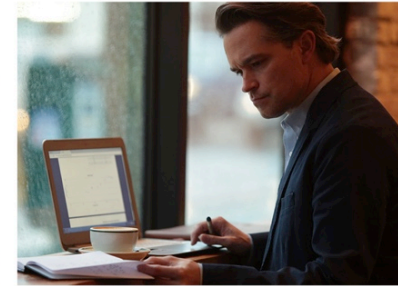


Clean Energy Transformation Act

Washington Equity Advisory Group Fourth EAG Meeting

August 18, 2021



PacifiCorp Equity Advisory Group (EAG) Meeting #4 August 18, 2021, 1pm-4pm Pacific Time

- RMI facilitators will change PacifiCorp, RMI, and Equity Advisory Group (EAG) participant names to First Name, Last Initial, PacifiCorp/RMI/EAG.
- We recommend using “Gallery View” (icon in top right) when in group discussions.
- If you called in with your phone, merge your audio and video.
- For technical support, click on “Chat” (icon in tool bar at bottom), toggle to “Matt S, RMI” as the recipient, send your message.

EAG Members:

- If you are able, please keep your camera on for as much of the meeting as possible (icon in bottom left) but stay muted unless speaking.
- Please use the chat at any time to engage in the conversation or ask questions.
- To raise your virtual hand to speak, click on "Reactions" in your tool bar, select “Raise Hand.”

Public Observers:

- Thank you for joining us and observing this meeting.
- You can “Rename” yourself by clicking the “...” on your participant square.
- Please stay on mute with your camera off until the public participation period.
- Please use the chat for technical support by messaging “Matt S, RMI,” but please do not ask questions or respond to prompts in the chat until the public participation period.

Since EAG Meeting #3, what have PacifiCorp and RMI done?

- Collected and analyzed input from the Clean Energy Benefits Survey
- Updated PacifiCorp's Public Participation Plan
- Researched CBIs under consideration by other Utilities and stakeholders
- Incorporated input on draft customer benefit indicators (CBIs)
- Began planning for upcoming public meetings and assembling clean energy education materials

Year 1 Public Participation Plan Overview

- Means to incorporate public feedback to inform prep of 2022 CEIP
- Channels for sharing information and seeking input:
 - Website
 - Project email and web comment form
 - Clean Energy Benefit survey and utility bill inserts
 - EAG Meetings
 - Existing advisory group meetings
 - Public Meetings (Scheduled for September 8, October 6, and November 10)
- Addressing barriers to participation
 - Providing materials that are easier to understand
 - Improving translation/interpretation services
 - Gaining a better understanding of community needs and access issues

Updated List of Vulnerable Populations

- Students
- Adults 65 years old and above
- Young children
- People who are hard of hearing
- People with a disability
- **People with medical equipment at home**
- **Diverse supplier business owners**
- Energy burdened
- **Asset Limited, Income Constrained, Employed (ALICE)**
- Low-income migrants
- Low-income
- Immigration status (outside of US citizen)
- People who speak limited English
- **Renters**
- Multi-generational households
- Multi-family households
- People experiencing homelessness
- People living in rural areas
- People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)
- Agricultural and/or farm workers
- Gas-heated homes
- Single parents

Meeting #4 Objectives

- Review results from Clean Energy Benefit Survey.
- Reflect and give feedback on a second draft of the customer benefits indicators (CBIs) list for the Clean Energy Implementation Plan (CEIP).
- Introduce the process of CBI weighting to signify the importance of each CBI relative to each other.
- Understand the role of metrics and introduce indicative draft CBI metrics.

Meeting #4 Agenda

Time (Pacific)	Description
1:00 PM	Opening Remarks; Meeting Overview; EAG Member Check-In
1:30 PM	PacifiCorp Presentation: Public Survey Results
2:10 PM	PacifiCorp Presentation: Second Draft Customer Benefit Indicators (CBIs) and CBI Weighting Process
2:35 PM	Break
2:45 PM	EAG CBI Weighting Activity; Public Comment
3:25 PM	Introduce CBI Metrics
3:45 PM	EAG Member Check-Out; Next Steps

EAG feedback

PacifiCorp-focused

Regulatory engagement

PacifiCorp's CETA Process

1. Named Populations



Map highly-impacted communities (HICs) and identify vulnerable populations and the challenges they face.

2. Identify Draft Customer Benefit Indicators (CBIs)



Identify corresponding WA CETA CBI categories based on challenges faced by HICs and vulnerable populations as identified by the EAG, other PacifiCorp advisory groups, and Washington Customer base input.

3. Scoping for Utility



Determine which challenges faced by HICs and vulnerable populations PacifiCorp can influence.

