



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

Energy Efficiency, Energy Assistance Programs, & Community Based Renewable Energy Grant Pilot
Thursday, August 17, 2023, 1:00 – 4:00 p.m., Pacific Time

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

Executive Summary

August's CBIAG public meeting was conducted in a hybrid setting, with the in-person hosted by AllCare Health in Grants Pass, OR, from 1:00-4:00 p.m. PDT. Seven CBIAG members, representing seven organizations, participated in the meeting. Additionally, nine members of the public attended. The meeting focused on highlighting regional partners and their work, presented by AllCare Health; energy efficiency; energy assistance programs; an update on the Community Based Renewable Energy grant pilot.

Meeting Objectives

- Learning about AllCare Health through a regional spotlight
- Following up on input received and how it was used to build the Community Based Renewable Energy Grant Proposal
- Deepening our understanding of Energy Assistance Programs offered, energy efficiency and demand response, CBI development, and providing an update to DSP activities

Agenda

TIMING	TOPIC
1:00 p.m.	Land Acknowledgement Presenters, Purpose & Objectives Check In
1:10 p.m.	Closing the Loop from Last Meeting
1:20 p.m.	Regional Spotlight: AllCare Health
1:45 p.m.	CBRE Grant Proposal Feedback
1:55 p.m.	Expanding CBIs and Metrics
2:35 p.m.	Break
2:45 p.m.	Low-Income Discount Program Updates
3:35 p.m.	DSP Update
3:45 p.m.	Public Comment
3:50 p.m.	Charter Discussion
3:55 p.m.	Summary and Next Steps

Attendees

CBIAG Attendees

Jennifer Groth	Rural Development Initiatives (RDI)
Jennifer Gustafson	AllCare Health
Patrice Hanlon	Josephine County Food Bank
Erica Ledesma	Coalicion Fortaleza
Tim Lynch	Multnomah County
Shaun Pritchard	United Community Action Network
Sherrie Villmark	Community Energy Project

Presenters

Kimberly Alejandro	Equity Advisory Analyst
Jennifer Gustafson	AllCare Health
Ryan Harvey	Community Renewables Program Manager
Ian Hoogendam	Distribution System Planning Manager
Laura James	Sr. Project Manager, Customer Solutions
Christina Medina	Stakeholder Policy & Engagement Manager
Charity Spires	Product Manager, Customer Solutions
Morgan Westberry	E Source Facilitator

Public Attendees

JP Batmale	Public Utility Commission of Oregon
Karen Chase	Energy Trust of Oregon
Claire Valentine-Fossum	Public Utility Commission of Oregon
Jeni Hall	Energy Trust of Oregon

Jenn Latu	Portland General Electric
Charles Lockwood	Oregon Public Utility Commission
Violet Paxton	Portland General Electric
Alma Pinto	Community Energy Project
Michelle Scala	Oregon Public Utility Commission

PacifiCorp Attendees

Randy Baker	Director, Resource Planning
Selyna Bermudez	Sr. Communications Representative
Thomas Burns	VP of Resource Planning & Acquisitions
Cheryl Carter	Director, Corporate Accounts & Community Relations
Heather Eberhardt	Sr. Commercial Services Power Marketer
Stephanie Meeks	Regulatory Manager
Alex Osteen	Sr. Manager, Demand Response
John Rush	Distribution System Planning Manager
Peter Schaffer	Sr. Planning Manager, Customer Solutions
Shauna Thomas	Transmission & Distribution Program Specialist

Meeting Notes

Introduction

Pacific Power's Christina Medina welcomed the attendees, thanked the members for joining, and encouraged participants to share their perspectives in the meeting, or by following up with her afterward.

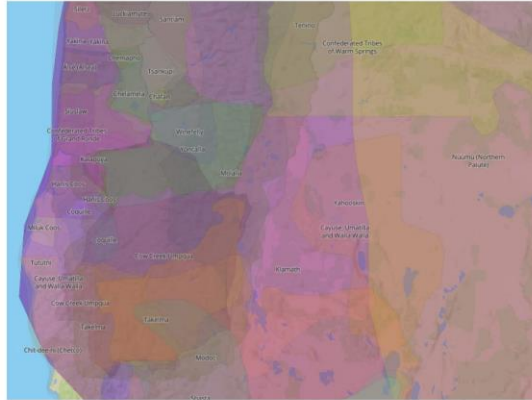
E Source's Morgan Westberry provided housekeeping items, provided an overview of the agenda and objectives, introduced the presenters, and encouraged participation by members.

