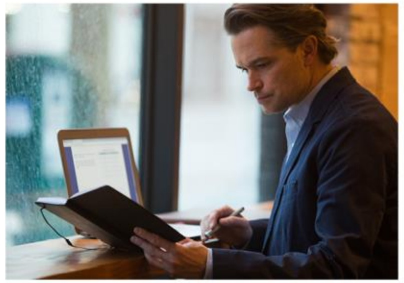
Community Benefits & Impacts Advisory Group

Fourteenth CBIAG Meeting
December 21, 2023





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Celebrating the CBIAG, Achievements & Value

December 21, 2023, 1:00 - 4:00 p.m. PT

For a Better Meeting Experience

- Navigate to "Interpretation" at the bottom of Zoom
- Select "ASL" under Watch or "Spanish" under Audio
- If the interpretation icon is missing, try the "More" icon

- Use Gallery View (icon at top right) when in group discussion

- For technical support, chat “Tag G-D/ E Source" as recipient, and send your message

- Questions are welcome at any time
- Please mute until speaking
- Speak by clicking the "Raise Hand" in the tool bar

Agenda

TIMING	TOPIC
1:00 pm	Introductions & Objectives
1:10 pm	Check In
1:20 pm	Closing the Feedback Loop
1:35 pm	Clean Energy Benefits Survey Results
2:45 pm	Break
2:55 pm	Small Scale Renewable Engagement Updates
3:10 pm	2024 Draft Perspective
3:40 pm	Public Comment
3:50 pm	Next Steps

Presenters

Christina Medina
Stakeholder Policy &
Engagement Manager

Jakob Lahmers
MDC Research

E Source

Morgan Westberry
E Source Facilitator

Laura James
Senior Project Manager,
Customer Solutions

E Source

Jeffrey Daigle
E Source Facilitator

Community Benefits & Impacts Advisory Group (CBIAG) Purpose:

Focus on equity and a clean energy future in Oregon in accordance with HB 2021

Today's Objectives

1. Review and validate 2024 CBIAG planning exercise
2. Resurface the Clean Energy Benefits Survey and Small Scale Renewables
3. Discuss the 2024 Draft Perspective

Check In

What is something you felt proud of this year? (Either professionally or personally.)

Reflecting on the October Meeting

Five CBIAG members representing five organizations participated with three members joining us on site.

CBIAG Attendees	
Jennifer Gustafson	AllCare Health
Erica Ledesma	Coalicion Fortaleza
Tim Lynch	Multnomah County
Xitlali Torres	Verde
Siraat Younas	Community Energy Project

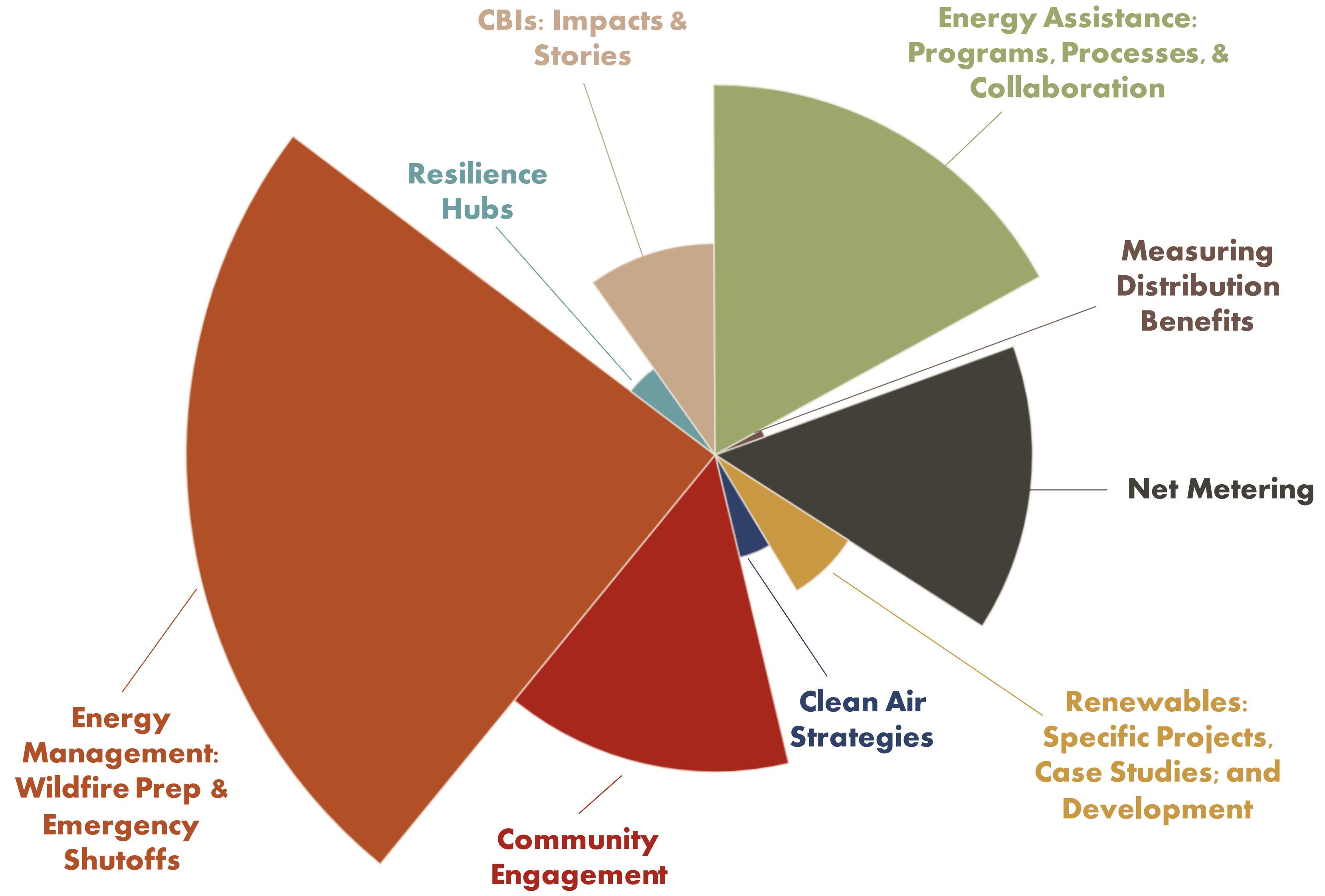
Our goals:

1. Connect as an Advisory Group through recapping the first year
2. New tools & Planning for 2024

Main Themes:

- A review of the previous year working together as a CBIAG
- A recap of the previous month's exercise on vulnerable populations with challenges
- A planning activity to help identify topics that the CBIAG wanted to cover in 2024.

What we heard:



Improving Engagements:

- Psychological Safety and the perceived importance of consistent representation by CBIAG Members
- Continuing the pre-reads and creating other resources/collateral is crucial to encouraging input
- Emphasis on impacts and the 'story' they tell
- Acknowledgement of the growth in the first year, as well as the growth needed to enact change moving forward

Improving Partnerships:

- Exploring how to best use the organizations in the room is a recurring theme.
  - Example & Impact: Sharing printed collateral with Josephine County Food Bank upon a discussion at the meeting hosted by AllCare Health in August.
- Holding space for member + member relationships and how they could fill gaps within the group's organizations.

Clean Energy Benefit Survey Results

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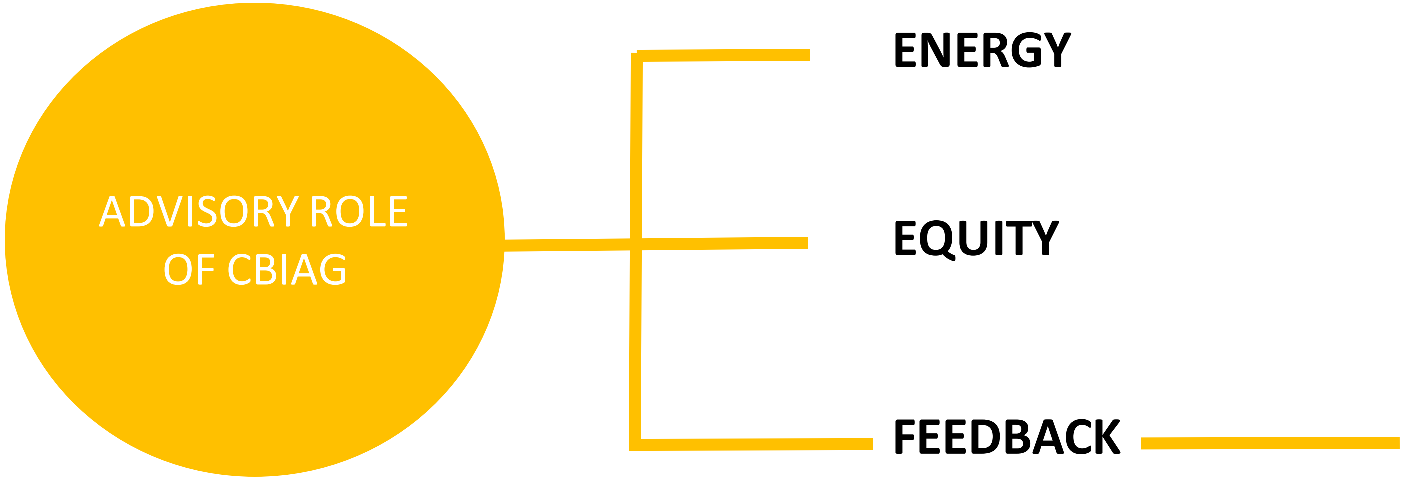
Draft for review

Customer Surveys

HB2021: Biennial Report 2(a)

PRIMARY FOCUSES



Customer Surveys
Broad, quantitative customer experience

In-Depth Interviews
Qualitative, nuanced exploration of specific subgroup, situation, or idea

HB2021.pdf

Survey Process

CBIAG Advisory Role	
May 18	•Receive briefing •Understand components
June 15	•Discuss questions on drafts
June 22	•Submit written comments
December 21	•Receive results presentation

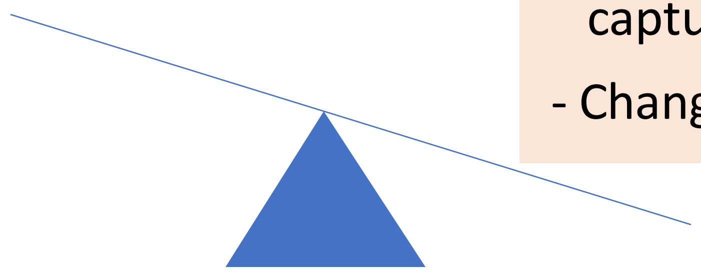
Notes on Self-report Surveys

A unique window into information that exists nowhere else

- Attitudes, priorities, hopes, concerns
- Awareness and understanding
- Personal details

Measurement challenges

- Limitations on precision
- Sampling bias
- Language and interpretation challenges – even among native speakers
- Multiple choice framework doesn’t capture nuance
- Changeable and unknowable data



Draft for review

Clean Energy Benefits

September 2023

Prepared by

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com

MDC Research

PACIFICORP

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Methodology

Target Audience

- Pacific Power residential customers in Oregon
- Sampling was proportionate to the regional distribution of Pacific Power customers in Oregon; no data weighting was required

Methodology

- This study was conducted using a mix of online and phone surveys
- Surveys available to customers in English and Spanish
- A total of 4,329 surveys, were completed between August 18 and September 3, 2023
    - Phone: 100 completed surveys
    - Web: 4,229 completed survey
- Differences reported as significant throughout this report are significant at the 95% confidence level or higher
- Differences by region are flagged using color coding comparing each region to the average across all regions

Maximum Sampling Variability by Region @95% Confidence Interval

Total (n=4,329)	Central Oregon (n=591)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=695)	Southern Oregon (n=1,133)	Willamette Valley N. (n=1,028)	Willamette Valley S. (n=487)
±1.5%	±4.0%	±12.7%	±7.5%	±7.6%	±3.7%	±2.9%	±3.1%	±4.4%