4. Regulation Alignment

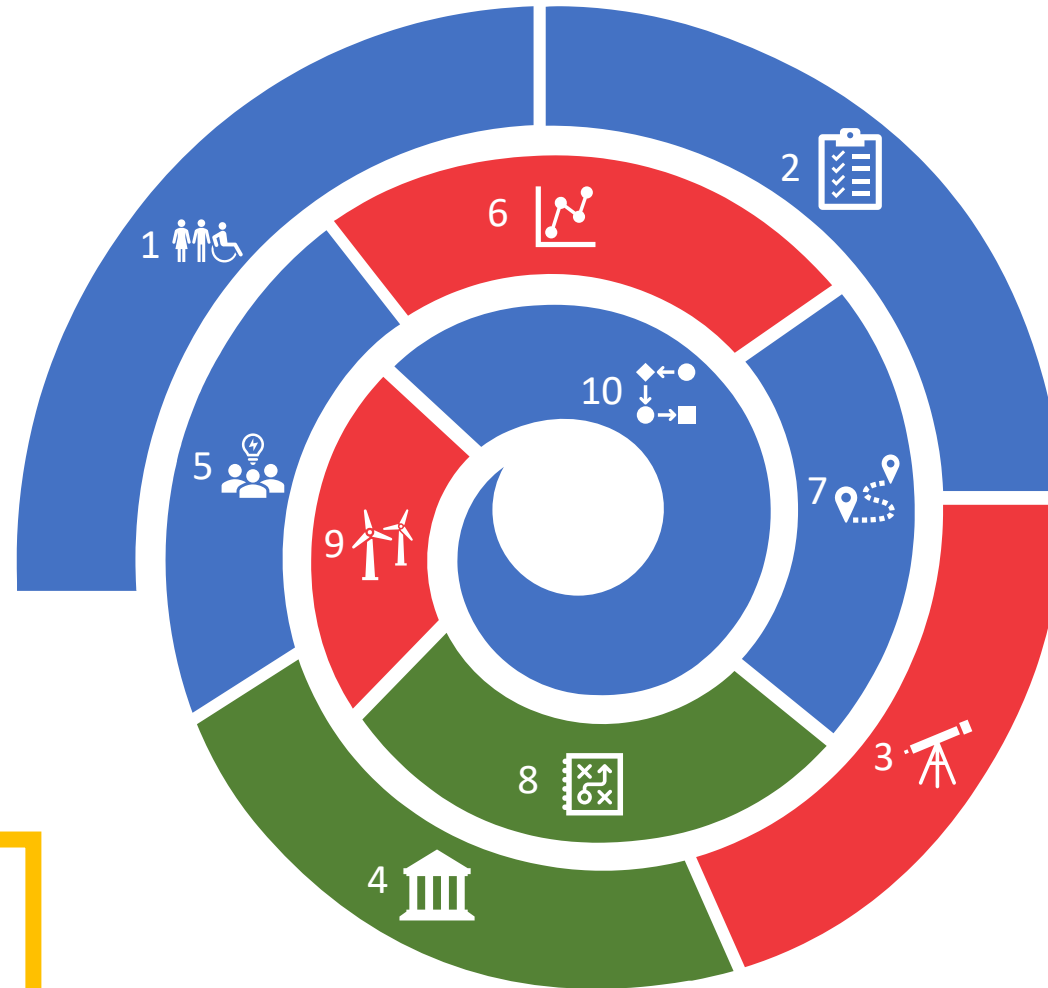


Align CBIs to Washington regulations and commission staff expectations.

5. Validate CBIs



Refine and weigh CBIs based on stakeholder feedback to understand the significance and importance of each.



6. Metrics Development

Define metrics to monitor and track CBIs.



7. Input on Actions

Identify actions that PacifiCorp can take to positively influence CBIs and their defined metrics and present to EAG for feedback.



8. Clean Energy Implementation Plan (CEIP)

Prioritize actions identified in Step 7 to include in the CEIP and submit drafts for external feedback, including commission staff.



9. CEIP Implementation

Implement plan with actions and monitor results.



10. Iterate

Iterate on the CBIs and actions as a result of new ideas or monitoring for the next CEIP.

EAG Meeting Topics

Aug 18: Meeting 4

- Public survey results
- Weighing CBIs
 - Presentation
 - Activity
- Introduce CBI metrics



Sept 15: Meeting 5

- Review CBI weights
- CBI metrics
 - Presentation
 - Activity
- Introduce utility actions
- Introduce draft CEIP



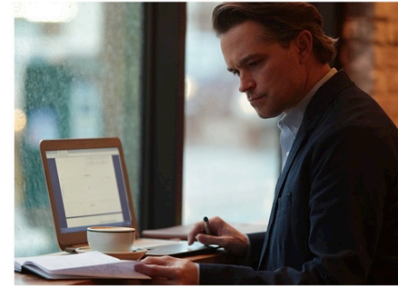
Oct 20: Meeting 6

- Utility actions
 - Presentation
 - Activity
- CEIP filing



Nov 1: Draft CEIP Filing

Public Survey Results

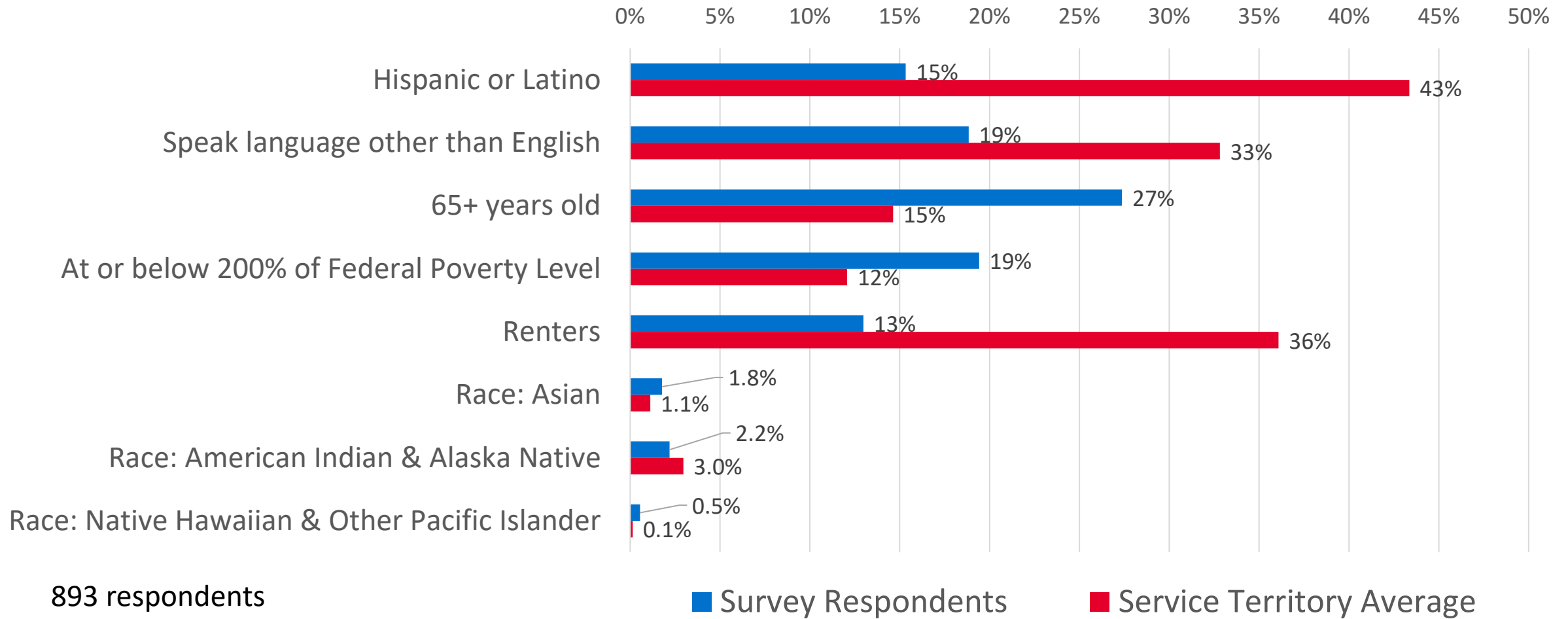


Survey Approach

- **As part of the public participation plan, PacifiCorp conducted a series of surveys**
- **Surveys distributed to residential and non-residential customers**
 - Emailed survey link to all customers with an email (48,124 residential and 2,861 non-residential customers)
 - Surveys were provided in both Spanish and English
 - Bill inserts distributed to approximately 132,380 customers directing them to the CEIP website to take survey
- **Some EAG members kindly distributed paper copies for hard-to-reach customers**
- **Surveys also distributed to Demand-Side Management (DSM) Advisory Group, Low-Income Advisory Group, and Washington Integrated Resource Planning (IRP) stakeholders**
- **Reminder emails sent to all groups**

