



COVID-19 NEXT STEPS

June 30, 2020, Workshop Agenda

1. Introductions (1:00-1:20)

- a. Name
- b. Organization
- c. Goals for Workshops

2. Background and Team Assignments(1:20 – 1:30)

- a. Purpose of workshops are to:
 - i. Develop and share relevant information.
 - ii. Ensure the OPUC takes an integrated, timely approach to COVID-19-related issues, and that all relevant aspects of the challenge are considered.
 - iii. Ensure stakeholder engagement, input, and awareness.
 - iv. Provide information that will inform other, related dockets and Commission processes.
- b. Staff Team assignments:
 - i. Sponsor: Commissioner Thompson
 - ii. Coordinator: Michael Dougherty
 - iii. Stakeholder Management and Outreach: Shelly Maye
 - iv. Moratoriums/ Customer Payments: Michael Dougherty / Sabrina Soldavini
 - v. Data Management: Scott Shearer / Bret Farrell
 - vi. Low Income Programs: Michael Dougherty / Phil Boyle
 - vii. Rate and Regulatory Mechanisms: Sabrina Soldavini / Max St. Brown
 - viii. OARs and ORSs: Phil Boyle / Scott Shearer / Lisa Gorsuch

3. Current Customer Impacts and Obstacles - Presentation and Roundtable(1:30 – 2:30)

- a. Utility Bill Arrearages (Utilities)
 - i. Customers that are currently in arrears by 30, 60, and 90 days.
- b. Utility Uncollectible Rate historical change (Utilities)
- c. Approximate disconnects that have been prevented (Utilities)
- d. Increases in Low-income assistance requests (CAPO / OHCS)

4. Current Accommodations and Solutions – Presentation and Roundtable (2:30 – 3:30)

- a. Suspension of late fees (Utilities)
- b. LIHEAP grant and the LP20-CARES funds (OHCS)
- c. Energy Assistance Stability Coronavirus Relief (EASCR) Program (OHCS)
- d. Increased OTAP funding / subsidy (CUB / Staff)
- e. CARES Act Funds (Utilities)
- f. Flexible payment solutions (Utilities)
- g. Increased utility voluntary donations (Utilities)
- h. Deposits refunded or applied to bills (Utilities)
- i. Increased outreach to customers (Utilities)
- j. Low-Income initiatives by Energy Trust (Energy Trust)

5. Break (3:30 – 3:45)

6. Proposed Solutions to Help Customers Presentation and Roundtable (3:45 – 4:45)

- a. Utilities
 - i. Regulatory mechanisms
 - ii. Rule or tariff changes
 - iii. Additional flexible payment plans
 - iv. Suspension of deposits
 - v. Other options for customers to get up to date on bills
 - vi. Recommendations on disconnects
- b. Stakeholders
 - i. Recommendations on disconnects
 - ii. Payment recommendations
 - 1. Multi-year
 - 2. Debt forgiveness
 - 3. Suspension of interest payments
 - 4. Cash only customers
 - 5. Other
 - iii. Changes to low-income programs

7. Going Forward (4:45 – 5:00)

- a. Next Meeting Date
- b. Topics for Focus
- c. Addressing stated goals by participants
- d. Small Group breakouts
- e. Report to Commission