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

In the Matter of the Application of  
Southwest Gas Corporation (U905G) for  
Approval of Low-Income Programs and  
Budgets for Program Years 2015-2017.

Application 15-02-001  
(Filed February 2, 2015)

And Related Matters

Application 15-02-002  
Application 15-02-003  
Application 15-02-013  
Application 15-02-024  
Application 15-03-004

**PACIFICORP  
(U 901-E)  
LOW INCOME ASSISTANCE PROGRAMS  
2019 ANNUAL REPORT**

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Date: April 29, 2020

**BEFORE THE PUBLIC UTILITIES COMMISSION  
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In the Matter of the Application of Southwest Gas Corporation (U905G) for Approval of Low-Income Programs and Budgets for Program Years 2015-2017.	Application 15-02-001 (Filed February 2, 2015)
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**PACIFICORP  
(U 901-E)  
LOW INCOME ASSISTANCE PROGRAMS  
2018 ANNUAL REPORT**

PacifiCorp (U 901-E), d/b/a as Pacific Power, respectfully submits the attached 2019 Annual Report on its Low Income Assistance Programs consistent with the requirements set forth in Commission Decision 14-05-004 issued May 1, 2014. As required in the decision, PacifiCorp files the annual report in the most current consolidated small and multijurisdictional utilities' proceeding docket.<sup>1</sup>

Dated April 29, 2020, at San Francisco, California.

By 

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<sup>1</sup> D.14-05-004 at p.52.

# Pacific Power

## Low-Income Annual Progress Report Outline California Alternative Rates for Energy (CARE) and Energy Savings Assistance (ESA) Program January 1, 2019 through December 31, 2019

### CARE Residential Program

#### I. PARTICIPANT INFORMATION

- A. **Number of participating low-income households, including sub-metered households, by month. The data should be provided in a numerical table and in graph form.**

The information is provided in Attachment Table I.A.

1. **Provide an explanation of any variance in the number of participants of 5% or more from the previous month.**

The company did not have a monthly increase or decrease by 5% or more in 2019.

2. **Provide an explanation of a variance in the number of participants, calculated as the difference between participation at the beginning of the year compared to the end of the year, of 5% or more.**

The company did not have an overall increase or decrease of 5% or more in the number of participants enrolled in CARE at the beginning of 2019 compared to the end of the year.

- B. **Provide an updated estimate of potentially eligible households and state source of figures. Questions 2 through 5 should be completed using Table I.B.**

The information is provided in Attachment Table I.B.

1. **What is the total number of residential customers?**

On December 31, 2019, residential customers totaled 36,267.

**2. How many potential CARE eligible households are in your service territory?**

All residential customers in the company's service territory may participate in the CARE program if their incomes meet the CARE guidelines. Based on 2010 U.S. Census data, households eligible for CARE are estimated to total 14,144 as of December 31, 2019. This is based on 39% of the residential customers reported above.

Based on the 2018/2019 Athens study conducted for Small and Multi-Jurisdictional Utilities (SMJUs) in early 2019, the number of households eligible for CARE in PacifiCorp's service territory is reduced by factoring out seasonal occupancy or non-primary residences. For PacifiCorp, the Athens study provided three alternative technical eligibility base estimates that displayed a reduction in CARE eligibility due to seasonality or no-primary residence adjustment. The first alternative technical eligibility base estimate applied American Community Survey seasonal occupancy, and the other two alternatives factored out households with either 3+ billing periods less than normalized 100 kWh or 2+ billing periods less than normalized 100 kWh per month. Estimated technical eligibility base and estimated number of households eligible are detailed in Attachment Table I.B.

**3. What percentage of the customer base for this utility, as defined by the income and household size criteria, is estimated eligible for the CARE discount?**

Pacific Power estimates that 39% of households were eligible for the CARE discount in program year 2019. Decision (D.) 11-11-009 ordered CARE eligibility income guidelines increased from 175% to 200% of Federal Poverty Guidelines (FPG). An updated analysis of Pacific Power's service territory was conducted in 2012 using the 2010 U.S. Census data and eligibility at 200% of FPG. The finding of this analysis resulted in an increase in the estimated number of households eligible to 39%. This was an increase in eligibility from 34.5% to 39%.

In 2019, Small and Multi-Jurisdictional Utilities co-funded a 2018-2019 Athens study to identify and verify estimates of low income customers eligible for CARE and ESA programs in each respective utility's service territory. Findings from the study helped inform PacifiCorp's CARE participation rate and ESA penetration rate. The Athens study results at 200% of FPG, estimate approximately 42% of total number of households eligible for CARE at three alternate levels.

**4. How many CARE participants, including sub-metered tenants, are signed up for CARE, and what percentage is that to the total number of customers eligible for CARE?**

The following calculations are based on 2010 U.S. Census data. The number of customers enrolled in the CARE program at the beginning of 2019 was 11,750, or 83.28% of 14,109 eligible households. At the end of 2019, participation totaled 11,812 customers, or 83.51% of 14,144 eligible households. A total of 316 customers were deemed ineligible as of December 31, 2019, because they did not fulfill income verification requirements in the random sample process. When these customers are eliminated from the estimated 14,144 eligible, the percentage enrolled is 85.42%.

One of the alternate technical eligibility base, PP C, estimates from the Athens study estimates total technical customer base at 32,453, factoring out potential seasonal customers, and estimates approximately 42% or 13,562 households as income eligible for CARE. At the end of 2019, participation totaled 11,812 customers, or 87.09% of 13,562. A total of 316 customers were deemed ineligible as of December 31, 2019 because they did not fulfill income verification requirements in the high usage and random sample process. When these customers are eliminated from the estimated 13,562 eligible households, the percentage enrolled is 89.17%.

**5. Provide the methodology used to estimate the number of eligible households in this utility's service area.**

**(a) State the source of statistics and, explain any modifications made. For example, modifications to the U.S. Census data for undercounts of ethnic groups, such as Hispanics.**

The results of the 2010 U.S. Census and recent Small and Multi-Jurisdictional Utility 2018-2019 Athens Research were used to estimate the number of households eligible for the CARE program.

**Sub-metered Participants (Master Metered Customers)**

**C. How many master metered customers with sub-metered tenants are in this utility's service territory as of the end of the reporting period?**

Pacific Power has 20 master metered customers with sub-metered tenants in its California service territory.

**D. How many sub-metered tenants are estimated to be CARE eligible?**

Based on results of the Athens Research Study, Pacific Power estimates that approximately 42% of the company's sub-metered tenants were eligible for the CARE program in 2019. This is the same percentage eligible for the non-sub-metered population.

**E. How many sub-metered tenants are participating in CARE as of the end of the reporting period and what is the participation rate as compared to the estimated number eligible?**

Of the 20 master-metered customers on Schedule DS-8 the company estimates that there is a combined total of approximately 277 sub-metered tenants who are permanent tenants. The number can change due to the occupancy of the spaces. Some trailer parks have overnight accommodation for short term stays and other permanent residences. Using the same methodology for residential households, the company estimates that 41.79% (116 households) of the permanent residents are eligible for the CARE program. As of December 2019, there were 89 sub-metered customers receiving the CARE rate, or 77.88% of those estimated to be eligible.

The company distributed CARE information packets directly to master-metered customers on Schedule DS-8. These information packets were mailed to the property managers in the mobile home parks where the sub-metered tenants reside with a request that the property managers distribute the CARE applications to their tenants.

A billing calculator is included on the company's web site targeting master metered landlords, to assist them in accurately distributing the credit to their sub-metered tenants on Schedule DS-8. The company will continue to work with the master metered property managers in an effort to increase the number of CARE sub-metered households participating in the program.

**F. Discuss any problems encountered during the reporting period in administering CARE for sub-metered tenants and/or master metered customers.**

No problems were encountered during the reporting period in administering

the CARE program for master metered customers.

## **II. USAGE INFORMATION**

- A. Provide tables showing monthly average Tier 1 and Tier 2 consumption for all residential customers (excluding CARE participants) by baseline territory (climate zone) and on a total basis. This information should be provided for summer and winter billing seasons. Do not include master metered consumption.**

The information is included in Attachment Table II.A.

- B. Provide tables showing monthly average Tier 1 and Tier 2 consumption for CARE participants by baseline territory and on a total basis. Provide this information for summer and winter billing seasons. Do not include master metered consumption.**

The information is included in Attachment Table II.B.

- C. Provide a graph illustrating average consumption by residential customers (excluding CARE participants) vs. CARE participants for the utility's entire service territory. Do not include master metered consumption.**

The information is included in Attachment Table II.C.

## **III. PROGRAM COSTS**

- A. Provide a table showing the average monthly bill per non-CARE residential customer for each baseline territory and for the total service territory.**

The information is included in Attachment Table III.A.

- B. Provide a table showing the average monthly bill for CARE participants for each baseline territory and for the total service territory.**

The information is included in Attachment Table III.B.

- C. Provide a table showing the average monthly discount by baseline territory for 12 months (end of reporting period) in dollars per CARE participant.**

The information is included in Attachment Table III.C.

**D. For total CARE administrative costs, compute a table showing administrative costs per participating customer.**

<b>12/31/2019 CARE Customers</b>	<b>Administration Costs*</b>	<b>Customer Discounts</b>	<b>Admin. Per CARE Customer</b>	<b>Admin. + Discount per CARE Customer</b>
11,812	\$104,217	3,825,883	\$8.82	\$332.72

\*Costs for the CARE program are detailed in Attachment Table III.D.2.

**E. Complete a table which gives a breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.**

The information is included in Attachment Table III.D.2.

**1. Provide the amount and a brief explanation of what is included in each of these categories.**

**Outreach:** Bill inserts for the CARE program were included in all residential bills in March and September. Bill messages are printed on all residential bills. Newspaper advertisements were deployed in stages during August through September. Radio advertisements were staggered from August through September throughout Pacific Power’s service territory. On-line advertisements were placed on websites in June, July, August, and September. Grocery bags with CARE applications attached were distributed to local agencies/food banks in January, February, and December.

In August and September, a direct mail promotion was sent to all residential customers not currently enrolled in CARE. The mailing included a postage paid application. The effort resulted in an increase in CARE participants by December to 83.51% of those eligible compared to 80.03% in August and 79.55% in September. CARE program information and applications were mailed to local churches in November with a request for them to distribute them to their members.

A complete list of outreach is included in Attachment Table IV.A of this report.

**General Administration:** General Administration expenses are used for the following: preparation of regulatory filings, tracking and gathering reporting data, travel to CARE meetings including a workshop held at the California Public Utilities Commission (CPUC), labor of the CARE program manager, and attendance at the National



Energy and Utility Affordability conference.