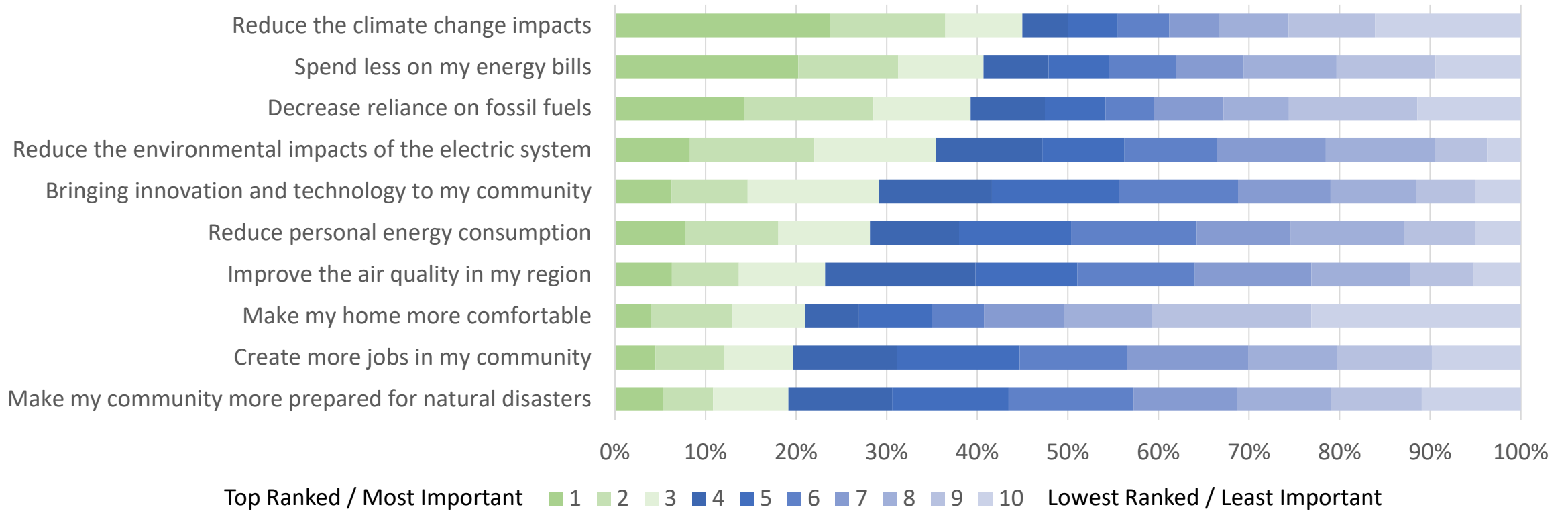
Residential Survey Respondent Demographics

Survey Participation by Various Customer Characteristics



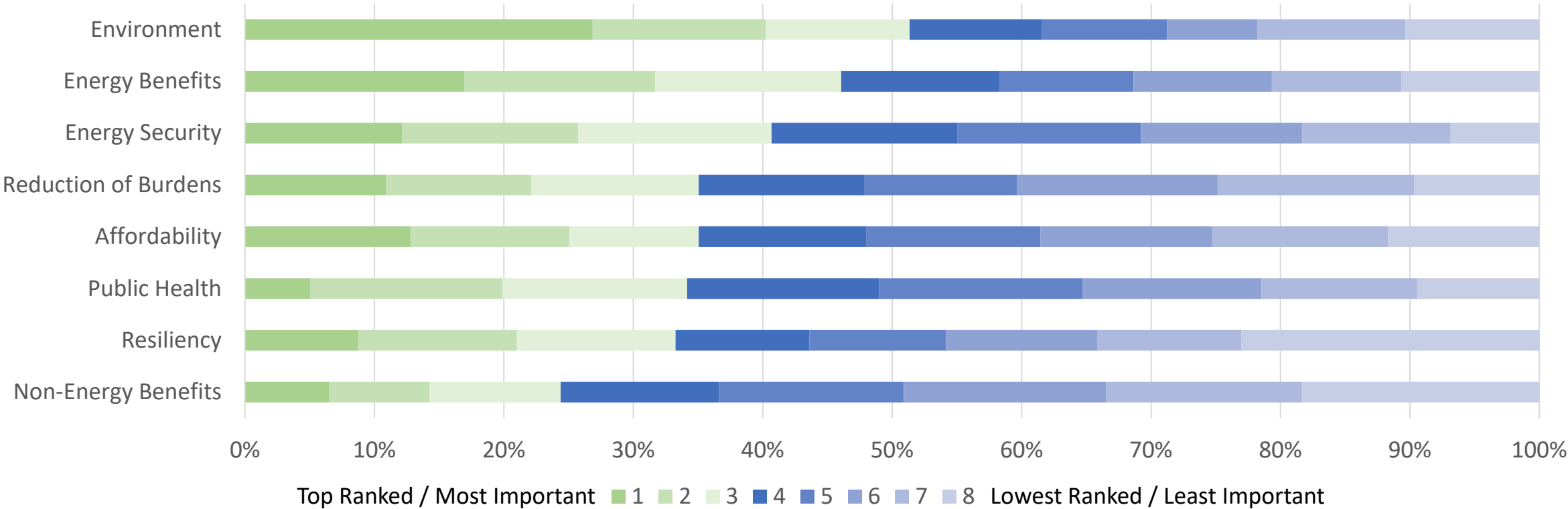
Residential – Benefit Results

Survey Question 2: Thinking about our transition to cleaner electricity, what potential **benefits** do you think are most important?



Residential – Benefit Results

Survey Question 12: When you think about the clean electricity future, which values and benefits are most important to help your community thrive?