Color Coding

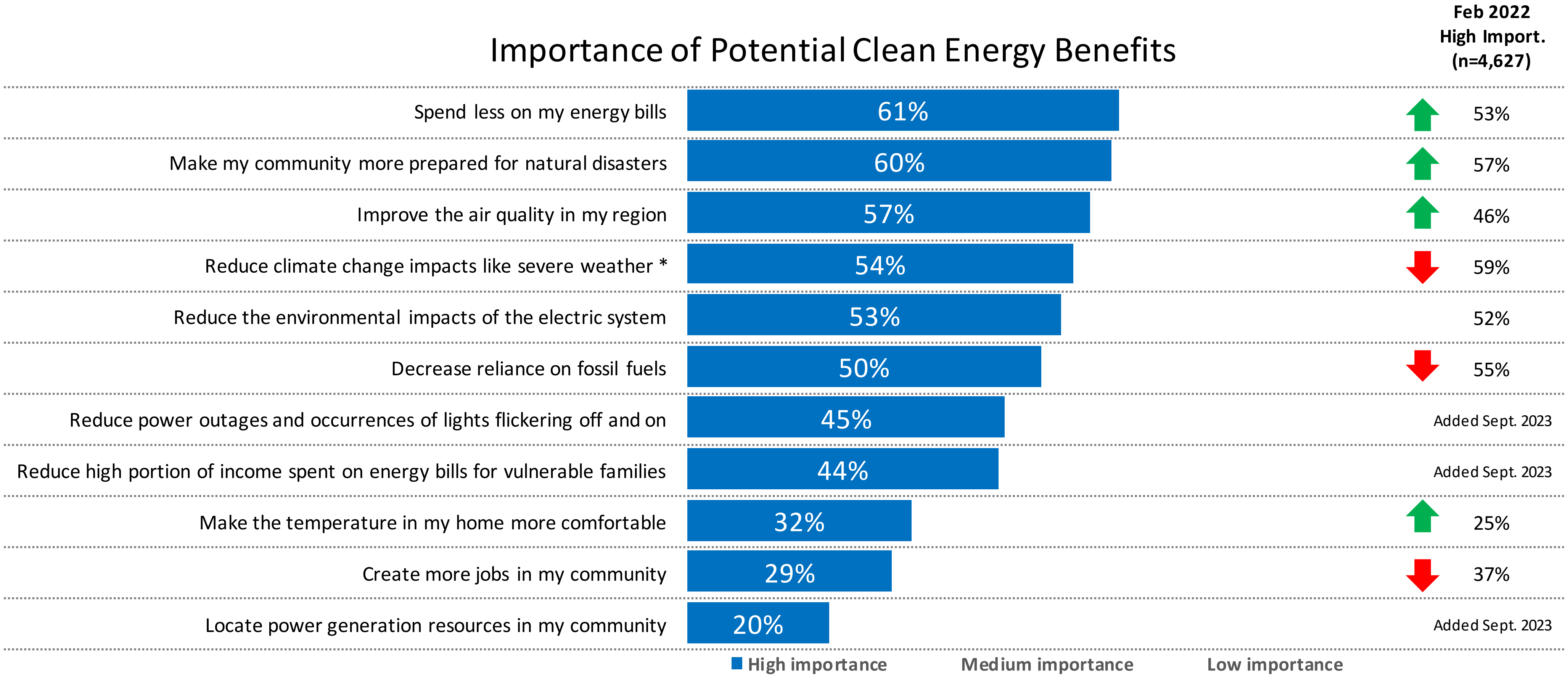
- Higher than average across all regions
- Lower than average across all regions

CEB Benefits and Concerns

Draft for review

Importance of Potential Clean Energy Benefits

- The most important benefits of transitioning to cleaner energy are spending less on energy bills, making community more prepared for natural disasters, and improving air quality in region.
- Renters are more likely than homeowners to find almost all potential benefits highly important.



* Indicates attribute was reworded slightly for current wave.

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Arrows signify statistical difference at the 95% confidence level compared to the previous wave

QA1/A2 Below are a series of possible benefits for you and your community from the transition to cleaner energy. Please indicate if each is of low importance, medium importance, or high importance (n=4,329)

QA3 What other benefits from the transition to clean energy would be important to you and your community? (n=2,302)

Importance of Benefits by Region

- Perceived importance of clean energy benefits varies by region. Those in Portland are more likely to consider climate change and environmental impacts highly important, while those in other regions are more likely to find personal and economic benefits highly important.

% Considering Highly Important	Total (n=4,329)	Central Oregon (n=591)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=695)	Southern Oregon (n=1,133)	Willamette Valley N. (n=1,028)	Willamette Valley S. (n=487)
Spend less on my energy bills	61%	61%	45%	48%	70%	45%	68%	62%	69%
Make my community more prepared for natural disasters	60%	57%	60%	58%	46%	66%	63%	59%	59%
Improve the air quality in my region	57%	64%	52%	45%	48%	71%	58%	52%	45%
Reduce climate change impacts like severe weather	54%	56%	65%	58%	44%	81%	45%	52%	43%
Reduce the environmental impacts of the electric system	53%	55%	60%	54%	42%	77%	44%	51%	41%
Decrease reliance on fossil fuels	50%	53%	62%	52%	40%	80%	39%	50%	35%
Reduce power outages and occurrences of lights flickering off and on	45%	39%	40%	43%	46%	32%	52%	45%	57%
Reduce high portion of income spent on energy bills for vulnerable families	44%	41%	45%	39%	49%	52%	41%	43%	43%
Make the temperature in my home more comfortable	32%	28%	32%	28%	34%	27%	37%	30%	34%
Create more jobs in my community	29%	27%	25%	22%	30%	25%	32%	27%	38%
Locate power generation resources in my community	20%	18%	10%	13%	20%	21%	21%	19%	21%

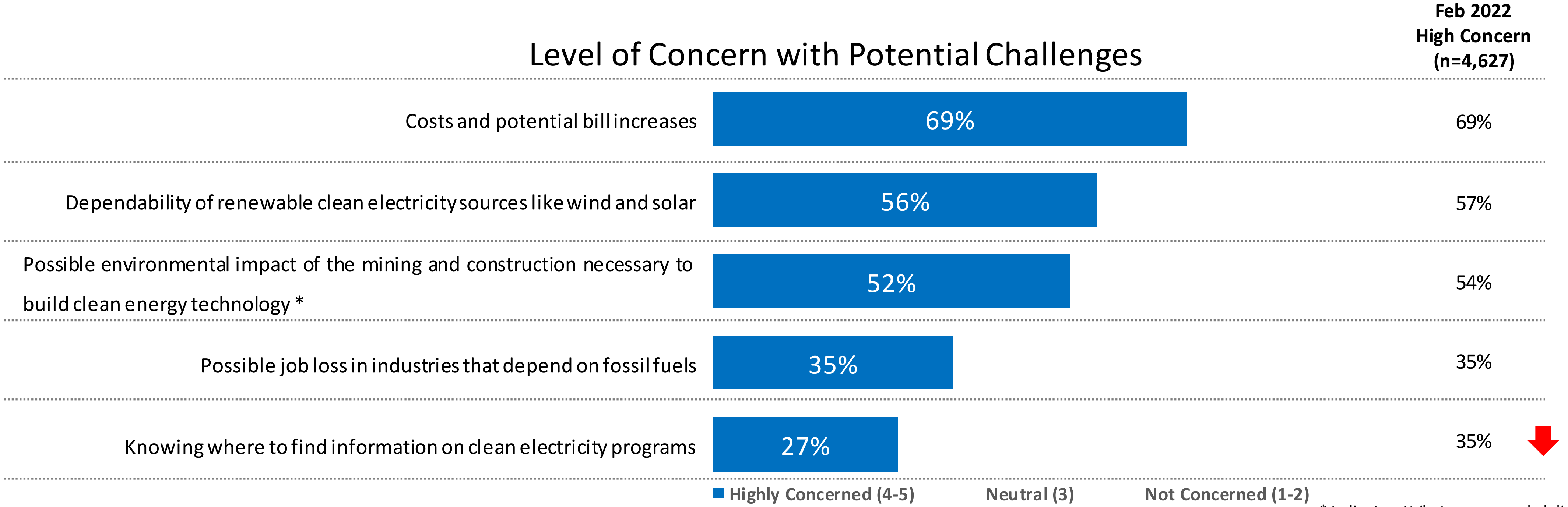
Higher than average across all regions
Lower than average across all regions

QA1/A2 Below are a series of possible benefits for you and your community from the transition to cleaner energy. Please indicate if each is of low importance, medium importance, or high importance (n=4,329)

Draft for review

Potential Challenges with Transition to Cleaner Energy

- Costs and potential bill increases are the biggest concerns customers have about the transition to cleaner energy, with two thirds highly concerned.
- The following groups of customers have higher levels of concern with the potential challenges evaluated:
  - Those with medical needs
  - Female customers
  - Customers age 45+
  - Income less than $40k/year
  - Education level lower than Graduate Degree
  - Customers who are retired



* Indicates attribute was reworded slightly for current wave.

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

QA4 How would you rate your level of concern for the following potential challenges? (n=4,329)
QA5 What other concerns do you have about the transition to cleaner energy? (n=2,112)

Potential Challenges by Region

- Customers in Portland are significantly less likely than the average across all regions to be concerned with the costs of a clean energy transition, the dependability of clean energy sources, and potential job loss in industries that rely on fossil fuels.

% Considering Highly Concerned	Total (n=4,329)	Central Oregon (n=591)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=695)	Southern Oregon (n=1,133)	Willamette Valley N. (n=1,028)	Willamette Valley S. (n=487)
Costs and potential bill increases	69%	66%	55%	69%	76%	51%	76%	70%	76%
Dependability of renewable clean electricity sources like wind and solar	56%	59%	45%	66%	49%	48%	59%	53%	61%
Possible environmental impact of the mining and construction necessary to build clean energy technology	52%	55%	50%	51%	55%	51%	53%	50%	50%
Possible job loss in industries that depend on fossil fuels	35%	32%	30%	31%	50%	18%	42%	34%	46%
Knowing where to find information on clean electricity programs	27%	29%	28%	29%	24%	27%	26%	27%	29%

Top "Other" Concerns	Total (n=2,112)	Central Oregon (n=288)	Hood River (n=30)	North Coast (n=83)	Northeast Oregon (n=79)	Portland (n=333)	Southern Oregon (n=578)	Willamette Valley N. (n=472)	Willamette Valley S. (n=249)
Cost	26%	26%	17%	19%	29%	20%	27%	28%	28%
Environmental impact	11%	14%	20%	6%	6%	10%	11%	12%	11%
Reliability of power	9%	11%	10%	11%	8%	4%	11%	10%	11%
Slow progress	8%	9%	10%	10%	8%	18%	6%	6%	5%

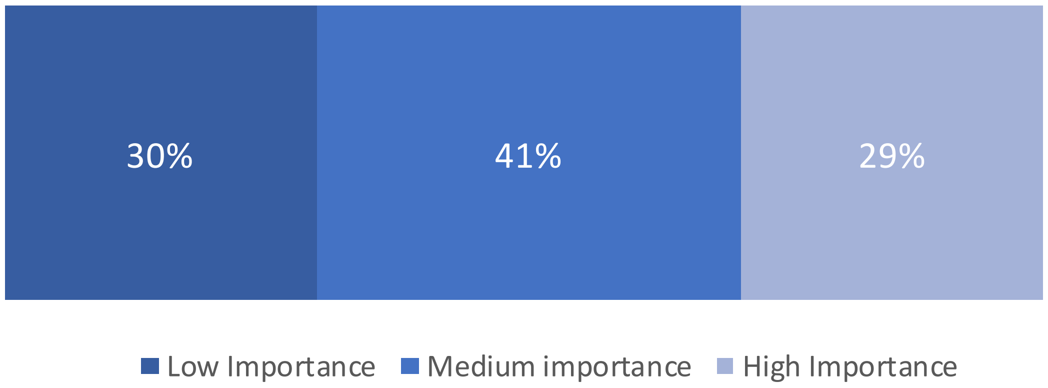
QA4 How would you rate your level of concern for the following potential challenges? (n=4,329)
QA5 What other concerns do you have about the transition to cleaner energy? (n=2,112)

Higher than average across all regions
Lower than average across all regions

Importance of Renewable Energy Project in Community

- 70% rate a community-sized renewable energy generation project as "medium importance" or "high importance."
- Those who rated the project as "high importance" most commonly indicate a general feeling that the project is necessary/important as the reason for their rating; those who rated "medium importance" indicate a lack of information contributed to their rating; and those who rated "low importance" indicate an overall dislike of clean energy as the most common reason for their rating.
- Customers in Portland are significantly more likely than the average across all other regions to rate the project as high importance.

