



**Pacific Power Community Benefits & Impacts
Advisory Group (CBIAG) Public Notes**
Survey & Stakeholder Outreach and CBIs
Thursday, February 16, 2023, 1-4 p.m. Pacific Time

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

Executive Summary

CBIAG’s February public meeting was conducted in a hybrid setting from 1:00-4:00 p.m. PST. The in-person portion was hosted at the United Community Action Network (UCAN) facility in Roseburg, OR, and virtually on Zoom from 1-4 p.m. PST. Twelve CBIAG members representing 10 organizations participated with some participants onsite. Topics addressed at the February meeting included a Regional Lens of UCAN’s efforts provided by the Executive Director, Shaun Pritchard, as well as an overview of the Health & Community Wellbeing CBI, 2023 Public Engagement opportunities, and the 2023 Clean Energy Benefits Survey.

Meeting Objectives

1. Continue to create shared understanding of Community Benefit Indicators: Health & Well Being on reducing disconnections
2. Discuss the Distribution System Planning (DSP) survey planning and get feedback
3. Brief on 2023 stakeholder engagement opportunities

Agenda

TIMING	TOPIC
1 pm	Land Acknowledgement Regional Lens: Roseburg UCAN Purpose & Objectives Check In Closing the Loop from Last Meeting
1:30 pm	Health & Community Wellbeing CBI Discussion

2:00 pm	2023 Stakeholder Engagement
2:30 pm	Break
2:40 pm	2003 Clean Energy Survey Discussion
3:30 pm	Public Comment
3:45pm	Summary and Next Steps

Attendees

CBIAG Attendees	
Rose Reeser	ACCESS
Jennifer Gustafson	AllCare Health
Erica Ledesma	Coalición Fortaleza
Alma Pinto	Community Energy Project
Sherrie Villmark	Community Energy Project
Patrice Hanlon	Josephine County Food Bank
Xitlali Torres	Klamath and Lake Community Action Services
Christina Zamora	Klamath and Lake Community Action Services
Michelle Ehara	Mid-Willamette Valley Community Action
Tim Lynch	Multnomah County
Jennifer Groth	Rural Development Initiative
Shaun Pritchard	UCAN (note Shaun also presented)
Presenters	
Lee Elder	Load Forecasting Manager
Jason Hoffman	Regulatory Affairs Project Manager
Ian Hoogendam	Manager of Distribution Systems Planning
Laura James	Customer & Community Solutions Sr. Project Manager
Lisa Markus	E Source Managing Director & Facilitator
Jacob Lahmers	MDC Research
Stephanie Meeks	Regulatory Manager
Christina Medina	Stakeholder Policy & Engagement Manager
Public	
Luca DFL	Jason Mitchell Group
Karen Chase	Oregon Energy Trust

Charles Lockwood	Oregon PUC
Michelle Scala	Oregon PUC
Guillermo Castillo	Utility Advocates
PacifiCorp Attendees	
Kimberly Alejandro	Energy Equity Analyst
Brandon Capps	IRP & Regulatory Affairs Specialist
Heather Eberhardt	Power Marketer
Kari Greer	Sr Community Relations Manager
Ryan Harvey	Community Solar and Community Resiliency Manager
Paul Johnson	Wholesale Power Marketer
Diana Knous	Regional Business Manager
Barbara Modey	Customer Satisfaction Market Research Manager
Alex Osteen	Sr Manager Demand Response
Chet Perry	Renewable Reporting Specialist
John Rush	CBRE Consultant
Patty Satkiewicz	Sr Product Manager – Customer Renewables
Peter Schaefer	Sr Planning Manager
Zepure Shahumyan	Forecasting
Charity Spires	Customer Solutions Program Manager
Lori Wyman	Regional Business Manager

Meeting Notes

Introduction

Interpretation in Spanish and American Sign Language (ASL) were provided for the event. The hybrid event was hosted onsite at the UCAN facility in Roseburg, OR.

PacifiCorp’s Christina Medina welcomed the attendees and invited participants to share their perspectives in the meeting, or by following up with her afterward.

