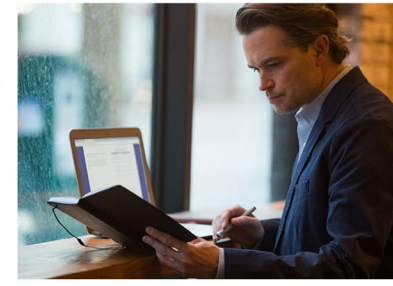


Community Benefits & Impacts Advisory Group

Understanding & Addressing Community Needs

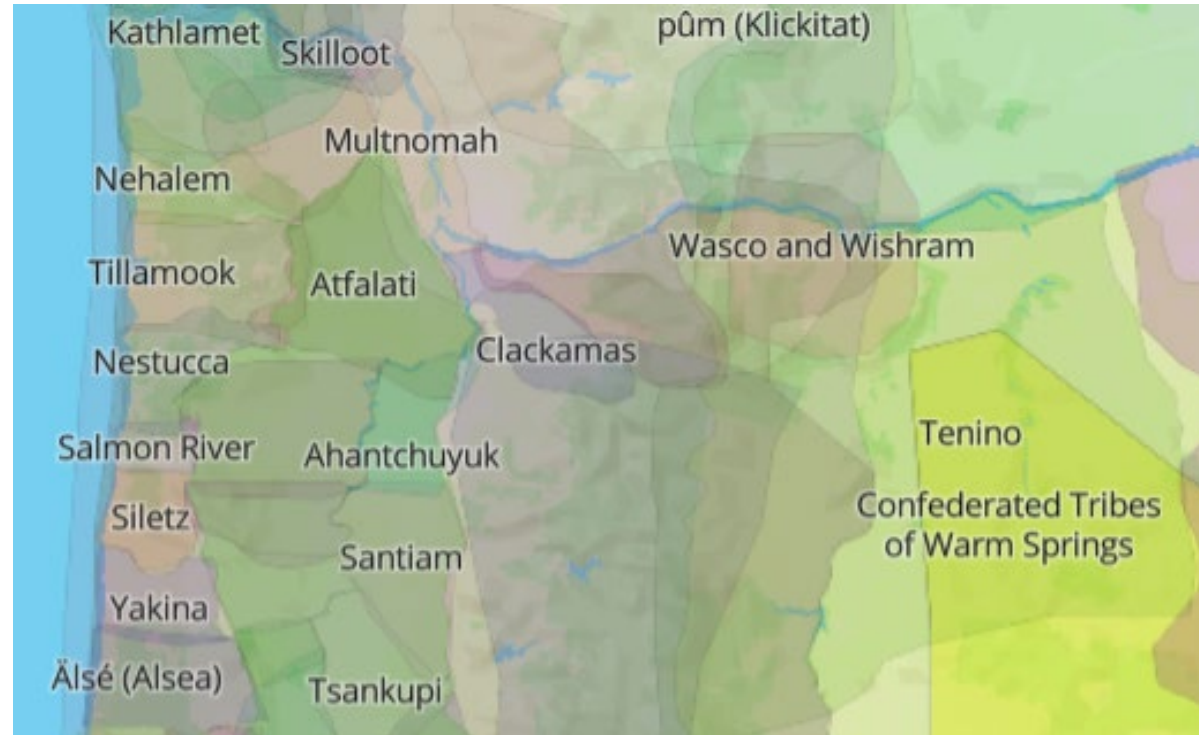
Second CBIAG Meeting
November 17, 2022



Land Acknowledgement

We are meeting online from various locations within the United States.

To find out original stewards of the land where you are now, check out:



<https://native-land.ca>

By acknowledging indigenous peoples and tribes, their traditional homeland ties are renewed and reaffirmed

Understanding & Addressing Community Needs

November 17, 2022, 1-4 p.m. PT

For a Better Meeting Experience



Spanish or ASL?

- 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 p.m.	Welcome & Feature CBIAG Member Check in Closing the Loop
2 p.m.	Understanding Community Needs: Service Area Demographics Discussion
2:30 p.m.	Break
2:40 p.m.	Addressing Community Needs: Programs to Help Income Challenged Customers Discussion
3:45 p.m.	Public Comment
3:50 p.m.	Summary and Next Steps

Community Benefits & Impacts Advisory Group (CBIAG) Purpose

Focus on equity and a clean energy future in the state of Oregon in accordance with [HB 2021](#).

Today's Objectives

1. Close the loop on CBIAG input and discussion from the last meeting
2. Begin the discussion of understanding the underserved (mapping, surveys, studies)
3. Provide an overview of some key Pacific Power programs based on feedback in the last meeting

INTRODUCTIONS

Check In & Closing the Loop

Reflecting on the October 27 Meeting

11 out of 15 organizations (13 individuals) attended

ATTENED	ABSENT
ACCESS, Rose Reeser	Coalicion Fortaleza, Erica Ledesma (video)
AllCare Health, Jennifer Gustafuson, Josh Palik	Clatsop Community Action, Viviana Matthews
Capeco, Jody Warnock*	NeighborImpact, Lori Scharton
Community Energy Project, Alma Pinto	Oregon Coast Community Action, Drew Farmer
Ecumenical Ministries of Oregon, Britt Conroy	
Josephine County Food Bank, Patrice Hanlon	
Klamath & Lake Community Action Services Christina Zamora, Xitlali Torres (RARE, Americorps)	
Mid-Willamette Valley Community Action, Michelle Ehara	
Multnomah County, Tim Lynch	
Rural Development Initiative, Jennifer Growth	
United Community Action Network, Shaun Pritchard	

Our goals:

1. Get to know you, hear your story and have a conversation on your communities' unique goals, needs/wants regarding energy equity and the transition to a clean energy future
2. Initiate a partnership to advance real-world, energy-equity results in Oregon communities, and meet HB 2021 requirements

TODAY'S CHECK IN, PART 1:

For those who attended, what was your experience of the last meeting? Do you feel these objectives were achieved and why (or why not)?