Project Importance



Top Reasons for Rating

Low Importance (n=965)		**Medium Importance (n=1,038)**		**High Importance (n=912)**	
Dislike/Do not believe in clean energy	15%	Need more information	15%	Good idea - Necessary/ Important	23%
Too expensive/Cost	14%	Good idea - Necessary/ Important	13%	Localized energy source (community based)	16%
Location is unimportant	10%	Localized energy source (community based)	7%	Clean energy	8%
Loss of land/Natural environment	8%	Too expensive/Cost	6%	Lowers prices/ Affordable energy	7%
Weather/Sun dependent	7%	Weather/Sun dependent	6%	Reliable power/ Fewer outages	7%

QA6 How important is it that a community-sized renewable energy generation project, such as a solar panel installation, be located in or near your community? (n=4,280)
QA7 Why do you say that? (n=,2950)

Draft for review

Importance of Community Resilience Hub

Community Resilience Hub Definition
For the purpose of this survey, a Community Resilience Hub is a public location equipped with its own renewable power source, designated to serve as a resource center in the event of an emergency. For example, this center may provide shelter and/or access to heating or cooling, internet, refrigeration, or other services during a wildfire or other emergency, using clean energy from solar panels and battery storage.

Note: This question uses a "willingness to pay" survey construct as another way to initially assess the importance of Community Resilience. This question is not intended to place a specific dollar value on a Community Resilience Hub.

% Rating High Importance	Total (n=4,299)	Central Oregon (n=587)	Hood River (n=59)	North Coast (n=169)	Northeast Oregon (n=162)	Portland (n=691)	Southern Oregon (n=1,128)	Willamette Valley N. (n=1,021)	Willamette Valley S. (n=482)
	46%	46%	42%	46%	39%	51%	47%	44%	46%

Willing to Pay	Total (n=4,299)	Central Oregon (n=587)	Hood River (n=59)	North Coast (n=169)	Northeast Oregon (n=162)	Portland (n=691)	Southern Oregon (n=1,128)	Willamette Valley N. (n=1,021)	Willamette Valley S. (n=482)
No extra amount	33%	31%	32%	27%	41%	19%	41%	34%	37%
Up to $3 per month	17%	17%	15%	14%	20%	19%	16%	17%	17%
Up to $5 per month	18%	21%	20%	16%	15%	22%	15%	19%	18%
Up to $10 per month	17%	15%	12%	18%	10%	24%	17%	16%	17%
Up to $15 per month	10%	11%	12%	15%	9%	10%	9%	9%	7%
More than $15 per month	5%	4%	8%	9%	5%	7%	3%	5%	4%

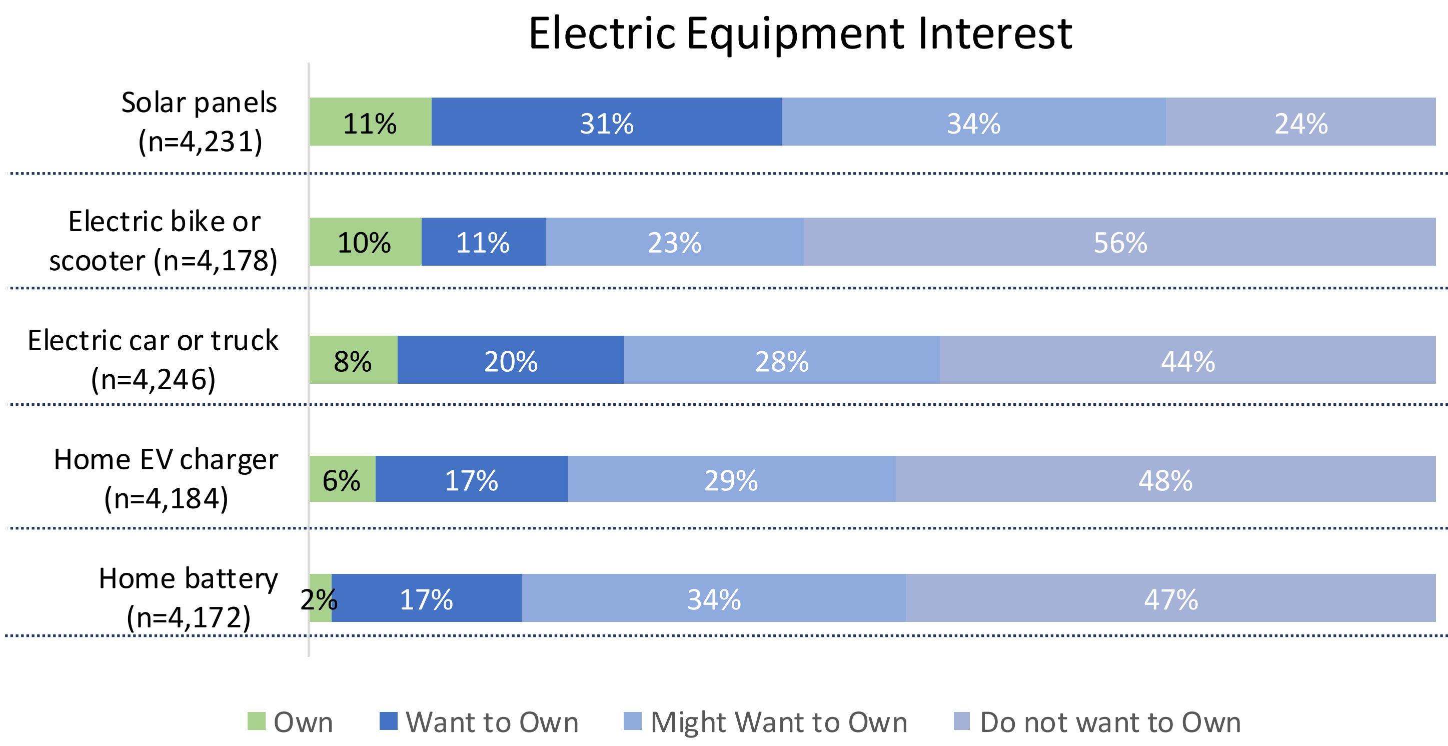
QA8 *How important is it for your community to have a Community Resilience Hub with renewable back-up power during an area power outage? (n=4,312)*
QA9 *What is the maximum amount you would be willing to pay per month to support a Community Resilience Hub being built in your area? (This question will be used to gauge customer interest and will not result in any increase to your bill, regardless of your answer.) Would you pay… (n=4,299)*

Higher than average across all regions
Lower than average across all regions

Electric Resiliency, Efficiency, Equity

Electric Equipment Interest

- Electricity (48%) is the most common fuel source used by customers to heat their home, followed closely by natural gas (40%).
- Customers most likely to already own or want to own solar panels (42%), followed by electric car or truck (28%).
- Customers aged 18-34 are significantly more likely than those in the other age groups to say they want to own an electric bike/scooter or solar panels.
- Homeowners are significantly more likely than renters to own solar panels, an electric bike or scooter, EV, or a home EV charger.



% Own Equipment	
Homeowners (n=3,208)	Renters (n=823)
14%	1%
11%	5%
9%	3%
7%	1%
2%	1%

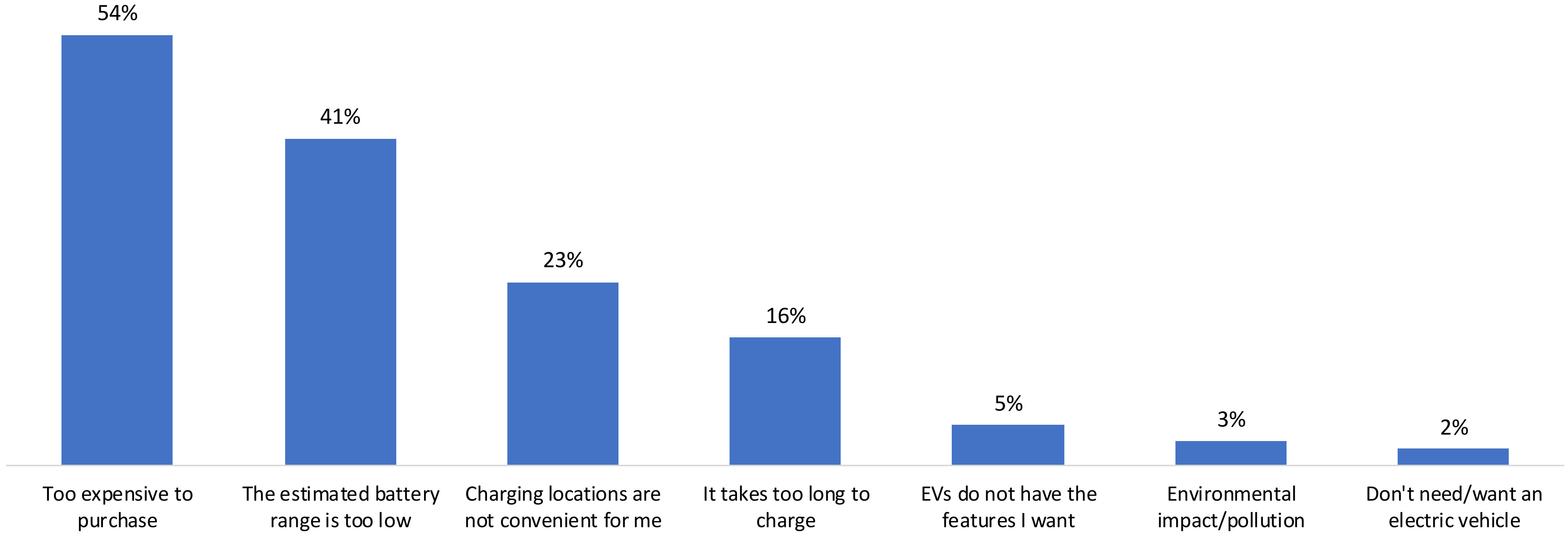
Higher than other audience

QC0 *What fuel do you use for your main source of heating equipment? (n=4,329)*
QC1 *Do you own, or have interest in getting, any of the following electric equipment? (n varies)*

Electric Vehicle Barriers

- Among those who responded they “might want to own” or “do not want to own” an electric vehicle, the expense of purchasing is the topmost barrier (54%) followed by a perception that the range of the battery is too low (41%).
- Customers aged 18-34 are significantly more likely than those in the other age groups to indicate the expense of an electric vehicle is the greatest barrier, while customers aged 65+ are significantly more likely to indicate the low estimated battery range is the biggest barrier.

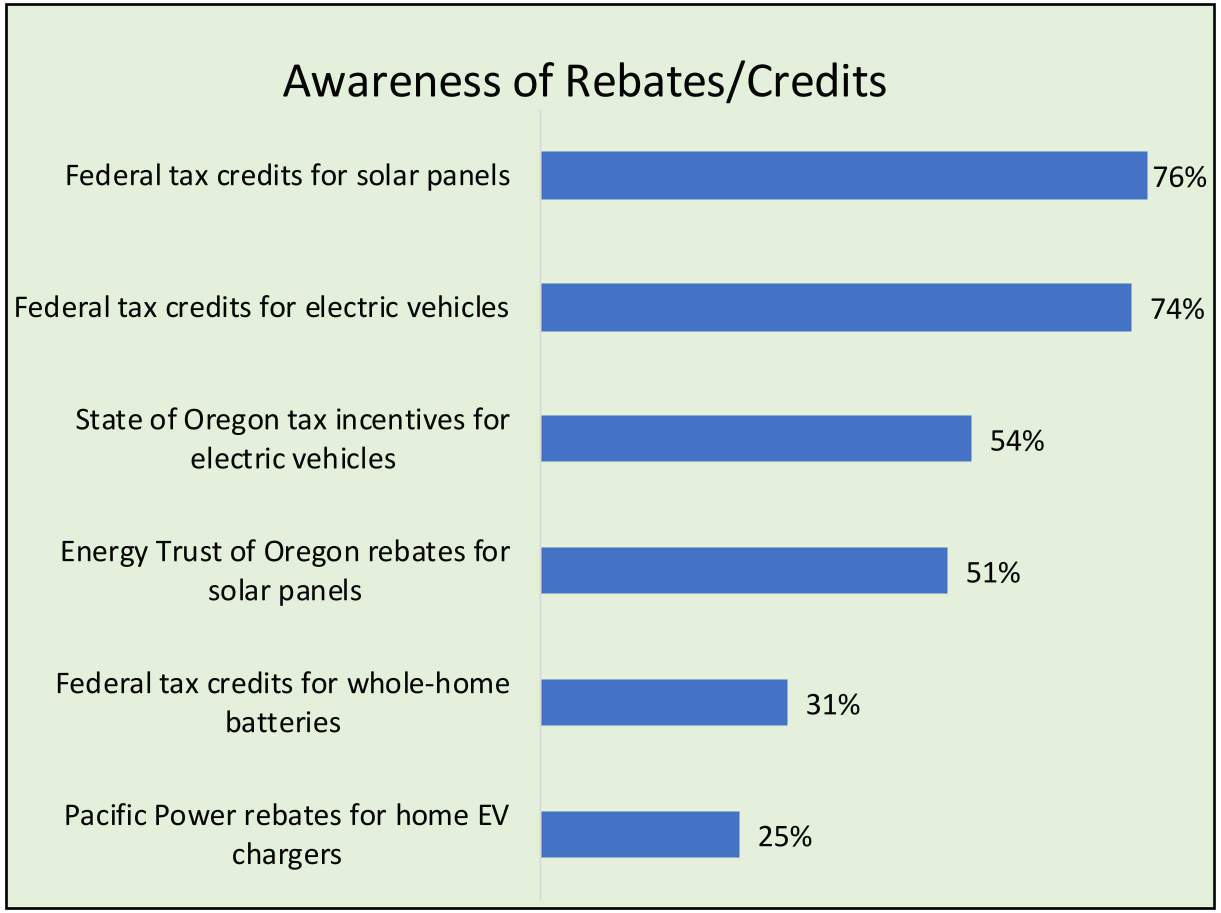
Challenges to Owning an Electric Vehicle