Residential – Benefit Results Crosswalk

Crosswalk of Question 2 and Question 12 results indicate consistent rankings of benefits

- Environmental benefits rank highest
- Energy benefits, energy security, reduction of burdens and affordability also rank high

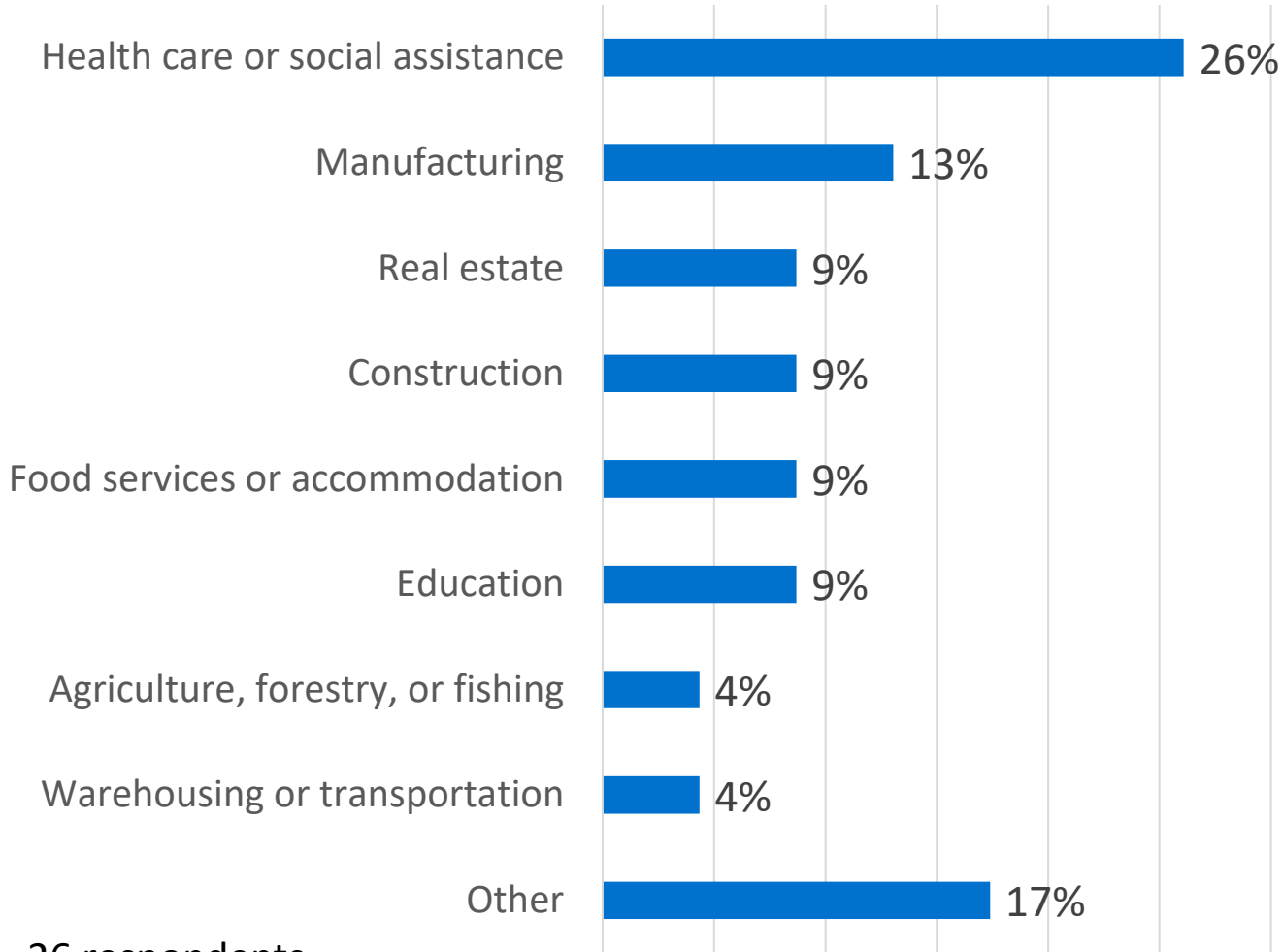
Ranked Results – Question 2

1. Reduce climate change impacts
2. Spend less on my energy bill
3. Decrease reliance on fossil fuels
4. Reduce the environmental impacts of the electric system
5. Bring innovation and technology to my community
6. Reduce personal energy consumption
7. Improve air quality in my region
8. Make my home more comfortable
9. Create more jobs in my community
10. Make my community more prepared for natural disasters

Ranked Results – Question 12

1. Environment
2. Energy Benefits
3. Energy Security
4. Reduction of Burdens
5. Affordability
6. Public Health
7. Resiliency
8. Non-energy Benefit

Business Type

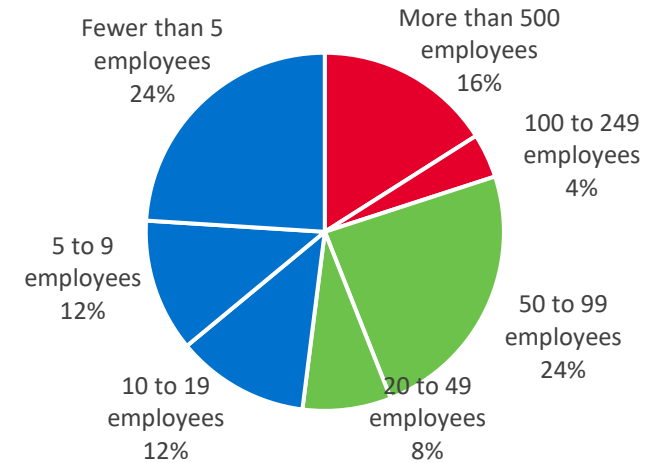


26 respondents

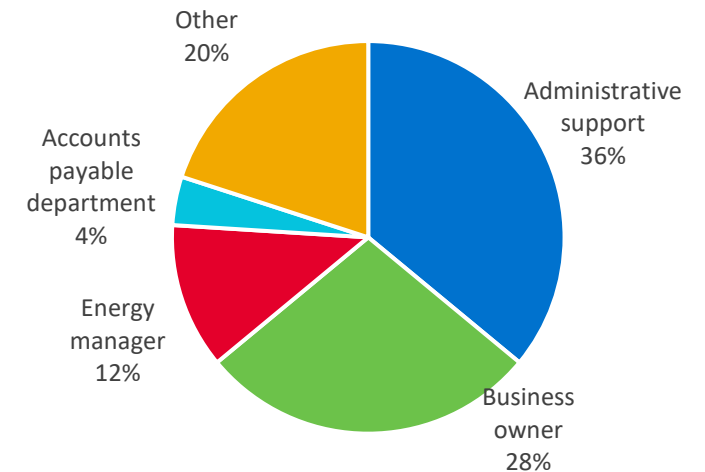
23.8% self-described as minority-owned (now referred to as a diverse supplier)