**Processing, Certification & Verification:** The company has been using the self-certification process for the CARE program authorized for the Small and Multi-jurisdictional Utilities with D. 05-07-014, issued July 21, 2005. The Company selects a random sample of CARE recipients to verify income eligibility and requests confirmation of income eligibility for households exceeding 400% and 600% of baseline kilowatt-hour (kWh) usage. A local agency provides administrative support to verify the documentation for income verification. The expenses for this service totaled \$7,117.69 in 2019.

**Billing System Programming:** This includes additional programming efforts associated with setting up new reports and gathering data for filings to fulfill CPUC requirements. No billing system programming costs were incurred in 2019.

**Regulatory Compliance:** Labor and travel costs are included for the regulation department and travel costs are included for the legal department.

**2. What are the Billing and General administrative costs incurred for non-CARE residential customers?**

The Billing and General administrative costs as reported in the Marginal Cost Study as filed in the Company's most recent California general rate case, A. 18-04-002, is reported at \$13.31/customer.

**F. Provide the balancing account balance for CARE – ESA or both as of end of reporting period. Also provide an explanation for over/under collection balances. (Give a snapshot in time.)**

Please see Attachment Table III.G.1 for CARE balancing account details. This table is a snapshot of the balance at the beginning and the end of the program year. The surcharge amount was increased as of January 1, 2019, through Advice Letter 573-E in compliance with D. 14-05-004. The CARE surcharge increased from 0.649 cents/kWh to 0.674 cents/kWh. On December 31, 2019, the CARE balancing account had a negative balance of \$9,665.

The ESA balancing account was set up as part of the Public Purpose Charge Balancing Account which went into effect as part of Assembly Bill 1890 and began in January 1998. The surcharge was increased as of January 1, 2019, through Advice Letter 573-E in compliance with D.14-05-004. The ESA surcharge assessed to residential customers increased from 0.048 cents/kWh to 0.118 cents/kWh. As of December 31, 2019, the ESA balance was \$637,760.

The company will continue to monitor the CARE and ESA balances, and will file to adjust the collection rate in the future when warranted.

**G. Describe in detail what costs are recorded in the balancing account(s) and what costs are included directly to base rates.**

The costs recorded in the CARE balancing account include the CARE discount, interest accrual, the surcharge amount collected from non-CARE customers, and the administration costs which include related internal program management costs. The ESA balancing account includes costs associated with rebates to CBOs for services provided, internal administration costs and carrying charges.

The costs recorded in the balancing account are not included in base rates. Details on the CARE balancing account are included in Attachment Table III.G.1.

**H. Provide a table showing the CARE surcharge amount and the percent responsibility for surcharge by customer class.**

The information is included in Attachment Table III.H.1.

**I. Provide the annual subsidy (discount) for all CARE participants.**

The total discount applied to CARE participant's bills was \$3,825,883 as shown in Attachment Table III.D.2.

**J. Provide a table showing the percent of total CARE surcharge for each customer class.**

The information is included in Attachment Table III.H.1.

**IV. OUTREACH**

**A. Complete a table showing the CARE outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).**

Outreach activities are detailed in Attachment Table IV.A. Due to the many outreach activities undertaken, with many occurring concurrently, the company is unable to determine the exact number of applications returned as a direct result of specific activities.

**B. Provide a narrative discussion of the following:**

**1. Sharing information in overlapping service territories**

Pacific Power's service territory does not overlap with any other energy utilities. Natural gas services are not available in Pacific Power's California service territory. A large percentage of Pacific Power's customers heat their homes with propane or wood.

**2. Sharing information with ESA and other utility programs (i.e. signing up ESA customers not enrolled in CARE.)**

The company continues to work with community-based organizations (CBOs) who provide energy assistance, and these agencies are able to distribute CARE and ESA program information to low-income customers they serve. The company has combined CARE program information and ESA literature to distribute to customers. This is reflected in bill inserts, and in company print and radio outreach. Also, agencies that administer Low Income Home Energy Assistance Program (LIHEAP) funding distribute CARE applications and weatherization information to customers when they apply for energy assistance.

**3. Leveraging CARE funds with other utility assistance programs**

The CBO's that Pacific Power contracts with that provide weatherization services for the ESA program are able to leverage company funding with funds from federal and state sources so that they can serve more homes at no cost to participating households. In addition, these agencies are able to enroll customers they have seen for federal LIHEAP assistance in the CARE program.

**4. Participation barriers encountered and steps taken to mitigate them.**

Pacific Power's partnerships with the CBOs have been in place since the mid-1980s, so many homes have been served. Pacific Power has provided the weatherization agencies lists of customers who have received energy assistance and/or are on the CARE program to help them identify eligible households to target for weatherization services.

The Needs Assessment Study released through proceeding A. 11-05-017 states that 93% of the state's low-income populations live in urban areas, and 7% live in rural areas and may be less likely or less willing to take assistance from the utility. Pacific Power's service territory is rural with less than four customers per square mile.

Customers respond to ESA outreach in order to enroll in the program. They also enroll during the intake process when they obtain LIHEAP

assistance funds through the CBOs. Customers that chose not to enroll in the program did not provide a reason.

**C. Describe recommendations for improving outreach, including cost effectiveness and methods for reaching underserved households.**

Pacific Power will continue to seek innovative and effective methods of outreach to the general residential customer population. The company will continue to mail applications to non-CARE customers which has proven to be a very effective method of outreach. Pacific Power has increased the company's social media presence including advertisements on mobile applications. The ability to track the response rates for these mediums is immediate and provides quick feedback to determine the effectiveness of the advertisement.

The company distributed program information and applications to local churches again in 2019 in an effort to reach additional households. These mailings occurred in November 2019.

**V. PROGRAM MANAGEMENT**

**A. Provide a table showing the total number of CARE applications received by month, the total approved, the total denied as ineligible, the total returned to applicants as incomplete, and the total of duplicate applications for the reporting period.**

The required table is provided below.

Month	Applications Received and approved	Returned as incomplete	Duplicate applications
January	317	0	0
February	214	0	0
March	356	0	0
April	322	0	0
May	172	0	0
June	172	0	0
July	188	0	0
August	268	0	0
September	221	0	0
October	741	0	0
November	683	0	0
December	251	0	0
Total # of Applications	3905*	0**	0***

\*Total applications received and approved includes 968 applications enrolled through the company's website.

\*\* Incomplete applications are not returned to the customer. A customer service agent contacts the customer to obtain the required information.

\*\*\* The company does not track duplicate applications. When an application is received from a customer currently enrolled in the CARE program, the company takes that opportunity to recertify the customer for another two years. This process reduces the number of recertification letters to be sent to customers.

Applications received decreased slightly by approximately 0.22% in 2019 compared to 2018. However, overall participation remained relatively equal to 2018 at 85.6% and 2019 at 85.42%.

**B. Describe any problems encountered during the reporting period with program management efforts.**

No problems were encountered during the reporting period.

**VI. CERTIFICATION AND VERIFICATION PROCESSES**

**A. Provide a table showing the total number of participants asked to recertify their eligibility during the reporting period. The table should show the total re-certifications requested, the total recertification applications received, the total recertified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not return the recertification application.**

The required table is provided below.

Month	Customers Sent Recertification Letters	Recertification Applications Received and Recertified	Total Removed From CARE
January	2135	4	943
February		1	
March		0	
April		1000	
May		94	
June	2327	187	645
July		167	
August		20	
September		745	
October		345	
November		352	
December		98	
Total	4462	3013	1588

Requests for recertification are distributed semi-annually. After two years on the CARE rate, participants receive an application and a request to recertify as income eligible. Customers who do not respond to this request receive a reminder letter 45 days after the initial letter. A third letter with an application is then sent, stating that the customer will be removed from the CARE program if a response is not received. Expanding the length of the process allows more time for customers to respond to these requests.

Customer submittal of an application while participating in CARE occurs frequently through the LIHEAP energy assistance process or the return of a form obtained on an agency food bag. The processing of applications in these cases extends a customer's two year CARE eligibility period based on the submittal date of the new application.

There were no customer complaints related to the recertification process.

- B. Provide a table showing the total number of participants asked for income verification during the reporting period. The table should show the total verifications requested, the total verifications received, the total verified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not respond to a request for income verification.**

Self-certification was implemented in 2006 as directed by the Commission, and all applications are accepted and processed. The company does not ask for income verification. As reported in the company's 2015-2017 CARE/ESA Budget A. 15-02-013, the company began to select a random sample of CARE customers for post enrollment income verification in the second quarter of

2015. A sample of CARE customers received a letter in 2019 requesting income verification to ensure eligibility for the CARE program. Pacific Power partners with Great Northern Services, a non-profit CBO located in Weed, CA. Their staff reviews submitted documentation and works with Pacific Power’s customers to ensure customers have provided correct documentation. This process is completed from May through September as the CBO’s staff is able to better focus on this task after most LIHEAP funding has been depleted. In 2019, 68 % of customers receiving the verification requests were not eligible for the program or did not respond.

Month	Requests for Income Verification	Income Eligible	Income Ineligible*
May	50	12	38
June	50	17	33
July	50	21	29
August	50	12	38
September	50	17	33
Total	250	79	171

\*Income ineligible also includes customers that did not respond to the letter—they were not tracked separately.

**C. Describe the process for recertifying sub-metered tenants of master metered complexes. Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.**

Each year the company sends a survey to sub-metered customers. The survey requests the customer provide the number of units eligible for CARE. The company also provides applications for sub-metered customers to apply for the CARE rate. The company applies the credit based on the number of CARE eligible residents. If the survey is not returned, a follow up call is attempted as another effort to gather accurate information.

The company distributes information packets to landlords/managers of master and sub-metered sites informing owners of the program and the eligibility requirements for CARE. For master metered customers with tenants receiving the CARE credit, the company’s website has a calculator to assist the owners or property managers calculate the proper credit for the occupants.

**D. Describe any third-party process used for CARE certification, recertification and verification processes. Describe how these processes compare with the utility’s efforts as far as cost effectiveness and effectiveness in reaching underserved households.**

Great Northern Services is Pacific Power’s community partner that assists

customers with income verification through the random sample and the list of CARE participants with usage of 400% or more above baseline. The partnership allows Pacific Power's customers to have a local resource for assistance where they can also gather information about other services in their areas.

## **VII. OTHER TOPICS**

### **A. What significant changes are there from the previous reporting period?**

This report provides a comparison of the CARE participation rate of 85.42% based on 2010 Census Data and approximately 89% based on the 2019 Athens Research Study.

In 2019, SMJUs co-funded 2018-2019 Athens study to identify and verify estimates of low income customers eligible for CARE and ESA programs in each respective utility's service territory. Findings from the study helped inform PacifiCorp of its CARE participation rate and ESA penetration rate. For PacifiCorp, the study provided three alternative technical eligibility base estimates that displayed a reduction in CARE eligibility due to non-primary residence or seasonality adjustment. The first alternative technical eligibility base estimate applied American Community Survey seasonal occupancy, and the other two alternatives factored out households with either 3+ billing periods less than normalized 100 kWh or 2+ billing periods less than normalized 100 kWh per month.