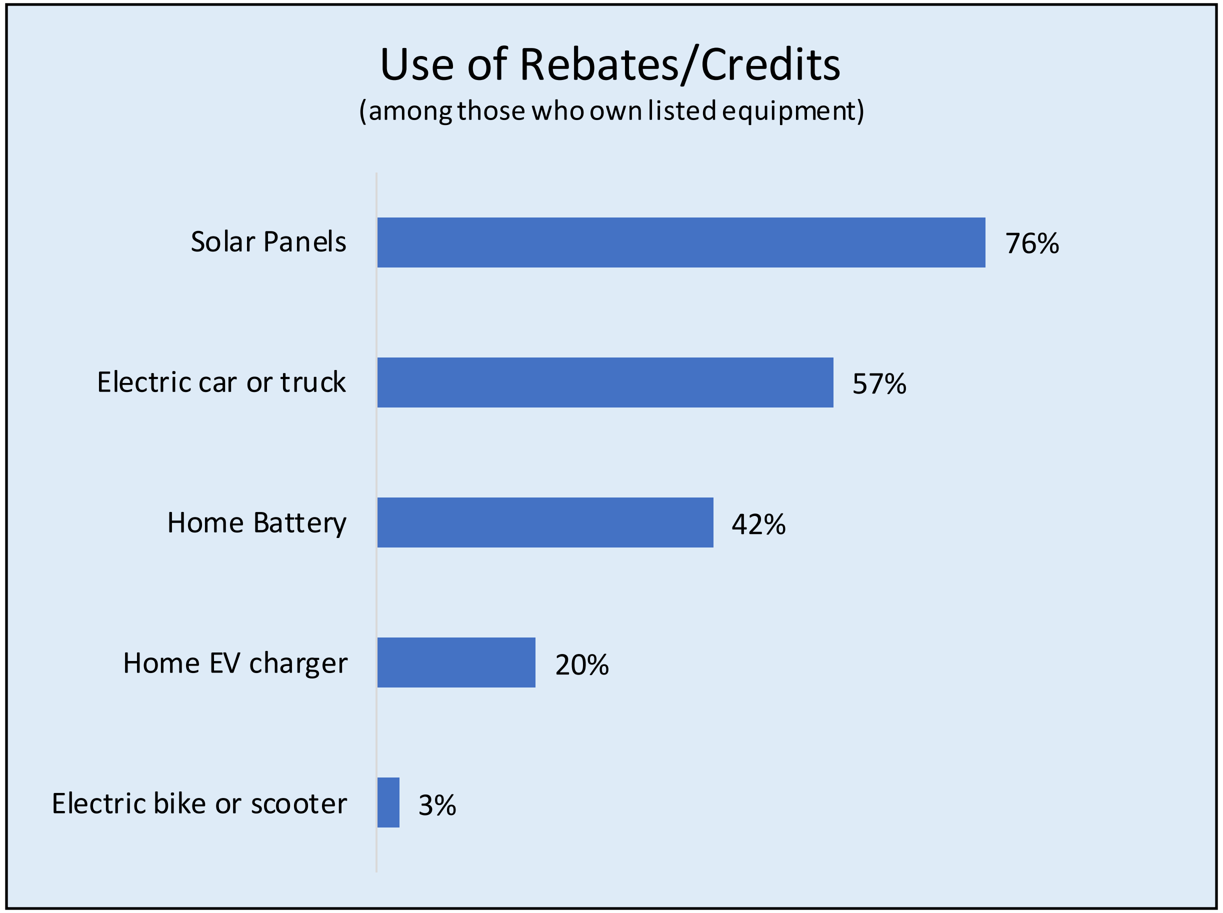


QC4/C5 Which of the following factors is most likely to prevent you from buying or leasing an electric vehicle in the future, if any? (n=3,061)

Solar/Storage/EV Rebates and Credits

- Customers are most familiar with federal tax credits for solar panels and for electric vehicles.
- Among customers who own energy efficient equipment, solar panels are the equipment for which a rebate was most commonly received.
- Customers in Portland are significantly more likely than the average across all other regions be aware of both federal tax credits and Oregon tax incentives for electric vehicles.





QC2 There are numerous incentives available for some kinds of electric equipment. Before today, were you aware of any of the following incentives? (n varies)
QC3 For the following electric equipment that you have installed, did you get a rebate or tax credit? (n varies)

Efficiency Rebates and Credits

- Customers in Central Oregon are more likely to be aware of Energy Trust of Oregon's rebates on energy equipment for Pacific Power (47%), while customers in Portland are more likely to use the rebate to buy energy-efficiency equipment for their home (25%).
- 71% of 18–34-year-olds are unaware of rebates offered by Energy Trust of Oregon to Pacific Power customers compared 55% of those 65+.
- Federal tax incentives for home efficiency improvements are more commonly known in Central Oregon and the North Coast.
- Customers who make less than $40,000 a year are less likely to know about the federal tax incentive (37% vs 54%) or take advantage of one (9% vs 69%).

ETO Rebate Aware	**Total** (n=4,318)	**Homeowners** (n=3,315)	**Renters** (n=852)
Yes	42%	46%	28%
ETO Rebate Usage	**Total** (n=4,282)	**Homeowners** (n=3,291)	**Renters** (n=841)
Yes	22%	26%	3%

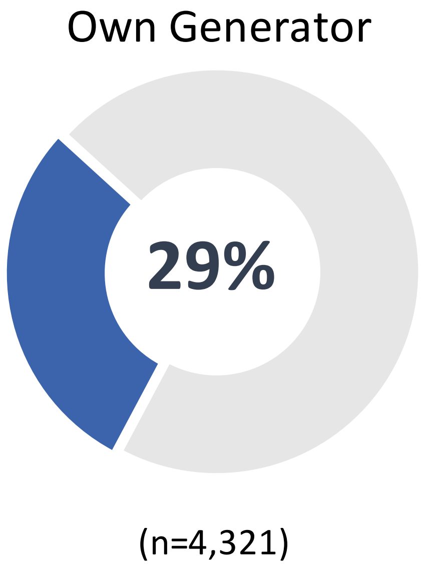
Tax Incentive Aware	**Total** (n=4,293)	**Homeowners** (n=3,295)	**Renters** (n=823)
Yes	52%	56%	36%
Tax Credit Received	**Total** (n=4,232)	**Homeowners** (n=3,252)	**Renters** (n=834)
Yes	19%	23%	3%

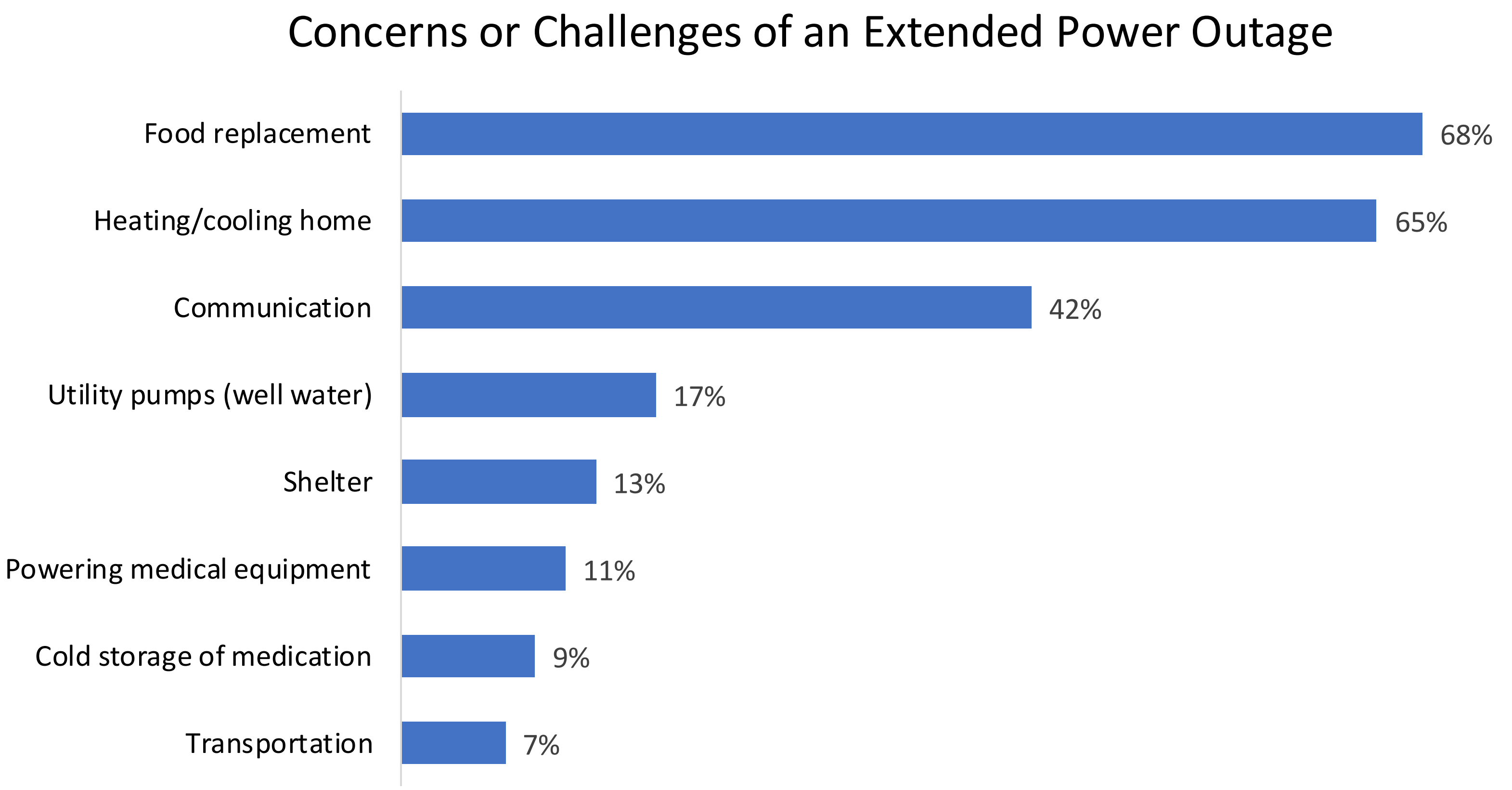
QD1 *Did you know Energy Trust of Oregon offers rebates on energy efficiency equipment for Pacific Power customers? (n=4,318)*
QD2 *Have you ever used an Energy Trust of Oregon rebate to buy energy-efficient equipment or improvements for your home? (n=4,282)*
QD3 *Are you aware that the federal government offers tax incentives for some home efficiency improvements such as heat pumps, heat pump water heaters, and insulation? (n=4,293)*
QD4 *Have you ever received a federal tax credit for energy-efficient improvements to your home? (n=4,232)*

Higher than other audience

Extended Outage Preparation and Concern

- 29% of customers indicate that they own a generator; those who own their homes are significantly more likely than those who rent to own a generator (34% vs 11%, respectively).
- In the event of an extended outage, food replacement is the topmost concern for respondents (68%), followed by heating or cooling their home (65%).

