average household \$100 a year on electric bills and are eligible for a \$400 Wattsmart incentive from Pacific Power. Learn more and apply at BeWattsmart.com.



Customer service: 1-888-221-7070
Español: 1-888-225-2611

 pacificpower.net

 [@PacificPower_CA](https://twitter.com/PacificPower_CA)

 To report an outage:
1-877-508-5088

 [@pacificpower](https://www.facebook.com/pacificpower)

 **PACIFIC POWER**
POWERING YOUR GREATNESS



connect

MAY 2020
PACIFIC POWER
CALIFORNIA

COUNT ON US TO BE *here for you*

Things may be difficult right now, but you are not alone. At Pacific Power, we have flexible options and resources to help power a brighter tomorrow.



HELP WITH BILLS

We understand the uncertainties many of our customers are facing. To help, we offer you flexible choices:

- Request an extension of your due date or make a payment arrangement online.
- Enroll in Equal Pay to pay the same amount each month.
- Choose a monthly due date that works better for you.
- Connect with local assistance programs for help with energy bills.

WAYS TO SAVE

More time at home means you're likely using more energy. Here are tips and online resources that can help you keep energy costs down:

- Change air filters often, wash clothes in cold water and unplug unnecessary electronics.
- Track your energy use and find ways to save by logging on to your account online or on our mobile app.
- Order our free **Wattsmart Starter Kit** with high-efficiency LED bulbs and more at [pacificpower.net/get-started](https://www.pacificpower.net/get-started).



SUPPORT FOR COMMUNITIES

There's nothing more important than the health of our communities, so our charitable foundation is contributing \$250,000 to local food banks and other organizations that serve our citizens in need. Looking for ways to help? Donate to **Project HELP** to assist neighbors with their energy bills, and we'll match your contribution.

We're here to help

You can reach our customer care specialists anytime – day or night – with questions and concerns about your account at 1-888-221-7070, or visit [pacificpower.net/service](https://www.pacificpower.net/service).

celebrate BLUE SKY

Our Blue SkySM renewable energy participants have a lot to cheer about in 2020. Blue Sky is now marking 20 years as a leading green power program, and more than 140,000 customers are making a big difference for our communities and our region. Over the life of the program, participants have supported enough renewable energy to power nearly 938,000 homes for a year.

Blue Sky participants have helped build nearly 300 new community-based renewable energy projects. Plus you can now support more renewable energy for the same low price of \$1.95 per block per month. See how you can make a difference at pacificpower.net/bluesky.



upgrade YOUR WATER HEATER

Water heating is the second largest energy user in most homes. By switching to a heat pump water heater, you could save up to 50% on water heating costs.

Heat pump water heaters provide reliable hot water and maximum savings for your comfortable showers, clean laundry and more.

Best of all, you can get \$400 cash back on qualifying models from our Wattsmart program. Find out more and apply at BeWattsmart.com.

TEND TO *safety*

This spring, please take a moment to share these electrical safety reminders with your loved ones.

Check for overhead power lines before you start your outdoor projects. Use

caution when lifting any long-handled equipment near power lines, including ladders, irrigation pipes and tree pruners.

Before you dig in your yard, remember to have utility lines located. Call 811 at least 48 hours before you plan to dig. To learn more, visit pacificpower.net/safety.




OUR CREWS ARE PERFORMING ESSENTIAL WORK

You may see our field and contract crews out inspecting facilities and pruning trees to maintain reliable service. If you have questions, call us at 1-888-221-7070.