### **B. Are there any other comments, recommendations or issues that need to be addressed?**

The income verification process for high kWh users and for a random sample of participants is a roadblock in Pacific Power's efforts to increase CARE participation levels. Since these processes were implemented, a large number of households have been removed from the program. A portion of those customers likely do not meet income requirements, but others may not be responding to income verification requests due to a variety of reasons that include the difficulty of producing income verification documentation and in some cases, the fear of ramification or identity theft from sharing personal information.

Pacific Power identified and mailed verification requests to CARE participants with energy usage greater than 400% and 600% of baseline, as required by D. 14-05-004. A total of 79% of customers receiving these mailings were removed from the program between January and December 2019, which is greater than the 47% in 2018.



Details regarding these mailings are included in the following table.

Month	Customers 400% above Baseline	Income Verified	Income Ineligible*
January	34	9	25
February	21	4	17
March	18	8	10
April	2	1	1
May	9	3	6
June	8	0	8
July	14	3	11
August	18	5	13
September	2	0	2
October	22	3	19
November	19	0	19
December	16	2	14
Total	183	38	145

\*Income ineligible also includes customers that did not respond to the letter—they were not tracked separately.

\*\*\*\*

## **CARE Expanded Program**

The CARE Expanded Program is an extension of the residential CARE program that covers non-profit homeless shelters and group living facilities, migrant farm worker housing centers, qualified privately-owned employee housing, and qualified non-profit housing for agricultural employees.

### **I. PARTICIPANT INFORMATION**

#### **A. Number of participating non-profit facilities, by type, by month.**

##### **1. Give the total number of residential facilities and the total number of commercial facilities receiving the Expanded CARE discount.**

As of December 31, 2019, the company has one commercial facilities receiving the Expanded CARE discount. Attachment Table Expanded I.A includes details on Expanded CARE.

## **II. PROGRAM COSTS**

**A. Total Expanded CARE administrative costs. Compute administrative costs per participating facility. Give a breakdown in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance;**

- 1. Provide the amount and a brief explanation of what is included in each of these categories. Outreach, General Administration, Processing, Certification and Verification, Billing System Programming, and Regulatory Compliance**

Costs were not tracked separately for the Expanded CARE program.

**B. Provide discount information for the Expanded CARE program. Give the average annual discount per residential facility.**

- 1. Give the average annual discount per residential facility.**

There were no residential facilities participating in 2019.

- 2. Give the average annual discount per commercial facility.**

The average annual discount per commercial facility was \$299.52.

## **III. OUTREACH**

**A. Provide a table showing the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).**

Outreach was the same for the Expanded CARE program as the regular residential program, see Attachment Table IV.A.

**B. Provide a narrative discussion of the following:**

- 1. Provide an analysis of the utility's most cost-effective outreach for the group living facilities;**
- 2. Sharing information in overlapping service territories;**
- 3. Participation barriers encountered and steps taken to mitigate them;**
- 4. Public agencies used to solicit potential Expanded CARE facilities;**
- 5. Barriers encountered in identifying or enrolling customers in the Expanded CARE program.**

Outreach was intended to reach CARE residential program participants as

well as participants for the Expanded CARE program. Since the company does not have overlapping service territories, partnering with other utilities is not possible. The first barrier is identifying eligible customers. The company has worked with the State of California Department of Housing and Community Development to identify and enroll eligible facilities. Pacific Power's Regional Business Managers have provided information to several tribal groups in an effort to increase participation.

#### **IV. PROGRAM MANAGEMENT**

- A. Provide a table showing the total number of applications received, the total approved, the total denied as ineligible, the total returned to applicants as incomplete for the reporting period.**

No applications were received for the Expanded CARE program in 2019.

- B. Describe any problems encountered during the reporting period with recertification and verification processes for Expanded CARE.**

No problems were encountered during the reporting period.

#### **V. OTHER TOPICS**

- A. What significant changes are there from the previous reporting period?**

No significant changes in 2019.

- B. Are there any other comments, recommendations or issues? Analyze the CARE Expansion program, progress over the past 12 months, identify issues that need work, identify areas that need improvements and make suggestions for improvement.**

No comments, recommendations or issues at this time.

## CARE Tables

Reference	Title
<b>I.A.</b>	<b>Number of Participating CARE Customers by Month</b>
<b>I.B.</b>	<b>Estimate of Potentially Eligible Customers</b>
<b>II.A.</b>	<b>Average Usage by Month for Non-CARE Customers</b>
<b>II.B.</b>	<b>Average Usage by Month for CARE Customers</b>
<b>II.C.</b>	<b>Average Usage by Month for CARE and Non-CARE Customers</b>
<b>III.A.</b>	<b>Average Monthly Bill for Non-CARE Customers</b>
<b>III.B.</b>	<b>Average Monthly Bill for CARE Customers</b>
<b>III.C.</b>	<b>Average Monthly Discount for CARE Customers</b>
<b>III.D.2.</b>	<b>Administrative Costs by Category</b>
<b>III.G.1.</b>	<b>CARE Balancing Account</b>
<b>III.H.1.</b>	<b>CARE Surcharge by Customer Class</b>
<b>IV.A.</b>	<b>CARE Outreach Activities</b>
<b>Expanded I.A.</b>	<b>Expanded CARE Participation</b>

## ESA Tables

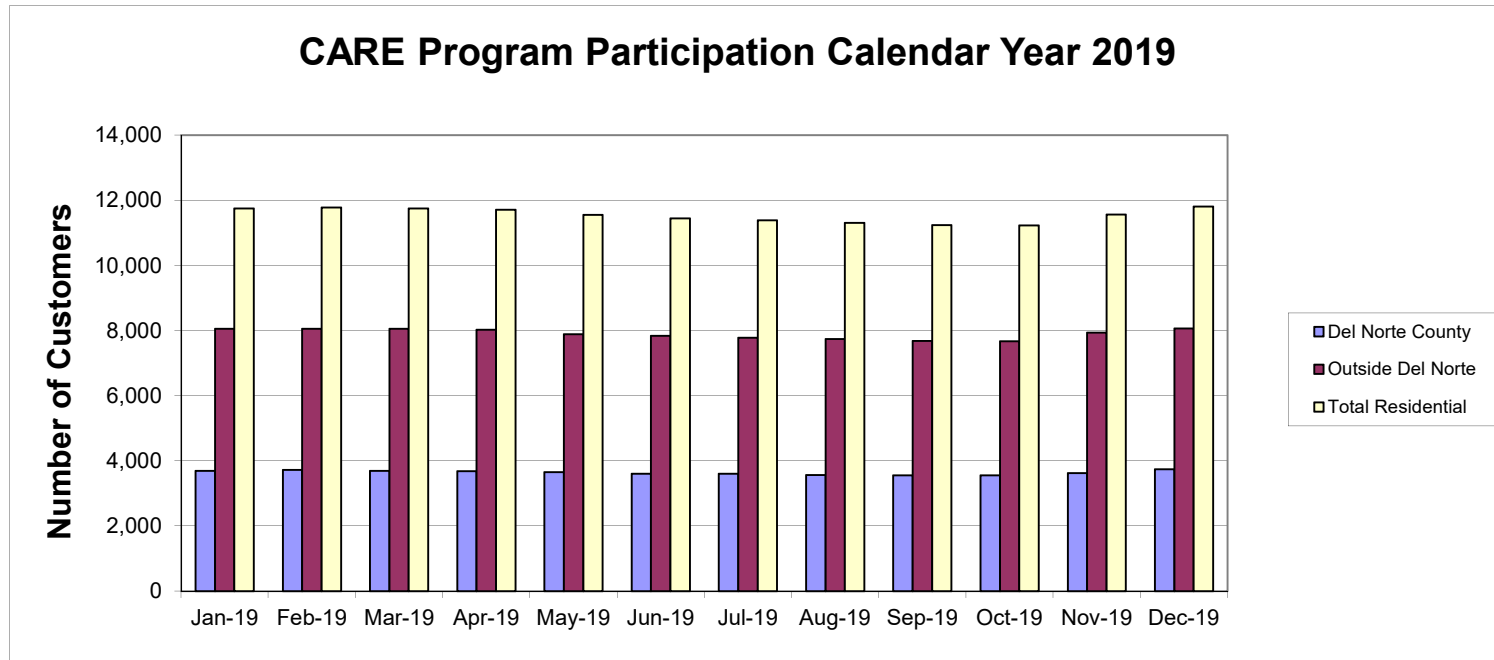
Reference	Title
<b>VIII.A.</b>	<b>ESA Program Expenses</b>
<b>VIII.B.</b>	<b>ESA Administrative Expenses</b>
<b>VIII.C.</b>	<b>ESA Outreach Activities</b>
<b>VIII.D.</b>	<b>ESA Installations and Costs</b>
<b>VIII.E.</b>	<b>Energy Savings</b>

**California CARE Program  
Progress Report  
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Table I.A**

Number of Participating CARE Customers by Month

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County	3,698	3,723	3,697	3,682	3,658	3,608	3,603	3,567	3,557	3,554	3,630	3,746
Outside Del Norte	8,052	8,059	8,055	8,030	7,892	7,836	7,780	7,739	7,686	7,677	7,936	8,066
<b>Total Residential</b>	<b>11,750</b>	<b>11,782</b>	<b>11,752</b>	<b>11,712</b>	<b>11,550</b>	<b>11,444</b>	<b>11,383</b>	<b>11,306</b>	<b>11,243</b>	<b>11,231</b>	<b>11,566</b>	<b>11,812</b>

Percent Change	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County		0.68%	-0.70%	-0.41%	-0.65%	-1.37%	-0.14%	-1.00%	-0.28%	-0.08%	2.14%	3.20%
Outside Del Norte		0.09%	-0.05%	-0.31%	-1.72%	-0.71%	-0.71%	-0.53%	-0.68%	-0.12%	3.37%	1.64%
<b>Total Residential</b>		<b>0.27%</b>	<b>-0.25%</b>	<b>-0.34%</b>	<b>-1.38%</b>	<b>-0.92%</b>	<b>-0.53%</b>	<b>-0.68%</b>	<b>-0.56%</b>	<b>-0.11%</b>	<b>2.98%</b>	<b>2.13%</b>



**California CARE Program  
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Table I.B**

Month	Total CARE Participants	Estimated Eligible for CARE	Participation Rate
January	11,750	14,109	83.28%
February	11,782	14,093	83.60%
March	11,752	14,079	83.47%
April	11,712	14,088	83.13%
May	11,550	14,087	81.99%
June	11,444	14,103	81.14%
July	11,383	14,111	80.67%
August	11,306	14,127	80.03%
September	11,243	14,132	79.56%
October	11,231	14,141	79.42%
November	11,566	14,150	81.74%
December	11,812	14,144	83.51%

