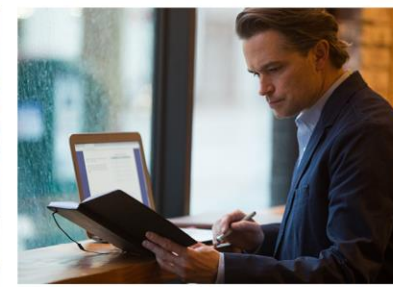


# Community Benefits & Impacts Advisory Group

Biennial Report & Clean Energy Benefits Survey

Eighth CBIAG Meeting

May 18, 2023



## For a Better Meeting Experience



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



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



- For technical support, chat "Morgan Westberry / 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.	Land Acknowledgement Presenters, purpose & objectives Check In
1:15 p.m.	Closing the Loop
1:25 p.m.	Biennial Report Overview & Discussion
2:15 p.m.	Break
2:25 p.m.	Clean Energy Benefits Survey
3:00 p.m.	Charter Format
3:45 p.m.	Public Comment
3:50 p.m.	Summary and Next Steps

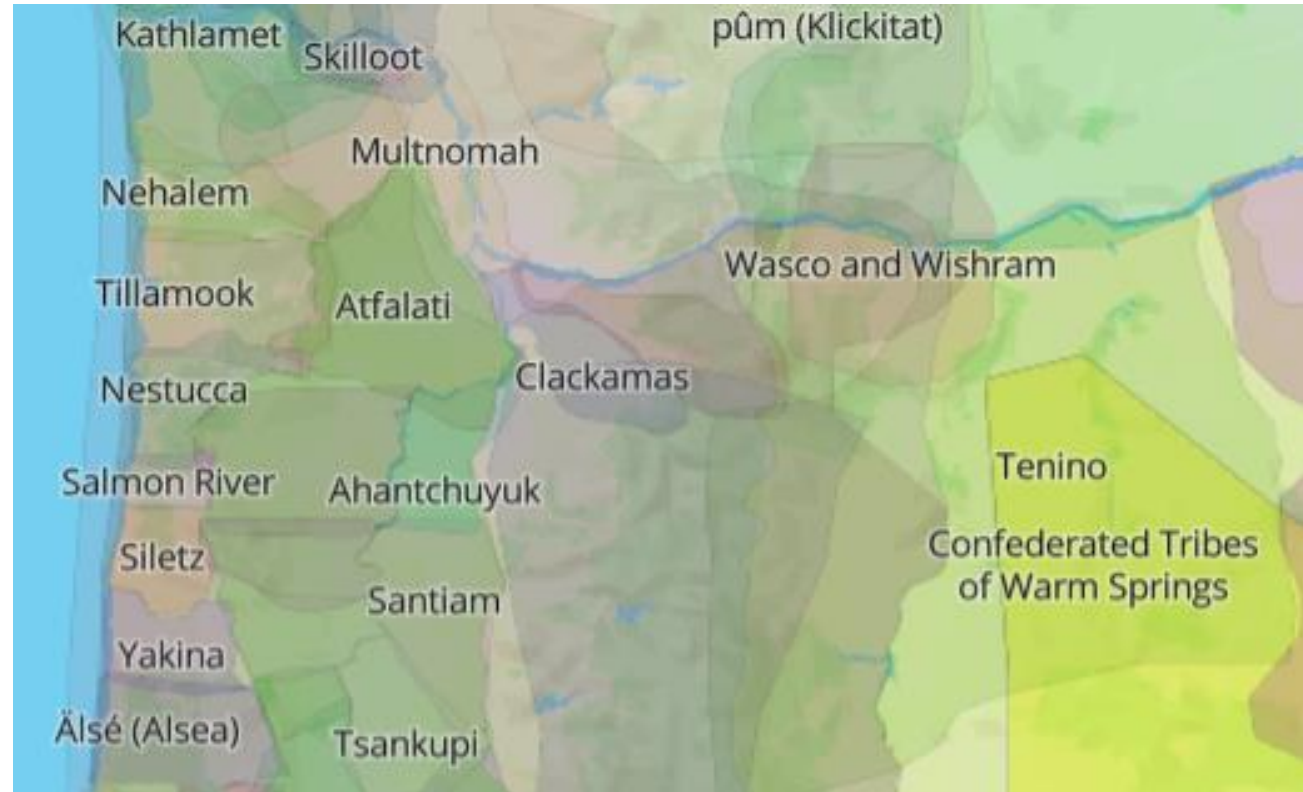
# Land Acknowledgement

We acknowledge the first peoples of the land we are gathered on today. 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. By their example, we are reminded of our responsibility to our planet and to one another. We take this moment to honor the Indigenous communities of the past, present, and future.