E Source’s Lisa Markus provided housekeeping items, provided an overview of the agenda, and encouraged participation by members.

PacifiCorp'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

Regional Lens: Roseburg

Presenter: Shaun Pritchard, Program Director, United Community Action Network
E Source's Lisa Markus introduced Shaun Pritchard and provided background on the importance of the regional lens in this setting to achieve a better understanding of the lived experience of people in the communities.

UCAN Director Shaun Pritchard discussed the region around Roseburg, OR and how United Community Action Network (UCAN) works to stabilize people's lives. They are serving Douglas and Josephine Counties and accomplishments in the community include:

- Providing childcare for over 450 children at multiple sites within Douglas County.
- Administering the WIC Program, which serves thousands of people in Douglas County.
- Distributing around three-million pounds of food through the food pantry.
- Running 3 homeless shelters (one in Roseburg and two in Grants Pass), as well as opening warming centers.
- Implementing weatherization projects (80-100 completed).
- Assisting with bill relief and preventing disconnections.

UCAN's Shaun Pritchard described and contextualized the local struggles in Douglas and Josephine Counties, which include:

- The poverty rate is typically 5% higher than in the state of Oregon average
- The poverty rate for children is about 25% above the Oregon average

The mission of the organization addresses not only how consistent access to energy improves health and wellbeing, but also how the lack thereof degrades health and wellbeing.

Household energy is vital to maintaining good health. Access to energy can be limited through aging infrastructure, affordability challenges, and service disruptions due to natural or manmade disasters. Studies have shown that limited access to energy in homes has been linked to Cancer, Cardiovascular conditions, Arthritis, Pulmonary and Respiratory Illness, mental health concerns, and mortality. Indirect impacts include food insecurity, job loss, educational obstacles, and other economic hardships. Energy security allows families to thrive. Society today is heavily dependent on both reliable and affordable energy.

UCAN's Shaun Pritchard emphasized that new clean energies may not be any more accessible unless inequities are recognized and corrected.

Comments:

Comment: AllCare Health asked about the two shelters in Grants Pass and mentioned the struggles and pushback prior to UCAN leading the effort, which speaks volume to the work done by UCAN and staff.

E Source's Lisa Markus thanked the presenter and the importance of the organization and transitioned to the next section.

Check In

E Source's Lisa Markus asked CBIAG members: *What does health and wellbeing mean to you?* Responses Included:

- AmeriCorps – Started by sharing a personal connection to UCAN’s services and stated that having a holistic view of health is important to moving people out of poverty. Wellbeing goes beyond the traditional sense of going to the doctor or having a health plan, it is also having other services available to the community to provide the resources to move out of that low socio-economic group. If those benefits and programs are not provided to people, then it makes it very difficult to overcome those barriers.
- Coalición Fortaleza – Stated that work should not be done in silos, but rather groups must start working together to provide a holistic approach to the wellness of communities. All these different issues intersect- housing is very important for stability for families, and without it, health is not going to be as good. Collaborating and working closely together with different agencies is an important step in outlining the priorities of the community, as well as the importance of asking the question of “what are the demographics and what are the specific needs of people in this community”.
- Multnomah County - What came to mind is not having to carry the stress of wondering where the next dollar is going to come from and if it will be spent to be able to pay a bill or provide food for the family. Living with the constant concerns of this insecurity results in the inability to be present and engage with family and loved ones. Tackling these issues will make the lives of community members better and put the group on the right track.
- Community Energy Project – Spoke to the importance of balance when it comes to health and wellbeing. Having balance between all aspects of life, while also having the opportunities to advance oneself and grow, allows for sustainable mental and physical health.
- PacifiCorp’s Kimberly Alejandro - Agreed with what's been said so far, but distinguished that mental health is very important. Beyond poverty, not having resources or not being connected to resources takes a toll on someone's health - specifically mental health. Being in a state of crisis can impact how you process other adversities, and it’s important to consider the intersectionality between all these things.
- UCAN – Described the importance of support agencies disseminating the information to all people in the respective regions and that CBIAG organizations make themselves available. There is a gap between having the resources and ensuring that the resources are shared to those who need it.
- Rural Development Initiative – Noted that “community health” diverges from “personal health” and described that important factors of community health include:
 - Whether or not they are cultivating emerging leaders to make sure that there are always people growing into become community leaders for the future.
 - If the economy and elected leader appear to include the diverse population of the community.
 - Whether or not there are robust conversations in local media outlets about the needs of the community.
- Community Energy Project – Thought about wellbeing as having stability and not having to compromise in extreme vulnerability.