Data Source	Data extract Year	Customer	
		Base Count CARE	% Income Eligible CARE
2010 US Census Data	2019 PP	36267	0.39
2019 Athens Research	2018 PP	35568	0.4177
2019 Athens Research	2018 PP A*	31960	0.4207
2019 Athens Research	2018 PP B**	32825	0.4178
2019 Athens Research	2018 PP C***	32453	0.4179

**California CARE Program  
Progress Report  
Calendar Year 2019  
Table II.A**

Average Usage by Month for Non-CARE Customers\*

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County												
Baseline (Tier 1)	822	749	763	704	650	584	473	458	457	545	690	819
Non-Baseline (Tier 2)	423	394	417	227	145	178	226	201	203	185	200	367
Outside Del Norte												
Baseline (Tier 1)	702	650	635	586	475	417	419	423	417	413	511	711
Non-Baseline (Tier 2)	399	348	330	198	150	220	232	284	245	252	271	339
Total Residential												
Baseline (Tier 1)	736	678	671	620	525	465	434	433	429	451	563	742
Non-Baseline (Tier 2)	406	361	355	206	148	208	230	261	233	233	251	347

\* Does not include net metering or master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2019  
Table II.B**

Average Usage by Month for CARE Customers\*

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County												
Baseline (Tier 1)	848	773	800	730	671	622	485	466	470	547	706	848
Non-Baseline (Tier 2)	365	331	395	206	128	141	188	169	168	161	168	319
Outside Del Norte												
Baseline (Tier 1)	769	726	714	657	521	458	452	457	454	455	571	798
Non-Baseline (Tier 2)	363	329	313	179	129	193	192	229	200	230	252	313
Total Residential												
Baseline (Tier 1)	794	741	741	680	568	510	462	460	459	484	613	814
Non-Baseline (Tier 2)	363	329	339	187	129	176	191	210	190	208	225	315

\* Does not include net metering or master metered customers

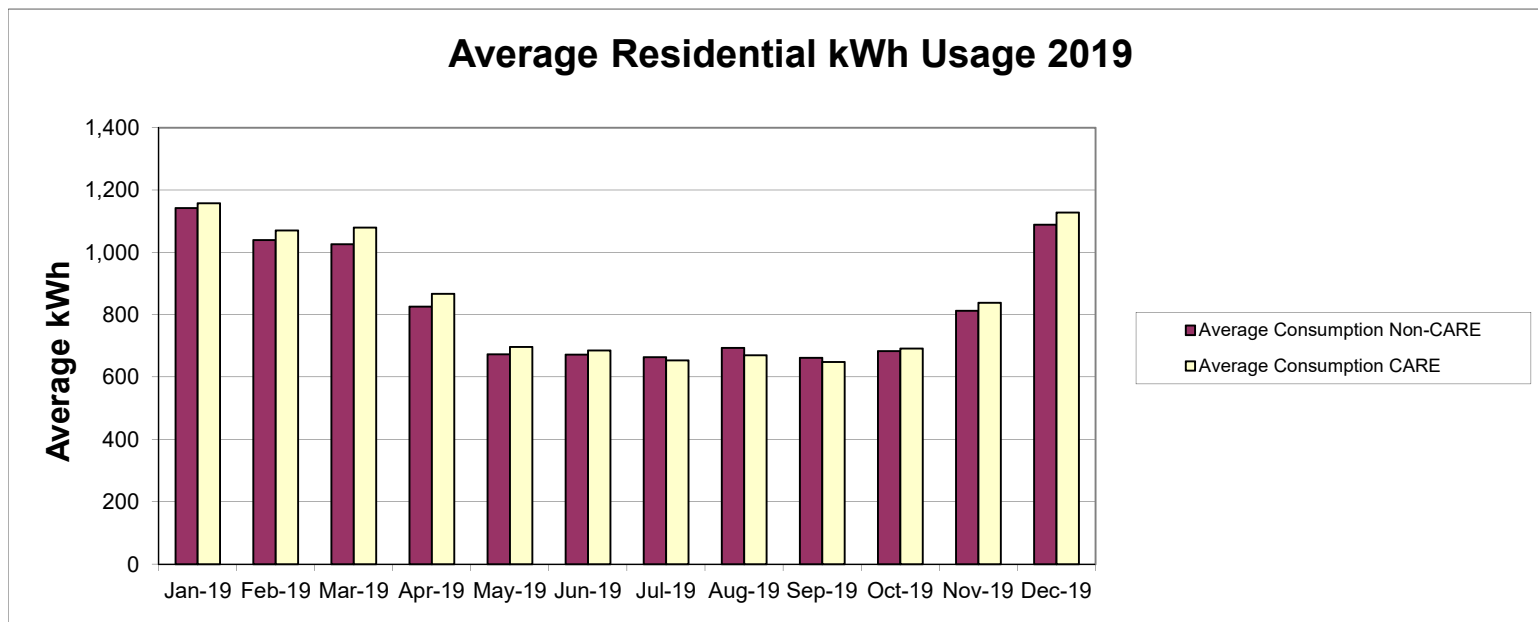


**California CARE Program  
Progress Report  
Calendar Year 2019  
Table II.C**

Average Usage by Month for CARE and Non-CARE Customers\*

		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County													
Average Consumption	Non-CARE	1,245	1,143	1,179	931	795	762	699	659	659	730	890	1,186
	CARE	1,213	1,104	1,195	936	799	762	673	635	638	708	874	1,167
Outside Del Norte													
Average Consumption	Non-CARE	1,101	998	965	784	625	637	651	708	662	665	782	1,050
	CARE	1,132	1,055	1,027	836	650	651	644	686	654	684	822	1,111
Total Residential													
Average Consumption	Non-CARE	1,142	1,039	1,026	826	673	673	665	694	662	684	813	1,089
	CARE	1,158	1,070	1,080	867	697	686	653	670	649	692	839	1,128

\* Does not include net metering or master metered customers



**California CARE Program  
Progress Report  
Calendar Year 2019  
Table III.A**

Average Monthly Bill for Non-CARE Customers\*

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County	\$ 208.34	\$ 192.36	\$ 198.69	\$ 156.54	\$ 133.92	\$ 129.39	\$ 120.46	\$ 113.86	\$ 113.95	\$ 124.55	\$ 149.79	\$ 198.98
Outside Del Norte	\$ 185.82	\$ 169.83	\$ 164.59	\$ 134.10	\$ 108.44	\$ 111.73	\$ 114.12	\$ 123.95	\$ 116.12	\$ 116.64	\$ 135.23	\$ 178.15
Total Residential	\$ 192.20	\$ 176.21	\$ 174.28	\$ 140.46	\$ 115.67	\$ 116.75	\$ 115.93	\$ 121.07	\$ 115.50	\$ 118.90	\$ 139.39	\$ 184.08

\* Does not include net metering or master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2019  
Table III.B**

Average Monthly Bill for CARE Customers\*

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County	\$ 155.52	\$ 142.25	\$ 154.24	\$ 120.57	\$ 103.16	\$ 98.95	\$ 89.10	\$ 84.23	\$ 84.61	\$ 92.78	\$ 112.65	\$ 149.86
Outside Del Norte	\$ 146.28	\$ 137.42	\$ 134.09	\$ 109.45	\$ 86.62	\$ 87.65	\$ 86.87	\$ 92.38	\$ 88.14	\$ 92.16	\$ 108.91	\$ 144.12
Total Residential	\$ 149.20	\$ 138.94	\$ 140.41	\$ 112.94	\$ 91.84	\$ 91.22	\$ 87.57	\$ 89.81	\$ 87.03	\$ 92.36	\$ 110.09	\$ 145.93

\* Does not include net metering or master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2019  
Table III.C**

Average Monthly Discount for CARE Customers\*

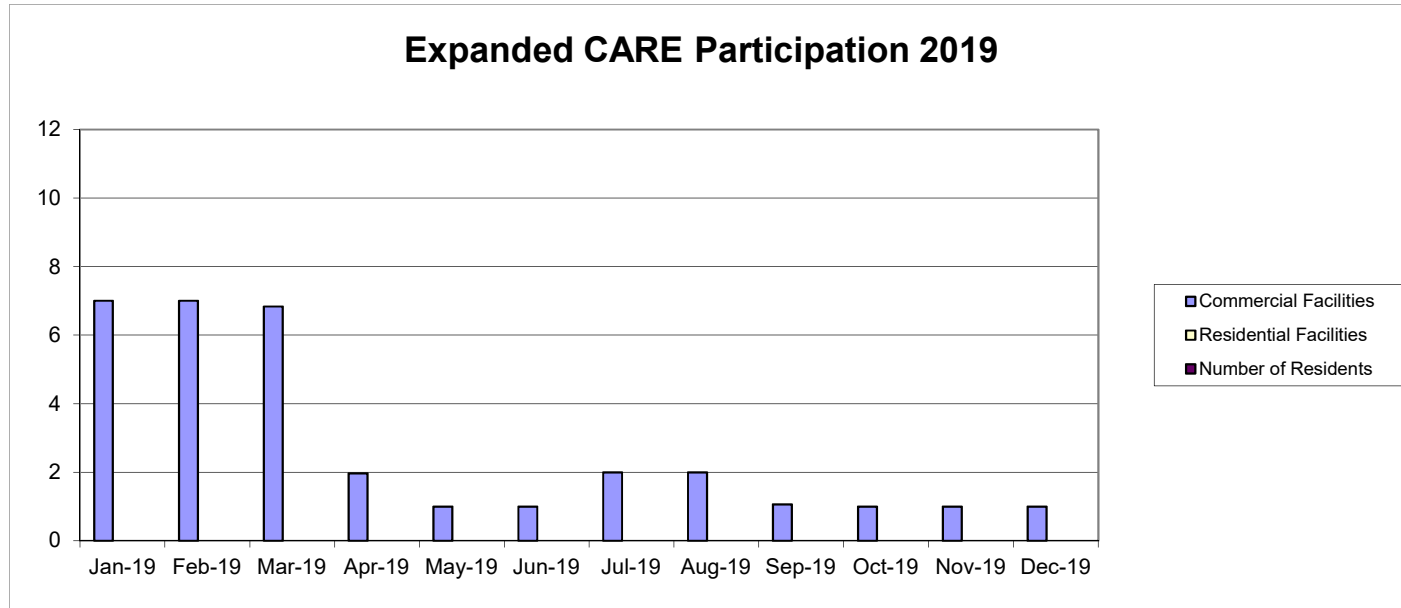
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Del Norte County	\$ (38.87)	\$ (35.53)	\$ (38.49)	\$ (30.06)	\$ (25.71)	\$ (24.66)	\$ (22.19)	\$ (20.98)	\$ (21.07)	\$ (23.12)	\$ (28.09)	\$ (37.39)
Outside Del Norte	\$ (36.47)	\$ (34.07)	\$ (33.18)	\$ (26.99)	\$ (21.29)	\$ (21.54)	\$ (21.35)	\$ (22.73)	\$ (21.67)	\$ (22.68)	\$ (26.88)	\$ (35.68)
Total Residential	\$ (37.23)	\$ (34.53)	\$ (34.85)	\$ (27.96)	\$ (22.68)	\$ (22.53)	\$ (21.62)	\$ (22.18)	\$ (21.48)	\$ (22.82)	\$ (27.26)	\$ (36.22)