Native Land Digital

<https://native-land.ca>



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

# PacifiCorp Presenters



**Laura James**  
PacifiCorp Sr. Project  
Manager, Customer and  
Community Solutions



**Christina Medina**  
PacifiCorp Manager,  
Stakeholder Policy &  
Engagement



**Lisa Markus**  
E Source Managing Director  
& Facilitator

# Community Benefits & Impacts Advisory Group (CBIAG) Purpose

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

## Today's Objectives

1. Increase "advisory" focus of the group
2. Create a shared understanding of our purpose: production of a biennial report
3. Co-create our path forward: Clean Energy Benefits Survey

What do you think the purpose of the CBIAG is?

# Reflecting on the April 20 Meeting

Seven CBIAG members representing six organizations participated online and in-person at Coburg City Hall

CBIAG Attendees	
Jennifer Gustafson	AllCare Health
Jennifer Groth	RDI
Erica Ledesma	Coalición Fortaleza
Tim Lynch	Multnomah County
Alma Pinto	Community Energy Project
Shaun Pritchard	United Community Action Network
Sherrie Villmark	Community Energy Project

## Our goals:

1. Continue to create shared understanding of CBIs and Proposed Economic Impacts CBI
2. Explore Community Based Renewable Energy + Development
3. Brief on Clean Energy Plan filing and Distribution System Planning updates

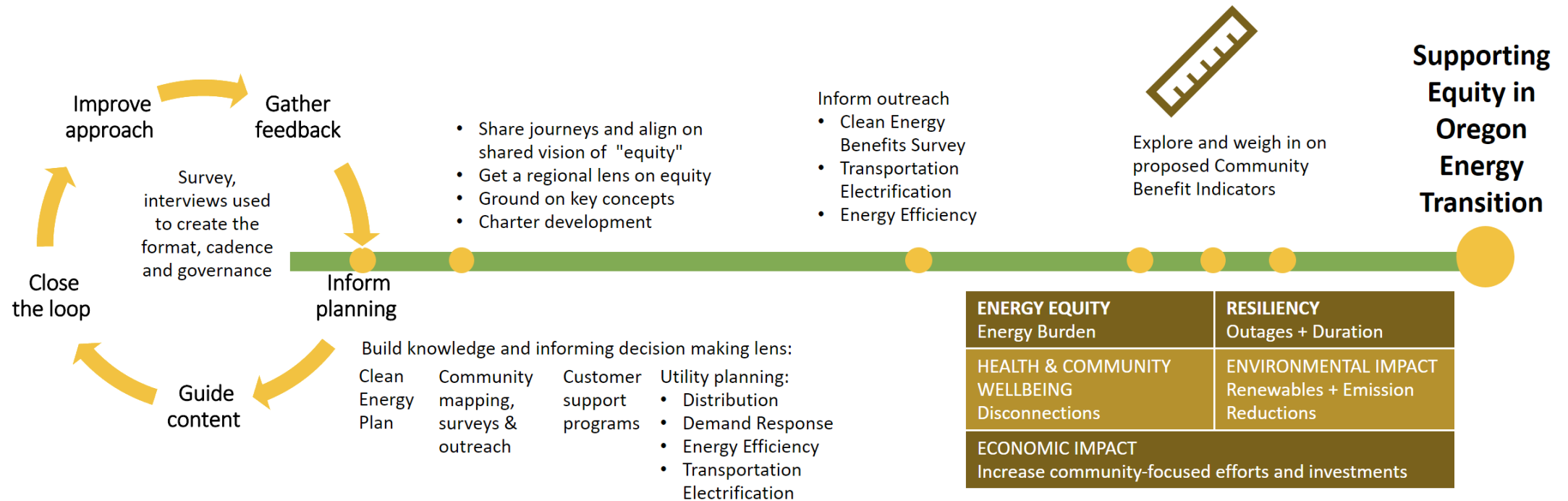
## Main themes:

- Rural does not mean lower cost of living; investment in digital infrastructure is necessary for economic empowerment
- Anticipation of working with PacifiCorp / Kari Greer on trade ally businesses / economic impact CBI
- Desire to have a deeper understanding on how this group can support future efforts toward a clean energy plan