CBIAG's Perspectives on Equity

Based on your feedback, the following equity observation was drafted:

Each CBIAG member serves a community of those who have been left behind (Latinx, rural, elderly, income challenged, disabled and others).
When people are left behind, inequity is at work.

Equity requires trust between givers and receivers to:

- Identify root cause issues
- Fix systematic problems
- Build the relationship
- Deliver the benefit

So no one is left behind.

TODAY'S CHECK IN / PART 2:

For those who attended, to what extent does this capture what you expressed on equity?

For those unable to attend, do you have any initial reactions?

Understanding Needs of Underserved Communities



What We Heard From You on Community Needs...

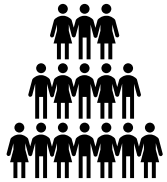
- Someone to speak up for the community
- Greater cultural sensitivity in diagnosing and developing solutions
- Trust is essential. Otherwise, receivers will refuse the help.
- Sustainable and affordable housing, particularly for vulnerable communities displaced by natural or human-made disasters
- Attention to disaster preparedness, particularly for vulnerable communities
- Demystifying the energy provider language, processes, resources and benefits so that vulnerable communities can understand and act
- Increase in nutritious and accessible food (Note: when food insecurity is reduced or eliminated, vulnerable communities can better pay their utility bills)

In the end, we need to deliver.

Role of Metrics and Data

- PacifiCorp has taken several recent actions to better understand and map potentially underserved communities in our service area
- The Clean Energy Plan (CEP) requires PacifiCorp to develop a minimum of one metric for three customer benefit indicator (CBIs) categories (Order No. 22-390)
- CBIs are to be focused on the topics of resiliency, health and community well-being, environmental impacts, energy equity and economic impacts
- Metrics will be discussed in forthcoming CBAIG meetings

How Pacific Power is Starting This Process



LOOKING AT CENSUS
TRACT DATA FOR THE
SERVICE AREA



COMMUNITY MAPPING:
TRANSPORTATION
ELECTRIFICATION



TARGETED SURVEY:
DISTRIBUTION SYSTEM
PLANNING



REGULAR SURVEYS:
RESIDENTIAL

EQUITY GROUPS: OR Community Benefits & Impacts Advisory Group & WA Equity Advisory Group



Pacific Power Oregon Service Area



- Largest rural electric services provider, as well as serving two of Oregon’s largest metropolitan areas: Medford and portions of Portland
- From coastal communities including Astoria, Lincoln City and Coos Bay, to high desert cities such as Bend and Prineville, the company’s geographical service is diverse and spans the entire state.

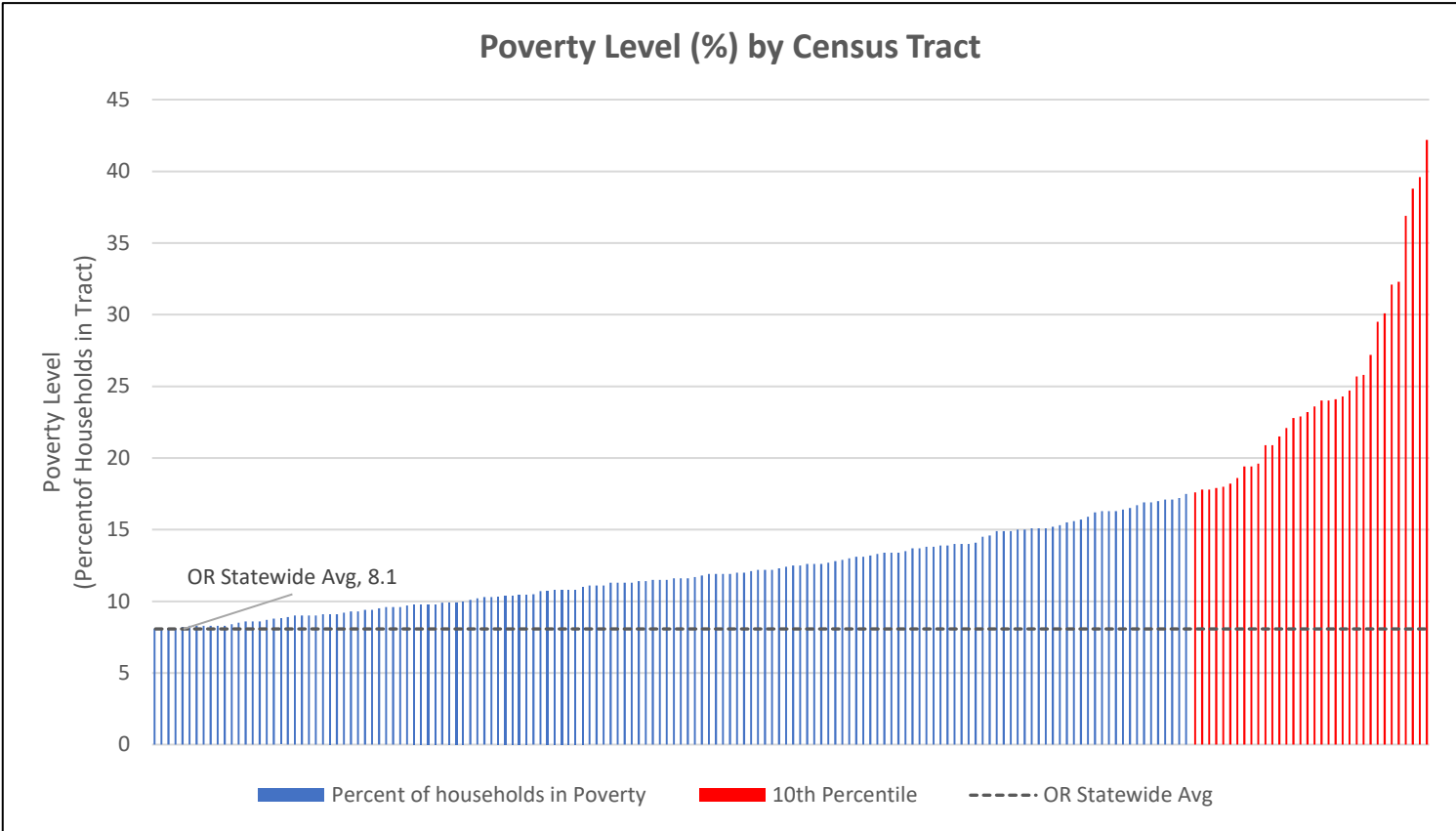
Residential	534,091
Commercial	71,383
Industrial AND Irrigation	9,071
Other Sales and Public Street Lighting	504
Total	615,049

