



Pacific Power Community Benefits & Impacts Advisory Group CBIAG (Community Benefits and Impacts Advisory Group) Public Notes

Celebrating the CBIAG, Achievements & Value
Thursday, October 19, 2023, 1:00 – 4:00 p.m., Pacific Time

E Source, PacifiCorp's meeting facilitation partner, synthesized and summarized these notes.

Executive Summary

October's CBIAG public hybrid meeting was conducted in-person and via Zoom on October 19, 2023, from 1:00-4:00 p.m. PDT. Four CBIAG members, representing four organizations, and five members of the public participated in the meeting. The meeting focused on celebrating the year in review and an activity focused on planning for the year ahead.

Meeting Objectives

- Connecting as an Advisory Group through recapping the first year of the CBIAG
- New tools and planning for 2024

Agenda

| TIMING | TOPIC |
|---------------|--|
| 1:00 p.m. | Presenters, Purpose & Objectives Check In |
| 1:10 p.m. | Executive Welcome |
| 1:20 p.m. | Closing the Loop from Last Meeting |
| 1:45 p.m. | Year in Review |
| 2:30 p.m. | Break |
| 2:40 p.m. | Tools & 2024 |
| 3:45 p.m. | Public Comment |
| 3:55 p.m. | Summary and Next Steps |

Attendees

| CBIAG Attendees | |
|-------------------------|--|
| Jennifer Gustafson | AllCare Health |
| Erica Ledesma | Coalicion Fortaleza |
| Tim Lynch | Multnomah County |
| Xitlali Torres | Verde |
| Siraat Younas | Community Energy Project |
| Presenters | |
| Kimberly Alejandro | Equity Advisor Analyst |
| Lee Elder | Load Forecasting Manager |
| Christina Medina | Stakeholder Policy & Engagement Manager |
| Stephanie Meeks | Regulatory Manager, Regulatory Policy & Operations |
| Cory Scott | VP, Customer & Community Solutions |
| Jeffrey Daigle | E Source Facilitator |
| Morgan Westberry | E Source Facilitator |
| Public Attendees | |
| Sue Fletcher | Energy Trust of Oregon |
| Violet Paxton | Portland General Electric |
| Alma Pinto | Northwest Energy Coalition |
| Monica Scala | Public Utility Commission of Oregon |
| Claire Velentine-Fossum | Public Utility Commission of Oregon |
| PacifiCorp Attendees | |
| Thomas Burns | VP of Resource Planning & Acquisitions |
| Brandon Capps | Integrated Resource Planning & Regulatory Affairs Specialist |
| Heather Eberhardt | Senior Commercial Services Power Marketer |
| John Rush | |

Meeting Notes

Introduction

Pacific Power's Christina Medina welcomed the attendees as the CBIAG celebrates 1 year, thanked the members for joining, and encouraged participants to share perspectives of participating in the group during the meeting, or by following up with Pacific Power afterward.

E Source's Morgan Westberry provided housekeeping items, provided an overview of the agenda and objectives, introduced the presenters, and encouraged participation by members.

Welcome from Cory Scott

Pacific Power's Vice President of Customer & Customer Solutions, Cory Scott, opened the meeting with some thoughts and reflections on equity elements across the team. The CBIAG has been an instrumental part of addressing the complications of running intensive programs and building them into the IRP and across the programs offered in a cost-effective manner. Everyone involved has contributed towards the effort for change and the Pacific Power engagement staff and CBIAG advisors are at the heart of changes implemented throughout Pacific Power practices. Cory concluded by noting a deep appreciation for the work that is being done, the time and effort spent from everyone, and an acknowledgement of how the CBIAG continues to move forward in the right direction.