# Biennial Report



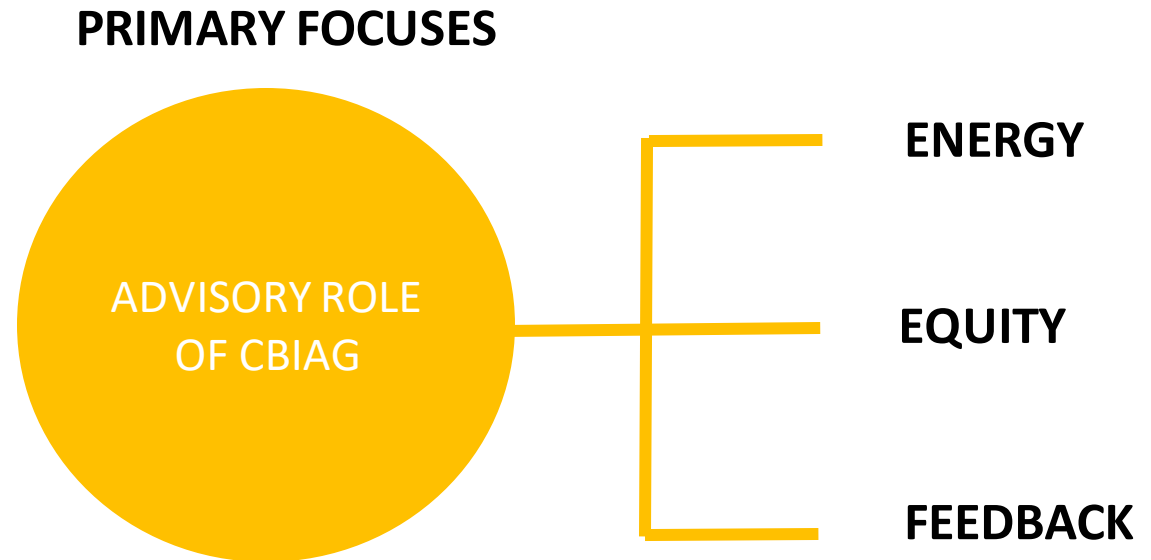
# Integrating learnings: CBIAG



# Biennial Report Overview

## HB2021: Biennial Report 2(a)

- Developed with the CBIAG
- Assesses the community benefits and impacts of the electric company
- Filed with the Public Utility Commission



[HB2021.pdf](#)

## Content areas explored in Community Benefit Indicators discussions:

### Energy Burden & Disconnections

- Residential
- Small commercial

### Resilience

- Actions within environmental justice communities
- Intended to improve resilience during adverse conditions
- Facilitate investments in the distribution system, including investments in facilities that generate non-emitting electricity

### Grid Investments

- Distribution of infrastructure or grid investments and upgrades in environmental justice communities
- Infrastructure or grid investments that facilitate the electric company's compliance with the clean energy targets set forth in section 3 of this 2021 Act

# Biennial Report: Social Justice

Content areas as outlined in HB 2021 and discussed during the Economic Impact CBI discussion:

## **Contracting**

Opportunities to increase contracting with businesses owned by women, veterans or Black, Indigenous, or People of Color

**Social,  
economic or environmental  
justice co-benefits**  
that result from the electric company's investments, contracts or internal practices

## **Other items**

as determined by the electric company and the electric company's Community Benefits and Impacts Advisory Group

[HB2021.pdf](#)

# Biennial Report: Feedback

Content areas as outlined in HB 2021:

## Customer Satisfaction Surveys

Customer experience, including a review of annual customer satisfaction surveys

**Actions to encourage customer engagement**

## Other items

as determined by the electric company and the electric company's Community Benefits and Impacts Advisory Group

[HB2021.pdf](#)

# Biennial Report: Advisory Role

## Advisory roles of CBIAG as outlined in HB 2021:

### **Equitable Plan**

The development and equitable implementation of a clean energy plan as determined in section 4 of this 2021 Act

### **Equitable Development**

The development and equitable implementation of a distribution system plan;

### **Equitable Contracting Practices**

### **Reducing Energy Burden**

Best practices and strategies for reducing energy burden and disconnections in the electric company's service territory

[HB2021.pdf](#)