Oregon Service Area Census Data

MAIN TAKEWAYS

- PacifiCorp is identifying inequities in the service area - and census track data is one tool we can use
- This helps us identify areas in the service area where services and programs can be deployed to create equitable outcomes

SOURCE: Census Bureau - 2020 American Community Survey (404 Census Tracts (CTs) out of the total 1,001 CTs in Oregon)



General data characteristics

- 182 CTs out of the 404 CTs within PacifiCorp’s service area have poverty levels that equal or exceed the statewide poverty average
- 34 CTs within PacifiCorp’s service area are in the top 10th percentile for poverty relative to all CTs statewide

Understanding PacifiCorp's Service Area Characteristics:

Transportation Electrification Example

- Objective:
 - Understand how communities in PacifiCorp service area are serviced by current EVSE infrastructure
- Process:
 - Create composite index to create a single factor to represent HB 2165 "Underserved Communities"
 - Overlay current infrastructure, driving considerations and underserved communities to develop an index of need
 - Mapping to existing TE infrastructure

House Bill 2165 Underserved Community Definitions

Rental Housing	Residents of Multifamily Housing	Communities of Color
Communities Experiencing Lower Income	Tribal Communities	Rural Communities
Frontier Communities	Coastal Communities	Communities Adversely Harmed by Environmental or Health Hazards

Source: UM 2165, Public Utility Commission of Oregon Staff Report Special Public Meeting December 14, 2021, December 7, 2021; <https://edocs.puc.state.or.us/efdocs/HAU/um2165hau181610.pdf>



Underserved Community Identification

Pollution Burden

Environmental exposures weighted more heavily

Environmental Exposures:

- ◆ Diesel
- ◆ Ozone
- ◆ Particulate matter 2.5
- ◆ Traffic density

Environmental Effects:

- ◆ Lead risk and exposure
- ◆ Proximity to hazardous waste facilities
- ◆ Proximity to superfund sites
- ◆ Wastewater discharge
- ◆ Risk management plan facility proximity

Population Characteristics

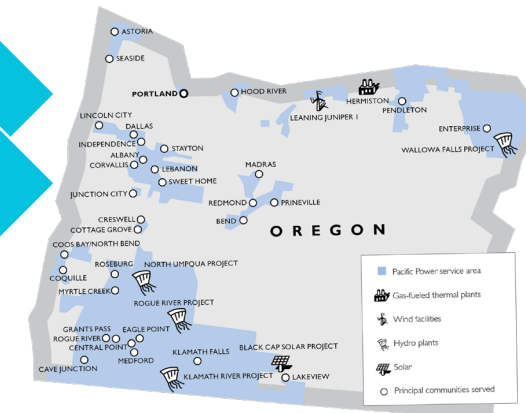
Equal weighting

Demographic Factors:

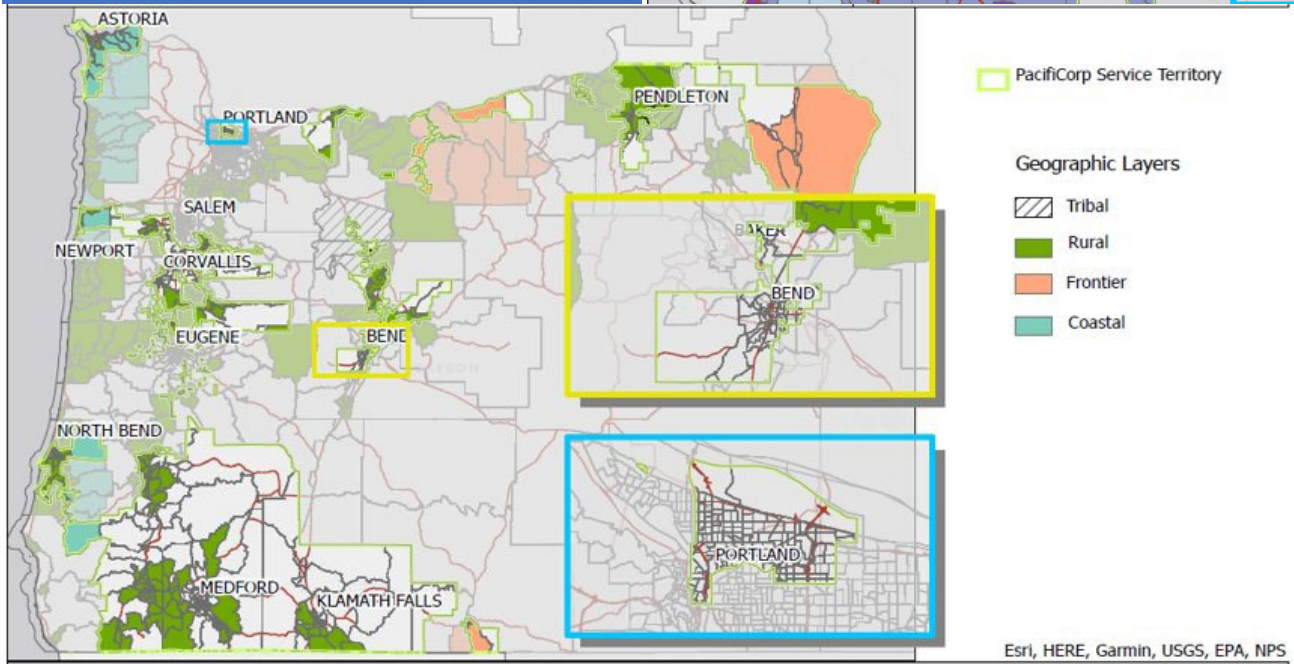
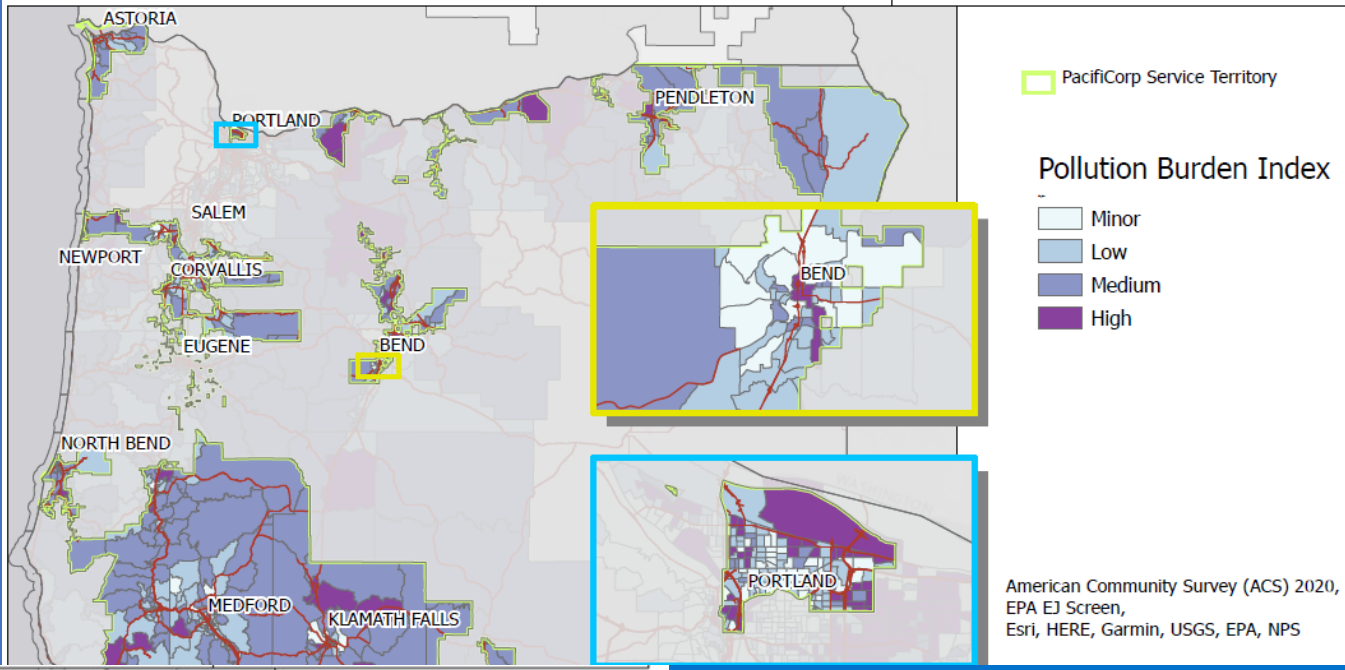
- ◆ Residents of rental housing
- ◆ Residents of multifamily housing
- ◆ Communities of color
- ◆ Communities experiencing lower incomes

Geographic Factors:

- ◆ Tribal communities
- ◆ Rural communities
- ◆ Frontier communities
- ◆ Coastal communities