\* Does not include net metering or master metered customers

**California Expanded CARE Program  
Progress Report  
Calendar Year 2019  
Table Expanded I.A**

Commercial and Residential Facilities receiving the CARE discount under the Expanded CARE Program

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Commercial Facilities	7	7	7	2	1	1	2	2	1	1	1	1
Residential Facilities	0	0	0	0	0	0	0	0	0	0	0	0
Number of Residents												



Average annual discount (Residential) **\$0.00**

Average annual discount (Commercial) **-\$299.52**

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**Table III.D.2.**  
**Administrative Costs by Category**

<b>CARE Program:</b>	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>			
	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>	<b>YTD</b>	<b>Annual Budget</b>	<b>Percentage of Budget</b>
<b>Outreach</b>							
Capitation Fees	\$0	\$0	\$0	\$0	\$0		
Applications/Inserts	\$783	\$2,734	\$2,744	\$0	\$6,261		
Media	\$0	\$0	\$804	\$15,415	\$16,219		
Other Outreach <sup>(1)</sup>	\$542	\$5,111	\$1,838	\$35,174	\$42,665		
Other Outreach subsumed in GRC	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Outreach</b>	<b>\$1,325</b>	<b>\$7,845</b>	<b>\$5,387</b>	<b>\$50,589</b>	<b>\$65,146</b>	<b>\$70,000</b>	<b>93.07%</b>
<b>Processing/Certification/Verification</b>							
Internal	\$0	\$0	\$0	\$0	\$0		
Outside Services <sup>(2)</sup>	\$1,995	\$673	\$2,265	\$2,185	\$7,118		
<b>Subtotal Processing/Certification/Verification</b>	<b>\$1,995</b>	<b>\$673</b>	<b>\$2,265</b>	<b>\$2,185</b>	<b>\$7,118</b>	<b>\$15,000</b>	<b>47.45%</b>
<b>General Administration</b>							
Billing System/ Programming	\$0	\$0	\$0	\$0	\$0		
Consulting Services <sup>(3)</sup>	\$0	\$0	\$0	\$0	\$0		
Regulatory Compliance							
Travel	\$0	\$0	\$560	\$0	\$560		
Filings	\$0	\$0	\$0	\$0	\$0		
Subtotal Regulatory Compliance	\$0	\$0	\$560	\$0	\$560		
Labor Costs (including overhead) <sup>(4)*</sup>							
Incremental	\$2,028	\$9,159	\$6,398	\$9,826	\$27,411		
Other general (please specify) **	\$0	\$323	\$0	\$0	\$323		
Other general subsumed in GRC (please specify)	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal General Administration</b>	<b>\$2,028</b>	<b>\$9,482</b>	<b>\$6,957</b>	<b>\$9,826</b>	<b>\$28,294</b>	<b>\$55,000</b>	<b>51.44%</b>
<b>TOTAL PROGRAM COSTS (including costs subsumed in GRC)</b>							
<b>TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)</b>	<b>\$5,348</b>	<b>\$18,000</b>	<b>\$14,609</b>	<b>\$62,600</b>	<b>\$100,557</b>	<b>\$140,000</b>	<b>71.83%</b>
<b>CARE Program Discount</b>	<b>\$1,249,470</b>	<b>\$845,278</b>	<b>\$737,054</b>	<b>\$994,081</b>	<b>\$3,825,883</b>	<b>\$4,020,000</b>	<b>95.17%</b>
<b>GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$1,254,818</b>	<b>\$863,278</b>	<b>\$751,663</b>	<b>\$1,056,681</b>	<b>\$3,926,440</b>	<b>\$4,160,000</b>	<b>94.39%</b>
<b>GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>							

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

(2) Outside services should include third party entity contracts to process applications and perform certification and verification activities.

(3) Identify if consulting services are one time costs or ongoing and include a description of the provided services.

(4) Ratepayer funded overhead is to include labor overhead only, pursuant to D. 89-09-044 and D. 01-05-033.

Notes: \*Estimated labor subsumed in General Rates is not included in costs above, per D.89-09-044 and D.01-05-033.

\*\* Other General Costs include costs related to staff travel to attend the annual National Energy and Utility Affordability Coalition conference held in Fort Worth, Texas in June 2019.

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**Table III.G.1.**  
**CARE Balancing Account**

Beginning balance @ January 1, 2019	\$281,623
Program benefits	\$3,825,882
Interest accrual	\$6,051
Recovery through the CARE surcharge	\$4,184,606
Administration costs	\$104,217
Balance @ December 31, 2019	\$9,665

This table is a snapshot in time of the balancing account at the beginning of the program year and balance at the end of the year.

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**Table III.H.1.**  
**CARE Surcharge by Customer Class**

**JANUARY THROUGH DECEMBER 2019**

<b>Customer Class</b>	<b>Surcharge collected</b>	<b>Surcharge \$/kWh</b>	<b>% of Avg. Bill</b>	<b>% of Total</b>
Commercial	\$ 1,594,889	\$ 0.00674	4.54%	38.1%
Industrial	\$ 384,011	\$ 0.00674	6.12%	9.2%
Irrigation	\$ 554,434	\$ 0.00674	4.52%	13.2%
Street Lighting	\$ -	\$ -	-	-
Residential	\$ 1,651,272	\$ 0.00674	5.17%	39.5%
Total	\$ 4,184,606			100.0%



**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**Table IV.A.**  
**CARE Outreach Activities**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Cost</b>
Bill Messages	Program information printed on customer bills	On-going	Completed	No incremental cost
Recertification Mailings and 45 Day Reminders	Application and mailing envelope sent to CARE customers to recertify eligibility	Bi-annually; April and September 2019	Completed	\$10,160
CARE Applications	Printing CARE applications	On-going	Completed	\$1,578
CARE Enrollment Mailing	Direct mail to all residential customers not enrolled in CARE	September and October 2019	Completed	\$14,942
Bill Insert	Program information included in residential bills	March and September 2019	Completed	\$4,683
Radio	Radio advertisements	September and October 2019	Completed	\$6,569
Print	Newspaper advertisements	October 2019	Completed	\$4,111
On-Line	Ad placements on websites in service area	June, July, August and September 2019	Completed	\$5,539
IVR	Program information on IVR as customers wait on customer service telephone line	On-going	Completed	No incremental cost
Grocery Bags	Bags with CARE applications distributed by food banks	January, September, October and December 2019	Completed	\$13,150
Energy Assistance Agencies	CARE Program information and applications to local agencies distributing LIHEAP funds	Ongoing	Completed	\$2,464
Church Mailing	Letter and applications to local churches for distribution	November 2019	Completed	No incremental cost
Pacific Power Web Site	Program information and application included on Company web site	Ongoing	Completed	No incremental cost
New Customer Mailings	CARE information included in an information packet provided to new customers	Ongoing	Completed	No incremental cost
Climate Credit Letter	Letter to master meter accounts includes CARE information and applications	April/May and October/November 2019	Completed	No incremental cost
CARE Brochures	Brochures delivered to local employment offices, senior centers and housing offices.	Ongoing	Completed	\$1,949

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**TABLE VIII.A.**  
**ESA Program Expenses**

<b>ESA EXPENDITURES</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>	<b>YTD</b>	<b>Budget</b>	<b>Percentage of Budget</b>
<b>Program Costs</b>							
Weatherization*	\$114,552	\$153,859	\$24,512	\$188,161	\$481,084	\$600,000	80.18%
Appliance Replacement*	\$0	\$0	\$0	\$0	\$0	\$0	NA
Education	\$2,400	\$2,900	\$2,000	\$6,100	\$13,400	\$15,000	89.33%
<b>Total Program Costs</b>	<b>\$116,952</b>	<b>\$156,759</b>	<b>\$26,512</b>	<b>\$194,261</b>	<b>\$494,484</b>	<b>\$615,000</b>	<b>80.40%</b>
<b>Administrative Costs</b>							
Outreach	\$0	\$167	\$17,298	\$1,737	\$19,202	\$35,000	54.86%
Inspections	\$0	\$2,231	\$0	\$3,038	\$5,269	\$9,000	58.55%
General**	\$21,201	\$28,782	\$11,258	\$36,267	\$97,508	\$148,500	65.66%
<b>Total Administrative Costs</b>	<b>\$21,201</b>	<b>\$31,180</b>	<b>\$28,557</b>	<b>\$41,042</b>	<b>\$121,979</b>	<b>\$192,500</b>	<b>63.37%</b>
<b>Grand Total</b>	<b>\$138,153</b>	<b>\$187,939</b>	<b>\$55,068</b>	<b>\$235,303</b>	<b>\$616,463</b>	<b>\$807,500</b>	<b>76.34%</b>

\* Weatherization includes rebates on all measures provided by partnering agencies. The agencies provide weatherization and appliance replacement, but they are not budgeted separately.

\*\* General Administrative Costs include agency administrative costs, consulting services and Pacific Power staff labor, travel, and employee expenses.