Land Acknowledgement

We hold respect and gratitude for the Indigenous people who have been and still consider themselves to be the caretakers of the biodiversity of the regional land and water. We take this moment to honor the Indigenous communities of the past, present and future.

 Native Land Digital

Source: [Native-land.ca](https://native-land.ca/) | [Our home on native land](https://native-land.ca/)



Pacific Power's Kimberly Alejandro renewed and reaffirmed the importance of native peoples as the original stewards of the land. Resources were shared with attendees for people wanting to learn more about these groups: [Native-land.ca](https://native-land.ca).

Check In

All CBIAG members "checked-in" by responding to the prompt: *How do you practice self-care?* The group shared their favorite ways to relax and recharge and connected over the diverse self-care activities represented by the different CBIAG members.

Closing the Loop from the Last Meeting

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

Reflecting on the July Meeting

Four CBIAG members representing four organizations participated online

CBIAG Attendees	
Jennifer Gustafson	AllCare Health
Patrice Hanlon	Josephine County Food Bank
Xitlali Torres	Klamath and Lake Community Action Services
Tim Lynch	Multnomah County

Our goals:

1. Learning about Oregon Department of Energy's offerings and role in supporting an equitable clean energy future
2. Deepening our understanding of Resilience, equitable approaches underway for Resource Procurement, and Community Based Renewable Energy (CBRE)

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

Main themes of the meeting included:

- 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

Regional Spotlight – AllCare Health

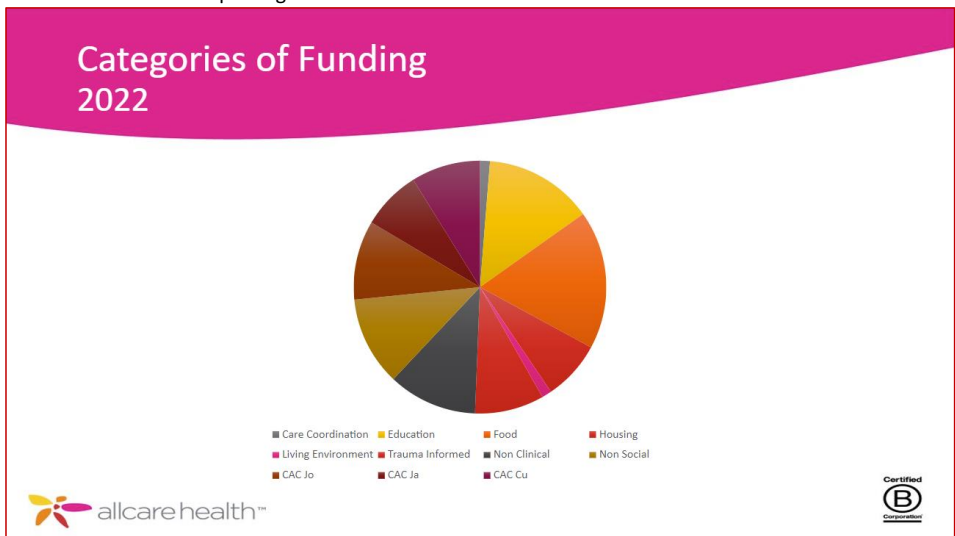
AllCare Health's Director of Community Engagement and CBIAG member, Jennifer Gustafson provided the regional spotlight on Community Benefit Initiatives, spending overview, notable projects and counties served. Starting with an overview of AllCare Health, founded in 1994 and a goal of providing affordable, quality healthcare, preventing illness, and promoting healthy lifestyles. AllCare Health has notably funded \$12,000,000 into the community since 2013, promoting equity in healthcare.