- AllCare Health – Spoke about what it means to live in a constant state of crisis and the factors that feed into stabilizing community members, such as housing, access to resources, and similar factors.
- PacifiCorp’s Christina Medina – Noted the importance of being present instead of living in the past or constantly future casting. Using the adage “putting your oxygen mask on first”, it was mentioned that whether it is here in this setting or with family that it is vital to live in the present in order to connect with people and achieve/impact on health and wellbeing.

Closing the Loop

PacifiCorp’s Christina Medina recapped items in previous CBIAG meetings as it pertains to the current meeting agenda. It was noted that today’s conversation is centered around what opportunities can be measured to find a way to help the communities served.

At the January 19 CBIAG meeting, members showed interest in following up on:

1. A residential survey and in learning more about the methodology and approach to gain a community lens
2. The metrics proposed and how they might be built upon, tweaked, and how they are utilized in the decision-making processes.
3. Air quality and environmental impacts, such as asthma or other health issues, and how energy burden can impact poorer health.

CBI: Health & Community Well Being

PacifiCorp’s Christina Medina expressed appreciation for the feedback received by CBIAG members and reaffirmed PacifiCorp’s commitment to delivering content in a way that can be better understood.

PacifiCorp’s Lee Elder highlighted the topic of health and community wellbeing and proposed the CBI of tracking the decreased number of residential disconnections, explaining that metrics should be measurable, equitable, and be influenced by the utility. Due to data limitations, tracking the number of disconnections by Census Tract was proposed.

Fundamentally disconnections could be the result of a customer’s decision not to pay their bills, to buy food, pay rent, or obtain healthcare. There are six social determinants of health that were highlighted:

- Economic stability
- Neighborhood
- Education
- Healthcare
- Social
- Food & energy security

PacifiCorp’s Jason Hoffman gave background information on disconnections over the last few years, the customer service protections currently in place, and activities aimed at reducing disconnections.

Reducing Disconnection Policy



MARCH 2020

COVID 19 Moratorium
In OR, WA & CA
utilities voluntarily
stopped disconnection
for non-payment

TODAY

Consumer Protections

- Weather, air quality moratorium on disconnections
- Ability to renegotiate a payment plan
- Extension of time to prevent disconnections
 - 20 days from notice to turn off
 - Extra 24 hours on pay off
- Easier to validate medical need (self certification)

Additional protections for Low-Income* Customers

- No late-payment charges or deposit to establish or re-establish service
- Refund of existing deposits
- Waive reconnection fee and field visit charge

SOURCE: Oregon Administrative Rules (OARs) to provide additional protections to customers
*Definition of low-income customer for purpose of providing specific customer protections

The goal is to help customers get assistance and avoid disconnection. For example, the company implemented a new low-income discount rate that considers a customer's SMI when assigning a discount percentage.

PacifiCorp's customer support practices are designed to help support customers from falling behind on their utility bill and to help the customers avoid losing utility services. The current process includes advanced and multiple notices and flexible payment agreements, and convenient payment options. To add, notices also provide Energy Assistance Program resources to customers to ensure they have information on the programs available to them.

