



SMJUs' COVID-19 Transition Plans

Low Income Oversight Board Meeting
Webex
March 11, 2021



Agenda and Schedule

AGENDA:

- Marketing, Education, and Outreach Channels
- Overview of Resumption of Activities
- SMJU specific Q&A
 - Southwest Gas Corporation
 - Bear Valley Electric Service, Inc. (BVES)
 - PacifiCorp
 - Liberty Utilities
 - Alpine Natural Gas

SCHEDULE AND NEXT STEPS:

2/25/21 – Draft Transition Plans sent to Gillian / LIOB

3/5/21 – Presentation sent to Gillian / LIOB

3/11/21 – Quarterly LIOB meeting

3/17/21 – Requested date for LIOB comments

4/1/21 – Submission of Transition Plans (Tier 2 AL)

Marketing, Education, and Outreach Channels

SMJU	Web	E-mail	Bill Inserts & Messaging	Direct Mail/Contact	CBO Engagement	Customer Service Call Communication
Southwest Gas	X	X	X	X	X	X
Bear Valley Electric Service, Inc. (BVES)	X	X	X	X	N/A	X
Pacific Power	X	X	X	X	X	X
Liberty Utilities	X	X	X	X	N/A	X
Alpine Natural Gas Operating Company, LLC (Alpine)	X	N/A	X	X	N/A	X
West Coast Gas ^[1]	X	N/A	X	X	N/A	N/A

^[1] Information for West Coast Gas was populated from the Company's Draft Transition Plan posted to the LIOB website.

Overview of Resumption of Activities

SMJU	Southwest Gas	Bear Valley Electric Service, Inc. (BVES)	Pacific Power	Liberty Utilities	Alpine Natural Gas	West Coast Gas ^[5]
Earliest Date a Customer Can Be Disconnected	9/1/2021 ^[1]	7/5/2021 BVES resume standard disconnection procedures ^[2]	8/1/2021	7/27/2021	7/10/2021 ^[4]	7/30/2021
Length of Payment Arrangements Offered	8 months up to 12 months	6 months up to 12 months	12 months	Up to 12 Months	6 months to 12 months	12 months
Late Payment, Re-establishment Deposits, or Other Customer Fees	8/1/2021 ^[1]	7/1/2021	7/1/2021	7/1/2021	7/1/2021	N/A
Start CARE of Verification Activity	10/1/2021	7/1/2021	7/1/2021 ^[3]	7/1/2021	7/1/2021	7/30/2021

^[1] Southwest Gas customers can call to extend to December 31, 2021 if impacted by COVID-19.

^[2] BVES customer has 19 days to pay newly issued bill. Bill is considered past due after the due date. After which, BVES customer will receive a 15 notice of disconnection. BVES customer will be disconnect at earliest about 10 days after end date of the 15 day disconnection notice. BVES customer will be disconnect at earliest 25 days after bill becomes past due or 45 days from bill date (assuming non-payment).

^[3] PacifiCorp will begin sending written notice on June 1, 2021 to all CARE customers that Company may resume CARE standard eligibility verification and recertification on July 1, 2021.

^[4] Alpine customers will receive a 15 day notice if the bill is not paid by the 10th of the month.

^[5] Information for West Coast Gas was populated from the Company's Draft Transition Plan posted to the LIOB website.

Southwest Gas Post COVID-19 Transition Plan

	COVID-19 Treatment	Date of Reinstatement or Implementation	Account Type	Communication Plan
Automatic Deferred Payment Plans	<ul style="list-style-type: none"> 60+ days past due More than \$20 in arrears 8 months to pay down 	March 1, 2021	Residential	<u>February</u> <ul style="list-style-type: none"> Direct mail
Deposits	Suppressed	August 1, 2021	Commercial and Residential	<u>June/July</u> <ul style="list-style-type: none"> Bill messaging Opower Energy Savings Portal
Late Payment Charges	Suppressed	August 1, 2021	Residential	<u>June/July</u> <ul style="list-style-type: none"> Bill messaging Opower Energy Savings Portal
Disconnect due to non-payment	Suspended	September 1, 2021	Commercial and Residential	<u>June/July/August</u> <ul style="list-style-type: none"> Bill messaging Opower Energy Savings Portal
CARE Recertification and Income Verification (Audit)	Suspended	December 1, 2021	Residential	<u>September</u> <ul style="list-style-type: none"> Bill Messages <u>October</u> <ul style="list-style-type: none"> Direct mail

Southwest Gas will continue through at least 12/31/21 to waive fees or deposits or not disconnect a customer if they inform us that they are COVID-19 impacted

Q&A for



Marketing, Education & Outreach Strategy



March 2021 - June 2021

BVES will roll out its public relations campaign on various media platforms to inform customers that Covid-19 related Emergency Protections will be ending as of June 30, 2021, and customers are encouraged to call BVES to arrange for a payment plan in advance of that date.