Check In

All CBIAG members "checked-in" by responding to the prompt: *What has been the highlight of the last year for you?*

- Cory Scott's highlight was talking with the internal team about all the program changes over the last 12 months. Listening to how everyone is talking about the different lenses of equity across all programming, mapping out the elements of the underserved, and watching the way the team talks about equity in the utility space.
- Verde's highlight was Pacific Power and the CBIAG engagement coming to Klamath Falls and bringing presence to the community and service area.
- AllCare Health cannot emphasize enough the great work that Pacific Power is doing, and the lack of knowledge the community has on the work. Pacific Power is doing innovative things to create equity across the engagement space, and AllCare Health is impressed and honored to sit at this table and be part of the work being done. Pacific Power is going above and beyond, taking it to a higher level. AllCare is looking forward to seeing what the future unfolds.
- Coalicion Fortaleza reflected on the power of slowing down and examining how to properly do the work while including the members of the community. Coalicion Fortaleza has personally learned a lot just being in the engagement space, including learning about all the programs Pacific Power offers. The work elevates the feeling of gratitude for engaging community leaders and providing the tools to bring back into the community.
- Multnomah County shared appreciation for the folks and Pacific Power for bringing this advisory group into this work. It is difficult to do this work when the path ahead is unknown, but this group continues to work together, and problem solve. There are several deep appreciations for Christina and Kimberly and others, just to put a face to the passion and commitment to this work. Big organizations can be faceless, so seeing the people behind the work showing up has been incredible.

Closing the Loop from the Last Meeting

E Source's Morgan Westberry shared a high-level overview of the virtual September CBIAG meeting and summarized the themes and questions resulting therefrom.

Reflecting on the September Meeting

Seven CBIAG members representing seven organizations participated, with four members joining on site.

| CBIAG Attendees | |
|--------------------|-------------------------------------|
| Britt Conroy | Rural Development Initiatives (RDI) |
| Jennifer Gustafson | AllCare Health |
| Erica Ledesma | Coalicion Fortaleza |
| Tim Lynch | Multnomah County |
| Shaun Pritchard | United Community Action Network |
| Xitlali Torres | Verde |
| Sherrie Villmark | Community Energy Project |

Our goals:

1. Following up on Community Benefit Indicators and discussion around possible actions
2. Approaching an understanding of Small-Scale Renewables to allow for further input and help distinguish the different type of resources
3. Review of the Charter Draft

Main Themes:

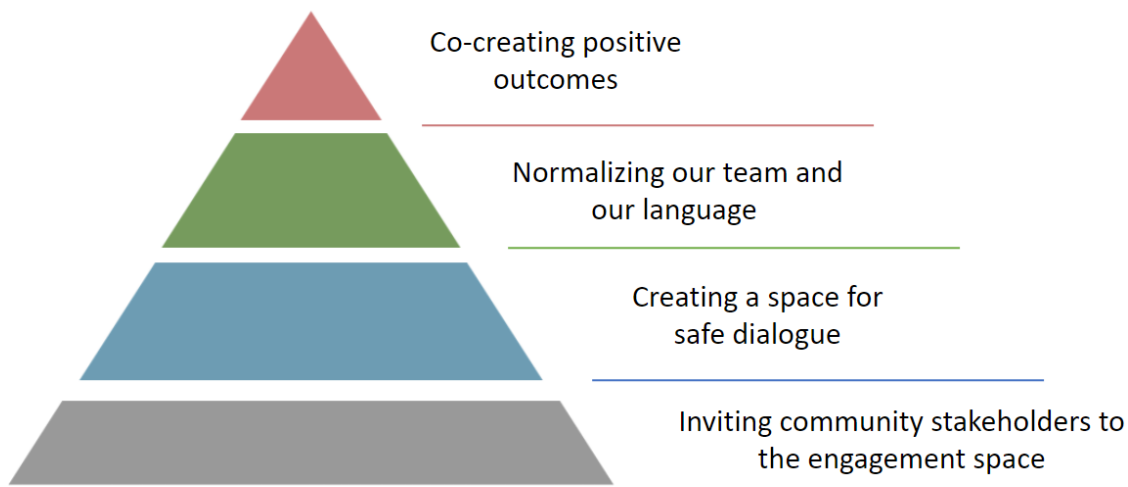
- An introduction to the Oregon Department of Energy and equity in a clean energy future
- An update on the approach for designing utility and community resiliency
- A refresher on community based renewable energy, Clean Energy Plan's core commitments, straw proposal, and expanding feedback channels
- Small scale renewable procurement, the broad planning horizon, and what is being proposed to accomplish over an extended period

CBIAG | Year in Review

Pacific Power's Christina Medina provided a snapshot of the CBIAG's first year together, starting by answering the check-in questions. Christina's transition from being a regional business manager into the role of Stakeholder Policy & Engagement Manager was a big leap. There was a fear that this would pull Christina away from a deep connection to the community. Christina found that working with the CBIAG and the team at Pacific Power has only deepened the commitment to equity. This work ensures more people's voices can be heard and ensures that the community can grow with purpose.