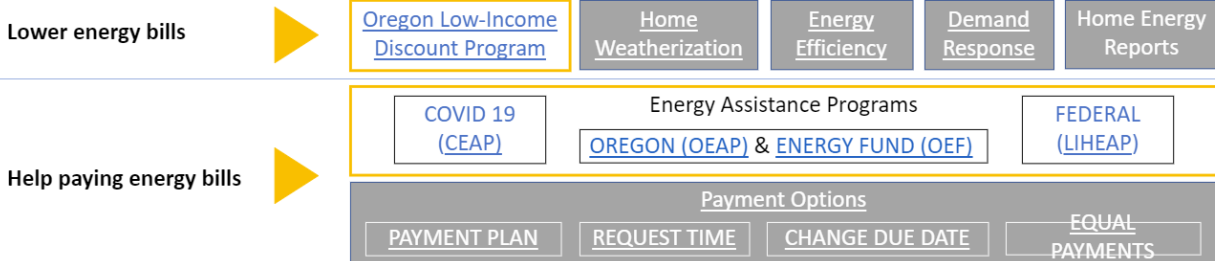
PacifiCorp's Charity Spire continued by touching on the different levels of the Low-Income Discount Program. There are two levels of discounts, determined by the household size and income. Customers can apply online, by calling customer service to help them apply, or via a paper option that can be submitted by mail.

Meeting Customer Needs



CUSTOMER NEEDS

RESIDENTIAL



PacifiCorp’s Lee Elder then discussed the metrics tracked relative to disconnections. Explaining that tracking this information provides another lens to look to learn more about the demographics and communities where disconnections are occurring.

Questions:

Q: RDI – Asked if there is similar support for retail/commercial/industrial customers as residential customers? I.e., do small businesses that are struggling also have access to these kinds of supports?

A: PacifiCorp’s Jason Hoffman said when it comes to the lower-income discount rate and energy assistance, no, those are very specific residential customers. As far as payment arrangements go, PacifiCorp is pretty flexible in terms of working with customers. There were some extensions to the rules regarding equal pay for small businesses and that is something that has already been implemented. It was also mentioned that PacifiCorp does tend to offer 12-month+ depending on the customer's situation and what that looks like.

Note: PacifiCorp supports for small business customers is found on this webpage: [Business Customers \(pacificpower.net\)](http://businesscustomers.pacificpower.net). There are 28 call center representatives that are trained to support small business customers. Small business customers who receive disconnection notice can contact the Business Center, the disconnection notice will be cancelled, and payment arrangements can be made to prevent disconnection.

Q: Multnomah County - asked about goals of some of the programs, like the low-income assistance goals. In reference to potential CBIs, is it a stated goal to meet 100% of people that would qualify for the program to enroll them, or is there an enrolling strategy?

A: PacifiCorp responded that the hope is to reach 100% of the low-income applicable customers at that rate, but there are no specific goals at this point because it's just been rolled out. Each of the utilities has

a slightly different low-income discount rate, subsequently there is going to be a lot of follow up because the company is reporting now on those numbers. The program is in its first quarter and will have continual meetings and workshops not only with the utilities but also with all the stakeholders involved to get a sense of what's working, what's not, how to better reach customers, and trying to get everybody on it. There is not necessarily a percentage goal, at least at this point.

PacifiCorp Comment: When the company has a better grasp of the CBI regarding disconnections, and a better understanding of the data, plans will be put in place in regards lowering disconnections, this is something that will be discussed more later.

Q: CEP - asked if based off what has been said, can it be understood that families in poverty make up 8% of Oregon and 16% of disconnects are those households? Or is it that 16% of people in poverty are disconnected?