April 2021

BVES will contact each customer in both the 61-90 and the greater than 90-day timeframe past due bill list and attempt to make payment arrangements for each active account starting prior to July 1, 2021, and ending 6 months from that date.

Payment terms include keeping their active account current and making timely arranged payments on a set schedule determined by the customer. These payments may be weekly, bi-weekly or monthly payments.

Target Audience

Marketing, Education & Outreach Strategy

March 2021

Customers enrolled in payment based on arranged plans.
Customers with arrears for 61-90 and greater than the 90 day past due.

Customers with arrears and have medical needs.
Customers on assistance programs





Marketing, Education & Outreach Strategy Activities and Tools

March 2021

- Company web site
- Social media
- News releases to local media
- Virtual community meeting
- Direct contact at customer residence, i.e. door tags
- Materials in multiple languages
- Advertising: print or social media



Q&A for

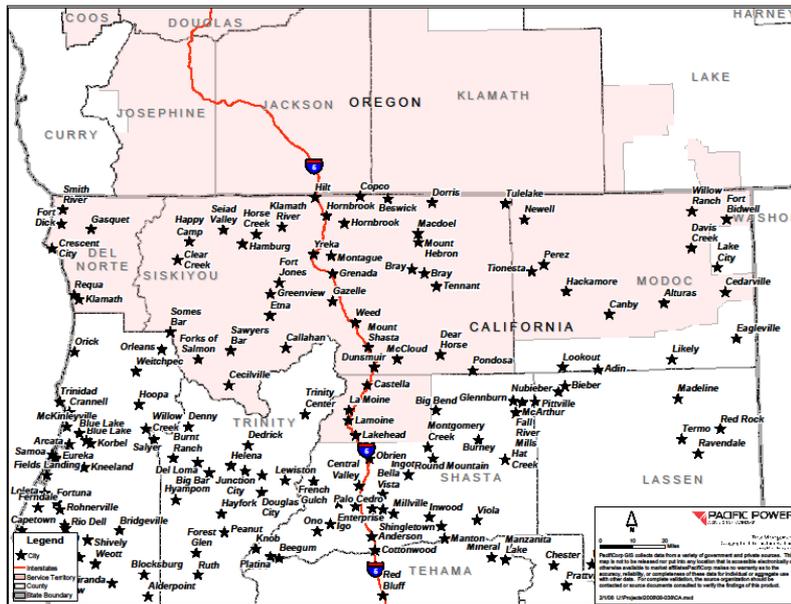


COVID-19 Relief Transition Plan



Service Territory

Pacific Power



- Del Norte, Siskiyou, and Modoc counties, and a small area of Shasta County.
- Total of 36,236 residential customers over 13,000 square miles of service territory.
- 33% of residential customers are enrolled in CARE or 12,070.

Current Status

- Increase in arrears older than 90 days.
- CARE customers make up 20% of past due accounts.
- While arrearages have increased, the number of past due customers has stayed relatively consistent.
- Ongoing outbound calling campaign:

Period	Calls Placed	Payment Plans	Payments	Payment Amount
1/4-2/22	520	20	171	\$ 93,362.00

- Customers received just under \$1 million dollars of assistance in 2020.