In considering how to build a foundation in this space and what it means to be part of it. It was important to make sure the information is available to the public, that this group was operating in a safe space for dialogue, with comfortability voicing and exercising that voice. There was a desire to normalize the language that is used by the team, working to move away from jargon, testing how language is used and being accountable for this. Within the CBIAG, it has always been important to be co-creating, working with different voices and perspectives to create positive outcomes.

Developing our CBIAG space



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POWERING YOUR GREATNESS

There has been so much content shared over the last year, from the Clean Energy Plan to the Regional Lens, Community Benefit Indicators, Energy Assistance Programs and working towards a clean energy future, and everything in between. There hasn't been a straight path to mapping it all out, but Pacific Power is grateful to be able to cover these topics with the CBIAG.

One of the areas this group has had a big impact on the library of resources created and are available to the CBIAG members and the public. Over the past year Pacific Power has had a focus on creating this library:

- [Community Benefit and Impacts Advisory Group landing page](#)
- [Pacific Power Oregon Clean Energy Plan landing page](#)
- [Energy Resource Center \(select Oregon\)](#)

Pacific Power's Charity Spires has focused efforts and commitment to community and accessibility around energy assistance programs. With the Low-Income Discount Program, Charity has worked to simplify the application process, in addition to broadening the knowledge within the community of energy assistance programming. The benefits being and 20% discount if income is between 21% and 60% of state median income, and 40% discount if household income is between 0% and 20% of state median income.

Additionally, in conducting the Clean Energy Survey, it was important to Pacific Power to ask the right questions. The CBIAG advisors played a large role in testing the approach, in testing the language that was used. CBIAG advisors were instrumental in helping Pacific Power understand the value in the responses provided. Pacific Power still has a segment that needs additional input on the small business lens, amplifying the dollars to make sure the right tools are accessible, and identifying additional ways to be supportive. **Survey results will be shared in December.**

A highlight over the first year of the CBIAG has been the regional lens. It has been joyful to interact within the communities. It has given this group a chance to have some facetime, to get to know what is important for each of the members within the communities Pacific Power serves.

Pacific Power's Stephanie Meeks provided an update to the feedback tracker, but first started by answering the opening check-in question. Stephanie reflects on hearing everyone's own stories, hearing what work each member is doing in communities. This group has helped Stephanie to learn more about what is going on within the entire state through the regional lens, giving everyone in this group an opportunity to learn. Additionally, there is gratitude for the ability to share information within the different organizations in this group, and the natural networking that has evolved.

The purpose of the feedback tracker is to build an inclusive and accessible process for consultation and collaboration. This feedback tracker has been developed to track input and questions received in the various community engagements. The feedback tracker includes feedback, responses provided by subject matter experts, and impacts or incorporation. This feedback tracker will continue to be updated and will follow a similar pattern as the public notes, but can expect it to move slightly slower in gathering responses and actions from the subject matter experts to fully consider any feedback provided by stakeholders.

Community Benefit Indicators (CBIs)

Pacific Power's Lee Elder provided an update on Community Benefit Indicators, but first started by answering the check-in question. For Lee, the highlight from the last 12 months was getting the Clean Energy Plan filed. There was a short timeframe to get it done, not to say the work is done, but having pulled it together has been a great success.

In a recent CBIAG engagement, members participated in an activity where they identified vulnerable populations and the challenges faced within those vulnerable populations. Interestingly, across the identified vulnerable populations, broken systems of care were present under each population.