- A: PacifiCorp's Lee Elder responded: When looking at families across the state eight percent of families are in poverty. The listed Census Tracts represent the top 8 of the highest concentrations of disconnections, which have 16% of families are in poverty – 8% higher than the average.
- CEP- Followed up by asking if 16% of the people being disconnected are below poverty? Not that 16% of families below poverty are disconnected.
- A: PacifiCorp's Lee Elder confirmed that it is the latter.
- Additional Response: PacifiCorp's approach is deep diving into the eight communities. Essentially, eight Census Tracts that contain the highest disconnects in the service territory and if they were localized within those communities with families below the poverty line, it would comprise 16% of said communities. By examining those eight Census Tracts with the highest number of disconnections and comparing to the Census Bureau data; 16% of families in those eight Census Tracts are in poverty. Basically, poverty is twice as high in those Census Tracts relative to the state. That 16% isn't the percentage that are getting disconnected, more so that's the percentage that is living below the poverty level. Those eight communities that are localized on the right-hand column of slide 16, those are the communities by Census Tract that have the highest number- they comprise 90% of Pacific Powers total disconnections.
- PacifiCorp Response: The company does not have very granular data on customers when it comes to their demographics.
- Comment: CEP said that the low-income discount program is not doing demographic analysis intake, they do it as an electronic follow up survey that's done after intake. So, PacifiCorp is creating their own gaps in their own programs when it comes to those blind spots.
- PacifiCorp Response: Your point is well taken in regard to the suggestion that intake demographic questions are asked.
- PacifiCorp's Charity Spires clarified that applications currently ask for race and ethnicity at the time of applications so that is information that is collected as well as the primary language spoken in the household. Agents are also trained to ask the demographic questions of customers when filling out the application with them over the phone.

Discussion:

E-Source's Lisa Markus asked CBIAG members to respond to the following question: *What would be the community health and well-being benefit to reducing disconnections among vulnerable populations?*

- AllCare Health – Mentioned the health risks associated with disconnects, especially vulnerable individuals who have health issues. There are applications or waivers to allow electricity to remain on for those individuals, however, not everybody is aware of the resources available, which is a risk.
- RDI- Stated that in rural communities a lot of people require broadband to access emergency services- i.e., text messaging or utilizing their phones. If these customers are far out, you may be disconnected from regular service if you can't get online and so when your power is off you no longer have access to the internet you would then no longer have access to your phone services and emergency services contact.
- CEP- Mentioned that there have been several studies that link disconnections to death rates. PacifiCorp covered a lot of the items seen in these studies in a thorough manner - Disconnections are hard and dangerous for people.

Break

2023 External Engagement

PacifiCorp's Christina Medina and E Source's Lisa Markus acknowledged the importance of the input that is received and the work the CBIAG will do with PacifiCorp. The CBIAG holds space for an equity lens, offering an opportunity for consideration on programs that have been developed or are developing. PacifiCorp understands that sometimes these can be uncomfortable conversations in the equity space and appreciates them because they assist in the companies' ability to better understand and deliver programs that are going to be more readily used by people that need them. Additionally, PacifiCorp is looking at extending its Tribal Nations' engagement. The Integrated Resource Planning engagement will be migrating their input opportunities into the CEP Engagement series to the bridge work between the IRP and CEP, how that relationship works, what aspects are moveable, and what PacifiCorp will be seeking input or discussion on.

In terms of Distribution System Planning, there will be links and content posted on PacifiCorp's website, and PacifiCorp will continue to build out the website to make sure it's reflective of all this information and accessible to the public and stakeholders.

PacifiCorp's Stephanie Meeks introduced the new, complimentary community engagement referred to as the "Clean Energy Plan Engagement Series". This will be held every other month in a five-session series throughout 2023. It will be open to the public and will have ASL as well as Spanish translation in order to make it more inclusive. This series will take a deeper look into the Clean Energy Plan and its intersectionality with other areas. Navigating through the community engagements, gathering feedback and working through the best ways to share these online. The first session focuses on the clean energy plan, the integrated resource plan, community benefit indicators, community based renewable energy, and the relationship of these areas. A link to this meeting can be found on the PacifiCorp webpage for the Oregon Clean Energy Plan.