PacifiCorp (d/b/a Pacific Power)  
 CARE/ESA Programs 2019 Annual Report  
 TABLE VIII.B.  
 ESA Administrative Expenses

ESA Program:	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
<b>Outreach*</b>							
Applications/Inserts	\$0	\$167	\$0	\$0	\$167		
Media	\$0	\$0	\$17,298	\$365	\$17,663		
Other Outreach <sup>(1)</sup>	\$0	\$0	\$0	\$1,372	\$1,372		
Other Outreach subsumed in GRC	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Outreach</b>	<b>\$0</b>	<b>\$167</b>	<b>\$17,298</b>	<b>\$1,737</b>	<b>\$19,202</b>	<b>\$35,000</b>	<b>54.86%</b>
<b>Inspections</b>							
Internal	\$0	\$2,231	\$0	\$3,038	\$5,269		
Outside Services	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Inspections</b>	<b>\$0</b>	<b>\$2,231</b>	<b>\$0</b>	<b>\$3,038</b>	<b>\$5,269</b>	<b>\$9,000</b>	<b>58.55%</b>
<b>General Administration</b>							
Billing System/ Programming	\$0	\$0	\$0	\$0	\$0		
Consulting Services <sup>(2)</sup>	\$0	\$0	\$0	\$0	\$0		
Regulatory Compliance							
Travel	\$0	\$0	\$1,038	\$0	\$1,038		
Filings	\$0	\$0	\$0	\$0	\$0		
Total Regulatory Compliance	\$0	\$0	\$1,038	\$0	\$1,038		
Labor Costs (including overhead) <sup>(3)</sup>							
Incremental	\$3,800	\$5,970	\$6,601	\$8,476	\$24,848		
Subsumed in General Rates	\$0	\$0	\$0	\$0	\$0		
Total Labor Costs	\$3,800	\$5,970	\$6,601	\$8,476	\$24,848		
Other Outside Services	\$0	\$0	\$0	\$0	\$0		
Other General <sup>(4)**</sup>	\$17,401	\$22,812	\$3,619	\$27,790	\$71,622		
General costs subsumed in GRC	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal General Administration</b>	<b>\$21,201</b>	<b>\$28,782</b>	<b>\$11,258</b>	<b>\$36,267</b>	<b>\$97,508</b>	<b>\$148,500</b>	<b>65.66%</b>
<b>TOTAL ESA ADMINISTRATION COSTS (including costs subsumed in GRC)</b>							
<b>TOTAL ESA ADMINISTRATION COSTS (excluding costs subsumed in GRC)</b>	<b>\$21,201</b>	<b>\$31,180</b>	<b>\$28,557</b>	<b>\$41,042</b>	<b>\$121,979</b>	<b>\$192,500</b>	<b>63.37%</b>

(1) Other Outreach/General costs are defined as direct costs that do not fall into the listed subcategories.  
 (2) Utilities should describe the services and indicate if they are on-going or one time expenditures.  
 (3) Labor costs are defined as incremental labor costs charged to ESA that are not recovered in general operations. If the utility allocates annual incremental labor costs to each category instead of tracking labor costs for each category separately, please indicate such and explain the allocation factor used.  
 (4) Utilities should describe the other administrative services received and the companies or agencies that provide them.

Note: Estimated labor subsumed in General Rates is not included in costs above, per D.89-09-044 and D.01-05-033.

\* Partnering agencies also provide outreach services.

\*\* Includes administrative costs reimbursed to local weatherizing agencies (Great Northern Services, Del Norte Senior Center and Redwood Community Action Agency), and employee expenses.

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**TABLE VIII.C.**  
**ESA Outreach Activities**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Costs</b>
Letters	Thank you/acknowledgement letter to ESA program participants.	Quarterly	On-going	No incremental cost
Bill Insert	CARE brochure distributed in residential bills included ESA program information (approx. 30,000)	April 2019	Completed	\$167
Print	Newspaper ads	July 2019	Completed	\$3,468
Education Materials	Provided to agencies for inclusion in their education packets	December 2019	Completed	\$1,372
Digital	On-Line Ads	June, July and August 2019	Completed	\$6,856
Newspaper	Newspaper advertisement	July and August 2019	Completed	\$471
Radio	Radio advertisement	July and August 2019	Completed	\$6,868
Bill Message	Message regarding availability of no-cost energy efficiency services	Monthly	Completed	No incremental cost
Partnering Agencies	Local agencies that provide the weatherization services promote the program to households that receive other services such as energy assistance and food boxes	Ongoing	Completed	No incremental cost
Pacific Power Web Site	Program information included on Company web site	Ongoing	Completed	No incremental cost
Counter Displays	Program information continues to be displayed in local social service agency offices	Ongoing	Completed	No incremental cost

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 Table VIII.D.  
 ESA Installations and Costs

First Quarter: January-March

Second Quarter: April-June

Third Quarter: July-Sept

Measures	Units	Completed			Costs*			Completed			Costs*			Completed			Costs*		
		Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total
<b>Infiltration &amp; Space Conditioning</b>																			
Cooler Cover	Home	0	1	1	\$0	\$72	\$72	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Outlet Switch Gaskets	Each	0	218	218	\$0	\$1,522	\$1,522	0	175	175	\$0	\$339	\$339	170	362	532	\$132	\$1,785	\$1,785
Shell Infiltration	Home	0	38	38	\$0	\$38,445	\$38,445	0	22	22	\$0	\$11,442	\$11,442	7	45	52	\$2,685	\$5,423	\$5,423
Threshold	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
<b>Weatherization</b>																			
Attic Insulation	Home	0	1	1	\$0	\$125	\$125	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Attic Venting	Home	0	0	0	\$0	\$0	\$0	0	1	1	\$0	\$0	\$0	2	0	2	\$358	\$0	\$0
Ceiling Insulation	Home	0	5	5	\$0	\$7,442	\$7,442	0	6	6	\$0	\$5,270	\$5,270	2	2	4	\$961	\$1,290	\$1,290
Floor Insulation	Home	0	4	4	\$0	\$5,962	\$5,962	0	7	7	\$0	\$586	\$586	0	5	5	\$0	\$0	\$0
Wall Insulation	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Weatherstripping	Home	0	30	30	\$0	\$3,950	\$3,950	0	20	20	\$0	\$853	\$853	8	42	50	\$592	\$4,155	\$4,155
Caulking	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Home Repairs	Home	0	11	0	\$0	\$1,833	\$1,833	0	1	1	\$0	\$345	\$345	8	8	16	\$2,599	\$1,290	\$1,290
Low Flow Shower Device	Each	0	20	20	\$0	\$1,192	\$1,192	0	14	14	\$0	\$725	\$725	13	32	45	\$207	\$1,517	\$1,517
Thermostatic Shower Valve	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	13	9	22	\$325	\$548	\$548
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	0	7	7	\$0	\$275	\$275	0	2	2	\$0	\$190	\$190	7	2	9	\$82	\$0	\$0
Sink Faucet Aerator	Each	0	30	30	\$0	\$1,132	\$1,132	0	25	25	\$0	\$403	\$403	22	97	119	\$88	\$1,967	\$1,967
Water Heater Blanket	Home	0	1	1	\$0	\$71	\$71	0	2	2	\$0	\$188	\$188	0	1	1	\$0	\$119	\$119
<b>Furnaces</b>																			
Repair - Gas	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Replacement - Gas	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Repair - Electric	Each	0	0	1	\$0	\$55	\$55	0	0	0	\$0	\$0	\$0	0	2	2	\$0	\$175	\$175
Replacement - Electric	Each	0	0	1	\$0	\$54	\$54	0	0	0	\$0	\$0	\$0	2	4	6	\$1,575	\$0	\$0
<b>Miscellaneous Measures</b>																			
Door Replacement	Each	0	16	16	\$0	\$24,361	\$24,361	0	7	7	\$0	\$975	\$975	0	11	11	\$0	\$0	\$0
Glass Replacement	Each	0	281	281	\$0	\$116,337	\$116,337	0	127	127	\$0	\$26,841	\$26,841	0	140	140	\$0	\$9,662	\$9,662
Duct Wrap	Home	0	2	2	\$0	\$171	\$171	0	1	1	\$0	\$0	\$0	3	0	3	\$475	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Operable	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Timed Thermostat	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Elec Water Heater Repair/Replace	Each	0	3	3	\$0	\$252	\$252	0	9	9	\$0	\$503	\$503	0	10	10	\$0	\$4,876	\$4,876
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Compact Fluorescent Bulbs	Each	0	2	2	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
LED Bulbs	Each	0	491	491	\$0	\$4,385	\$4,385	0	328	328	\$0	\$2,217	\$2,217	49	335	384	\$543	\$3,588	\$3,588
Refrigerators	Each	0	8	8	\$0	\$5,294	\$5,294	0	2	2	\$0	\$1,785	\$1,785	2	4	6	\$1,032	\$3,191	\$3,191
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Microwaves	Each	0	13	13	\$0	\$1,942	\$1,942	0	9	9	\$0	\$1,409	\$1,409	0	12	12	\$0	\$1,910	\$1,910
CFL Fixtures	Each	0	1	1	\$0	\$196	\$196	0	0	0	\$0	\$0	\$0	3	0	3	\$102	\$0	\$0
LED Fixtures	Each	0	0	0	\$0	\$0	\$0	0	31	31	\$0	\$194	\$194	1	0	1	\$78	\$0	\$0
Clothes Washer	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Furnace Filters	Each	0	1	1	\$0	\$56	\$56	0	0	0	\$0	\$0	\$0	0	24	24	\$0	\$1,896	\$1,896
Power Strips	Each	0	15	15	\$0	\$1,339	\$1,339	0	12	12	\$0	\$926	\$926	7	14	21	\$368	\$1,208	\$1,208
<b>TOTAL HOMES</b>		0	38	38	\$0	\$216,462	\$216,462	0	22	22	\$0	\$55,191	\$55,191	8	45	53	\$12,200	\$44,601	\$44,601
<b>Single Family</b>		0	29	29				0	17	17				7	37	44			
<b>Mobile Home</b>		0	8	8				0	5	5				1	8	9			
<b>Multi Family</b>		0	1	1				0	0	0				0	0	0			

\*Only costs billed to Pacific Power included. Agencies leverage Company monies with federal funds which they use to cover additional measure costs and to serve additional eligible households.

\*\*Region 1 = coastal area, Region 16 = eastern area.

**PacifiCorp (d/b/a Pacific Power)**  
**CARE/ESA Programs 2019 Annual Report**  
**Table VIII.D.**  
**ESA Installations and Costs**