AllCare Health's community benefit initiatives focus on improving population health and health care quality. With additional goals in equity work, and ensuring investments are in line with equity, AllCare aligns with local and state priorities such as:

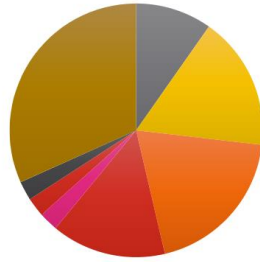
- Healthier Together Oregon: State Health Improvement Plan (SHIP)
- Community Health Improvement Plans (CHP)
- Health Equity Plan
- HIT Roadmap
- Community Health Assessment

AllCare Health believes that spending supports the organization’s values and vision, board priorities, the achievement of the Quadruple Aim: improved patient experiences, better health outcomes, lower health care costs, and improved provider experience. Acting on the organization’s mission and values, over \$12,000,000 in funds have been awarded since 2013.

In 2022 and 2023, AllCare funded projects and efforts in multiple local counties, including: Curry, Jackson, Josephine/Douglas, and other close, surrounding counties. The breakdown of funding by category in 2022, as well as 2023 year to date, is depicted below. As a note, funding is not just about healthcare, but rather is holistic and all encompassing.



Categories of Funding 2023



Care Coordination
 Education
 Food
 Housing

Living Environment
 Trauma Informed
 Non-Clinical
 Non-Social

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Across the 2022 and 2023 year, there has been a shift in the different funding initiatives. So far in the 2023 year, AllCare Health has funded the following projects:

Notable Projects Funded

- Salvation Army (\$150,000.00)**
 Homeless prevention and intervention services to improve health outcomes and safe housing for 5,000 homeless or at-risk of homelessness individuals.
- Grants Pass Sobering Center (\$100,000.00)**
 Provides safe sheltered space for those under the influence to avoid criminal detention, unnecessary emergency dept visits, and provide for treatment referrals and transfers.
- Comagine Health (\$90,000.00)**
 Incentive program engaging individuals in a harm reduction and treatment services with an additional goal to decrease local overdose rates.
- Oasis Advocacy and Shelter (\$75,000.00)**
 Funds will support a mobile sanitation shower and laundry facilities.
- Society of St. Vincent de Paul, Rogue Valley Council (\$50,000.00)**
 Provides rental assistance to people in jeopardy of eviction



With \$400,000 left to fund this year, please fill out an application for [Community Partner Support](#) located on the AllCare Health website.

Questions and Comments:

- Josephine County Food Bank expressed appreciation to AllCare Health for the tremendous support provided to communities.
- Pacific Power shared praise to AllCare Health and Josephine County Food Bank, both of whom are local to Grants Pass. Many great community efforts are going on in Grants Pass, which are great to be a part of this.
 - AllCare Health responded that all this great work isn't well known unless you are already living in this community.
- Multnomah County shared excitement to see a B Corp doing this work and asked how AllCare is thinking about the nexus of housing, health, and climate?
 - AllCare Health responded that a lot of work is going on right now within another department who is addressing the housing piece. Colleagues have hosted several forums on the topic and are considering how to transform existing buildings into housing options. Regarding climate, wildfires, etc., there is a big push on making sure community members are able to safely evacuate. There is also a need for more focus in the preparedness and proactive approach.

Community-Based Renewable Energy (CBRE) Survey Update

Pacific Power's Ryan Harvey provided an update to the Community-Based Renewable Energy survey. Last month's presentation on this topic provided an opportunity to share and receive feedback, determine community interest, and the direction for the program.

The feedback provided was separated into 3 different columns: current actions, actions in development, possible future actions. The third column highlighting possible future actions was particularly exciting because of their creativity.

A Sample of Survey Responses

Current Actions	Actions in Development	Possible Future Actions
Surveys/Questionnaires, Interviews	Utilize Online Platforms, Social Media Channels	Media outreach: raise program awareness, stimulate interest
Feedback tracking	Outreach to applicants of other funding opportunities	Partnerships with schools, universities
Language and Cultural Sensitivity	Socialize the outcomes of CBRE project development	Energy Fairs, Cultural Events and Festivals
Transparent Communication	Generate post-engagement infographics and summaries	Online Engagement Platforms and Gamification
Online workshops and opportunities	Focus on organizations that “could realistically put together a project/proposal”	Motivate engagement through a “sense of value”

Moving forward in this initiative there will be opportunities for continued involvement and feedback.