Non-Residential Survey Respondent Firmographics

Business Size

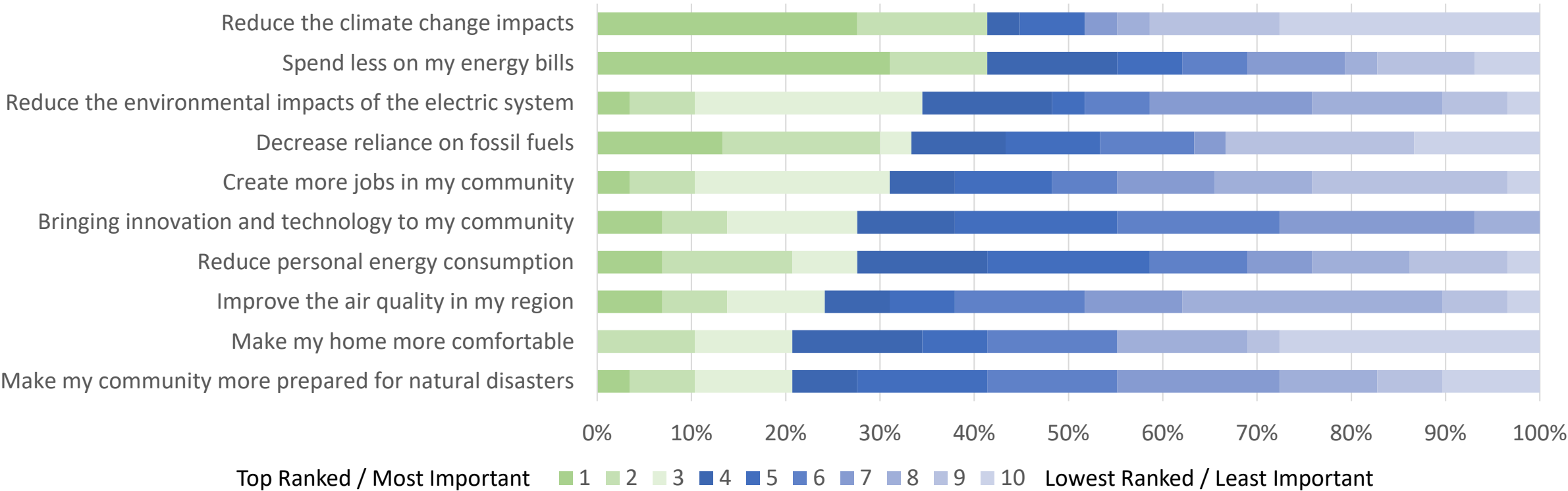


Respondent Job Title



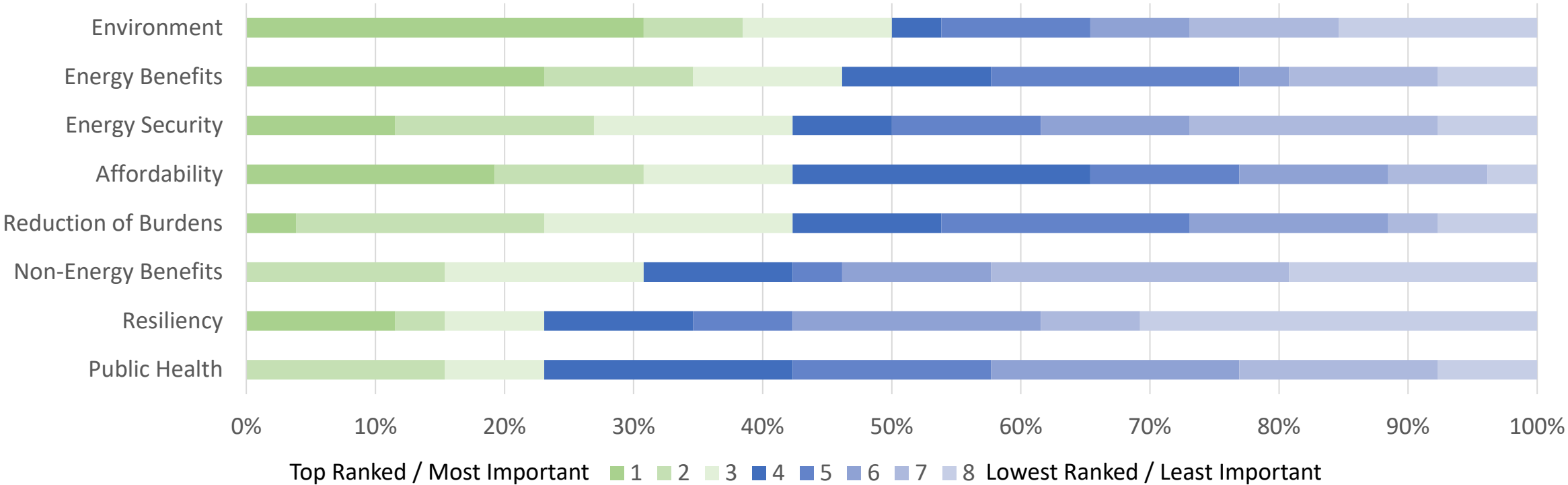
Non-Residential – Benefit Results

Survey Question 2: Thinking about our transition to cleaner electricity, what potential **benefits** do you think are most important?



Non-Residential – Benefit Results

Survey Question 12: When you think about the clean electricity future, which values and benefits are most important to help your community thrive?



Non-Residential – Benefits Results

Crosswalk of Question 2 and Question 12 results indicate consistent rankings of benefits

- Environmental benefits rank highest
- Energy benefits, energy security, and affordability also rank high
- Compared to residential responses, jobs and innovation rank higher in importance among non-residential respondents