 Customer service: 1-888-221-7070
Español: 1-888-225-2611

 pacificpower.net

 [@PacificPower_CA](https://twitter.com/PacificPower_CA)

 To report an outage:
Text OUT to 722797
Call 1-877-508-5088

 [@pacificpower](https://facebook.com/pacificpower)

 **PACIFIC POWER**
POWERING YOUR GREATNESS



Social Media Posts




Helping Customers


2020/21 social posts examples
California




July 2020 Facebook Post Examples





 **Pacific Power** ✓
23 July 2020 · 🌐


Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more: <https://www.pacificpower.net/.../pp-extends-help-for-customer...>




861 People reached 4 Engagements [Boost Post](#)

 Kari Greer and Leslie McQuary Chase

 Like  Comment  Share 

 **Pacific Power** ✓
28 July 2020 · 🌐


We're here for you. Things may be difficult right now, but you are not alone. We can help you set up a payment arrangement or extend your due date. Learn more: www.pacificpower.net/payment-plan




904 People reached 13 Engagements [Boost Post](#)


July/August 2020 Twitter Examples




 **PacificPower_CA**
Jul 23, 2020

Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more: <https://www.pacificpower.net/about/newsroom/news-releases/pp-extends-help-for-customers-behind-on-bills.html>




 **PacificPower_CA**
Aug 20, 2020


From flexible payment plans to a choice of due dates, we can help you get back to your routine. Log on to our website or call us anytime at 1-888-221-7070. Learn more at [pacificpower.net/payment-plan](https://www.pacificpower.net/payment-plan)



August 2020 Facebook Post Examples

 **Pacific Power** ✓
1 August 2020 · 🌐


From flexible payment plans to a choice of due dates, we can help you get back to your routine. Log on to our website or call us anytime at 1-888-221-7070. Learn more at pacificpower.net/payment-plan




679
People reached

6
Engagements

[Boost Post](#)

 **Pacific Power** ✓
7 August 2020 · 🌐

Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more at pacificpower.net/payment-plan



693
People reached


4
Engagements

[Boost Post](#)

September/October 2020 Facebook Post Examples

Pacific Power ✓
29 September 2020 · 🌐

We're here for you. Things may be challenging right now, but you are not alone. Whether you have questions about your account or if you'd like greater control over your energy use, we have flexible options and resources to help.



the
to deliver th...

Ensuring safety and service during the coronavirus pandemic
You count on all of us at Pacific Power to deliver th...

Ensuring safe coronavirus p
You count on a


1,036 People reached 6 Engagements **Boost Post**

👍❤️ Kari Greer, Emily Richards Pelletier and 2 others

👍 Like 💬 Comment ➦ Share ⚙️

Pacific Power ✓
12 October 2020 · 🌐

Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more at pacificpower.net/payment-plan



702 People reached 2 Engagements **Boost Post**

👍 Like 💬 Comment ➦ Share ⚙️

October/November 2020 Facebook Post Examples




 **Pacific Power** ✓
26 October 2020 · 🌐

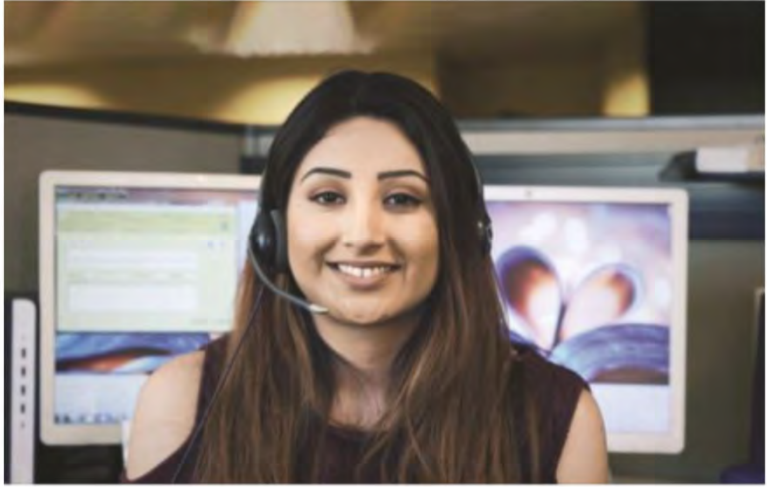
From flexible payment plans to a choice of due dates, we can help you get back to your routine. Log on to our website or call us anytime at 1-888-221-7070. Learn more at pacificpower.net/payment-plan