# Biennial Report: Cycle



DISCUSS CORE  
CONCEPTS



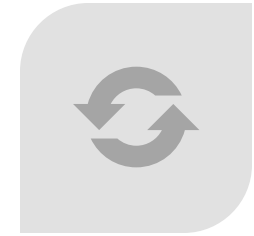
CREATE &  
DISCUSS DRAFT



CIRCULATE &  
REFINE



FINALIZE &  
SUBMIT



REVISIT &  
UPDATE

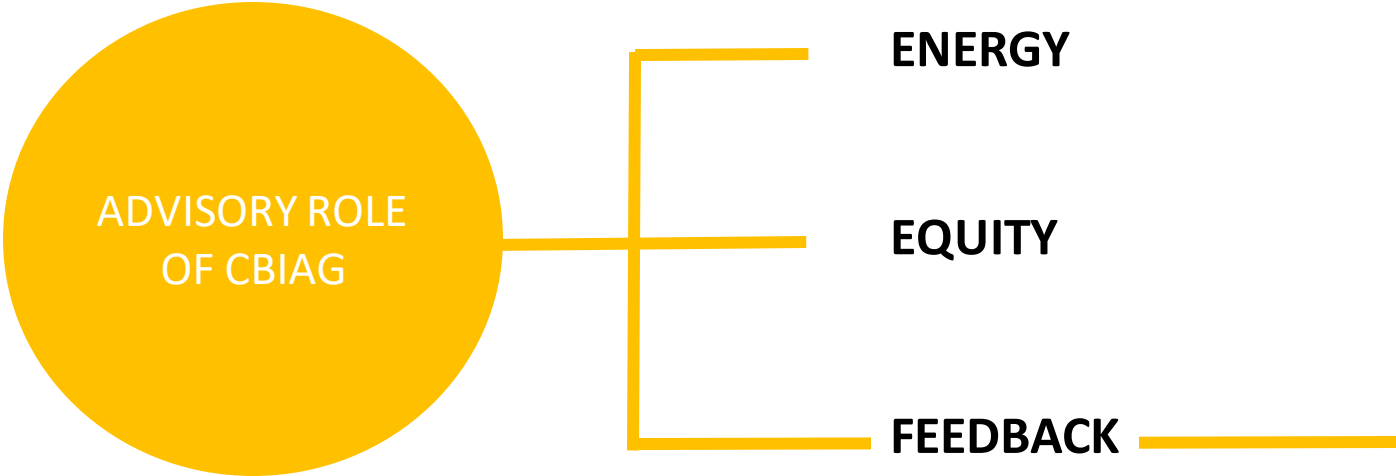
# Break



# Clean Energy Benefits Survey

## HB2021: Biennial Report 2(a)

### PRIMARY FOCUSES



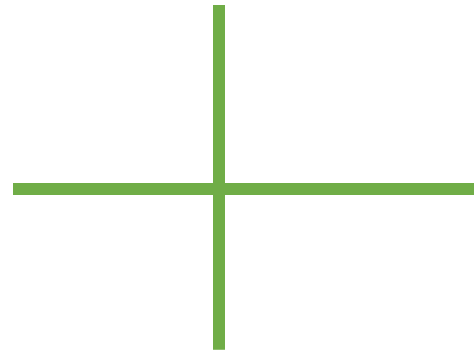
**Customer Surveys**  
Broad, quantitative customer experience, including customer satisfaction

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

# Clean Energy Benefits Survey Utilization

SURVEY FEEDBACK =  
Customer Perspective

Provides context for Pacific Power clean energy planning and program design



Informs development of CBIs and metrics

Informs Biennial Report

# Clean Energy Benefits Survey Overview

<b>Target</b>	Residential customers, 18 or older, current account in Oregon
<b>Method</b>	<ul style="list-style-type: none"><li>- Online or over the phone</li><li>- English and Spanish</li><li>- Pre-notice emails and social media announcement</li></ul>
<b>Results</b>	<p>High precision for Oregon High/Medium precision comparisons by:</p> <ul style="list-style-type: none"><li>- Region</li><li>- Age</li><li>- Income</li><li>- Language</li><li>- Own/Rent</li><li>- Education</li><li>- Year-over-year (certain questions)</li><li>- And more</li></ul>



# Clean Energy Benefits Survey Topics

Benefits and Challenges  
of Clean Energy

Resilience

Electrification and  
Energy Efficiency

Equity

Communication

Demographics

## Benefits and Challenges of Clean Energy

- What are the biggest challenges in the community currently?
- What benefits from clean energy are most important?

## Resilience

- Challenges from an extended outage
- Importance of local back-up power center
- Special electricity needs
- Personal resources (back-up generator)

# Survey Topics

## Electrification and Efficiency

- Adoption and interest
- Awareness of incentives
- Use of incentives

## Equity

- Awareness of available resources
- Use of available resources
- Housing status
- Means of travel and travel needs

# Survey Topics

## Communication

- Recall of messaging
- Preferred communication methods and language
- Satisfaction

## Demographics

- Age
- Education
- Gender
- Sexual orientation
- Race
- Language
- Income
- People in home



Is there anything else we  
should consider?