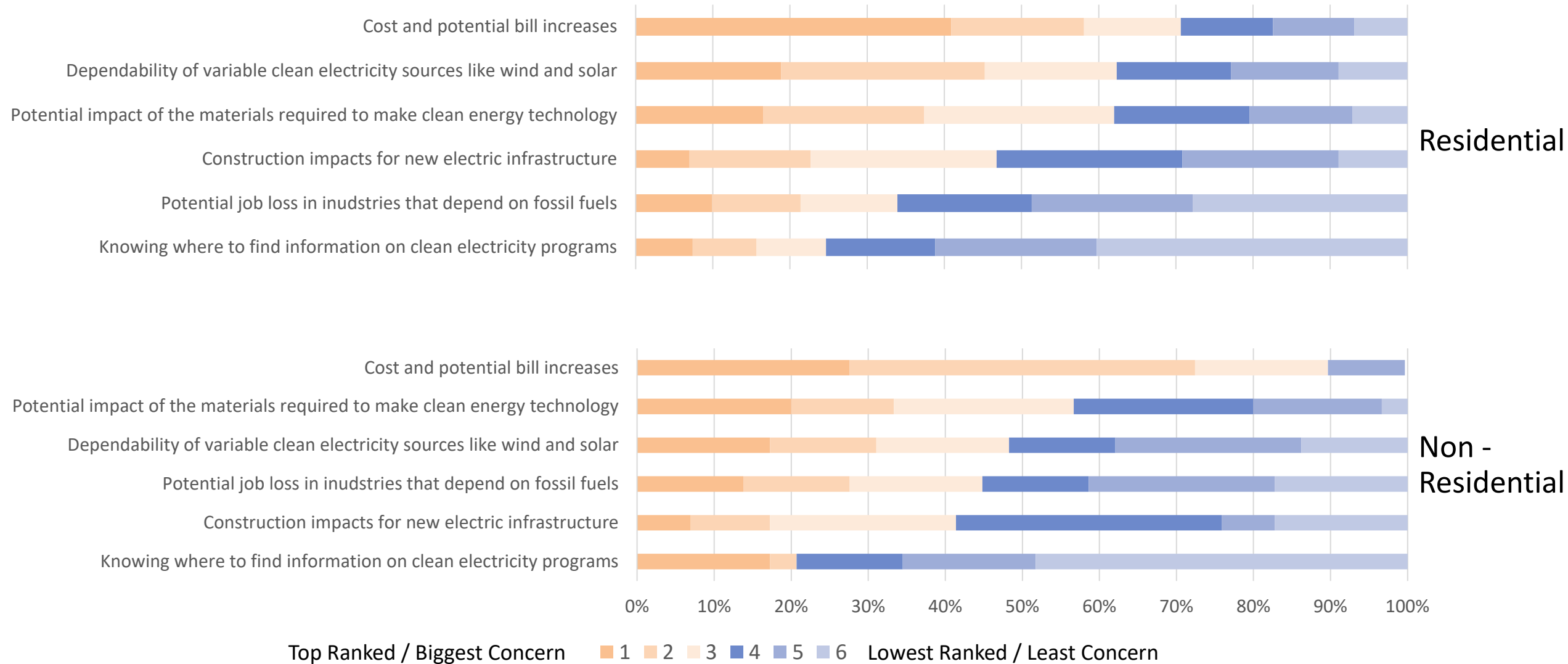
Ranked Results – Question 2

1. Reduce climate change impacts
2. Spend less on my energy bill
3. Reduce the environmental impacts of the electric system
4. Decrease reliance on fossil fuels
5. Create more jobs in my community
6. Bring innovation and technology to my community
7. Reduce personal energy consumption
8. Improve air quality in my region
9. Make my home more comfortable
10. Make my community more prepared for natural disasters

Ranked Results – Question 12

1. Environment
2. Energy Benefits
3. Energy Security
4. Affordability
5. Reduction of Burdens
6. Non-Energy Benefits
7. Resiliency
8. Public Health

Concerns for Clean Energy Transition



Summary Survey Results

Major Takeaways

- Residential and non-residential respondents are generally aligned on priorities
- Environmental benefits rank highest
- Energy benefits, energy security, reduction of burdens and affordability also rank high

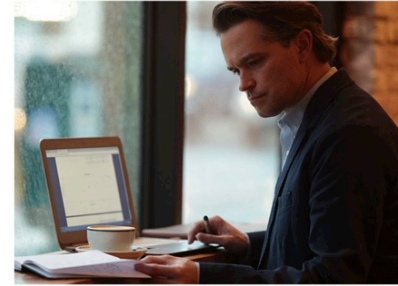
Major Concerns to Customers

- Cost and bill increase concerns ranked highest
- Dependability of variable clean energy resources also ranked high

Survey Representation of Population

- Need for increased effort to ensure survey responses are representative of PacifiCorp's broader customer base

Second Draft of CBIs and Input on Weighting



Purpose of CBIs and Weighting Factors

- Washington Administrative Code (WAC) requires us to do the following:
 - WAC 480-100-610(4)(c) requires each Utility to **ensure that all customers are benefitting from the transition to clean energy**
 - WAC 480-100-640(4)(c) requires the CEIP to include one or more CBIs that fall in one of each of the **9 benefit categories** (presented in the slides 25 and 26)
 - WAC 480-100-640(4)(c) also requires the CEIP to include **weighting factors** informed by the advisory group process and public participation plan
- Through public survey results, input from existing advisory groups, and the EAG, PacifiCorp is gathering data on its **customers' clean energy values and priorities**
- This information will be presented and described in the draft CEIP

IRP STAKEHOLDER GROUP

The Integrated Resource Plan (IRP) Stakeholder Group directly informs the company's six-state optimized portfolio to develop a resource strategy that is reliable, least cost, and least-risk.

EQUITY ADVISORY GROUP

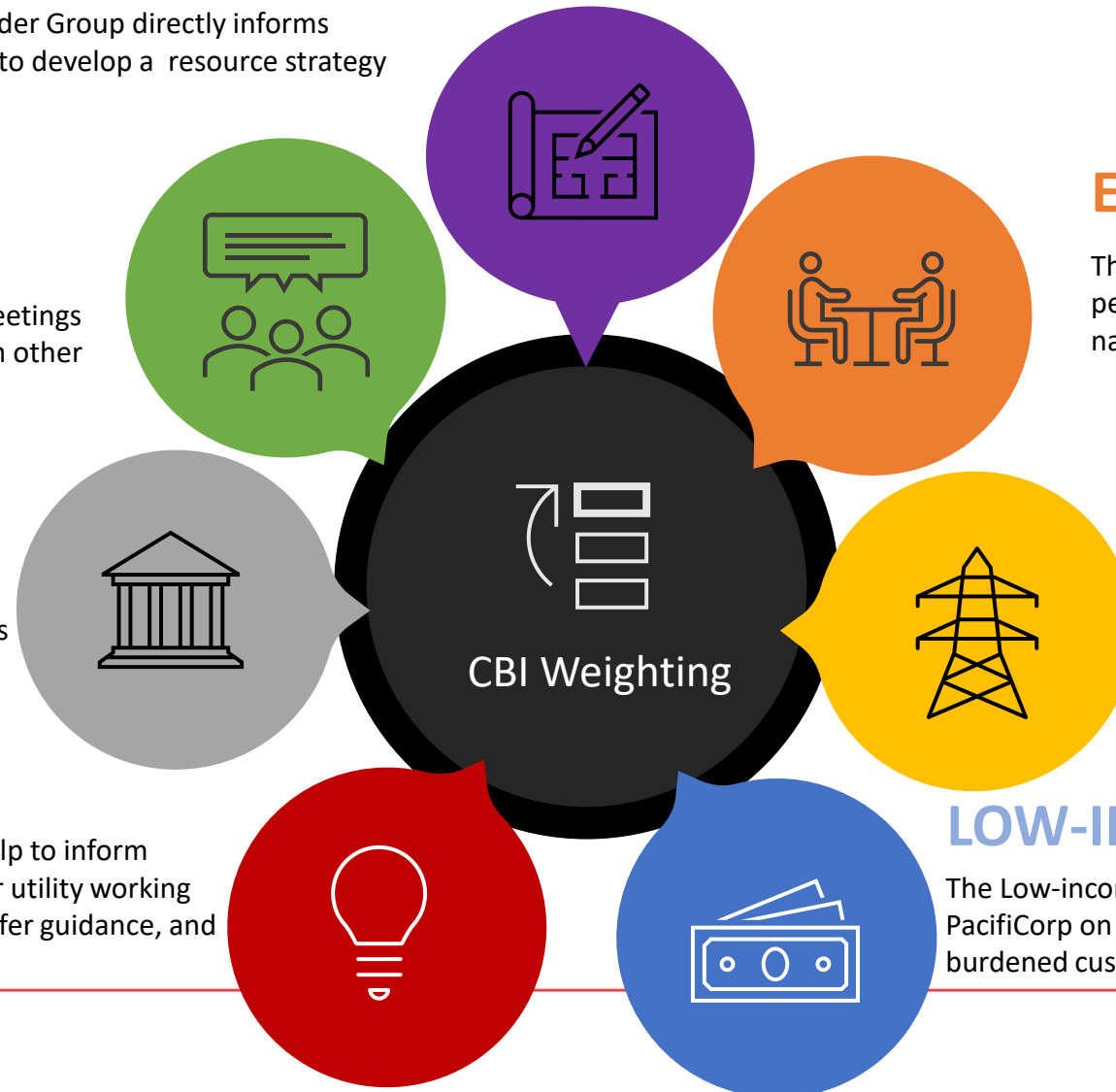
The Equity Advisory Group provides critical perspectives to programs and benefits toward named communities.