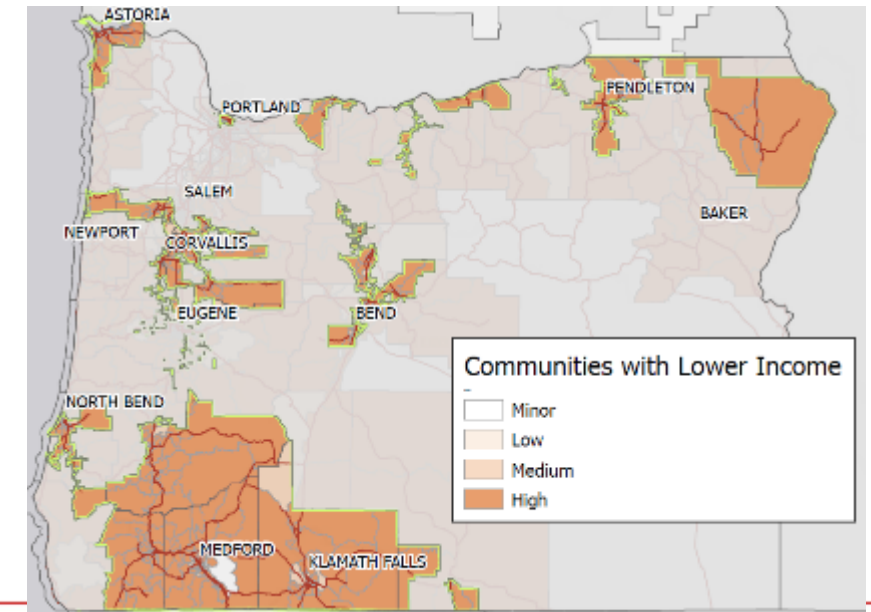
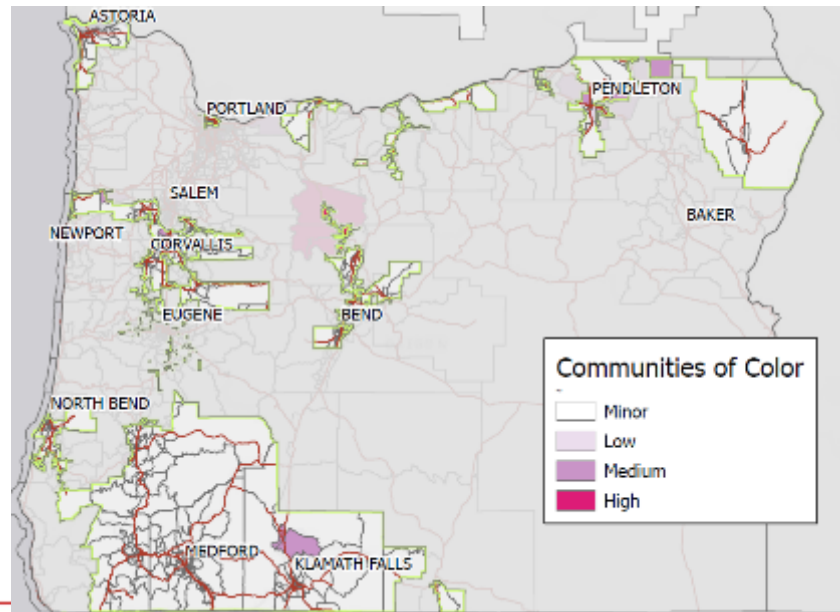
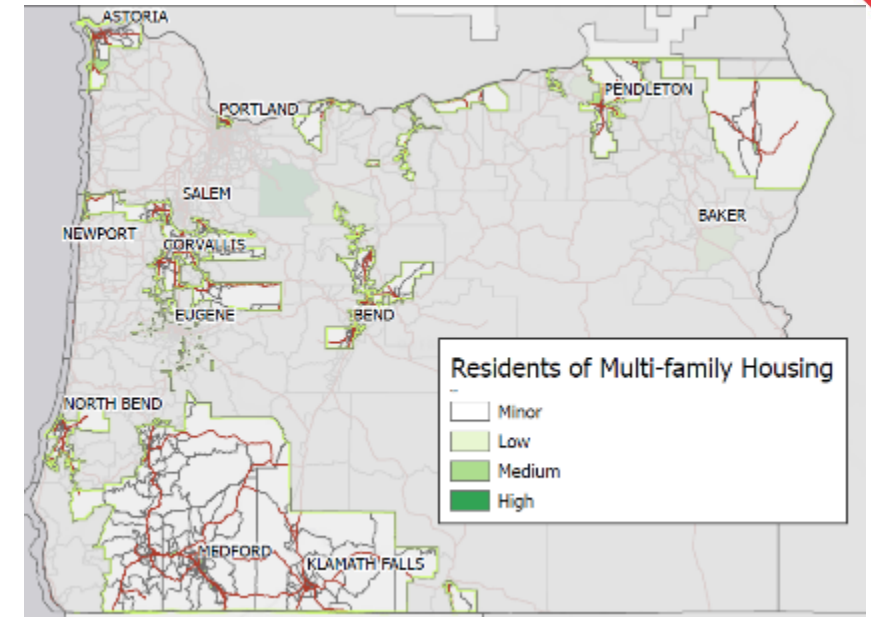
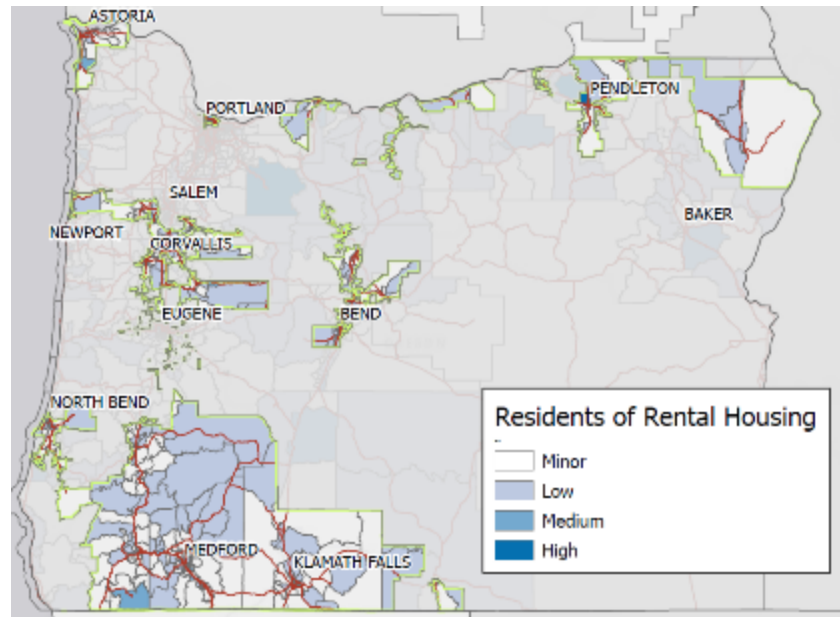