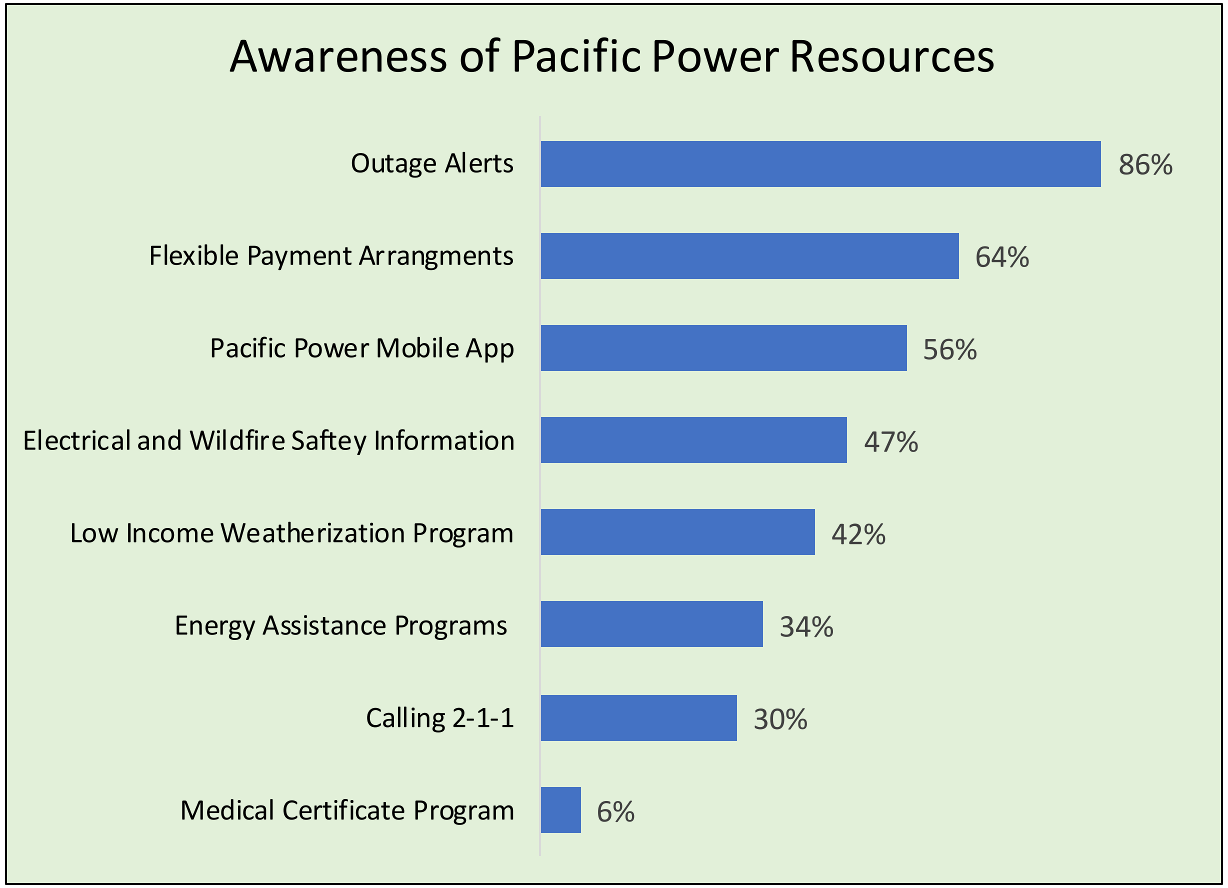


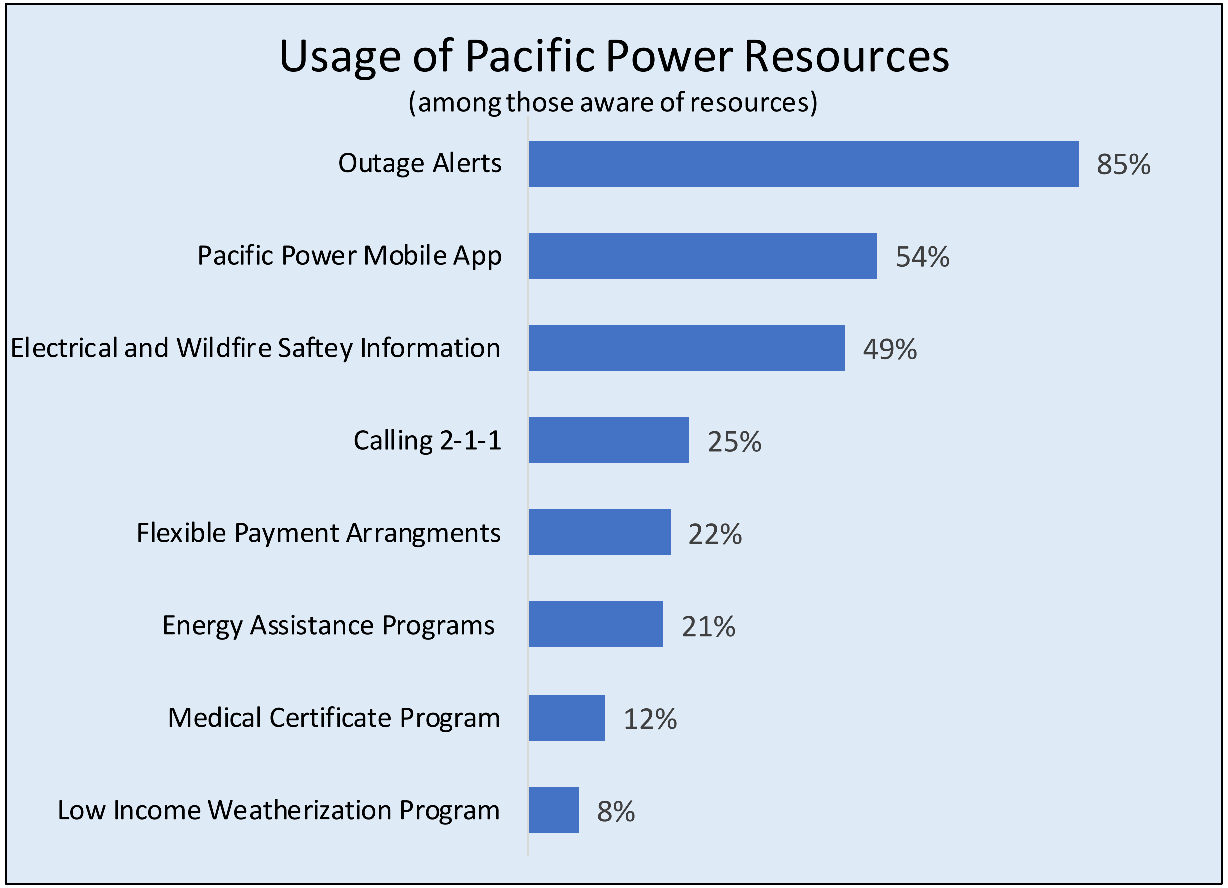


QB4 *Do you own a back-up generator, such as a whole-home generator, portable generator, or portable power station? (n=4,321)*
QB5 *In the event of an extended power outage, which of the following are your biggest concerns or challenges? (n=4,322)*

Resource Awareness and Use

- Customers are most aware of Outage Alerts and Flexible Payment Arrangement resources.
- Of those aware, over eight in ten customers have used the Outage Alert resource in the past, while just over half have used the Pacific Power Mobile App.





QE3 Before today, which of the following resources have you heard of? (n=4,276)
QE4 Which , if any, of these resources have you used in the past? (n varies)

Critical Electric Needs

- Those in Northeast (33%) and Southern Oregon (39%) are most likely to use an electric pump for running water.
- One in six (18%) households require refrigeration for medication, and 19% require electricity for medical equipment such as a CPAP or hemodialysis machine.
    - Customers who make over $60,000 annually are more likely to require refrigeration of medicine. (85% vs 77% <$60,000).

Water Pump for Running Water	Total (n=4,318)	Central Oregon (n=590)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=692)	Southern Oregon (n=1,129)	Willamette Valley N (n=1,026)	Willamette Valley S (n=486)
Yes	23%	15%	10%	9%	33%	5%	39%	24%	21%

Refrigerated Medicine	Total (n=4,316)	Central Oregon (n=589)	Hood River (n=60)	North Coast (n=169)	Northeast Oregon (n=164)	Portland (n=693)	Southern Oregon (n=1,130)	Willamette Valley N (n=1,025)	Willamette Valley S (n=486)
Yes	18%	16%	7%	20%	23%	12%	19%	19%	21%

Medical Equipment	Total (n=4,294)	Central Oregon (n=588)	Hood River (n=59)	North Coast (n=169)	Northeast Oregon (n=164)	Portland (n=687)	Southern Oregon (n=1,121)	Willamette Valley N (n=1,019)	Willamette Valley S (n=487)
Electric wheelchair/cart charger	2%	2%	2%	--	2%	1%	2%	2%	2%
Medical equipment	19%	19%	7%	18%	23%	11%	22%	20%	20%
Other equipment	2%	2%	3%	1%	--	1%	4%	2%	3%
None of these	79%	80%	88%	81%	77%	88%	75%	77%	77%

QB1 Do you use an electric pump for running water? (n=4,318)
QB2 Does anyone in your home require refrigeration for medicine? (n=4,316)
QB3 Do you or other household members use any of the following types of personal equipment three or more hours per week? (n=4,294)

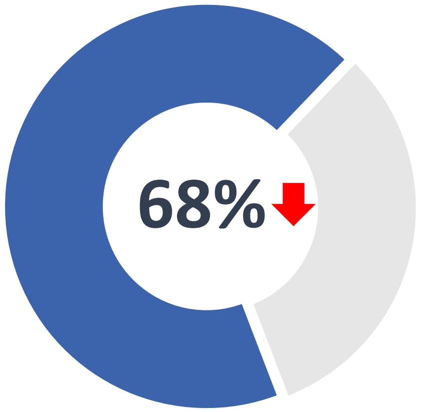
Higher than average across all regions
Lower than average across all regions

Pacific Power Communications

Communication Awareness

- Two thirds of customers have seen or heard communications in the past year from Pacific Power, down from 71% in 2022.
- Email continues to be the most common recalled communication channel, mentioned by over two thirds of customers. Customers aged 18-54 are more likely to recall email communication than older customers.
- Recall of text messages increased considerably from 2022 (40% vs. 19%).