Next Steps



Pacific Power Next Steps:

1. CBRE Grant Pilot Presentation (8/25 CEP Engagement Mtg.)
2. Further develop Pilot Program details
3. Present additional details in October



Stakeholder & Community Next Steps:

1. Join us at the meeting!
2. Stay tuned.
3. Provide equity-focused feedback and guidance

Questions and Comments:

- Rural Development Initiatives (RDI) asked about the expected timeline for the CBRE grant to open?

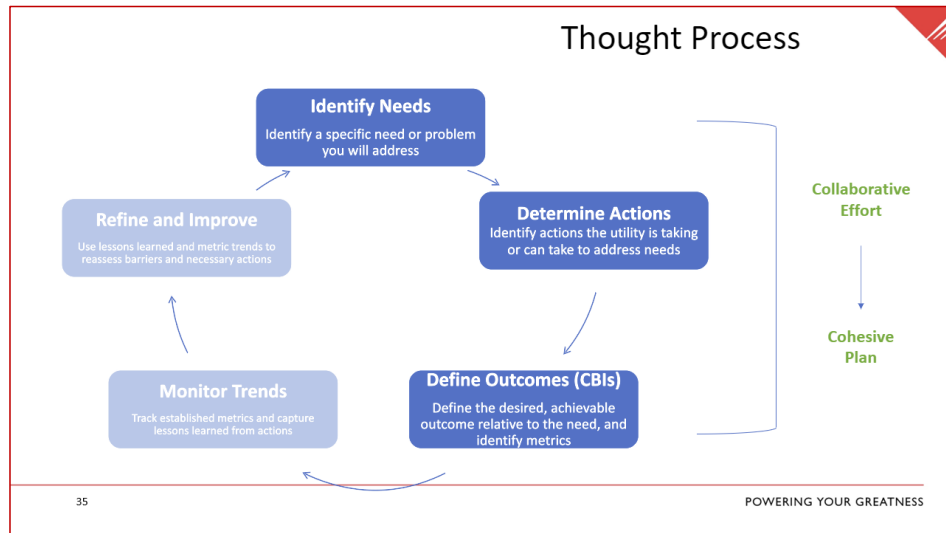
- Pacific Power responded that the process of developing strategies to work with communities is currently underway. What is being imagined is a new iteration of what is currently held as a program manager, which is a grant program regarding battery storage.

Pacific Power also added that the CEP engagement meeting is a recorded meeting. If there are any concerns or need for additional information, please reach out.

Expanding Community Benefit Indicators (CBIs) and Metrics

Pacific Power's Laura James provided details on expanding community benefit indicators and metrics. When the Clean Energy Plan (CEP) was submitted to commission in May 2023, there were 6 community benefit indicators and associated metrics in the plan that were considered interim, as they are expected to adapt over time.

With a goal to develop the new CBIs in a holistic way and take a longer-term view of the CEP, the thought process follows a standard approach to development of initiative, programs, etc., any activity that drives large scale, long-term change. The first step is framing the issue, then thinking what tools the organization must address that issue to identify potential actions, and then stating the outcome that the organization expects to achieve. This becomes the CBI.



This represents a different approach than what has previously been taken before because it brings a direct link between the actions and outcomes, and what metrics are available to measure the outcome by connecting the lines between each step. The greyed-out boxes, depicted above, are future steps,

monitoring trends, and refining and improve. This becomes cyclical, promoting continuous improvement. It ensures that the plan is effective in what it sets out to do.

The number of potential CBIs is endless, and most issues are cross-cutting, so it is important to find a way to organize a response. A set of proposed 20 high-level CBIs and 61 sub-level CBIs, delivered by Energy Advocates during the CEP development process, has served as a key resource for helping understand stakeholder priorities. Eight have been addressed in the inaugural CEP filing in May. 5. Of the ones addressed, seven of the CBIs will require stakeholder input.

When talking about using the Joint Advocate Proposals to identify key themes, the following table shows an example of recommendations the Energy Advocates provided that relate to energy efficiency. Within these recommendations, various issues require different actions, expanding programs, redirecting, or offering different programs. This is to provide a sense of the breadth and depth of the content and show why it is such a helpful resource.