Pollution Burden: Composite Score

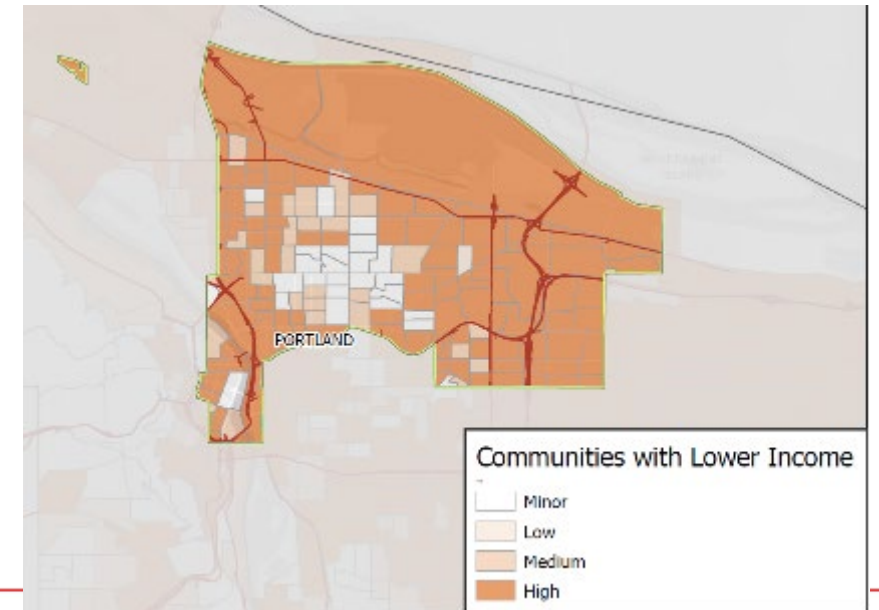
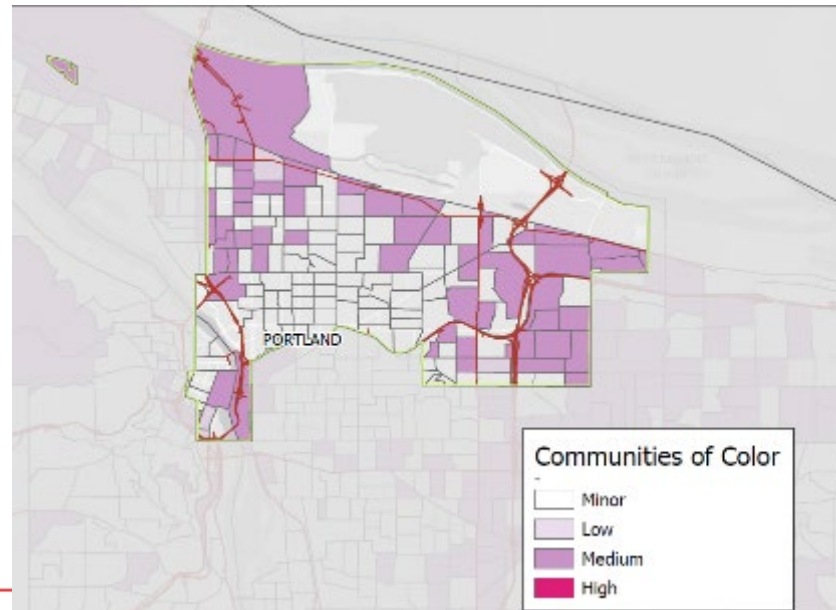
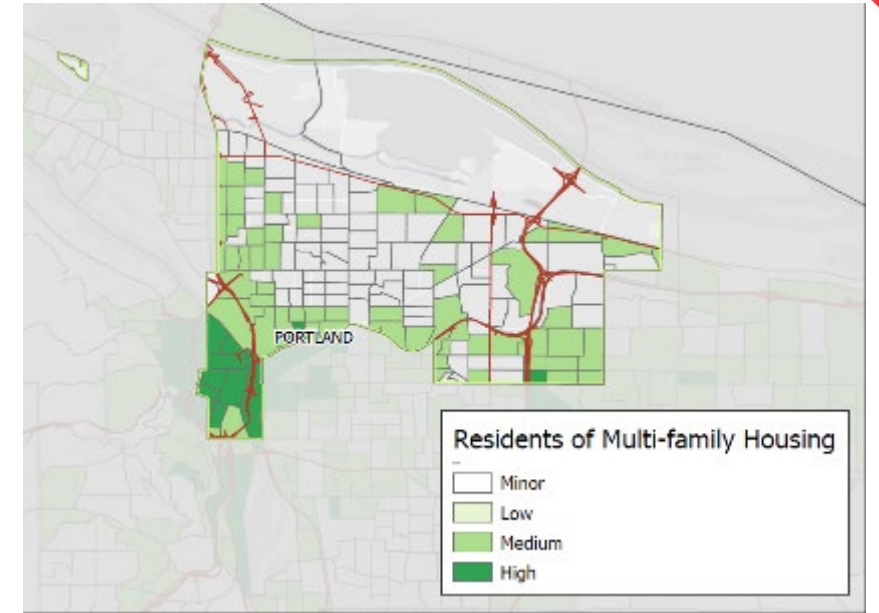
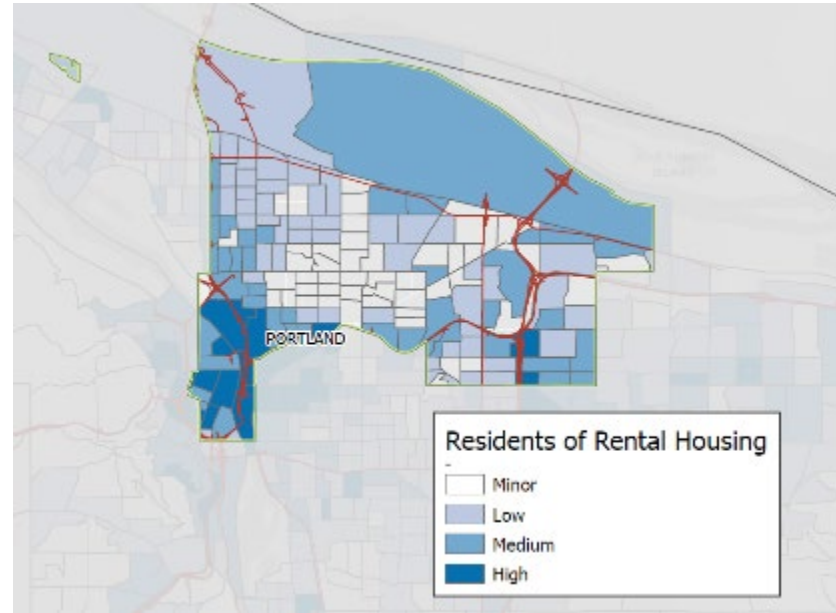