Fourth Quarter: October-Dec

Year to Date Totals

Measures	Units	Total	Completed			Costs*			Completed YTD*		Costs YTD*	
			Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Region 1**	Region 16**
<b>Infiltration &amp; Space Conditioning</b>												
Cooler Cover	Home	\$0	0	0	0	\$0	\$0	\$0	0	1	\$0	\$72
Outlet Switch Gaskets	Each	\$1,917	0	200	200	\$0	\$1,102	\$1,102	170	955	\$132	\$4,748
Shell Infiltration	Home	\$6,108	0	21	21	\$0	\$21,594	\$21,594	7	126	\$2,685	\$76,903
Threshold	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
<b>Weatherization</b>												
Attic Insulation	Home	\$0	0	0	0	\$0	\$0	\$0	0	1	\$0	\$125
Attic Venting	Home	\$358	0	0	0	\$0	\$0	\$0	2	1	\$358	\$0
Ceiling Insulation	Home	\$2,251	0	3	3	\$0	\$6,681	\$6,681	2	16	\$961	\$20,683
Floor Insulation	Home	\$0	0	3	3	\$0	\$4,684	\$4,684	0	19	\$0	\$11,232
Wall Insulation	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Weatherstripping	Home	\$4,747	0	16	16	\$0	\$1,722	\$1,722	8	108	\$592	\$10,681
Caulking	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Home Repairs	Home	\$3,889	0	3	3	\$0	\$327	\$327	8	23	\$2,599	\$3,795
Low Flow Shower Device	Each	\$1,725	0	15	15	\$0	\$944	\$944	13	81	\$207	\$4,378
Thermostatic Shower Valve	Each	\$873	0	0	0	\$0	\$0	\$0	13	0	\$325	\$548
Minor Envelope Repair	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Water Heater Pipe Wrap	Home	\$82	0	4	4	\$0	\$186	\$186	7	15	\$82	\$650
Sink Faucet Aerator	Each	\$2,055	0	33	33	\$0	\$517	\$517	22	185	\$88	\$4,020
Water Heater Blanket	Home	\$119	0	0	0	\$0	\$0	\$0	0	4	\$0	\$377
<b>Furnaces</b>												
Repair - Gas	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Replacement - Gas	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Repair - Electric	Each	\$175	0	3	3	\$0	\$2,469	\$2,469	0	5	\$0	\$2,699
Replacement - Electric	Each	\$1,575	0	0	0	\$0	\$0	\$0	2	4	\$1,575	\$54
<b>Miscellaneous Measures</b>												
Door Replacement	Each	\$0	0	5	5	\$0	\$3,219	\$3,219	0	39	\$0	\$28,555
Glass Replacement	Each	\$9,662	0	126	126	\$0	\$96,762	\$96,762	0	674	\$0	\$249,601
Duct Wrap	Home	\$475	0	0	0	\$0	\$0	\$0	3	3	\$475	\$171
Duct Register	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Storm Windows - Glass Fixed	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Storm Windows - Glass Operable	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Vinyl Retro Window	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Timed Thermostat	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Filter Alert Device	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Foam Tape	Home	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Gas Water Heater Repair/Replace	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Elec Water Heater Repair/Replace	Each	\$4,876	2	6	8	\$0	\$4,214	\$4,214	2	28	\$0	\$9,846
Reusable Filter/Replacement Signal	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Solar Screens	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Compact Fluorescent Bulbs	Each	\$0	0	0	0	\$0	\$0	\$0	0	2	\$0	\$0
LED Bulbs	Each	\$4,131	0	328	328	\$0	\$2,647	\$2,647	49	1482	\$543	\$12,837
Refrigerators	Each	\$4,223	0	3	3	\$0	\$2,813	\$2,813	2	17	\$1,032	\$13,084
Geo Exchange Heat Pumps	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Microwaves	Each	\$1,910	0	7	7	\$0	\$1,166	\$1,166	0	41	\$0	\$6,427
CFL Fixtures	Each	\$102	0	0	0	\$0	\$0	\$0	3	1	\$102	\$196
LED Fixtures	Each	\$78	0	0	0	\$0	\$0	\$0	1	31	\$78	\$194
Clothes Washer	Each	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Furnace Filters	Each	\$1,896	0	6	6	\$0	\$441	\$441	0	31	\$0	\$2,393
Power Strips	Each	\$1,576	0	13	13	\$0	\$1,142	\$1,142	314	3,893	\$368	\$4,616
<b>TOTAL HOMES</b>		<b>\$56,802</b>	<b>0</b>	<b>21</b>	<b>21</b>	<b>\$0</b>	<b>\$152,629</b>	<b>\$152,629</b>	<b>8</b>	<b>126</b>	<b>\$12,200</b>	<b>\$468,884</b>
<b>Single Family</b>			<b>0</b>	<b>8</b>	<b>8</b>				<b>7</b>	<b>91</b>		
<b>Mobile Home</b>			<b>0</b>	<b>6</b>	<b>6</b>				<b>1</b>	<b>27</b>		
<b>Multi Family</b>			<b>0</b>	<b>7</b>	<b>7</b>				<b>0</b>	<b>8</b>		

\*Only costs billed to Pacific Power included. Agencies leverage Company monies with federal funds which they use to cover additional measure costs and to serve additional eligible households.

\*\*Region 1 = coastal area, Region 16 = eastern area.

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 Table VIII.E.  
 Energy Savings

First Quarter: Jan-March

Measures	Units	Annual Energy Savings						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover*	Home	NA		NA		NA		NA		NA		NA	
Outlet Switch Gaskets*	Each	NA		NA		NA		NA		NA		NA	
Shell Infiltration*	Home	NA		NA		NA		NA		NA		NA	
Threshold*	Home	NA		NA		NA		NA		NA		NA	
<b>Weatherization</b>													
Attic Insulation	Home	0		0		0		0		0		0	
Attic Venting	Home	0		0		0		0		0		0	
Ceiling Insulation	Home	0		1120		1120		0		28000		28000	
Floor Insulation	Home	0		2660		2660		0		66500		66500	
Wall Insulation	Home	0		0		0		0		0		0	
Weatherstripping*	Home	NA		NA		NA		NA		NA		NA	
Caulking*	Home	NA		NA		NA		NA		NA		NA	
Home Repairs*	Home	NA		NA		NA		NA		NA		NA	
Low Flow Shower Device	Each	0		3978		3978		0		39780		39780	
Thermostatic Shower Valve	Each	0		0		0		0		0		0	
Minor Envelope Repair*	Home	NA		NA		NA		NA		NA		NA	
Water Heater Pipe Wrap	Home	0		830		830		0		12,450		12,450	
Sink Faucet Aerator	Each	0		10,662		10,662		0		159,930		159,930	
Water Heater Blanket	Home	0		98		98		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each	0		0		0		0		0		0	
Replacement - Gas	Each	0		0		0		0		0		0	
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement*	Each	NA		NA		NA		NA		NA		NA	
Glass Replacement*	Each	NA		NA		NA		NA		NA		NA	
Duct Wrap	Home	0		630		630		0		11340		11340	
Duct Register	Home	0		0		0		0		0		0	
Storm Windows - Glass Fixed	Each	0		0		0		0		0		0	
Storm Windows - Glass Operable	Each	0		0		0		0		0		0	
Vinyl Retro Window	Each	0		0		0		0		0		0	
Timed Thermostat	Each	0		0		0		0		0		0	
Filter Alert Device	Each	0		0		0		0		0		0	
Foam Tape	Home	0		0		0		0		0		0	
Gas Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Ele Water Heater Repair/Replace	Each	0		390		390		0		5070		5070	
Reusable Filter/Replacement Signal	Each	0		0		0		0		0		0	
Solar Screens	Each	0		0		0		0		0		0	
Compact Fluorescent Bulbs	Each	0		0		0		0		0		0	
LED Bulbs	Each	0		4959		4959		0		79344		79344	
Refrigerators	Each	0		5240		5240		0		89080		89080	
Geo Exchange Heat Pumps	Each	0		0		0		0		0		0	
Microwaves	Each	0		858		858		0		12870		12870	
CFL Fixtures	Each	0		0		0		0		0		0	
LED Fixtures	Each	0		21		21		0		336		336	
Clothes Washer	Each	0		0		0		0		0		0	
Furnace Filters	Each	0		48		48		0		48		48	
Power Strips	Each	0		3285		3285		0		16425		16425	
Bundled Savings*	Each	0		830		830		0		4,150		4,150	
<b>TOTAL</b>		0		35,609		35,609		0		525,323		525,323	
<b>Total Number of Homes Weatherized</b>		0		38		38		0					

Note: \*NA indicates that kWh savings are included based on an estimate for homes receiving one or more of the indicated measures, with the kWh savings per home included under Bundled Savings.

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 Table VIII.E.  
 Energy Savings

Second Quarter: April-June

Measures	Units	Annual Energy Savings						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover*	Home	NA		NA		NA		NA		NA		NA	
Outlet Switch Gaskets*	Each	NA		NA		NA		NA		NA		NA	
Shell Infiltration*	Home	NA		NA		NA		NA		NA		NA	
Threshold*	Home	NA		NA		NA		NA		NA		NA	
<b>Weatherization</b>													
Attic Insulation	Home	0		0		0		0		0		0	
Attic Venting	Home	0		0		0		0		0		0	
Ceiling Insulation	Home	0		1344		1344		-		33,600		33,600	
Floor Insulation	Home	0		4,110		4,110		-		102,750		102,750	
Wall Insulation	Home	0		453		-		0		11,325		11,325	
Weatherstripping*	Home	NA		NA		NA		NA		NA		NA	
Caulking*	Home	NA		NA		NA		NA		NA		NA	
Home Repairs*	Home	NA		NA		NA		NA		NA		NA	
Low Flow Shower Device	Each	-		2,856		2,856		-		28,560		28,560	
Thermostatic Shower Valve	Each	-		0		-		-		0		-	
Minor Envelope Repair*	Home	NA		NA		NA		NA		NA		NA	
Water Heater Pipe Wrap	Home	-		220		220		-		3,300		3,300	
Sink Faucet Aerator	Each	-		5,411		5,411		-		48,699		48,699	
Water Heater Blanket	Home	0		196		196		0		980		980	
<b>Furnaces</b>													
Repair - Gas	Each	0		0		0		0		0		0	
Replacement - Gas	Each	0		0		0		0		0		0	
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement*	Each	NA		NA		NA		NA		NA		NA	
Glass Replacement*	Each	NA		NA		NA		NA		NA		NA	
Duct Wrap	Home	0		315		315		-		5,670		5,670	
Duct Register	Home	0		0		0		0		0		0	
Storm Windows - Glass Fixed	Each	0		0		0		0		0		0	
Storm Windows - Glass Operable	Each	0		0		0		0		0		0	
Vinyl Retro Window	Each	0		0		0		0		0		0	
Timed Thermostat	Each	0		0		0		0		0		0	
Filter Alert Device	Each	0		0		0		0		0		0	
Foam Tape	Home	0		0		0		0		0		0	
Gas Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Ele Water Heater Repair/Replace	Each	0		1170		1170		-		15210		15,210	
Reusable Filter/Replacement Signal	Each	0		0		0		0		0		0	
Solar Screens	Each	0		0		0		0		0		0	
Compact Fluorescent Bulbs	Each	0		-		-		-		-		-	
LED Bulbs	Each	0		3312		3312		0		52,995		52,995	
Refrigerators	Each	-		1,310		1,310		-		22,270		22,270	
Geo Exchange Heat Pumps	Each	0		0		0		0		0		0	
Microwaves	Each	0		594		594		-		8,910		8,910	
CFL Fixtures	Each	0		0		0		-		0		-	
LED Fixtures	Each	0		710		710		0		11358		11358	
Clothes Washer	Each	0		0		0		0		-		-	
Furnace Filters	Each	0		0		0		0		0		0	
Power Strips	Each	-		2,628		2,628		-		13,140		13,140	
Bundled Savings*	Each	0		402		402		-		4,020		4,020	
<b>TOTAL</b>				25,031		24,578				362,787		362,787	
<b>Total Number of Homes Weatherized</b>				22		22							

Note: \*NA indicates that kWh savings are included based on an estimate for homes receiving one or more of the indicated measures, with the kWh savings per home included under Bundled Savings.