Clustered Vulnerable Populations with Challenges

| | | |
|---|--|---|
| Elderly <ul style="list-style-type: none"> • Aging homes • Fixed income • Lack of support • Isolation; social & resources • Broken systems of care | Rural & Isolated Communities <ul style="list-style-type: none"> • Generational decreases in vitality • Youth Drain • Closure of critical economic resources • Limited Community Medical Resources • Wildfires • Limited Government Funding • Transportation • Broken systems of care • Lack of childcare • Limited Job Opportunities | Children & Youth Entering Adulthood <ul style="list-style-type: none"> • Systemic racism • Safety • Increased mental health issues • Will inherit our inaction • More susceptible to air quality; asthma • Broken systems of care |
| <ul style="list-style-type: none"> • Unhoused • Multifamily Housing • People with Aging Homes • Renters • Undocumented Persons • People with Terminal Illness | Low-Income Earners <ul style="list-style-type: none"> • Harder impact due to extreme weather events • Financial insecurity • Time constraints • Generational trauma • Energy burdened • Unemployment • Constant state of stress • Energy inefficient homes • Broken systems of care | Mental & Physical Health <ul style="list-style-type: none"> • Health impacted by emissions • Mental health; Aspect of climate anxiety • Accessibility to hospitals • Fixed Income • Disabled/Poor health • Broken systems of care |
| | | Non-English and Limited English Proficiency <ul style="list-style-type: none"> • Limited job opportunities • All notices at 5th grade level • Broken system of care |

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POWERING YOUR GREATNESS

The intent of the exercise was to take that information and bring it back to Pacific Power to analyze if the current CBIs meet the challenges heard from the community. As the draft CBIs continue to see small edits and additions, Pacific power will work with external partners, such as Energy Trust of Oregon, to identify related actions and metrics.

PacifiCorp Customer Benefit Indicators

| No. | CBI | Metric(s) |
|-----|--|--|
| 1 | Increase culturally and linguistically responsive outreach and program communication | a. Number of topics addressed in outreach in non-English languages - b. Number of impressions from non-English outreach c. Percentage of responses to surveys in Spanish |
| 2 | Increase community-focused efforts and investments | a. Number of workshops on energy related programs b. Headcount of staff supporting program delivery in Washington who are women, minorities, and/or can show disadvantage ^a c. Number of public charging stations in named communities |
| 3 | Increase participation in company energy and efficiency programs and billing assistance programs | a. Number of households/businesses, including named communities, who participate in company energy/efficiency programs b. Dollar value of energy efficiency expenditures ^b c. Number and percent of eligible households that participate in billing assistance programs d. Number of households/businesses who participate/enroll in demand response, load management, and behavioral programs e. Dollar value of demand response, load management, and behavioral programs expenditures ^b |
| 4 | Increase efficiency of housing stock and small businesses, including low-income housing | a. Number of households and small businesses that participate in company energy/efficiency programs b. Dollar value of energy efficiency expenditures ^b |
| 5 | Increase renewable energy resources and reduce emissions | a. Amount of renewables/non-emitting resources serving Washington b. Amount of Washington allocated greenhouse gas emission from Washington allocated resources |
| 6 | Decrease households experiencing high energy burden | a. Number and percent of customers experiencing high energy burden by: highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWX) participants, and other residential customers |
| 7 | Improve indoor air quality | a. Number and percent of households using wood as primary or secondary heating b. Number and percent of non-electric to electric conversions for Low-Income Weatherization program |
| 8 | Reduce frequency and duration of energy outages | a. SAIDI, SAIFI, and CAIDI scores (rolling 7-year average) at area level including and excluding major events ^c |
| 9 | Reduce residential customer disconnections | a. Number and percent of residential customer disconnections including disconnections within named communities |

^a In this metric, program delivery is defined as related to energy efficiency programs, with exception to the LIWX program

^b Energy efficiency expenditures include customer, partner, and direct install incentive payments and exclude all other administrative or program costs

^c SAIDI stands for System Average Interruption Duration Index, SAIFI stands for System Average Interruption Frequency Index, and CAIDI stands for Customer Average Interruption Duration Index

Comments and Questions:

- Multnomah County acknowledged, because this was the first attempt at CBIs, it is ok to take the time to get this right.
- Kimberly Alejandro commented that community needs fluctuate, needs change as issues emerge, which leads to changes in priority. It may be good to acknowledge some of the areas that will offer more opportunity over the next year.
- Christina Medina reflected on the opportunity this offers to think about what additional lens and members might want a seat at the table as this group goes down the path of addressing some of the unknowns.

