

Pacific Power Response to COVID-19

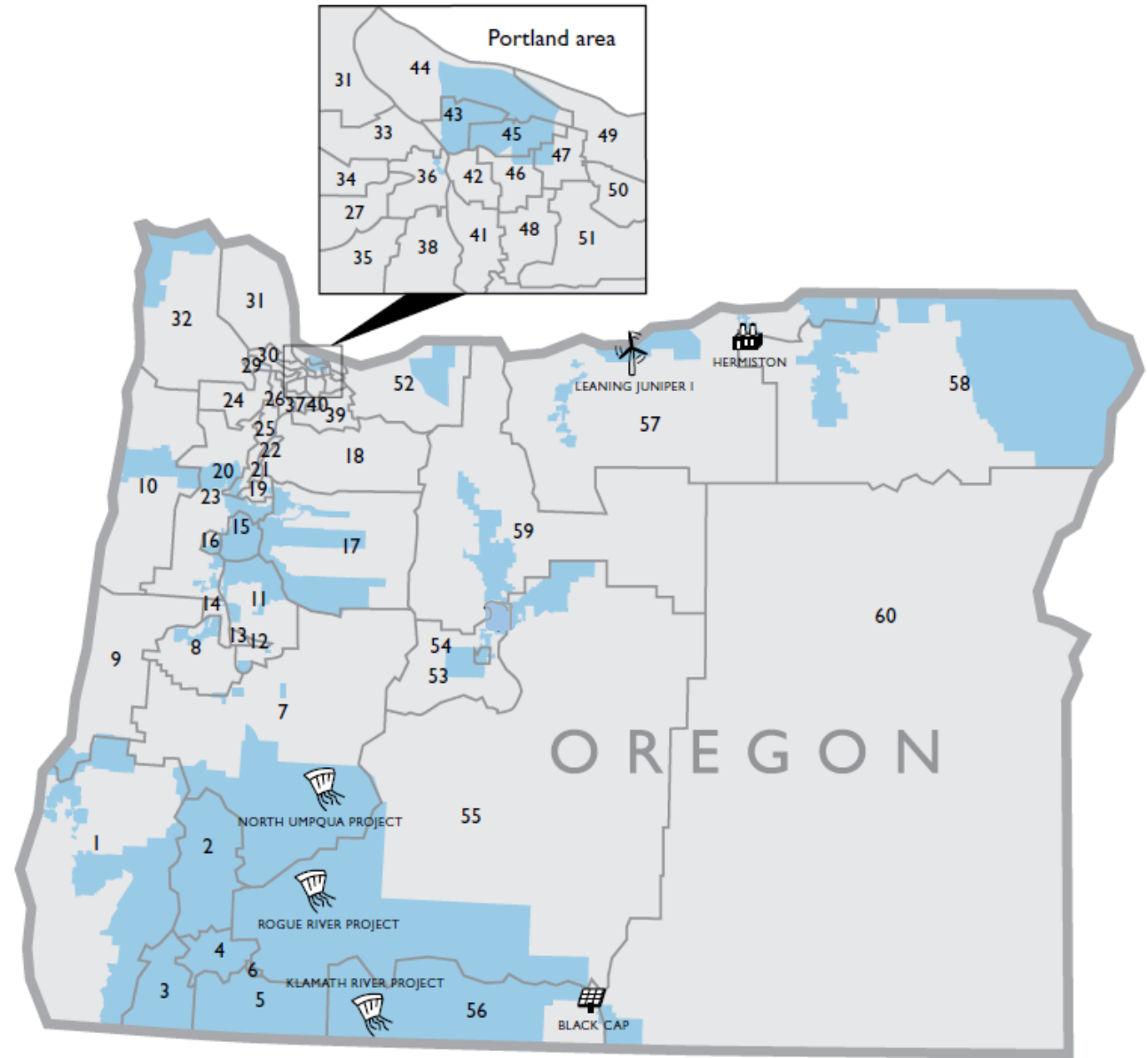
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Pacific Power in Oregon

- Pacific Power is the Oregon, Washington, and California retail unit of PacifiCorp – one of the West's largest owners of generation and transmission assets
- Over 615,000 customers in Oregon
- Second largest electric utility in Oregon
- Largest rural electric provider in Oregon
- 20 of the 25 counties we serve across the state have poverty levels above 12.5% (the state average)