Recall Communications

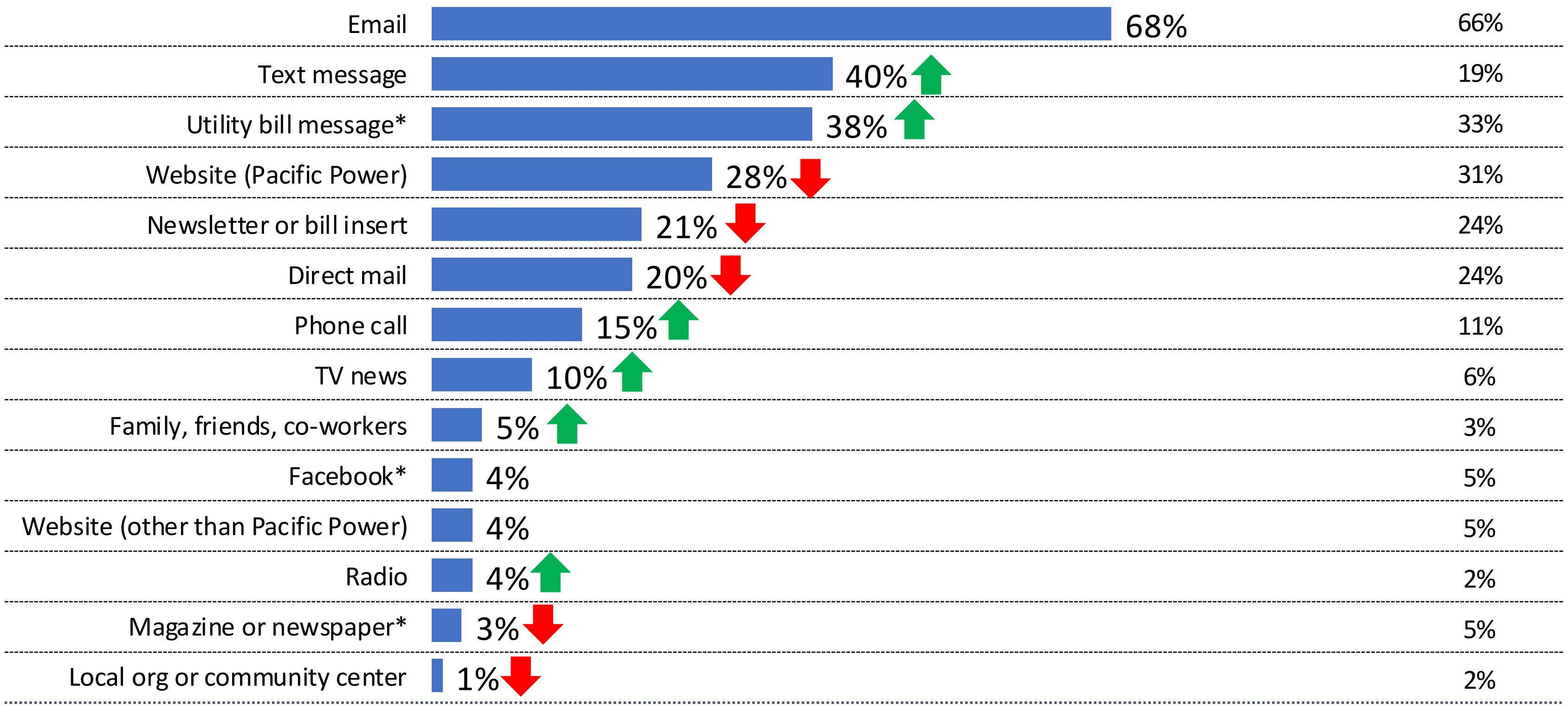


2022 (n=4,627) 71%

Communication Channels

(among those who recall communication)

2022 % *(among those who recall communication)*



QF1 Have you seen or heard any communications from Pacific Power in the past year? (n=4,329)
QF3 Did you see or hear the communications from Pacific Power through any of the following methods? (n=2,852)

* Indicates attribute was reworded slightly for current wave.

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Messages Recalled

- Over three in four (76%) recall messages regarding power outage notifications or alerts. Other common messages include paperless billing (61%) and Blue Sky enrollment (51%).
- Recall of outage notifications, Public Safety Power Shutoff and Pacific Power's Wildfire Mitigation Plan increased from 2022.
- Compared with 2022, mention of paperless billing, Blue Sky enrollment, bill assistance/payment option, energy efficiency incentives or rebates, notifications about updating customer information, community support, environmental respect, and Fuel Fund donation have decreased.

Comms Language	Total (n=2,920)	English Speakers (n=2,607)	Spanish Speakers (n=125)
English	100%	100%	97%
Spanish	8%	7%	22%

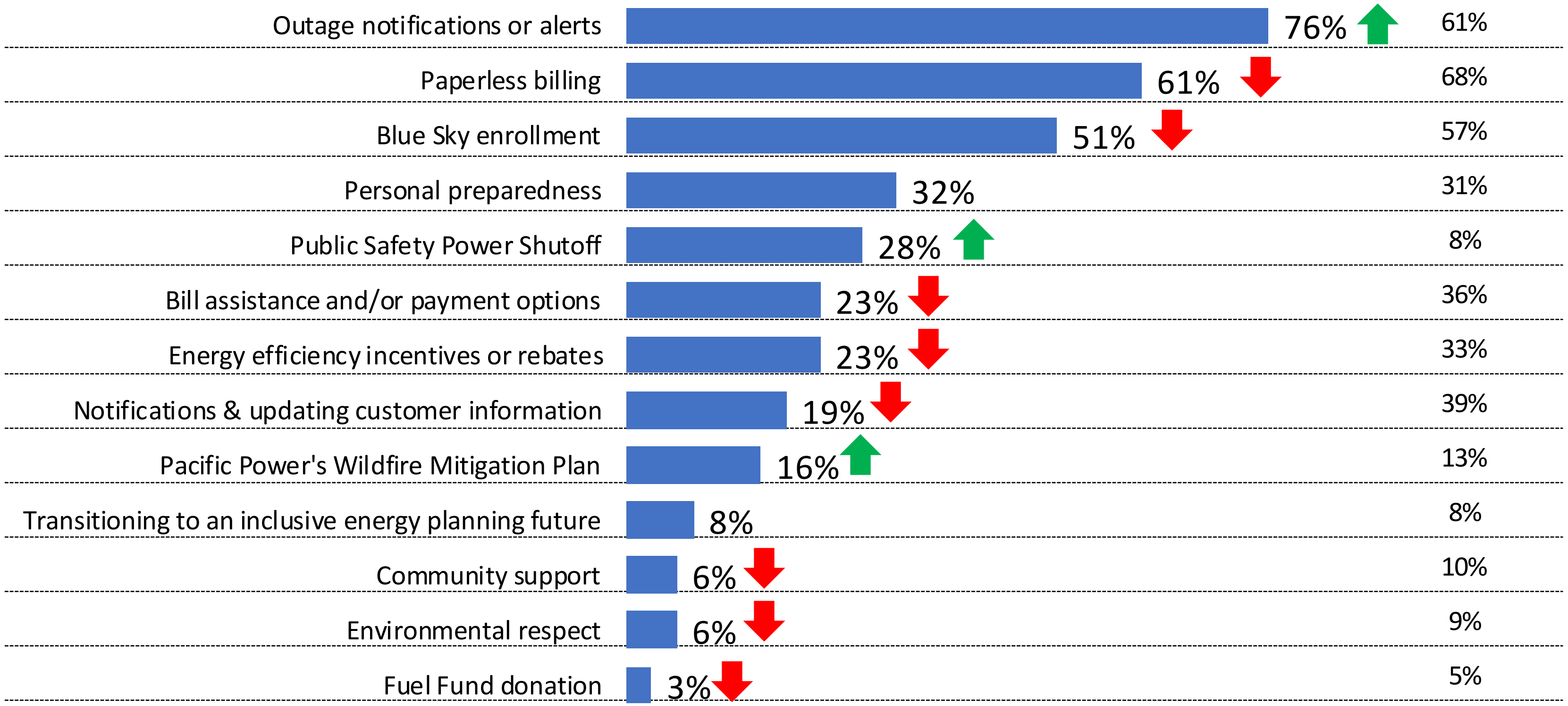
Higher than other audience

Communication Messages

(among those who recall communication)

2022 %

(among those who recall communication)



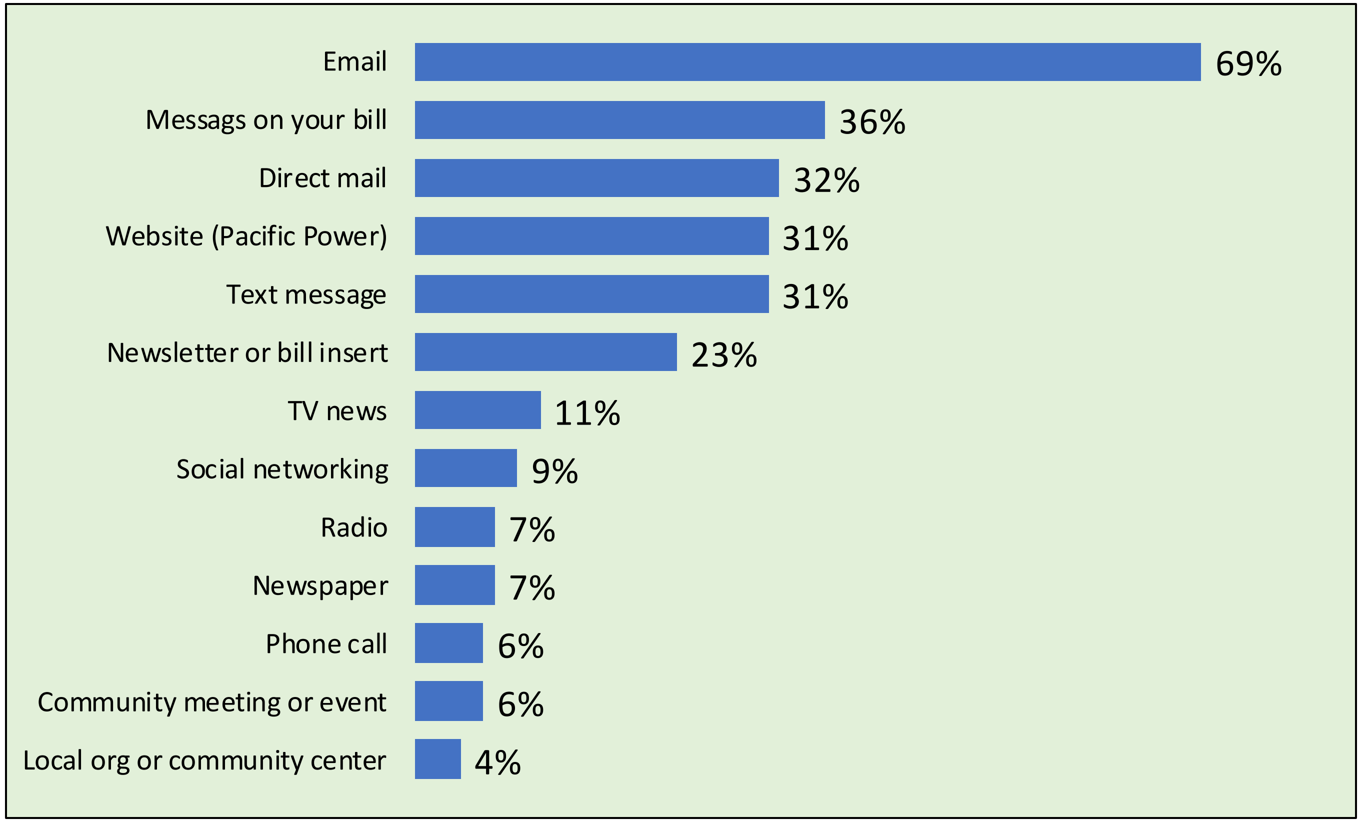
QF2 *What were the messages of the communications you saw or heard from Pacific Power? (n=2,903)*
QF4 *In what languages have you seen communications from Pacific Power? (n=2,920)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Communication Preference

- Over six in ten (69%) customers prefer to receive information from Pacific Power via email.
- Messages on your bill (36%), direct mail (32%), the Pacific Power website (31%), and text message (31%) make up the next preference tier.
- Only 4% feel that it will be helpful to receive communications in a language besides English. Spanish is the preferred language of those who prefer communications in another language.