BREAK

2024 Planning

E Source's Jeffrey Daigle led the group through a multi-part 2024 planning activity and group discussion. The goal of these activities are to start the conversation around planning what this group will look like in 2024, from topics that would be most interesting to timing and modality, and how this group would best like to work together.

The first part of the activity was to write down as many energy topics as this group would like to see on the agenda for 2024, followed by a group discussion and a vote on the most popular topics. Below are highlights from this breakout group discussion:

- AllCare Health would like to hear more about the categories specific to why this community benefit group is together. Of particular interest is learning more about wildfire safety and emergency preparedness, energy assistance programs, net metering and other renewable energies.
- Multnomah County is interested in hearing more about public safety power shut offs and how community involvement is part of that planning, creating a through line of CBIs and the impact of what is happening long term, low-income or expanded income financial programs, metering projects, and tribal interests. In development, funding, and interconnection, doing it through a case study or straw project to understand the community and the utility roles.
- Coalicion Fortaleza would like to focus on resiliency hubs, community engagement, and emergency preparedness. With the resiliency hubs, it would be good to hear how Pacific Power is part of that conversation.
- Verde reflected on the role Verde plays with energy assistance, noting that looking more into those unknown categories of the CBIs will provide a 360 view. Additionally, renewables and specific projects that affect community, emergency preparedness, clean air, and community engagement.
- Community Energy Project would like to talk more about low-income assistance programs and energy assistance.

- Pacific Power noted that members who were not able to attend the meeting will receive communication from Pacific Power to ensure their voice is documented and priorities have been heard.

After the breakout discussion members voted on what topics spoke most highly to the member's interests. Those top topics were renewables and the topics related to renewable energy, and emergency preparedness.

The second part of the activity was focused on meeting structure around frequency, duration, and modality. Across the group, there was agreement in the current monthly cadence. As an area of additional consensus across the group, members agreed that a 2-hour meeting would be more accessible than the current 3-hour block.

Other highlights of the member driven discussion include:

- Additional discussion prompts may be helpful to achieve more interaction
- Importance of cultivating member connections
- Value of "talking about it in another way"

The final part of the activity was to identify what or who might be missing from the conversation. The group first reviewed Pacific Power's service area followed by a map of the current CBIAG members across the state and service area to jumpstart the conversation. This dialogue resulting from this activity also elevated that active members generally feel that consistency in members and member attendance is a vital part to achieving psychological safety.

Immediate suggestions for expanded membership included:

- FIREBRAND Resiliency or another CBO who is engaged in wildfire/disaster recovery or emergency activities
- Senior and/or disability focused organization
- Oregon Human Development Corporation
- Redmond & Coastal geographic gaps were noted
-

To close out the discussion, E Source's Jeffrey Daigle shared that Pacific Power is looking to offer this meeting in the form of reading material over the November break, which also served as a reminder that there is no engagement scheduled for November.

Meeting Close

Public Comment

There was no public comment

Check Out Question:

What was your biggest takeaway from today's conversation?

- AllCare Health shared that, like most impactful groups, today was a good reminder that the group is still morphing and shifting to get to the place where the best work can be done to meet the agenda of this advisory group.

- Pacific Power agreed with AllCare’s point. The meeting was a great gut check. The timing of this could not have been better at the one-year mark. With a great experience under this group’s belt, it offers the opportunity for more growth. The conversation today has been insightful and good for the soul.
- Verde shared excitement in what is to come in the next year.
- E Source shared that the biggest takeaway has been in seeing the cognitive diversity within the room. It was great to see how everyone connected problems and solutions from a variety of perspectives.

Next Steps

Pacific Power’s Christina Medina closed out the meeting by providing context on next steps. Christina also ruminated on the opportunity this engagement lends to learning how to better community with each other. As a reminder, there is no engagement scheduled for November, and will be replaced with an offline exercise.



CBIAG Calendar

November: Offline Exercise

December 14th (Online) 1pm-4pm
[CBIAG Zoom Registration](#)

Link: <https://www.pacificcorp.com/energy/oregon-community-benefits-and-impacts.html>

For more information:
[Oregon Clean Energy Plan Updated Engagement Strategy](#)

PacifiCorp Stakeholder Engagement

October 27th (Online) 1pm-4pm
[CEP Zoom Registration](#)

Email comments to:
ORCBIAG@pacificcorp.com