2023 Clean Energy Benefits Survey

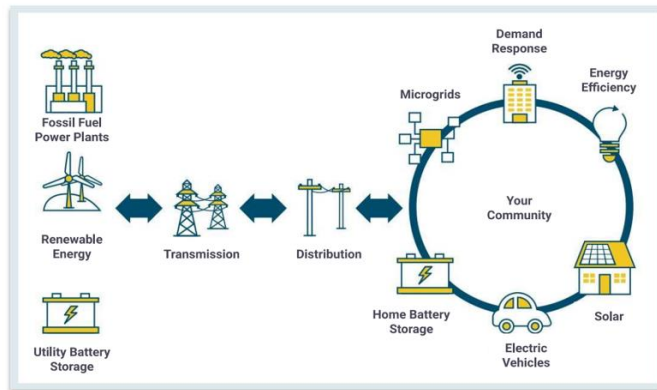
PacifiCorp's Ian Hoogendam provides context and background to define the Distribution System and distribution planning that is occurring in Oregon, as well as introduced the Distribution System Planning Survey that is being utilized as the starting point for the Clean Energy Benefits Survey.

Changes in Distribution System Planning

To transition to a clean energy future, we need to modernize our traditional processes and deepen our community engagement

We also need:

- To consider of non-traditional solutions to meet grid needs
- Enhanced forecasting
 - 24-hour load profiles
 - Inclusion of incremental electric vehicle and solar adoption rates



Graphics from Clean Energy Project DSM Presentation

Power is a product that is created at a generation plant that is then delivered to consumers through a series of networks. The system that's used to deliver large amounts of power over long distances is called the transmission system. Think of it as the interstate highway of the electric grid. The transmission system is what transports power from the generation plant to the distribution sub stations- which can be thought of as the last 'warehouse' the product goes to before being delivered to customers. The distribution system starts at the distribution substation and ends at the customer meter. Distribution System Planning (DSP) monitors traffic on these roads and forecasts congestion so it can be addressed before it becomes a problem.

As the world is transitioning to a clean energy future, new technologies have emerged on the distribution system. With increasing adoption of rooftop and community solar energy, power no longer flows in a singular direction. Additionally, energy usage patterns are becoming more complex and harder to predict. The good news is that there are new technologies that can be leveraged to understand these complexities. PacifiCorp now collects, store, and analyzes data from consumer meters that are on a more granular level than in the past. There are also many more observable measurement points along the distribution lines that can be accessed.

The company is exploring how to leverage new technologies to address anticipated distribution system needs in creative ways. As an alternative to traditional solutions that require installing larger equipment that supports increased energy usage. This requires deeper community engagement to collaborate in the development of programs that can influence energy usage and production. PacifiCorp has developed a plan to modernize Distribution System Planning Processes in Oregon. In that plan the company defined

the community engagement plan which outlines the need to establish a community input group to advise on matters around the planning and equity processes. The company developed and conducted a survey to understand the demographics, needs, values, and awareness of the customers they serve.

When the Clean Energy Plan (CEP) established the CBIAG, the company determined that the group would have a broad scope to serve the needs of other company initiatives including Distribution Planning. Thus, establishing the customer input group outlined in the Distribution System Planning Engagement Plan.

PacifiCorp's Laura James discussed the residential survey moving forward. As covered earlier, PacifiCorp did a survey in 2022 the results of which will be discussed shortly. PacifiCorp is planning to repeat that survey activity in 2023. PacifiCorp is broadening its focus beyond the objectives that were originally in place to support the DSP. Renaming it the Clean Energy Survey and looking at it as a tool to fill data gaps and collect information. It will still be in the clean energy space. This is viewed as building on the research that's already been done. There are many directions to go in, monitoring trends by repeating questions that have been asked in the past, but also pursuing new questions. PacifiCorp is excited that this time around they can share this before launching; getting input on the information that they should be going after. While reading about the results from the 2022 survey, the audience was encouraged to keep in mind what additional questions or information they would have or would like to see incorporated.

PacifiCorp reaffirmed its' plan to put together a draft survey for 2023 with input opportunities via written comments and feedback. PacifiCorp will then take all that feedback, incorporate it into the survey, finalize, launch, and then expect to be able to present the 2023 results to this group hopefully in the latter half of 2023.