Aging Accounts Receivable				
ARREARS				
CATEGORY	Days 31 60	Days 61 90	Days 91+	TOTAL
RES	\$481,460.88	\$202,045.23	\$709,433.31	\$1,392,939.42
CARE	\$309,805.14	\$137,180.73	\$396,962.73	\$843,948.60
CAREMED	\$4,112.22	\$1,847.70	\$9,378.50	\$15,338.42
MED	\$2,101.49	\$661.87	\$14,838.25	\$17,601.61
Total	\$797,479.73	\$341,735.53	\$1,130,612.79	\$2,269,828.05

Customers				
CATEGORY	Days 31 60	Days 61 90	Days 91+	TOTAL
RES	2,686	1,388	1,119	2,944
CARE	2,104	1,160	943	2,319
CAREMED	30	16	15	34
MED	7	3	2	7
Total	4,827	2,567	2,079	5,304

Average Past Due				
CATEGORY	Days 31 60	Days 61 90	Days 91+	TOTAL
RES	\$179.25	\$145.57	\$633.99	\$473.15
CARE	\$147.25	\$118.26	\$420.96	\$363.93
CAREMED	\$137.07	\$115.48	\$625.23	\$451.13
MED	\$300.21	\$220.62	\$7,419.13	\$2,514.52
Total	\$165.21	\$133.13	\$543.83	\$427.95

Moving Forward

Goals:

Reduce customers' anxiety about protections ending, and

Proactively communicate with customers to inform them of changes in protections and help enroll them in programs to manage their bills.

- Extended and deferred payment arrangements:
 - 12-month payment plans including budget billing,
 - Zero to 1/12 minimum down payment,
 - Incorporate arrearages into budget billing payment plans,
 - Deferred payment plans with zero or reduced monthly installments for three months.
 - Started in March 2020 and ending 180 days after the moratorium.
- Promote CARE and Weatherization Programs
- Energy Assistance Flyers
- Continue Partnership with Great Northern, Del Norte Senior Center, Redwood Community Action Agency, and the Karuk Tribe



Q&A

Liberty Utilities' Transition Plan

- Customer protections in place until June 30, 2020:
 - Implement payment plan options for residential customers;
 - Suspend disconnection for non-payment and associated fees;
 - Waive deposit and late fee requirements;
 - Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections; and
 - Discontinue generating all recertification and verification requests that require customers to provide their current income information.

Customer Noticing Procedure

- During the below interactions, Liberty also will provide information to customers with respect to low-income assistance programs and payment assistance plans.
 - **15 Day Notice Letter** – to be served as soon as 8 days after due date of bill.
 - **48 Hour Notice Letter** – to be served as soon as 10 days after 15 Day Notice Letter mail date.
 - **48 Hour Door Hanger** – to be served as soon as 5 days after 48 Hour Notice Letter mail date.
 - **Disconnection for Non Pay** – to be completed as soon as 3 days after 48 Hour Door Hanger has been hung on premises.
- **At Least 10 Calendar Days Before Disconnection** – Where electric service is provided to residential users through a master meter, Liberty shall make every good faith effort to inform the actual users of the electric service when the account is in arrears that service will be terminated in 10 days.
- **At Least 24 Hours Before Disconnection** – A final notice is required to be served at least 24 hours prior to the termination of service pursuant to the applicable tariff rules.

Customer Noticing Procedure – Cont'd

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

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

Marketing, Education and Outreach

- Liberty's ME&O strategy was developed with a customer-impact lens and is part of a coordinated and effective marketing, education and outreach program.
- The ME&O Strategy is intended to reach customers at large, with specifically targeted categories of customers as follows:
 - Customers enrolled in bill management programs
 - Customers with arrears
 - Customers on assistance programs
- Liberty will utilize the following implementation tools:
 - bill inserts
 - customer service talking points and training
 - phone messaging prompt (i.e., during welcome/on-hold messages)
 - office signage (when re-opened to the public)

Q&A for



Liberty Utilities®



Customer Transition Plan Timeline

- May 1, 2021: First notification to all customers that COVID-19 Customer Protections will end on July 1, 2021.
- June 1, 2021: Second notification to all customers with a delinquent balance greater than 30 days that COVID-19 Customer Protections will end on July 1, 2021
- July 1, 2021: COVID-19 Customer Protections cease
- July 10, 2021: Resumption of service disconnections for nonpayment

Marketing, Education & Outreach

- All customers will be notified via Alpine's website, US mail, and over the phone via customer service communication that the COVID-19 Customer Protections will end on July 1, 2021.
- All customers with a delinquent balance greater than 30 days will receive a second notification via US Mail on June 1, 2021.
- A notification that service disconnection with nonpayment will resume on July 10, 2021 will be provided in all communications.
- Alpine's website will include information regarding the customer transition plan timeline commencing on May 1, 2021 and ending July 10, 2021.
- Alpine's website and all communications via mail will include information on how to contact Alpine to enroll in a payment plan commencing May 1, 2021.

Q&A for