Communication Preferences



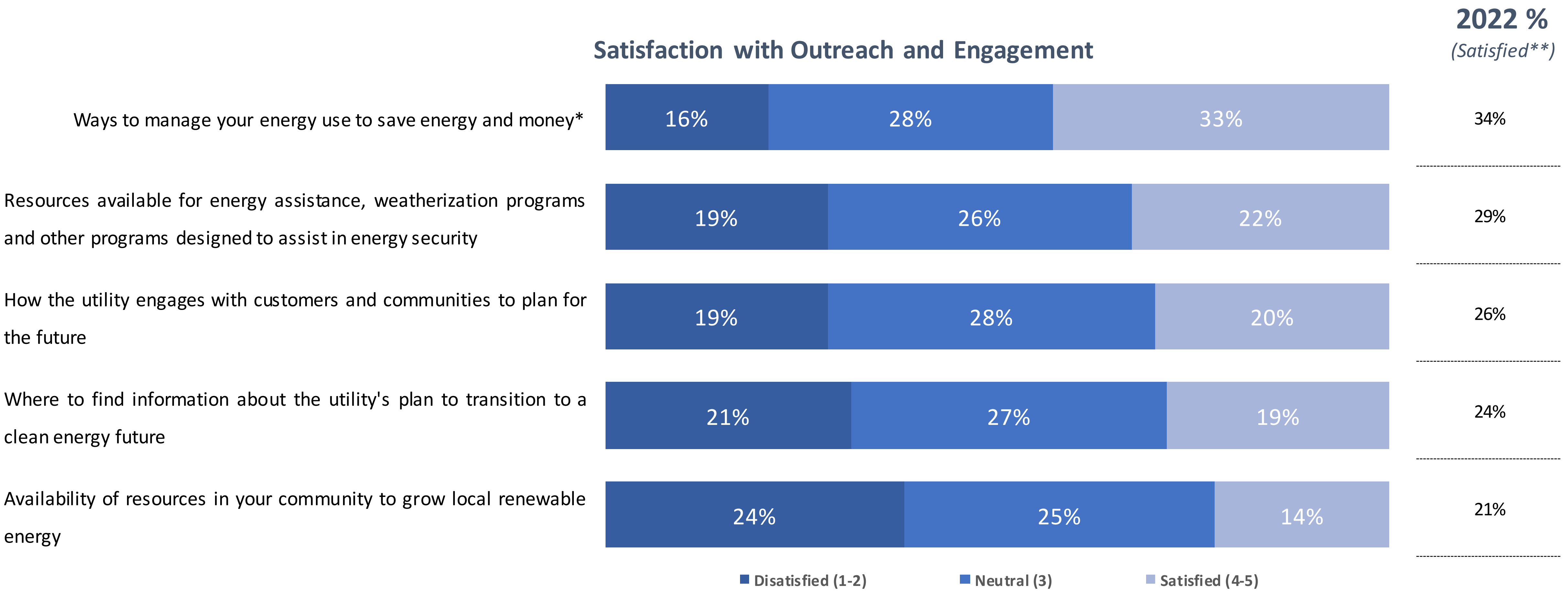
Communication in Another Language Preferred	**Total** (n=4,329)
Yes	4%
Preferred Language (if "yes")	**Total** (n=163)
Spanish	42%
Mandarin, Cantonese, or similar	4%
Other	10%

QF6 How would you like to get information (other than your electric bill) from Pacific Power? (n=4,225)
QF7 Would it be helpful for you to get communication in a language besides English? (n=4,329)
QF8 What would that preferred language be? (n=163)

Draft for review

Satisfaction with Outreach and Engagement

- Customers are most satisfied with the outreach and engagement from Pacific Power on ways to manage your energy use to save energy and money (33%).



* Indicates statement was reworded slightly for current wave.
** Scale was 0-10 in 2022.

QF5 On a scale of 1 to 5, with 1 being not at all satisfied and 5 being very satisfied, how satisfied are you with the outreach and engagement from Pacific Power on the following topics: (n varies)

Company Satisfaction

Key Findings

CEB Benefits and Concerns

- Responses indicated the most important benefits to a cleaner energy future are spending less on energy bills, preparation for natural disasters, and improving air quality.
    - Perceived importance varies widely by region
- The costs and potential bill increases are the primary concern with the transition to cleaner energy, with dependability of renewable sources and the potential environmental impact also highly concerning.

Generation, Equipment and Usage

- Three in ten (29%) customers rate a community-based renewable energy project as "high importance" with the strongest support in the Portland area.
- Nearly half (46%) of customers rate a Community Resilience Hub* as "high importance," and two thirds indicated a willingness to pay some incremental amount per month for it.
- Food replacement and heating/cooling their home are the top concerns about an extended power outage; concern about food replacement is more prevalent among customers under the age of 35 and those who make less than $40k per year.
- Solar panels are the electrical equipment with the highest ownership and interest. Interest in electric cars or trucks is moderate, but over half cite cost as a barrier, and 41% cite concerns over battery range.

Rebate & Tax Incentive Awareness

- Overall, four in ten (42%) indicated awareness of ETO rebates. Awareness and usage of ETO rebates appears largely consistent across the state.
- Half (52%) indicated awareness of federal tax incentives for home efficiency improvements; awareness appears largely consistent across the state.

Communications

Two thirds (68%) recall receiving communications from Pacific Power in the past year, which is slightly down from 71% in 2022.

- Email continues to be the most commonly recalled and most preferred method to receive information from Pacific Power.
- Customers aged 18-54 are more likely to recall email communications than older customers.
- Nearly all recall seeing messages in English, with 8% also seeing Spanish.

- The most recalled messages are related to outage notifications or alerts, paperless billing, and Blue Sky enrollment.
    - Awareness of outage notifications or alerts, Public Safety Power Shutoff, and Pacific Power's Wildfire Mitigation plan messages increased from 2022.
    - Recalls of communications via text messages, utility bill messages, Phone calls, TV news, word of mouth, and radio increased from 2022.

***Community Resilience Hub Definition:** A Community Resilience Hub is a public location equipped with its own renewable power source, designated to serve as a resource center in the event of an emergency. For example, this center may provide shelter and/or access to heating or cooling, internet, refrigeration, or other services during a wildfire or other emergency, using clean energy from solar panels and battery storage.

Draft for review

Update on In-depth Interviews

Proposed

- Up to 16 interviews on workforce development
- Targeting educators, job placement actors, and businesses

Outcome

- 1 completed interview
- Recruitment campaigns unsuccessful

Next Steps

- Re-evaluate approach
- Potentially leverage other state initiatives

Appendix- Audience Profiles

Draft for review

Residential Profiles

Gender	Total (n=4,305)	Central Oregon (n=585)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=163)	Portland (n=692)	Southern Oregon (n=1,126)	Willamette Valley N (n=1,024)	Willamette Valley S (n=485)
Female	53%	51%	57%	49%	53%	53%	52%	53%	55%
Male	41%	45%	37%	48%	40%	40%	42%	40%	39%
Age	**Total** (n=4,313)	**Central Oregon** (n=589)	**Hood River** (n=60)	**North Coast** (n=169)	**Northeast Oregon** (n=165)	**Portland** (n=692)	**Southern Oregon** (n=1,131)	**Willamette Valley N** (n=1,020)	**Willamette Valley S** (n=487)
18 to 24	1%	<1%	2%	--	1%	1%	1%	2%	1%
25 to 34	8%	7%	5%	4%	7%	13%	7%	9%	6%
35 to 44	15%	15%	12%	13%	13%	22%	11%	15%	13%
45 to 54	14%	12%	20%	14%	11%	18%	14%	15%	11%
55 to 64	18%	17%	18%	11%	20%	15%	18%	18%	21%
65 or over	41%	46%	38%	57%	45%	28%	44%	38%	44%
LGBTQ+ Community	**Total** (n=4,285)	**Central Oregon** (n=583)	**Hood River** (n=60)	**North Coast** (n=168)	**Northeast Oregon** (n=164)	**Portland** (n=690)	**Southern Oregon** (n=1,121)	**Willamette Valley N** (n=1,019)	**Willamette Valley S** (n=480)
Yes	7%	4%	3%	5%	4%	20%	5%	7%	3%
No	84%	89%	85%	86%	88%	74%	86%	85%	88%

QG3 What is your gender? (n=4,305)
QG1 What is your age category? (n=4,313)

POWERING YOUR GREATNESS

Higher than average across all regions
Lower than average across all regions

Residential Profiles

Education	Total (n=4,314)	Central Oregon (n=586)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=164)	Portland (n=692)	Southern Oregon (n=1,131)	Willamette Valley N (n=1,024)	Willamette Valley S (n=487)
Elementary	<1%	<1%	--	--	1%	<1%	<1%	<1%	<1%
Some HS	1%	1%	2%	--	1%	1%	1%	1%	1%
High School	7%	6%	7%	6%	10%	5%	8%	6%	10%
Some college	29%	25%	20%	25%	37%	15%	33%	32%	38%
College graduate	33%	35%	30%	39%	28%	39%	31%	33%	29%
Graduate degree	26%	31%	38%	27%	21%	38%	21%	25%	20%

Income	Total (n=4,300)	Central Oregon (n=588)	Hood River (n=59)	North Coast (n=168)	Northeast Oregon (n=165)	Portland (n=690)	Southern Oregon (n=1,125)	Willamette Valley N (n=1,019)	Willamette Valley S (n=486)
Less than $40,000	20%	14%	12%	18%	20%	16%	23%	20%	24%
$40,000 to $60,000	12%	9%	12%	8%	14%	8%	14%	15%	13%
$60,000 to $100,000	21%	23%	24%	18%	26%	21%	20%	21%	22%
Greater than $100,000	27%	32%	36%	31%	22%	41%	20%	26%	18%

QG2 *What is your level of education? (n=4,314)*
QG8 *Which category best describes your 2022 household income before taxes? (n=4,300)*

Higher than average across all regions
Lower than average across all regions

Draft for review

Residential Profiles

Rent/Homeowner	Total (n=4,302)	Central Oregon (n=588)	Hood River (n=59)	North Coast (n=170)	Northeast Oregon (n=164)	Portland (n=691)	Southern Oregon (n=1,124)	Willamette Valley N (n=1,022)	Willamette Valley S (n=484)
Own	77%	83%	75%	81%	79%	69%	80%	74%	80%
Rent	20%	15%	19%	18%	18%	29%	16%	23%	17%

Type of Residence	Total (n=4311)	Central Oregon (n=588)	Hood River (n=59)	North Coast (n=169)	Northeast Oregon (n=165)	Portland (n=692)	Southern Oregon (n=1,129)	Willamette Valley N (n=1,022)	Willamette Valley S (n=487)
Single-Family	70%	76%	76%	72%	73%	65%	71%	69%	67%
Mobile or manufactured	10%	8%	5%	7%	13%	<1%	13%	10%	19%
Multi-family	9%	8%	7%	10%	6%	17%	7%	9%	5%
Another housing arrangement	7%	6%	10%	8%	6%	13%	5%	8%	5%
No permanent housing	<1%	<1%	--	--	--	1%	<1%	<1%	--
Boat, RV	<1%	1%	--	1%	--	<1%	<1%	<1%	1%

QG10 Do you own or rent your home? (n=4,302)
QG9 Which of the following building types best describes your residence? (n=4,311)

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Higher than average across all regions

Lower than average across all regions

Residential Profiles

Race: Head of Household #1	Total (n=4,257)	Central Oregon (n=580)	Hood River (n=58)	North Coast (n=167)	Northeast Oregon (n=164)	Portland (n=687)	Southern Oregon (n=1,110)	Willamette Valley N (n=1,008)	Willamette Valley S (n=483)
White	83%	85%	81%	82%	81%	83%	82%	84%	83%
American Indian or Alaska Native	3%	3%	5%	1%	7%	2%	3%	4%	3%
Asian	2%	2%	2%	2%	--	4%	2%	2%	1%
Black or African American	2%	1%	--	1%	--	5%	1%	1%	1%
Native Hawaiian or Other Pacific Islander	1%	<1%	--	--	1%	<1%	1%	1%	1%
Other	3%	2%	5%	3%	2%	3%	4%	2%	3%

Race: Head of Household #2	Total (n=1,406)	Central Oregon (n=216)	Hood River (n=21)	North Coast (n=59)	Northeast Oregon (n=54)	Portland (n=228)	Southern Oregon (n=355)	Willamette Valley N (n=345)	Willamette Valley S (n=128)
White	83%	86%	81%	85%	87%	82%	80%	83%	82%
American Indian or Alaska Native	2%	3%	--	--	2%	1%	3%	2%	1%
Asian	3%	2%	5%	2%	--	6%	2%	2%	2%
Black or African American	1%	1%	--	2%	--	1%	1%	2%	--
Native Hawaiian or Other Pacific Islander	1%	<1%	--	2%	--	1%	1%	1%	--
Other	3%	10%	10%	10%	11%	7%	14%	10%	10%

*HH2 only applies to those with multiple heads of household

QG5A Which of the following best describe the race or races of the head of your household? (n=4,257)
QG5B Which of the following best describe the race or races of the head of your household? (n=1,406)

Higher than average across all regions
Lower than average across all regions

Residential Profiles

Hispanic: Head of Household #1	Total (n=4,165)	Central Oregon (n=567)	Hood River (n=55)	North Coast (n=165)	Northeast Oregon (n=159)	Portland (n=671)	Southern Oregon (n=1,078)	Willamette Valley N (n=1,000)	Willamette Valley S (n=470)
Mexican, Mexican American, or Chicano	3%	3%	5%	3%	2%	4%	4%	2%	3%
Puerto Rican	<1%	--	2%	--	--	1%	<1%	<1%	<1%
Cuban	<1%	<1%	--	--	--	--	<1%	--	--
Other	1%	1%	--	1%	1%	2%	2%	1%	2%