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Third Quarter: July-Aug

Measures	Units	Annual Energy Savings						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover*	Home	NA		NA		NA		NA		NA		NA	
Outlet Switch Gaskets*	Each	NA		NA		NA		NA		NA		NA	
Shell Infiltration*	Home	NA		NA		NA		NA		NA		NA	
Threshold*	Home	NA		NA		NA		NA		NA		NA	
<b>Weatherization</b>													
Attic Insulation	Home	0		0		0		0		0		0	
Attic Venting	Home	0		0		0		0		0		0	
Ceiling Insulation	Home	138		448		586		3450		11,200		14,650	
Floor Insulation	Home	0		3,325		3,325		0		83,125		83,125	
Wall Insulation	Home	0		0		0		0		0		0	
Weatherstripping*	Home	NA		NA		NA		NA		NA		NA	
Caulking*	Home	NA		NA		NA		NA		NA		NA	
Home Repairs*	Home	NA		NA		NA		NA		NA		NA	
Low Flow Shower Device	Each	2550		6,052		8,602		25500		60,520		86,020	
Thermostatic Shower Valve	Each	773		369		1,142		7730		3,690		11,420	
Minor Envelope Repair*	Home	NA		NA		NA		NA		NA		NA	
Water Heater Pipe Wrap	Home	830		1,586		2,416		12450		23,790		36,240	
Sink Faucet Aerator	Each	4658		19,995		24,653		41922		179,955		221,877	
Water Heater Blanket	Home	0		98		98		0		490		490	
<b>Furnaces</b>													
Repair - Gas	Each	0		0		0		0		0		0	
Replacement - Gas	Each	0		0		0		0		0		0	
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement*	Each	NA		NA		NA		NA		NA		NA	
Glass Replacement*	Each	NA		NA		NA		NA		NA		NA	
Duct Wrap	Home	637		0		637		11466		-		11,466	
Duct Register	Home	0		0		0		0		0		0	
Storm Windows - Glass Fixed	Each	0		0		0		0		0		0	
Storm Windows - Glass Operable	Each	0		0		0		0		0		0	
Vinyl Retro Window	Each	0		0		0		0		0		0	
Timed Thermostat	Each	0		0		0		0		0		0	
Filter Alert Device	Each	0		0		0		0		0		0	
Foam Tape	Home	0		0		0		0		0		0	
Gas Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Ele Water Heater Repair/Replace	Each	0		1300		1300		0		16900		16900	
Reusable Filter/Replacement Signal	Each	0		0		0		0		0		0	
Solar Screens	Each	0		0		0		0		0		0	
Compact Fluorescent Bulbs	Each	0		-		-		0		-		-	
LED Bulbs	Each	462		3,384		3,846		7392		54,136		61,528	
Refrigerators	Each	1310		2,620		3,930		0		44,540		44,540	
Geo Exchange Heat Pumps	Each	0		0		0		0		0		0	
Microwaves	Each	0		792		792		0		11880		11880	
CFL Fixtures	Each	63		0		63		1008		0		1008	
LED Fixtures	Each	21		0		21		336		-		336	
Clothes Washer	Each	0		0		0		0		0		0	
Furnace Filters	Each	0		168		168		0		168		168	
Power Strips	Each	1533		3,066		4,599		7665		15,330		22,995	
Bundled Savings*	Each	307		1,428		1,735		3070		14,280		17,350	
<b>TOTAL</b>		13,282		44,631		57,913		121,989		520,004		641,993	
<b>Total Number of Homes Weatherized</b>		8		45		53							

Note: \*NA indicates that kWh savings are included based on an estimate for homes receiving one or more of the indicated measures, with the kWh savings per home included under Bundled Savings.

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Fourth Quarter: Oct-Dec

Measures	Units	Annual Energy Savings						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover*	Home	NA		NA		NA		NA		NA		NA	
Outlet Switch Gaskets*	Each	NA		NA		NA		NA		NA		NA	
Shell Infiltration*	Home	NA		NA		NA		NA		NA		NA	
Threshold*	Home	NA		NA		NA		NA		NA		NA	
<b>Weatherization</b>													
Attic Insulation	Home	0		0		0		0		0		0	
Attic Venting	Home	0		0		0		0		0		0	
Ceiling Insulation	Home	0		672		672		-		16,800		16,800	
Floor Insulation	Home	-		905		905		-		22,625		22,625	
Wall Insulation	Home	0		0		0		0		0		0	
Weatherstripping*	Home	NA		NA		NA		NA		NA		NA	
Caulking*	Home	NA		NA		NA		NA		NA		NA	
Home Repairs*	Home	NA		NA		NA		NA		NA		NA	
Low Flow Shower Device	Each	-		2,958		2,958		-		29,580		29,580	
Thermostatic Shower Valve	Each	-		0		-		-		-		-	
Minor Envelope Repair*	Home	NA		NA		NA		NA		NA		NA	
Water Heater Pipe Wrap	Home	-		464		464		-		6,960		6,960	
Sink Faucet Aerator	Each	-		6,939		6,939		-		62,451		62,451	
Water Heater Blanket	Home	0		0		0		0		-		-	
<b>Furnaces</b>													
Repair - Gas	Each	0		0		0		0		0		0	
Replacement - Gas	Each	0		0		0		0		0		0	
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement*	Each	NA		NA		NA		NA		NA		NA	
Glass Replacement*	Each	NA		NA		NA		NA		NA		NA	
Duct Wrap	Home	-		-		-		-		-		-	
Duct Register	Home	0		0		0		0		0		0	
Storm Windows - Glass Fixed	Each	0		0		0		0		0		0	
Storm Windows - Glass Operable	Each	0		0		0		0		0		0	
Vinyl Retro Window	Each	0		0		0		0		0		0	
Timed Thermostat	Each	0		0		0		0		0		0	
Filter Alert Device	Each	0		0		0		0		0		0	
Foam Tape	Home	0		0		0		0		0		0	
Gas Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Ele Water Heater Repair/Replace	Each	0		780		780		-		10,140		10,140	
Reusable Filter/Replacement Signal	Each	0		0		0		0		0		0	
Solar Screens	Each	0		0		0		0		0		0	
Compact Fluorescent Bulbs	Each	0		-		-		0		-		-	
LED Bulbs	Each	0		3,313		3,313		0		53,005		53,005	
Refrigerators	Each	-		1,965		1,965		-		33,405		33,405	
Geo Exchange Heat Pumps	Each	0		0		0		0		0		0	
Microwaves	Each	0		462		462		-		6,930		6,930	
CFL Fixtures	Each	0		0		-		-		-		-	
LED Fixtures	Each	0		0		0		0		-		-	
Clothes Washer	Each	0		0		0		0		0		0	
Furnace Filters	Each	0		165		165		-		165		165	
Power Strips	Each	-		2,847		2,847		-		14,235		14,235	
Bundled Savings*	Each	0		552		552		-		5,520		5,520	
<b>TOTAL</b>		-		22,022		22,022		-		261,816		261,816	
<b>Total Number of Homes Weatherized</b>		0		21		21							

Note: \*NA indicates that kWh savings are included based on an estimate for homes receiving one or more of the indicated measures, with the kWh savings per home included under Bundled Savings.

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Measures	Units	Annual Energy Savings YTD						Lifetime Energy Savings YTD					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover*	Home	NA		NA		NA		NA		NA		NA	
Outlet Switch Gaskets*	Each	NA		NA		NA		NA		NA		NA	
Shell Infiltration*	Home	NA		NA		NA		NA		NA		NA	
Threshold*	Home	NA		NA		NA		NA		NA		NA	
<b>Weatherization</b>													
Attic Insulation	Home	0		0		0		0		0		0	
Attic Venting	Home	0		0		0		0		0		0	
Ceiling Insulation	Home	138		3,584		3,722		3,450		89,600		93,050	
Floor Insulation	Home	-		11,000		11,000		-		275,000		275,000	
Wall Insulation	Home	0		453		453		0		11,325		11,325	
Weatherstripping*	Home	NA		NA		NA		NA		NA		NA	
Caulking*	Home	NA		NA		NA		NA		NA		NA	
Home Repairs*	Home	NA		NA		NA		NA		NA		NA	
Low Flow Shower Device	Each	2,550		15,844		18,394		25,500		158,440		183,940	
Thermostatic Shower Valve	Each	773		369		1,142		7,730		3,690		11,420	
Minor Envelope Repair*	Home	NA		NA		NA		NA		NA		NA	
Water Heater Pipe Wrap	Home	830		3,100		3,930		12,450		46,500		58,950	
Sink Faucet Aerator	Each	4,658		43,007		47,665		41,922		451,035		492,957	
Water Heater Blanket	Home	0		392		392		0		1,470		1,470	
<b>Furnaces</b>													
Repair - Gas	Each	0		0		0		0		0		0	
Replacement - Gas	Each	0		0		0		0		0		0	
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement*	Each	NA		NA		NA		NA		NA		NA	
Glass Replacement*	Each	NA		NA		NA		NA		NA		NA	
Duct Wrap	Home	637		945		1,582		11,466		17,010		28,476	
Duct Register	Home	0		0		0		0		0		0	
Storm Windows - Glass Fixed	Each	0		0		0		0		0		0	
Storm Windows - Glass Operable	Each	0		0		0		0		0		0	
Vinyl Retro Window	Each	0		0		0		0		0		0	
Timed Thermostat	Each	0		0		0		0		-		-	
Filter Alert Device	Each	0		0		0		0		0		0	
Foam Tape	Home	0		0		0		0		0		0	
Gas Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Ele Water Heater Repair/Replace	Each	-		3640		3,640		-		47,320		47,320	
Reusable Filter/Replacement Signal	Each	0		0		0		0		0		0	
Solar Screens	Each	0		0		0		0		0		0	
Compact Fluorescent Bulbs	Each	-		-		-		-		-		-	
LED Bulbs	Each	462		14,967		15,429		7,392		239,480		246,872	
Refrigerators	Each	1,310		11,135		12,445		-		189,295		189,295	
Geo Exchange Heat Pumps	Each	0		0		0		0		0		0	
Microwaves	Each	-		2,706		2,706		-		40,590		40,590	
CFL Fixtures	Each	63		0		63		1,008		-		1,008	
LED Fixtures	Each	21		731		751.9		336		11,694		12,030	
Clothes Washer	Each	0		0		0		0		-		-	
Furnace Filters	Each	-		381		381		-		381		381	
Power Strips	Each	1,533		11,826		13,359		7,665		59,130		66,795	
Bundled Savings*	Each	307		3,212		3,519		3,070		27,970		31,040	
<b>TOTAL</b>		13,282		127,292		140,574		121,989		1,669,930		1,791,919	
<b>Total Number of Homes Weatherized</b>		8		126		134							

Note: \*NA indicates that kWh savings are included based on an estimate for homes receiving one or more of the indicated measures, with the kWh savings per home included under Bundled Savings.