Incident Command and Response

- PacifiCorp, along with Berkshire Hathaway Energy companies, routinely prepares for emergency management scenarios
- Opened incident command on March 2, 2020
- Ongoing coordination with state and local emergency management agencies
- Implemented remote work immediately and other employee safety protocols following CDC, state and local guidelines
- Proactively communicated with IBEW Local 659 and Local 125 as the company's response to the pandemic developed and continues to develop
- Field work activity has continued with the exception of large scale planned outages



Taking Quick Action for Customers

In early March 2020, as the pandemic was just beginning, Pacific Power took immediate action for our customers:

- Waived late fees
- Suspended disconnection of service for non-payment
- Waive reconnection fees
- Provide flexible and long term payment arrangements



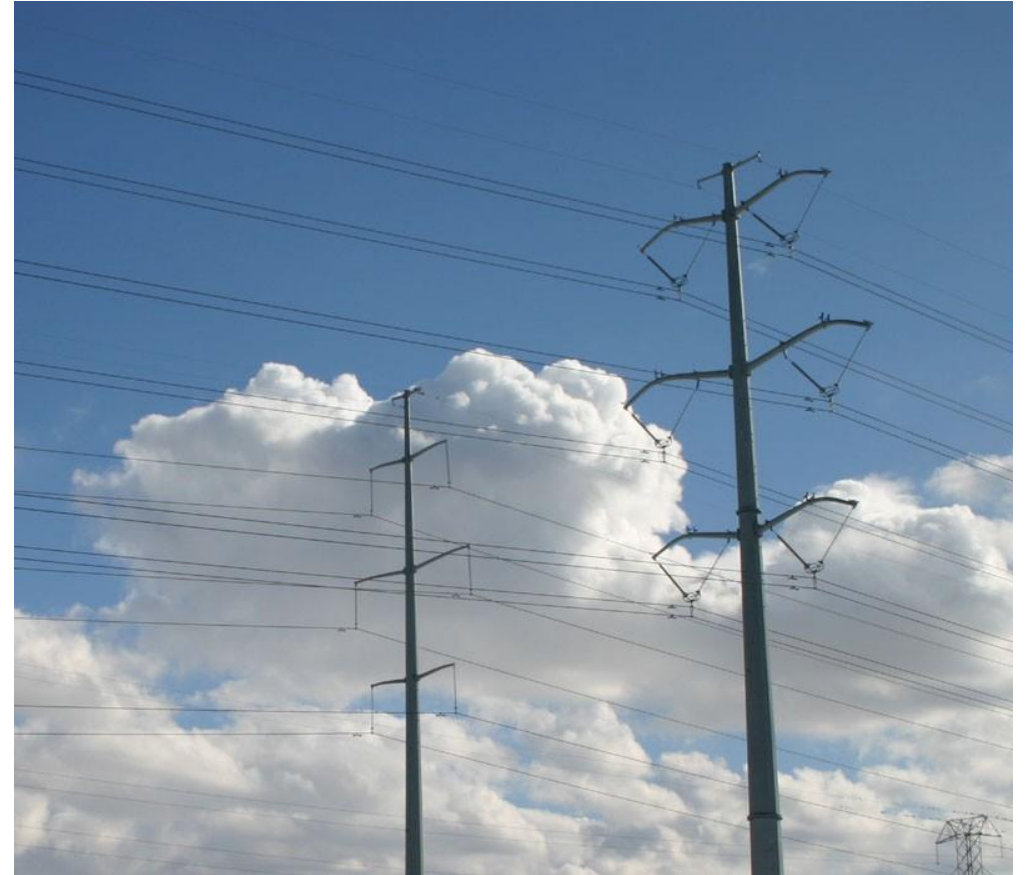
Community Response

- Immediately started working with community leaders on ways we could help
 - \$220,000 from the Pacific Power Foundation to food banks and other critical organizations, in addition to 1:1 matching donations from employees and foundation
 - Company donations focused on local community COVID-19 response, including small business support and donations to frontline healthcare workers
 - Boosting community through graduation recognition banners and Memorial Day honors



Oregon Customer Demand During COVID -19

- Our mission remains to provide safe, reliable, and affordable power to customers
- Since early March, our customer demands have been:
 - Residential customer: usage up
 - Commercial class customer usage: some segments down significantly
 - Large commercial and industrial: mixed
- Too early to forecast the duration of economic effects on customer class, sector or community level



- Working with utilities across the nation and in the Northwest on COVID-19 safety and customer policy best practices
- Listening to customers, policymakers and stakeholders on timing and strategies to enable economic recovery
- Continuing to ensure safety, reliability and progress towards improving our system:
 - Wildfire mitigation
 - Transition to a cleaner energy portfolio
 - Making progress on market innovations and resource adequacy for the region



Questions?