Hispanic: Head of Household #2	Total (n=1,316)	Central Oregon (n=200)	Hood River (n=21)	North Coast (n=56)	Northeast Oregon (n=52)	Portland (n=219)	Southern Oregon (n=323)	Willamette Valley N (n=326)	Willamette Valley S (n=119)
Mexican, Mexican American, or Chicano	2%	2%	--	--	2%	3%	2%	3%	2%
Puerto Rican	<1%	--	--	--	--	1%	1%	<1%	--
Other	1%	1%	--	--	--	2%	1%	<1%	3%

*HH2 only applies to those with multiple heads of household

QG6A Is either of the heads of your household of Hispanic, Latino, or Spanish origin? (n=4,165)
QG6B Is either of the heads of your household of Hispanic, Latino, or Spanish origin? (n=1,316)

Higher than average across all regions
Lower than average across all regions

Residential Profiles

Household age breakdown (% w/ at least one HH member)	Total (n=4,329)	Central Oregon (n=591)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=695)	Southern Oregon (n=1,133)	Willamette Valley N (n=1,028)	Willamette Valley S (n=487)
5 years or younger	8%	8%	10%	8%	5%	7%	9%	9%	7%
6-17 years old	15%	13%	23%	13%	15%	15%	16%	14%	17%
18-24 years old	8%	6%	12%	3%	5%	7%	8%	11%	6%
25-34 years old	14%	11%	3%	6%	12%	17%	13%	16%	11%
35-44 years old	18%	16%	13%	16%	15%	27%	16%	18%	17%
45-54 years old	17%	16%	22%	17%	14%	22%	17%	18%	13%
55-64 years old	21%	21%	27%	15%	24%	18%	23%	20%	25%
65 years old and older	43%	46%	42%	57%	47%	30%	46%	40%	48%

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Higher than average across all regions

Lower than average across all regions

QG11 Please enter the number of people who live your household year-round, in each of the following age categories. (n=4,329)

Residential Profiles

Employment (% w/ at least one HH member)	Total (n=4,329)	Central Oregon (n=591)	Hood River (n=60)	North Coast (n=170)	Northeast Oregon (n=165)	Portland (n=695)	Southern Oregon (n=1,133)	Willamette Valley N (n=1,028)	Willamette Valley S (n=487)
Employed Full-time	44%	41%	43%	33%	41%	60%	38%	48%	37%
Employed Part-time	12%	13%	15%	11%	10%	14%	12%	11%	11%
Full-time Student	4%	3%	12%	2%	2%	4%	4%	7%	2%
Unemployed	5%	3%	7%	4%	2%	7%	6%	5%	5%
Retired	43%	47%	37%	54%	48%	29%	47%	41%	48%
Homemaker	6%	5%	3%	7%	4%	4%	6%	8%	7%
Other	4%	3%	2%	2%	5%	3%	5%	5%	4%

QG12 *How many of the people living in your home over the age of 17 fall into each of the following categories? (n=4,329)*

Higher than average across all regions

Lower than average across all regions

Residential Profiles

Household Identifiers	Total (n=4,227)	Central Oregon (n=578)	Hood River (n=55)	North Coast (n=165)	Northeast Oregon (n=163)	Portland (n=677)	Southern Oregon (n=1,109)	Willamette Valley N (n=1,002)	Willamette Valley S (n=478)
Living with a disability	19%	13%	9%	19%	12%	14%	23%	20%	23%
Hearing impairment	13%	13%	22%	15%	12%	7%	16%	14%	16%
Single parent	6%	5%	11%	4%	4%	8%	7%	6%	6%
Born outside US	6%	5%	20%	5%	1%	9%	6%	6%	3%
MWBE business owner	4%	4%	7%	5%	6%	6%	2%	3%	2%
Living with non-relatives	4%	3%	2%	1%	1%	7%	3%	3%	3%
Farm or agriculture worker	3%	2%	9%	1%	9%	1%	3%	3%	3%
None of these	52%	58%	29%	56%	56%	56%	45%	53%	50%

QG13 Does anyone in your household identify as any of the following? (n=4,329)

Higher than average across all regions

Lower than average across all regions

Language Preferences

Languages Spoken at Home	Total (n=4,308)	Central Oregon (n=588)	Hood River (n=59)	North Coast (n=169)	Northeast Oregon (n=164)	Portland (n=692)	Southern Oregon (n=1,127)	Willamette Valley N (n=1,023)	Willamette Valley S (n=486)
English	97%	97%	95%	98%	98%	97%	97%	97%	98%
Spanish	5%	6%	10%	8%	2%	8%	5%	4%	2%
German	1%	2%	3%	2%	1%	2%	2%	1%	<1%
French	1%	2%	--	4%	1%	2%	2%	1%	<1%
Japanese	1%	<1%	--	--	--	1%	1%	<1%	<1%
Russian	<1%	<1%	2%	--	1%	<1%	1%	<1%	--
Mandarin, Cantonese, or similar	<1%	<1%	2%	1%	1%	<1%	1%	<1%	--
Tagalog	<1%	--	--	1%	1%	<1%	<1%	<1%	<1%
Korean	<1%	--	--	1%	--	<1%	<1%	<1%	--
Swahili or similar	<1%	<1%	--	--	--	<1%	<1%	<1%	--
Hindi, Bengali, or similar	<1%	--	--	--	--	<1%	<1%	<1%	--
Vietnamese	<1%	--	--	--	--	<1%	<1%	<1%	--
Somali	<1%	--	--	--	--	<1%	<1%	--	--
Pacific Island language	<1%	--	--	--	--	<1%	<1%	<1%	<1%
Tribal language	<1%	<1%	--	--	1%	<1%	1%	<1%	--
Other	2%	1%	5%	1%	2%	2%	2%	2%	1%

QG7 *What language(s) do you speak at home? (n=4,308)*

Higher than average across all regions

Lower than average across all regions

Language Needs

Communication in Another Language	Total (n=4,329)
Yes	4%
No	96%

Preferred Language	Total (n=163)
Spanish	42%
Mandarin, Cantonese, or similar	4%
Other	10%

*sample size too small to report

QF7 *Would it be helpful for you to get communications in a language besides English? (n=4,329)*
QF8 *What would that preferred language be? (n=163)*

Higher than average across all regions
Lower than average across all regions

2023 vs. 2022 Audience Comparison

Gender	2023 (n=4,305)	2022 (n=4,507)
Female	53%	54%
Male	41%	42%

Age	2023 (n=4,305)	2022 (n=4,523)
18 to 24	1%	1%
25 to 34	8%	9%
35 to 44	15%	15%
45 to 54	14%	14%
55 to 64	18%	19%
65 or over	41%	39%

Income	2023 (n=4,300)	2022 (n=4,513)
Less than $40,000	20%	23%
$40,000 to $60,000	12%	14%
$60,000 to $100,000	21%	22%
Greater than $100,000	27%	24%

LGBTQ+	2023 (n=4,285)	2022 (n=4,365)
Member of community	7%	7%

Home Ownership	2023 (n=4,302)	2022 (n=4,522)
Own	77%	76%
Rent	20%	21%

Communicate in Another Language	2023 (n=4,329)	2022 (n=4,627)
Yes	4%	1%
No	96%	99%

Preferred Language	2023 (n=163)	2022 (n=40)
Spanish	42%	68%
Other	15%	30%

Higher than 2022

Lower than 2022

BREAK

Small Scale Renewables

Reminder – What are small scale renewables

Roof top
.005 MW

Community-Based Renewables
0.005 - 3 MW

Small Scale Renewables
3 - 20 MW

Utility Scale Renewables
20+ MW

[Department of Energy]

Small-Scale Renewable RFP

Upcoming Bidders Workshops (proposed):	
Pre-issuance Bidders Workshop	January 24, 2024
Bidders Workshop	June 27, 2024
Bidders Workshop	TBD (September 2024)

Pre-Issuance Bidders Workshops Agenda
Purpose/Resource Types
Eligibility Requirements
Contract Considerations
Interconnection and Transmission Requirements
Proposed RFP Schedule
Evaluation and Selection Methodology
Role of Independent Evaluator (IE)
Next steps, questions and comments

Key Dates (proposed):	
Pre-issuance bidders workshop	January 24, 2024
RFP issued to market and publicized	March 29, 2024
PacifiCorp OATT study window closed	May 16, 2024
Bidders workshop	June 27, 2024
Market bid evaluations complete	December 20, 2024
Contracts finalized and executed	June 2025
Guaranteed Commercial Operation Date	December 31, 2028

Stay Informed

We will be back after each bidders conference to share updates and highlights

More information and announcements will be posted at the PacifiCorp 2024 Small Scale Renewable RFP webpage:

www.pacificorp.com/suppliers/rfps/2024-small-scale-renewable-rfp.html

Questions can be submitted to the PacifiCorp 2024 Small Scale Renewable RFP email inbox.

2024SSR_RFP@pacificorp.com

Small-Scale Renewable RFP

Detailed Proposed RFP Schedule:

Event	Date
Pre-issuance bidders workshop	**1/24/2024**
Independent Evaluator (IE) hired	2/16/2024
RFP issued to market and publicized	**3/29/2024**
PacifiCorp OATT cluster study window open	4/1/2024
PacifiCorp OATT cluster study window closed	**5/16/2024**
Notice of intent to bid due	6/17/2024
Bidders workshop	**6/27/2024**
Bidders workshop	**TBD (September 2024)**
Last day for bidder questions to PacifiCorp and IE	11/1/2024
Cluster study results posted to PacifiCorp Open Access Same-time Information System (OASIS)	11/12/2024
Benchmark bid submissions due	11/15/2024
Benchmark final bid financial analysis provided to IE	12/20/2024
Market bid submissions due	12/23/2024
Bid eligibility screening complete	1/17/2025
Market bid evaluations complete	**2/14/2025**
IE final report	3/17/2025
Potential 2025 SSR RFP	3/28/2025
Contracts finalized and executed	**TBD (June 2025)**
Guaranteed commercial operations date (COD)	**12/31/2028**

2024 Draft Perspective

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Date / Time / Meeting Format	Date / Time / Meeting Format
January 19, 2024 (1pm-4pm) Online	July 18, 2024 (1pm-4pm) Online
February 15, 2024 (1pm-4pm) Hybrid	August 15 2024 (1pm-4pm) Hybrid
March 21, 2024 (1pm-4pm) Online	September 19, 2024 (1pm-4pm) Online
April 18, 2024 (1pm-4pm) Hybrid	October 17, 2024 (1pm-4pm) Hybrid
May 16, 2024 (1p-4pm) Online	November- No meeting
June 20, 2024 (1pm-4pm) Hybrid	December 19, 2024 (1pm-4pm) Online

Remember : Clean Energy Plan: The Basics

In 2021, Oregon Governor Brown signed House Bill (HB) 2021 into law, which provides an emissions-based clean energy framework for electricity providers to develop Clean Energy Plans (CEP) and bring together a CBIAG. The plan requires retail electricity providers to reduce greenhouse gas (GHG) emission associated with electricity sold to Oregon consumers by:

Outcomes:

- 80% below baseline emissions levels by 2030
- 90% below baseline emissions levels by 2035
- 100% below baseline emissions levels by 2040

(Baseline is average annual emission of greenhouse gases for the years 2010, 2011, and 2012 associated with the electricity sold to electricity customer.)

CBIAG Filing- Due in November

Section 6 of HB 2021 calls for the development of a biennial report that, in consultation with the CBIAG, must include the assessment and description of the following:

- Energy burden for residential customers
- Disconnections for residential customers
- Opportunities for contracting with businesses owned by women, veterans, or Black, Indigenous or People of Color
- Actions within environmental justice communities intended to improve resiliency
- Grid investments in environmental justice communities that facilitate compliance with clean energy targets
- Social, economic or environment justice co-benefits
- Review of annual customer satisfaction surveys
- Actions to encourage customer engagement
- Other items as determined by the utility and the CBIAG

Post-Meeting Survey

- In 2024, we will be offering a quick post-meeting survey to provide another avenue to receive feedback from our members and the public.
- The survey will be provided by a QR code and URL and will be available for 7 days after each Community Benefits and Impacts Advisory Group meeting

Public Comment

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POWERING YOUR GREATNESS

Check Out

What was your biggest takeaway from today's conversation?

PACIFIC POWER

CBIAG Calendar

January 19, 2024
Online

February 15, 2024
Hybrid

For more information:
Oregon Clean Energy Plan Updated Engagement Strategy

PacifiCorp Stakeholder Engagement

Small Scale Renewable Bidder's Workshop
January 24th 2024

Email comments to:
ORCBIAG@pacificorp.com