# In-Depth Interviews

## Workforce development

- Talk to trade schools, contractors (~10)
- Ask about skills needed, challenges in recruiting, completing courses, placing recent grads

## Women and minority-owned SMEs in Energy

- Interview women and minority SME owners working in sectors related to energy
- Ask about drivers, business vision, business challenges



30-minute interviews, asking open-ended questions



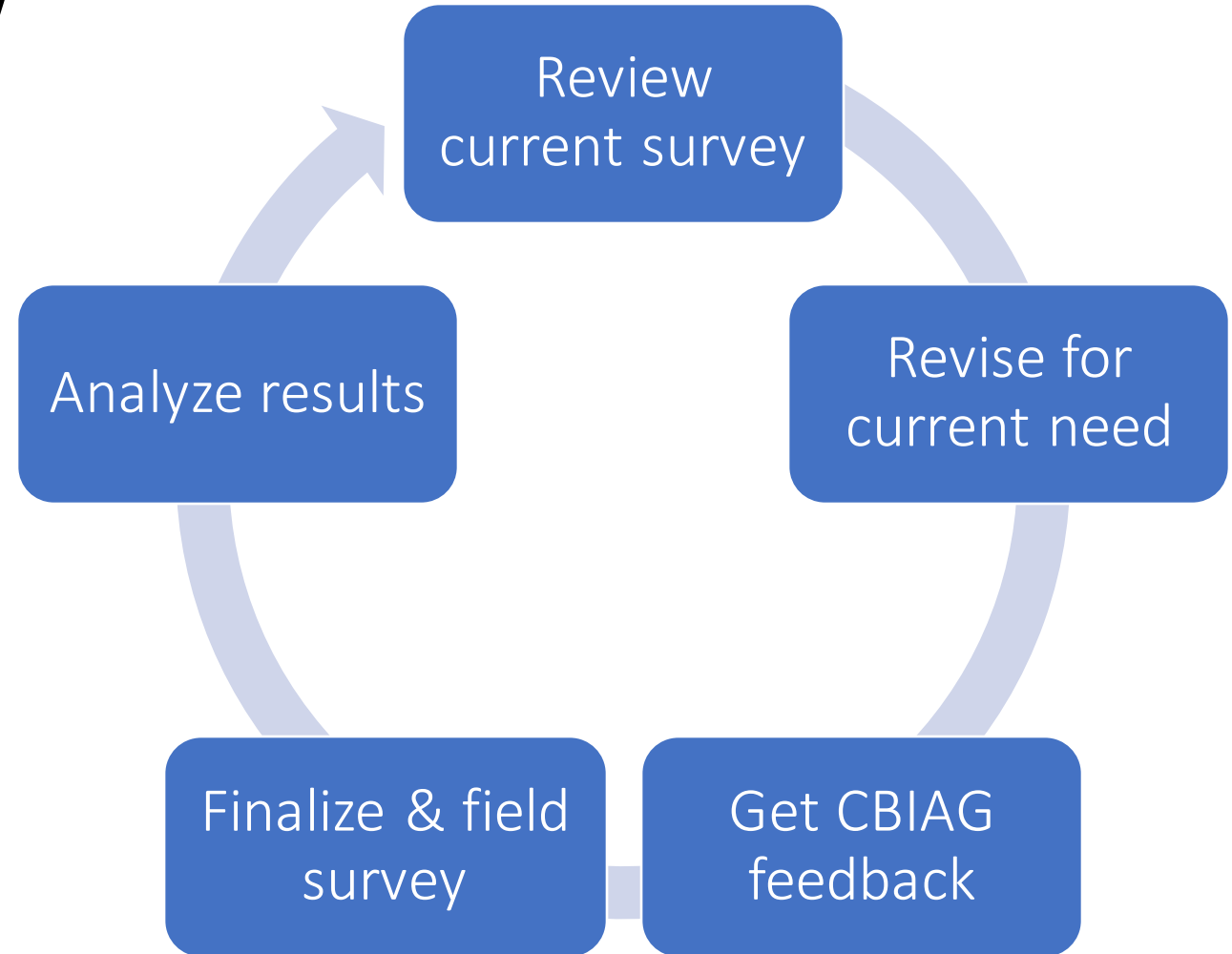
Capture stories - more nuance and depth than a survey