Underserved Communities: Geographic Layers

Demographic Layers: PacifiCorp Service Area



Demographic Layers: Portland Area



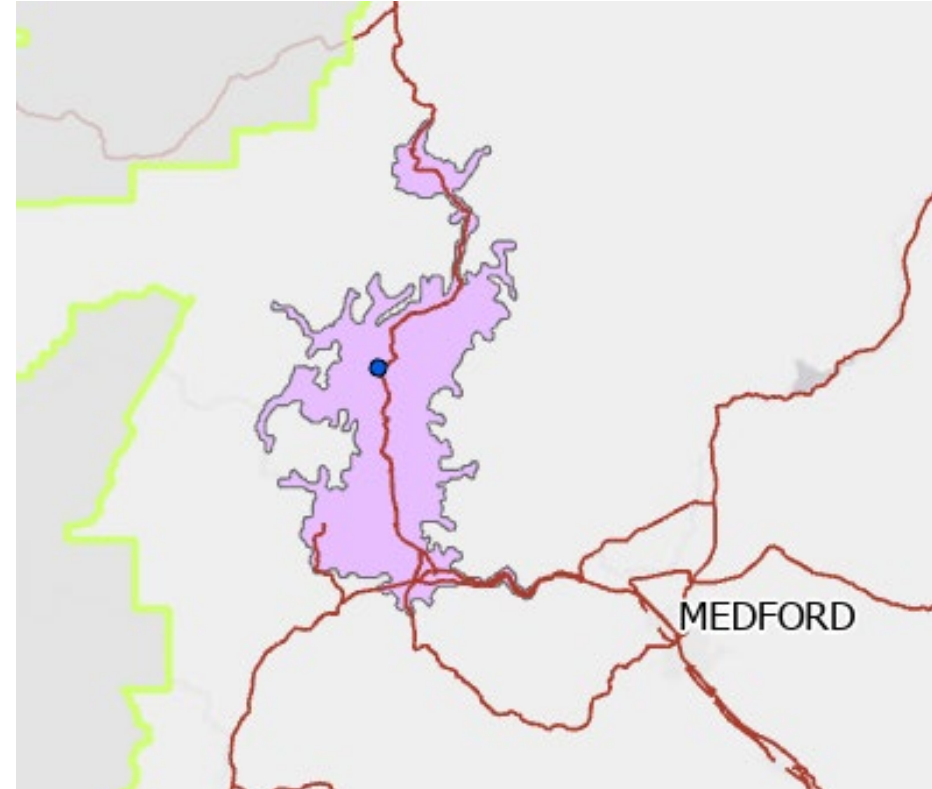
Next Steps

Continue to apply mapping to identify needs and support clean energy planning, programs and broader equity applications.

Identifying needs requires community feedback to determine the outcomes that communities want to see.

Questions?

Observations?



BREAK

Programs for Income-Challenged Customers

Meeting Customer Needs

CUSTOMER NEEDS

RESIDENTIAL

Lower utility bills



[Oregon Low-Income Discount Program](#)

[Home Weatherization](#)

[Energy Efficiency](#)

[Demand Response](#)

[Home Energy Reports](#)

Help paying utility bills



[COVID 19 \(CEAP\)](#)

Energy Assistance Programs

[OREGON \(OEAP\) & ENERGY FUND \(OEF\)](#)

[FEDERAL \(LIHEAP\)](#)

[Payment Options](#)

[PAYMENT PLAN](#)

[REQUEST TIME](#)

[CHANGE DUE DATE](#)

[EQUAL PAYMENTS](#)

Other needs

RENEWABLE ENERGY

ELECTRIC VEHICLES

RESILIENCY

& MORE.....

[Blue Sky Community Projects](#)

[Community Solar](#)

[Customer Generation](#)

[Grant Programs](#)

[Incentive Opportunities](#)

[Grant & Study Opportunities](#)

[Pacific Power Foundation](#)

Low-Income Discount Program

Low-Income Discount Program*

Provide energy bill relief to qualifying customers

Benefit

- **20% discount** if their income is between **21% and 60%** of state median income
- **40% discount** if their income is between **0% to 20%** of state median income.

Eligibility is based on:

- Household size
- Annual gross income at or below the income limits (all household members 18 years and older combined)

2023 Oregon Income Guidelines

60% of median income by household size

1	\$31,266
2	\$40,886
3	\$50,506
4	\$60,126

Discount will be based on income adjusted to household size.

*Updated in 2022

Source: [Oregon Low-Income Discount Program \(pacificpower.net\)](https://www.pacificpower.net/oregon-low-income-discount-program)

Ways to Enroll

LIHEAP / OEAP are auto-enrolled	Self Enroll	Third-Party Enrollment
<ul style="list-style-type: none">• LIHEAP / OEAP recipients as of October 1, 2021, are auto-enrolled at 20% discount, but can apply for a higher discount• Ongoing, company-identify LIHEAP or OEAP recipients not enrolled and auto enrolled	<ul style="list-style-type: none">• Web application – enroll at PacificPower.net/LID• Contact customer service at 1-888-221-7070• Paper application – available online or contact customer service to request a copy	<ul style="list-style-type: none">• Check “Pacific Power Employee/Third Party” radio button on the online application• Share program terms with customer and check the “Agree to Program Terms” box• Individuals completing the form on behalf of customer provide name in the Pacific Power Employee/Third Party field• Include organization name (i.e. name of community action agency)

Discussion

How familiar are you with this program?