EA CBIs Related to Energy Efficiency	
•Improve efficiency of housing stock in utility service territory, including low-income housing:	
	•Increased funding of efficiency programs targeted to low-income households, both owner and renter.
	•Increased participation in efficiency programs.
	•Reduction in bills due to actions taken to improve efficiency.
	•Increase number and percentage of appliances converted to efficient models.
	•Improvement and expansion of EE in rental housing stock.
•Improve Health and Community well-being:	
	•Improved housing conditions: health and safety outcomes related to weatherization measure installation.
	•Improved comfort in home (for example, customers' ability to heat/cool as needed, with efficient heat pump technology) and more affordable bills.
•Reduced barriers for program participation:	
	•Increased participation in bill assistance, weatherization, and energy efficiency programs, renewable and smart grid pilots and grant opportunities.
•Reduction of GHG emissions:	
	•Increased electrification of buildings and homes, including those occupied by renters.
•Reduction in energy and capacity need:	
	•Increased participation in targeted demand response, load management, distributed generation and behavioral programs that result in a measurable reduction to peak demand.
	•Increased acquisition of energy efficiency savings.
	•Increased water savings due to water efficiency measures.

Despite some of the challenges with data availability and accuracy in tracking CBIs, the work is moving forward. Pacific Power will continue working with partners on new concepts to bridge the data gaps. The challenges are broken out into Metric Challenges and Action Challenges.

Metric Challenges

- Limited historical demographic data available
- Want to balance data collection and application burden/barriers
- Often data collected by partners that want to coordinate data collection across Pacific Power and PGE (Portland General Electric) where possible

- Precision and accuracy are difficult to achieve, but essential to tracking long-term change, specifically for small populations
- Added terms like “EJ Communities” need to be defined in a measurable way

Action Challenges

- Many services provided by partners

Environmental Justice (EJ) Communities are defined as including communities of color, communities experiencing lower incomes, tribal communities, rural communities, coastal communities with limited infrastructure and other communities traditionally underrepresented in public processes and adversely harmed by environmental and health hazards, including seniors, youth, and persons with disabilities. The important thing to do is to work with stakeholders to adapt this definition of EJ Communities to be discrete and measurable.

Moving forward, 1-2 CBIs will be shared with the CBIAG each month. In the monthly presentation the issue or theme being addressed will be identified. A summary of the status will be provided, along with the CBI proposal, and an opportunity to discuss and share feedback.

A preliminary list of themes has been identified based on the review to date. Feedback is requested if there are any themes the group believes are missing.

- Energy efficiency and demand response
- Bill assistance
- Weatherization
- Air quality
- Tribal concerns (to be discussed with Tribal representatives)

Discussion:

Along with the CBI Development Process, feedback from the group is necessary and requested.

1. *Is this an appropriate process to develop new CBIs/actions/metrics?*
2. *Are we providing the right information for your review?*
3. *How could we improve this process to get the best feedback from this group?*

- Pacific Power RBM (Regional Business Manager) shared that using the definition in the legislation for EJ communities would qualify every community Pacific Power is working to serve, which may oppose the intention of the definition
- Multnomah County asked about the audiences providing feedback and how it will be reported back to the CBIAG. Multnomah County added that receiving presentation materials to review in advance of the meeting would be valuable to formulating meaningful thoughts and feedback
 - Pacific Power responded by asking if this feels like something members can meaningfully engage in, or does it leave members too ‘in the weeds’
 - A resounding “yes” from the group both audibly and via the thumbs up feature in the Zoom room.

- Multnomah County added in the Zoom chat: “this is also a question for Christina and the CBIAG staff, in terms of the capacity of this space to get into the details, is this a priority for the group? I personally believe it is.”
 - Pacific Power responded yes. In all the outcomes, the hope is to measure and improve impacts for the benefit of communities, so this is hugely important.