Findings can't be broadly applied to a population group

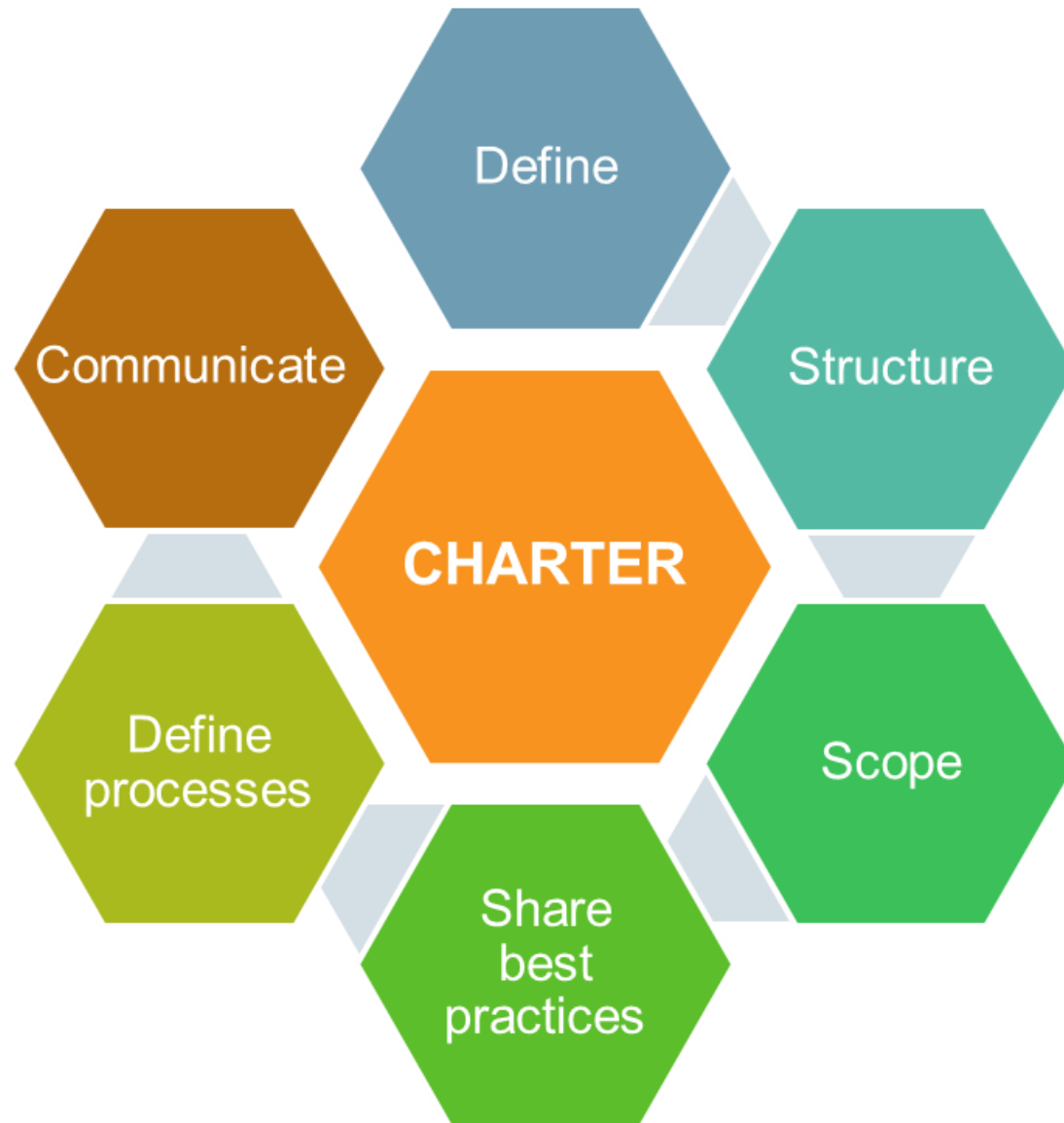
# Clean Energy Benefits Review

CBIAG Advisory Role	
May 18	<ul style="list-style-type: none"><li>• Receive briefing</li><li>• Understand components</li></ul>
<b>June 2</b>	<ul style="list-style-type: none"><li>• <b>Written comments due</b></li></ul>
June 15	<ul style="list-style-type: none"><li>• Review updated draft</li></ul>
August	<ul style="list-style-type: none"><li>• Receive results presentation</li></ul>