Does your community use this program?

Do you have suggestions to increase awareness and participation in this program?

Energy Assistance Programs

Energy Assistance Overview

Pandemic, state and federal support to pay utility bills and prevent disconnections



COVID Energy Assistance Program

Energy assistance agencies may have additional funding to support those impacted by COVID-19



Oregon Energy Assistance Program

Assistance program for low-income households in danger of having their electricity service disconnected due to limited income.

Oregon Energy Fund

Connecting individuals to community action organizations



Low-Income Home Energy Assistance Program (LIHEAP)

Meeting broader needs

Federally-funded program that eligible households may qualify for:

- Energy assistance grant applied to utility bill on behalf of eligible household
- Repair or replace an unsafe, dysfunctional, and/or inoperative heating system
- Weatherization and energy efficiency improvements to house

COVID Energy Assistance Program

Temporary program requiring:

- COVID impact
- Income guideline at or below 80% of area median income

Apply by contacting local providers at:

- [Energy Assistance Provider](#)
- Toll Free: 1-800-453-5111 option 2
- Email: energyassistance@oregon.gov

Energy assistance agencies may have additional funding to support those impacted by COVID-19.

Oregon Energy Assistance Program

Priority assistance given to customers in danger of disconnection

Year-round assistance program designed to assist low-income households in danger of having their electricity service disconnected due to limited income

Apply by contacting local providers at:

- [Energy Assistance Provider](#)
- Toll Free: 1-800-453-5111 option 2
- Email: energyassistance@oregon.gov

Eligibility is based on:

2023 Oregon Income Guidelines

60% of median income by household size

1	\$31,266
2	\$40,886
3	\$50,506
4	\$60,126

Low-Income Home Energy Assistance Program (LIHEAP)

Federally-funded program that helps income customers with a host of needs

Money Toward Paying Energy Bills	Heating System Replacement	Weatherization and Energy Efficiency
<p>Helps eligible families and individuals pay their energy bills</p> <p>Program opens to the general public in December, but special outreach is provided in October and November to seniors, the disabled and households with children under age six</p> <p>Income guideline at or below 60% of state median income.</p>	<p>Repair or replacement of unsafe, dysfunctional, and/or inoperative heating system</p>	<p>Provides weatherization and energy efficiency services at no cost to income qualify households</p> <p>Income guideline at or below 200% of federal poverty level.</p> <p>Community action agencies deliver weatherization services</p>

Funds delivered through Oregon Energy Fund are coordinated with community action agencies

Donate to energy assistance

Everyone needs a helping hand from time to time.

That's why we support our neighbors and communities through energy assistance programs that help people facing financial hardships with their energy bills.

We contribute **\$2 for every \$1** donated by our customers to energy assistance programs, up to the annual cap by agency. These nonprofit programs include Oregon Energy Fund and Project HELP in California and Washington.



Fuel Fund Program

PacifiCorp matches every dollar donated to Oregon Energy Fund with \$2 more, up to \$144,000 annually.

Discussion

How familiar are you with Pacific Power's program offerings?

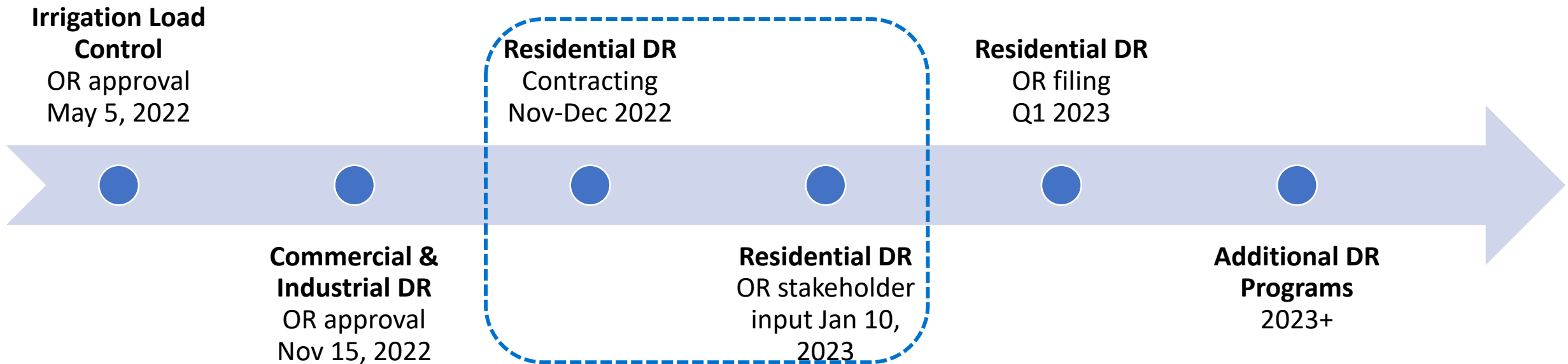
Do you have suggestions to improve awareness and participation in these programs?

Demand Response

Pacific Power's Demand Response Programs in Oregon

Demand Response (DR) helps manage the grid by offering financial incentives to customers to reduce their energy usage during peak times. Pacific Power:

- Is launching its inaugural DR portfolio in Oregon for all customer classes: irrigation, commercial and industrial, and residential, with additional programs to come in 2023 and beyond
- Will host a technical workshop on our upcoming residential DR program **at 10 a.m. PT on January 10, 2023** to review the proposed program design and outreach strategies



Public Comment

Mark Your Calendar

December 15	Hybrid / Portland
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January 19	Online
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February 16	Hybrid / TBD
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For more information:
[Oregon Clean Energy Plan
Updated Engagement
Strategy](#)

[Oregon Community Benefits
and Impacts Advisory Group](#)

Email comments to:
ORCBIAG@pacificorp.com