2022 DSP Survey Highlights

MDC Research Vice President, Jakob Lahmers, gave a quick recap of the survey, what the objectives were and what was done. The customer facing part of the survey was high level and were focused on understanding how people perceive the move towards clean energy. The goal for this year's survey and beyond is to be able to use 2022 results as a baseline to have a point of measurement to compare against.

In terms of the survey approach and how collecting the data occurred, the goal was to be as broadly inclusive as possible. Starting out with a broad-based sample design of surveying residential and business customers throughout the state of Oregon with over 4,600 surveys- looking at results by region and doing so with confidence. Other important components of the surveys included reaching a good number of frontline customers that were going to be lower income, that may have medical needs, minority groups, or people in rural areas.

The survey began extremely broadly, discussing challenges communities and individuals face without introducing energy. What was heard consistently was that the community at large had concerns

regarding affordable housing and the cost of living. Additionally, climate change and health care were big concerns.

As discussed earlier, affordable housing and high cost of living are the top concerns across the entire state. However, when looking at community challenges it can be broken-down by region:

- In Portland affordable housing, homelessness, healthcare, climate change, and pollution are all larger concerns than a lot of other areas throughout the state.
- In Central Oregon and Hood River, they are more likely to mention affordable housing and climate change.
- In North Coast Oregon homelessness is the primary concern.
- In Northeast Oregon and Southern Willamette Valley access to jobs is the main concern.

Some potential benefits for the move towards cleaner energy. The ones that were came up with as having the highest importance through the survey were:

- Reduce Climate change impacts
- Make communities more prepared for natural disasters
- Decrease reliance on fossil fuels
- Spend less on my energy bill
- Reduce the environmental impacts on the electrical system

Some important distinctions are that when examining the importance of potential energy benefits there was a demographic discrepancy, female respondents and renters are more likely than male respondents and homeowners to find all these benefits highly important.

Shifting towards the concerns associated with the transition towards clean energy:

- The costs and potential bill increases are the biggest concerns customers have about the transition to cleaner energy, with two thirds highly concerned.
- More than half are concerned with the dependability of renewable clean energy sources and the potential impact of materials required to make clean energy technology.
- While all are considered important, the top priority values and benefits revolve around the environment (cleaner air, water and land) and energy security (ensuring continuous power to communities).
- Female, younger respondents, renters, and those with lower incomes tend to place higher importance on most of the tested values and benefits.

Questions:

Q: Community Energy Project – Mentioned that 30 frontline customers out of 4,627 is a very low number. This was surprising, and questioned why that number is so small?

A: MDC's Jakob Lahmers – Responded that 30 was the minimum we targeted through phone, however, the survey had a flag in the database used to make the calls to identify frontline customers. The goal was to make sure there were at least 30, as that is the minimum for any kind of projectability. However, through the web survey other phone surveys additional front-line customers were reached. The

methodology budgeted 130 phone surveys and used 30 for them to ensure receiving results from frontline customers specifically.

Q: Multnomah County – Asked how were frontline customers identified?

A: MDC's Jakob Lahmers – Stated that the data was pulled from the system but does not know more than that - but the criteria was: low income, non-English speaking people, and those with medical needs. Age may have been a factor as well. The customer list identified and flagged as 'these are frontline customers'. However, there were other surveys conducted through other methods.

E Source's Lisa Markus asked the group if there were any surprises they had as they were looking at the data, something that made them take a pause or something unexpected:

Discussion:

- AllCare Health- Thought an item to note is the number of Pacific Powers customers that are rural and found it interesting that these communities did not resonate with "climate change", but noted the importance of factors that are related to it, such as environment, clean air, land, and water which were identified as a top priority. Noted that taking away the 'culture war' or 'buzz words' that cause people to have reactions showed that these communities are environmentalists as well.
- MDC Research- Noted that this is more of a qualitative insight, talking to a lot of people throughout Oregon there is a resistance to the term "climate change" because it's too political. However, the effects of climate change are real. That's something that virtually every community has agreed with. Taking politics out of the discussion is most beneficial.
- Multnomah County- Voiced concerned about the finding on "clean energy is reliable", and that bridging that divide is important. It was also noted that renewables would actually result in a more reliable grid and took this point as a call to action.