# Charter Format

# Where we've been... Charter Development

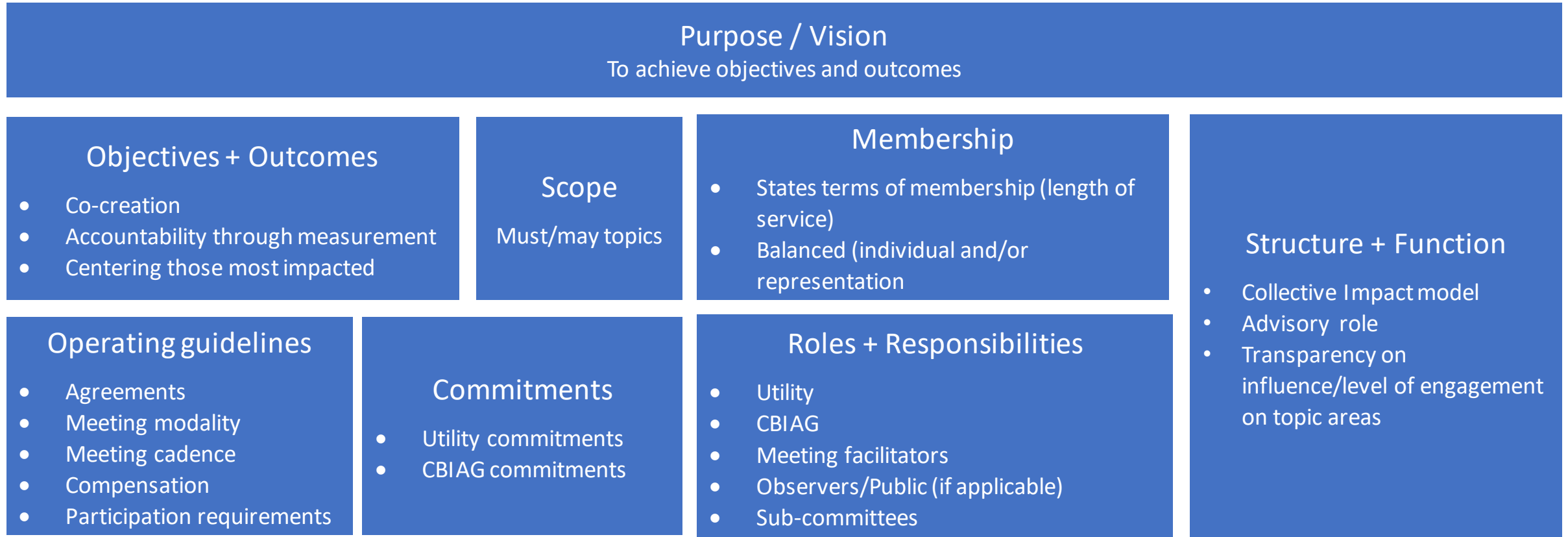


Co-created  
Accountability through measurement  
Center group for success

Agreement on:

- Compensation
- Meeting cadence
- Commitments
- And more

# Charter Format



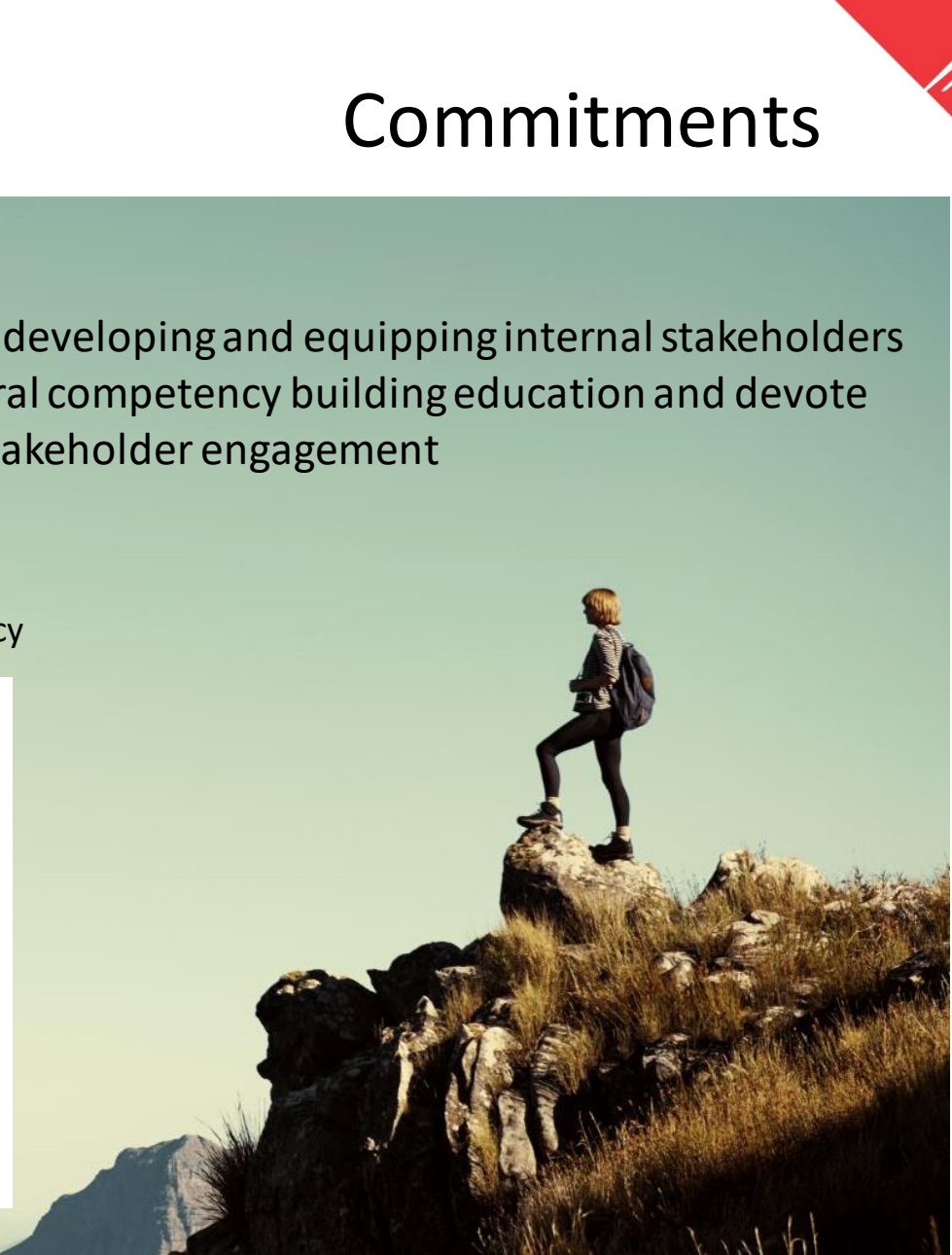
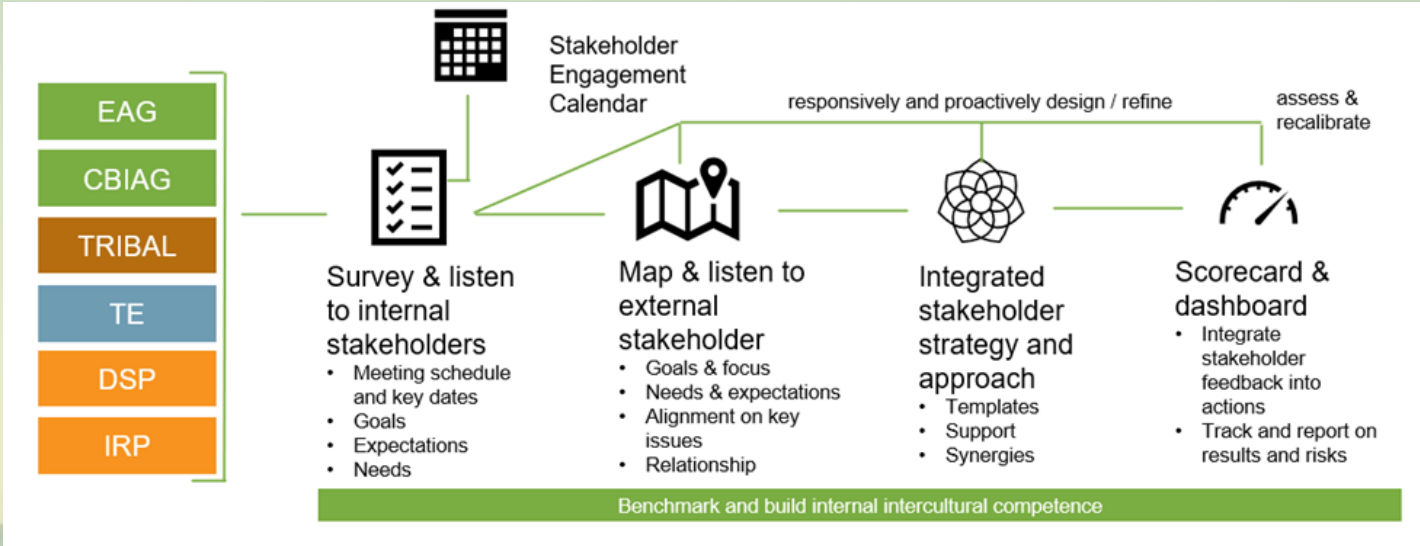
## CONTINUOUS IMPROVEMENT

The CBIAG takes a customer experience approach to continuous improvement illustrated below:

## INTERNAL STAKEHOLDER DEVELOPMENT

To achieve equitable results, PacifiCorp is developing and equipping internal stakeholders with adaptive leadership skills, intercultural competency building education and devote core team supporting an equity lens on stakeholder engagement

- Outside subject matter expertise and facilitation
- Creating psychological safety
- Building intercultural communication skills
- Benchmarking & building intercultural competency



# Public Comment



Check Out

What was your biggest takeaway from today's conversation?

## CBIAG Calendar

June 15 (hybrid)  
2316 South Sixth St., Suite C  
Klamath Falls, OR 97601



July 15 (online)  
[Oregon Community Benefits and Impacts Advisory Group](#)

August 17 (hybrid)  
1701 NE 7th St.  
Grants Pass, OR 97526



## PacifiCorp Stakeholder Engagement

Clean Energy Plan Engagement Series  
• June 28

Clean Energy Engagement Series for  
Oregon Tribal Nations  
• May 19

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

Email comments to:  
[ORCBIAG@pacificorp.com](mailto:ORCBIAG@pacificorp.com)