

OEIS Data Request 11.1

Regarding customer interactions described in initiative EP-05: PacifiCorp stated that it increased projected expenditures for initiative EP-05, "...to manage the increase in customer interactions on the free portable battery, battery rebate, and generator rebate programs".

- (i) Explain how PacifiCorp defines "customer interactions".
 1. Does PacifiCorp define interactions as customers contacting PacifiCorp to request information on these rebate programs (i.e., free portable battery, battery rebate, and generator rebate programs)?
 2. Does PacifiCorp define interactions as PacifiCorp reaching out to customers to provide more information about these rebate programs?
 3. Does PacifiCorp define interactions as customers enrolling in these rebate programs?
 4. Does PacifiCorp define interactions as a combination of any or all the above?
 5. If another definition applies, define what constitutes "customer interactions"?
- (ii) Have these "interactions" lead to more enrollment in these rebate programs?
 1. If yes, provide the number of customers enrolled in each of these programs for 2022-2024 (to date).
 2. If PacifiCorp is unable to provide the above information, explain why PacifiCorp is unable to do so.

Response to OEIS Data Request 11.1

- (i) Please refer to the Company's responses to subparts 1. through 5. below:
 1. Customer interactions can include customers contacting PacifiCorp to request information on the programs and, in the case of the free portable battery program, interactions between the third party vendor and customers. During the administration of the rebate program, customers had several questions and some requested support in filling out the forms, this type of support is generally referred to as customer interactions.

2. Only in the case of the free battery eligible customers, to support delivering free batteries.
3. Interactions with customers support the enrollment of customers in the rebate programs.
4. Yes.
5. No other definitions apply.

(ii) Please refer to the Company's response to subparts 1 and 2 below:

1. The customer interactions support customers signing up, for example support to provide assistance in navigating the process and filling out the forms, thereby supporting enrollment in the program. Without this type of support, customers may not be able to complete the process. It's important to note that trends in program enrollment may vary year to year based on customer awareness, weather experienced by customers in a year, and other factors. Please refer to the table provided below:

	2022	2023	2024
Free Battery	48	5	13
Battery/Generator Rebate	13	534	165

2. Not applicable.

OEIS Data Request 11.2

Regarding the difference between the EP-05 and CO-02 initiatives: PacifiCorp stated that its projected expenditure increase for initiative CO-02 "...is for targeted outreach initiatives to inform customers of specific programs available and requirements to be eligible". In its response to Energy Safety Data Request 8, Question 3, PacifiCorp clarified that these targeted outreach initiatives associated with increased projected expenditures are for its free portable battery and generator rebate programs for customers enrolled in PacifiCorp's "medical program, California Alternate Rates for Energy (CARE) program".

Explain how the CO-02 outreach initiative for the free portable battery and generator rebate programs differs from the customer interactions related to the free portable battery and generator rebate programs in EP-05.

1. Do the EP-05 interactions include outreach activities to customers enrolled in PacifiCorp's medical program and/or CARE customers? If yes, explain the types of interactions included in EP-05.
2. Are the personnel used in performing the EP-05 and CO-02 initiatives different? If yes, explain how they are different (e.g., PacifiCorp staff versus consultants)?

Response to OEIS Data Request 11.2

1. Initiative EP-05 covers the initiative administration and rebate fulfillment costs of the initiative, whereas initiative CO-02 covers the proactive customer outreach to promote awareness of the initiatives.
2. Initiative EP-05 activities are performed by wildfire mitigation program delivery personnel and third-party program vendors. Initiative CO-02 activities are largely related to the promotion of program awareness and are delivered by emergency management and corporate communications departments.

OEIS Data Request 11.3

Regarding PacifiCorp’s Medical Baseline support services: PacifiCorp stated that it provides Medical Baseline support services through its portable battery program EP-05. Yet, in its response to Energy Safety Data Request 8, Question 3, PacifiCorp stated that it conducts annual outreach initiatives on its free portable battery and generator rebate programs for customers enrolled in PacifiCorp’s “medical program, California Alternate Rates for Energy (CARE),” as part of the CO-02 initiative. Clarify the following:

- (i) Has PacifiCorp shifted tracking outreach to Medical Baseline customers from EP-05 initiative to CO-02?
 - 1. If yes, explain why and when this changed.
- (ii) Do the support services and/or outreach activities to Medical Baseline customers differ between EP-05 and CO-02?
 - 1. If yes, explain how they differ and describe the differences.
 - 2. If they are not different, explain why PacifiCorp is allocating costs to the same activities in both the EP-05 initiative and the CO-02 initiative.