BREAK

Low-Income Discount (LID) Program Updates

Pacific Power’s Charity Spires took the group through a navigation of the website offering an energy bill discount to qualifying customers. Eligibility and discount level is based on annual gross income at or below the income limits and household size. With an enrollment period of 2 years, the benefits are as follows:

- 20% monthly bill discount if their income is between 21% and 60% of state median income
- 40% monthly bill discount if their income is between 0% and 20% of state median income

With accessibility in mind, there are 3 ways to enroll in the Low-Income Discount Program

Ways to Enroll		
Auto-Enrollment – LIHEAP / OEAP recipients	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 may <u>submit an application</u> to determine if income qualify for a higher discount • Ongoing, company-identify LIHEAP and/or OEAP recipients not enrolled and auto enroll. OHCS provide data monthly 	<ul style="list-style-type: none"> • Web application in English and Spanish. Enroll at PacificPower.net/LID or Programa LID de Oregon • Contact customer service at 1-888-221-7070 (English) or 1-888-225-2611 (Spanish) • Paper application – available online or contact customer service to request a copy • Self-attestation 	<ul style="list-style-type: none"> • Enroll online at PacificPower.net/LID or Programa LID de Oregon • 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 (<u>i.e.</u> name of community action agency)

To date, there are roughly 32,000 customers enrolled in the program. As a note, to find and enroll in the Low-Income Discount Program from the Pacific Power website, make sure to select Oregon as the state of residence in the top-right of the toolbar.

To find the application in English and in Spanish, please visit this link:

[Oregon Low-Income Discount Program \(pacificpower.net\)](http://pacificpower.net)

Discussion:

1. *Have you navigated the Oregon LID program webpage?*
 2. *Have you heard from community members on whether it has been easy or difficult to apply to the program online?*
- Coalicion Fortaleza shared experiences of helping people navigate the application process online and via phone interactions, and reports that it has been an easy process.
 - Josephine County Food Bank asked how someone who doesn't have a computer would apply? Adding that there are folks that may not know this exists without access to the internet, and messaging to these communities is crucial.
 - Pacific Power shared the third-party enrollment option.
 - Josephine County Food Bank posed an idea to have flyers printed to have on hand and share at tabling events and with the food boxes that are currently being distributed.
 - **Pacific Power responded that this is a great idea, and vowed to print and ship materials to all CBIAG members that would like to have the program collateral.**
 - Rural Development Initiatives (RDI) asked about social media content and graphics, and if messaging can be forwarded through partner social channels to spread the information?
 - **Pacific Power responded that a contact to the Pacific Power communications team will be shared to facilitate content for the group to share.**

Distribution Systems Planning (DSP) Update

Pacific Power's Ian Hoogendam provided an update to the Distribution Systems Planning (DSP) by discussing the recent community workshops held in the Upper Rogue and Prineville communities, traditional vs nontraditional approaches to grid needs and leveraging energy programs, feedback received, and next steps.

The recent community workshop in Upper Rogue and Prineville started by providing background from previous workshops. The purpose of the workshop was to educate on what grid needs are being identified and how solutions are being developed. Workshop topics included: Grid needs overview, traditional/nontraditional solutions overview, study area grid needs and solution options, and wildfire mitigation update in Upper Rogue. At the first workshop for the Upper Rogue Area feedback was provided that wildfire mitigation is a primary concern for the area. For the second workshop in Upper Rogue wildfire mitigation progress and upcoming activities were shared, as well as areas of collaboration between distribution system planning and wildfire mitigation.

During the workshop part of the discussion focused on how grid needs have been addressed in a traditional sense, which involves upgrades, expansion, or reconfiguration of the distribution system. The group is seeking feedback from the communities on the nontraditional solutions that are now being evaluated. Nontraditional solutions involve leveraging existing energy programs like accelerating solar


adoption and energy efficiency, expanding demand-response programs for distribution grid need purposes, or collaborating with smaller groups on other unique energy solutions.