DSM ADVISORY GROUP

The Demand-Side Management Advisory Group focuses on energy efficiency and provides input on options that inform specific utility actions developed as part of the CEIP.

LOW-INCOME ADVISORY GROUP

The Low-income Advisory Group provides guidance to PacifiCorp on programs targeted at the most energy-burdened customers.



PUBLIC

PacifiCorp released a public survey in July 2021. Additionally, as part of CEIP consultation, public meetings are planned. PacifiCorp is also reviewing input from other stakeholder groups.

REGULATORY

The Utility and Transportation Commission of Washington has provided valuable guidance to IOUs on CETA Compliance expectations.

UTILITY

PacifiCorp's own internal subject matter experts help to inform program design and weighting. Additionally, a peer utility working group has been established to benchmark ideas, offer guidance, and seek a background level of consistency.

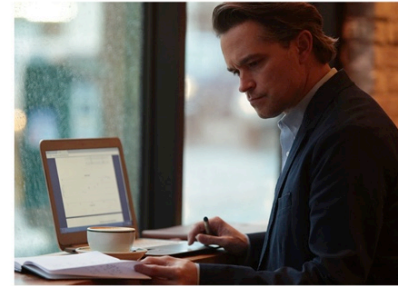
Second Draft Customer Benefit Indicators Flowing to Named Communities

Primary CBI Category	Draft CBI (Outcomes)	Draft CBI (Examples)
Reduction of burdens	Improved education and awareness	<ul style="list-style-type: none"> • Increase efforts to support clean energy education • Improve culturally and linguistically responsive marketing and outreach and marketing to increase awareness of energy and conservation programs
Reduction of burdens	Reduced barriers for program participation	<ul style="list-style-type: none"> • Increase participation in programs and grant opportunities • Expand in-language Spanish translation services across written, spoken and visual services
Non-Energy benefit	Increased economic/community engagement	<ul style="list-style-type: none"> • Increase participation in community-focused efforts and investments • Provide support for job training programs • Track and support increased diversity in local program delivery
Energy benefit	Increased amount of clean energy	<ul style="list-style-type: none"> • Expand electrification opportunities • Increase participation in company energy and efficiency programs

Second Draft Customer Benefit Indicators Flowing to All Customers Including Named Communities

Primary CBI Category	Draft CBI (Outcomes)	Draft CBI (Examples)
Environmental	Reduced greenhouse gas emissions	<ul style="list-style-type: none"> Increase in renewable energy resources Lower CO₂ Greenhouse Gas emissions
Cost Reduction	Minimize cost of the clean energy transition	<ul style="list-style-type: none"> Reduce number of households experiencing high energy burden Increase participation in company energy and efficiency programs Increase awareness of and participation in billing assistance programs Reduce number of customer in arrearages
Public Health	Improved Health and Well-being	<ul style="list-style-type: none"> Decrease wood use for home heating Improve home comfort
Energy Resiliency/ Risk Reduction	Low frequency and duration of energy outages	<ul style="list-style-type: none"> Emergency Preparedness: Improve system readiness to respond to major disasters Reduce frequency of outages, duration of outages & customer impact of outages including and excluding major events Optimize grid investments Support customer programs related to community resiliency
Energy Security	Improved local energy systems	<ul style="list-style-type: none"> Develop local/regional infrastructure to promote long-term reliable service
Energy Security	Reduced residential disconnections	<ul style="list-style-type: none"> Reduce number of residential customer disconnections

CBI Metrics



Introduction to CBI Metrics

Customer Benefit Indicator (CBI)