Response to OEIS Data Request 11.3

- (i) No.
 - 1. Not applicable.
- (ii) Yes.
 - 1. Please refer to the Company’s response to OEIS Data Request 11.2 subparts (1) and (2).
 - 2. Not applicable.

OEIS Data Request 11.4

Regarding the Independent Evaluator expense tracking and cost allocation:

PacifiCorp stated, “The Independent Evaluator (IE) expenses prior to 2024 were not allocated to a specific initiative in the wildfire mitigation plan (WMP)”. Given that PacifiCorp funded an Independent Evaluator as part of its WMP since 2021, clarify the following:

- (i) Where did PacifiCorp allocate the costs associated with utilizing the Independent Evaluator prior to 2025? Include the amount per initiative(s) per year. If not allocated to a specific initiative, explain where these costs were allocated each year PacifiCorp utilized an Independent Evaluator.
- (ii) If the Independent Evaluator cost was allocated outside of a WMP initiative, explain how and where PacifiCorp allocated those costs (e.g., an authorized one or two-way balancing account, memorandum account, etc.).

Response to OEIS Data Request 11.4

- (i) Please refer to the timeline provided below for PacifiCorp’s utilization of an Independent Evaluator (IE) and where costs were allocated:
 - 2020: No costs associated with an IE.
 - 2021: Costs were assigned to an internal Company work order for all California wildfire mitigation plan (WMP) work; it was not associated with a specific initiative. 2021 costs were for evaluation of the 2020 WMP.
 - 2022: Costs were assigned to a specific internal Company work order for IE work; it was not associated with a specific initiative. 2022 costs were for evaluation of the 2021 WMP.
 - 2023: Costs were assigned to a specific internal Company work order for IE work; it was not associated with a specific initiative. 2023 costs were for evaluation of the 2022 WMP.
 - 2024: Costs were assigned to a specific internal Company work order for IE work and were associated with the initiative WP-01. Costs in the 2023-2025 Base WMP Update – Revision 5 were for evaluation of the 2023-2025 Base WMP.
- (ii) Please refer to the Company’s response to subpart (i) above.

OEIS Data Request 11.5

Regarding PacifiCorp's Independent Evaluator costs in 2020: PacifiCorp stated that its cost of an Independent Evaluator in 2020 was \$0. Given that PacifiCorp utilized an Independent Evaluator in 2020, explain why this 2020 expenditure is \$0 and how PacifiCorp funded an Independent Evaluator in 2020.

- (i) For example, PacifiCorp spent \$261,000 on an Independent Evaluator in 2021. Does this \$261,000 figure include the cost for the 2020 Independent Evaluator review?
 1. If yes, does this \$261,000 figure only include the Independent Evaluator review for 2020, or does it include both the 2020 and 2021 Independent Evaluator review?

Response to OEIS Data Request 11.5

- (i) Yes.
 1. After further review and checking costs associated with the Independent Evaluator (IE) for 2021, the actual costs totaled \$113,850. These costs were for the IE review of the 2020 wildfire mitigation plan (WMP), which occurred in 2021.

OEIS Data Request 11.6

Regarding PacifiCorp's Independent Evaluator actual costs and 2025 WMP projected expenditures: PacifiCorp stated that its cost of an Independent Evaluator in 2024 was \$297,000. Does this \$297,000 figure represent the Independent Evaluator review for 2023?

- (i) If yes, will PacifiCorp's 2025 Independent Evaluator cost represent the Independent Evaluator review for 2024? If not, explain what PacifiCorp's 2025 Independent Evaluator cost will be for.

Response to OEIS Data Request 11.6

Yes.

- (i) Yes. The 2025 Independent Evaluator (IE) costs will represent the review for 2024.