Traditional Vs Nontraditional Solutions

Traditional Solutions

Address grid needs with poles, wires, equipment


- Equipment Upgrades
- New Equipment
- New Substation or Circuit
- Load Transfers
- Phase Balancing
- Settings Changes



Nontraditional Solutions

Address grid needs through energy programs

- Accelerating solar adoption
- Accelerating energy efficiency improvements
- Managing behind the meter devices to lower peak demand:
 - Batteries
 - Smart Thermostats
 - Water Heaters
 - EV Charging Stations
- Collaboration with local accounts/partners



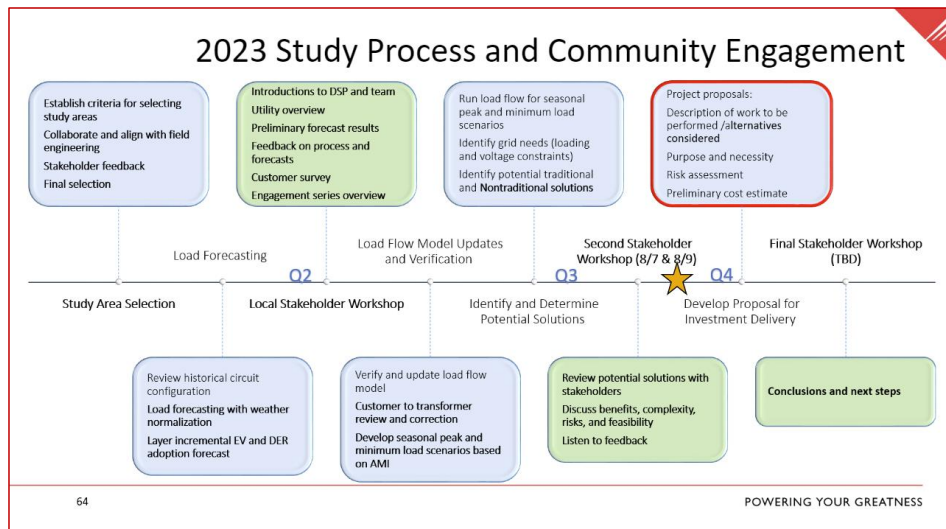
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Pacific Power noted the large quantity of information to absorb, sharing links to the DSP Website and email address. CBIAG Members and the public are encouraged to send feedback and join the mailing list to stay up to date on DSP activities. Link: [Oregon Distribution System Planning \(pacificcorp.com\)](https://www.pacificcorp.com/oregon-distribution-system-planning)

Commented [MW1]: Add appropriate links

Questions and comments:

- Josephine County Foodbank asked who attended the workshops?
 - Pacific Power responded that at Upper Rogue, the attendees included: Energy Trust of Oregon, RHT Energy, Shady Cove City Managers, Jackson County Long-Term Recovery Group, and members of the Shady Cove Community. At Prineville, in attendance was: Energy Trust of Oregon, Neighbor Impact, Prineville City, Economic Development of Central Oregon, Crook County Chamber of Commerce.



Meeting Close

Public Comment

There was no public comment

Check Out Question:

What was your biggest takeaway from today's conversation?

- Rural Development Initiatives responded that representing rural communities, and hearing about opportunities for those communities, is a huge added value. RDI showed significant interest in the Low-Income Distribution program.
- United Community Action Network is happy to be back and get plugged back in.
- Josephine County Food Bank loved the information about low-income programming, stating that it is important because there are likely a lot of community members that don't know these programs exist. Appreciates the discussion around how the CBIAG can make these programs accessible beyond the internet.
- AllCare Health is interested in learning more about the outlined training programs. Love that the grassroots skills training, bringing a greater skill to people who may not have the opportunity to get a high paying job or develop a specific skillset. When we talk about fire mitigation, that's important to us, and want to learn more about it because we talk about it internally and hear it from our members. It is not just the clean air work that is being done, it is so much bigger.
- There was a moment of gratitude from the group for voicing the request to have placeholders for these public meetings on calendars to bridge barrier of accessibility due to schedule conflicts.


- Coalicion Fortaleza is overwhelmed in a good way, and greatly appreciated the AllCare presentation highlighting the community outreach and opportunities. Also appreciated Pacific Power for the clear commitment to transparency in the thought process for the grant, the opportunity to provide feedback, and diving into these challenges and highlighting the programs being offered.

Charter

E Source facilitator Morgan Westberry provided a brief overview of the CBIAG Charter, which will be sent to the group for feedback and thoughts. This charter was built on the information heard from a series of meetings held from the creation of this group a year ago, using a template that was co-created with stakeholders and sister utilities.

Next Steps

Pacific Power’s Christina Medina closed out the meeting by providing context on next steps



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