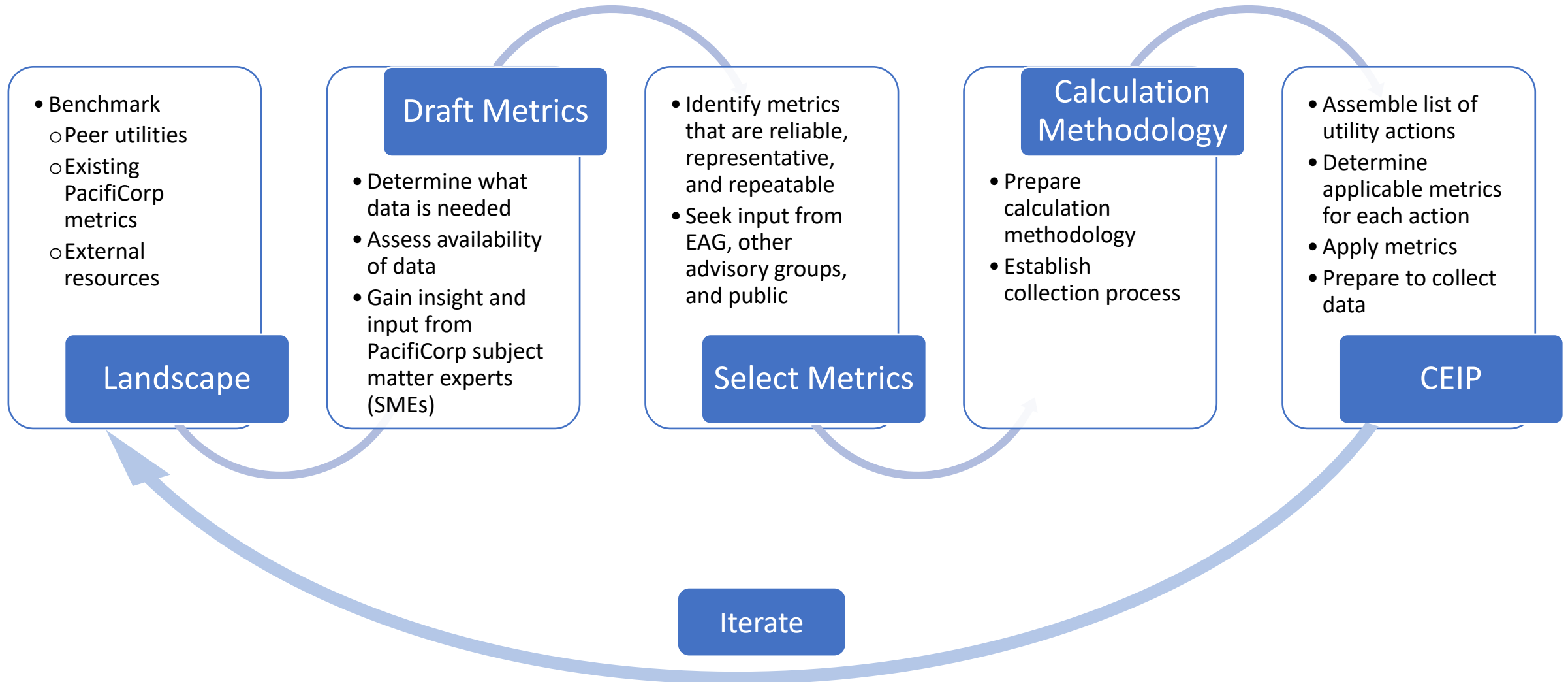
A CBI is an **attribute**, either quantitative or qualitative, of resources or related distribution investments associated with customer benefits

CBI Metric

The variety of methods in which we understand change in data/criteria used to generate the CBIs

- Metrics are measured over time and are quantitative in nature.
- Metrics track progress on CBIs to understand whether we are achieving the desired outcome.
- Finding the right metric can be challenging.

CBI Metric Creation Process



Indicative Draft CBI Metrics

Example* Named Communities CBI Metrics

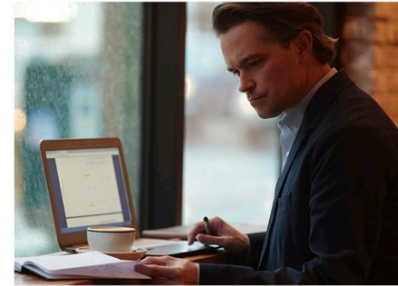
Primary CBI Category	Draft CBI (Outcome)	Draft CBI	Potential Metric 1	Potential Metric 2
Reduction of burdens	Reduced barriers for program participation	Increase participation in programs and grant opportunities	# of households participating in programs (e.g., potential programs include low-income bill assistance, energy efficiency)	Total number and \$ spend on Pacific Power Foundation grants
Reduction of burdens	Reduced barriers for program participation	Expand in-language services across written, spoken, and visual services	Track outreach in non-English languages	Increase respondents to surveys in Spanish
Non-Energy benefit	Increased economic/ community engagement	Increase participation in community-focused efforts and investments	Total # and \$ spend on Pacific Power Foundation grants	# of local workshops on energy related programs
Energy benefit	Increased amount of clean energy	Expand electrification opportunities	# of customers with access to electricity as a transportation fuel	

Indicative Draft CBI Metrics

Example* All-Communities CBI Metrics

Primary CBI Category	Draft CBI (Outcome)	Draft CBI	Potential Metric 1	Potential Metric 2
Environment	Reduced greenhouse gas (GHG) emissions	Lower GHG emissions	Total GHG emissions reported in Metric Tons CO2 equivalent	GHG intensity reported in Metric Tons CO2 equivalent per MWh
Cost Reduction	Minimize cost of the clean energy transition	Reduce number of customers in arrearages	# of arrearages	
Public Health	Improved Health and Well-being	Decrease wood use for home heating	# of households using wood as primary or secondary heating	
Energy Resiliency/Risk Reduction	Low frequency and duration of energy outages	Reduce frequency of outages, duration of outages & customer impact of outages	SAIDI, SAIFI, and CAIDI [§] at area level including major events	SAIDI, SAIFI, and CAIDI at area level excluding major events
Energy Security	Reduced residential disconnections	Reduce number of residential customer disconnections	# of residential customer disconnections	

Next Steps



Next Steps

- 1. Survey.** Please take a few minutes to complete the survey or send feedback directly to CEIP@pacificorp.com.
- 2. Materials.** Notes from this meeting will be shared and posted to the website next week. We will share and post EAG Meeting #5 materials in advance of the **next meeting on September 15, 1-4 pm Pacific Time.**
- 3. First public meeting.** It will be on **September 8**. Please share with your communities this opportunity to learn more about this process.

Looking Ahead

Meeting	Topics
1. May 13	Background and introduction <ol style="list-style-type: none"> 1. Background on PacifiCorp and the Clean Energy Transformation Act (CETA) 2. EAG member perspectives, backgrounds, and experiences
2. June 16	Highly-impacted communities (HICs) and vulnerable populations <ol style="list-style-type: none"> 1. HICs and vulnerable populations 2. Potential benefits, burdens, and opportunities of clean energy for HICs and vulnerable populations
3. July 21	Customer benefit indicators (CBIs) <ol style="list-style-type: none"> 1. List of vulnerable populations 2. Overview of PacifiCorp's Clean Energy Implementation Plan (CEIP), initial view of existing customer programs, and the role of CBIs 2. CBI alignment with challenges for HICs and vulnerable populations 3. Initial draft of CBIs
4. Aug 18	CBIs part 2 <ol style="list-style-type: none"> 1. Public survey 2. CBI weighting 3. Introduction of CBI metrics
5. Sept 15	CBI metrics, utility actions, and the Clean Energy Implementation Plan (CEIP) <ol style="list-style-type: none"> 1. CBI metrics 2. Initial list of PacifiCorp actions 3. Overview of draft CEIP
6. Oct 20	Input on utility actions <ol style="list-style-type: none"> 1. Input from EAG on PacifiCorp actions 2. Recommendations for the CEIP filing based on community input
7. Dec 15	EAG next steps <ol style="list-style-type: none"> 1. Reflection on EAG process in 2021 2. Next steps for the EAG in 2022