779 People reached 3 Engagements [Boost Post](#)





 **Pacific Power** ✓
18 November 2020 · 🌐

We're here for you. Things may be difficult right now, but you are not alone. We can help you set up a payment arrangement or extend your due date. Learn more at pacificpower.net/payment-plan



795 People reached 6 Engagements [Boost Post](#)

 Leslie McQuary Chase and Alan Meyer 1 share

 Like  Comment  Share 

Fall 2020 Twitter Examples



PacificPower_CA

Sep 29, 2020

We're here for you. Things may be challenging right now, but you are not alone. Whether you have questions about your account or if you'd like greater control over your energy use, we have flexible options and resources to help: <http://ow.ly/f1hp50BEGII>



PacificPower_CA

Nov 18, 2020

We're here for you. Things may be difficult right now, but you are not alone. We can help you set up a payment arrangement or extend your due date. Learn more at pacificpower.net/payment-plan



PacificPower_CA

Dec 9, 2020

Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more at pacificpower.net/payment-plan



December 2020 Facebook Post Example



A screenshot of a Facebook post from Pacific Power. The post features a profile picture of Pacific Power, a verified account, and a post date of 8 December 2020. The text of the post asks if users have questions about their accounts and offers 24/7 assistance for setting up flexible payment plans and connecting with local energy assistance. A link to pacificpower.net/payment-plan is provided. Below the text is a photograph of a man in a green plaid shirt sitting on a couch, looking at a laptop and holding a document. At the bottom of the post, it shows 596 people reached, 1 engagement, and a 'Boost Post' button.

Pacific Power ✓
8 December 2020 · 🌐

Questions about your account? We're here 24/7 to help you set up a flexible payment plan and connect you with local energy assistance. Learn more at pacificpower.net/payment-plan




596
People reached


1
Engagement


Boost Post

February 2021 Facebook Post Examples


 **Pacific Power** ✓
Published by Javier Barragan ·
February 18 at 12:00 PM · ⚙️


From flexible payment plans to a choice of due dates, we can help you get back to your routine. Log on to our website or call us anytime at 1-888-221-7070. Learn more: pacificpower.net/payment-plan



 **Pacific Power** ✓
Published by Javier Barragan ·
February 21 at 3:00 PM · 🌐

We're here for you. Things may be difficult right now, but you are not alone. We can help you set up a payment arrangement or extend your due date. Learn more at pacificpower.net/payment-plan



 3


February/March 2021 Facebook Post Examples

 **Pacific Power** ✓
Published by Hootsuite ·
March 5 at 12:59 PM ·


From flexible payment plans to a choice of due dates, we can help you get back to your routine. Log on to our website or call us anytime at 1-888-221-7070. Learn more at pacificpower.net/payment-plan



Like Comment Share

 **Pacific Power** ✓
Published by Hootsuite ·
February 27 at 6:30 PM ·

More time at home means you may be using more energy. Check out our tips and resources that can help you save: pacificpower.net/service



1 3 Comments

March 2021 Twitter Examples



Pacific Power CA @PacificPower_CA · Mar 13

Easier for you. Choose a due date for future bills that works for your monthly budgeting. Learn more at pacificpower.net/billoptions



🗨️ ↻️ ❤️ 1 📤

Pacific Power CA @PacificPower_CA · Mar 29

Questions about your account? We're here 24/7 to answer your questions and help with flexible billing and payment options. Learn more at pacificpower.net/service.



🗨️ ↻️ ❤️ 📤

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 1st of April, 2021, at Portland, OR, provided via email or US mail, a true and correct copy of PacifiCorp's Advice Letter 646-E to the following:

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Energy Cost of Service & Natural Gas
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rmp@cpuc.ca.gov

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111 Sutter St. 20th Floor
San Francisco, CA 94104

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