E-Source's Lisa Markus prompted CBIAG members to respond to the following question- *In the next phase of outreach, what should be considered to ensure an equity perspective? Is there anything that comes to mind in terms of DSP as an instrument?*

- UCAN- Mentioned having to ultimately think about the return on investment as an organization and that by working with other agencies to identify what groups should be targeted would help in reaching the intended market.
- AmeriCorps - Touched on the Census data and suggested that overlapping GIS layers would help in showing areas to be targeted. E.g., broadband access, air quality, etc.
- CEP- Suggested sending the survey by mail to reach areas with less access to internet, the digital divide is something that is widely seen - especially when doing community solar. It may be more thoughtful in terms of equity to offer more phone calls for customers, noting that MDC may not have done enough through this effort.
- AllCare Health- Agreed with all that was said, adding appreciation for the comments about getting outside of the online surveys, especially when trying to reach a lower-income population. Also noted that the conversation about the language we use around clean energy to make sure that we don't use triggering vocabulary was insightful.

PacifiCorp Response: *Was there anything that you saw in the survey that was triggering?*

A: AllCare Health- Spoke to the emotional response when using the term “climate change” triggers an immediate opinion – even when those respondents indicated factors of climate change to be important.

A: CEP- Noted the importance of having outreach available in multiple languages.

A: Josephine County Food Bank- Stated that there have been so many great discussions. Referencing the topic about health and wellbeing, what came to mind was communities that don’t have access or don’t want to have access to paying their bills online. PacifiCorp must figure out the best way to reach all customers. Gave an example where resistance to signing up via Eventbrite provided a barrier to participation in an event.

A: Multnomah County- Enjoyed learning about what people perceive as the biggest barriers and questioned if people know what resources they have access to. This transition is happening because of a number of reasons, climate is one reason, but is a larger shift in the system. Separating this as a “technological” revolution, not as something that is happening to a person.

Public Comments

There were no public comments.

Check out

What was your big takeaway from today’s conversation?

- CEP- Data and connecting with communities. E.g., do you mention climate change because it is factual and real, or do you avoid it to engage the communities and remove emotional/political knee jerk reactions to it. Frame as an opportunity. The next steps is top of mind.
 - E Source’s Lisa Markus: Mentioned that additional outreach and language within those communities could be beneficial to making it extremely accessible.
- Multnomah County- Better understanding the role of CBIAG would be helpful, noting the importance of engaging as a group. Enjoyed seeing that the group was able to comment on DSP items and the increased engagement opportunities. Tracking to ensure they are being measured. Touched on the importance of using group connections to increase interest and efforts. It is crucial to not only understanding what our perspective is across the organization but also to track outcomes and how these conversations as dialogues are actually shaping the policies and proposals from the utility.
 - PacifiCorp: Thank you for your partnership.
- Josephine County Food Bank- Echoed previous comments, especially seeing the data given in the session. JCFB is looking forward to seeing things move forward in the next survey, furthering that organizations need to get into the community more as individuals to get more results rather than just using the phones and internet. Suggested that face-to-face might be helpful in their community.
 - PacifiCorp Response: That is a meaningful suggestion and definitely something we will take into consideration.
- AmeriCorps Noted the theme of the day “Looking at the survey through a trauma informed lens” and looking at inequity, while connecting it to mental and physical health. Having a better understanding of the people responding, education on the topics, and being cognizant of wording is helpful to think about when engaging with communities.

- PacifiCorp Response: That is a great suggestion and lens that we should look at.
- UCAN- Mentioned that in the delivery of the survey, sometimes what's important is having a trusted entity between the delivery and the respondent. Noting that CBIAG members have created that trust and should be used.
- OCCA- Echoed other member's points, mentioning that it is not just the framing of the message, but also who it's coming from. Utilities have a really hard time with that- people either trust you or see you as a big corporation.
 - Comment: It's important to know your audience and tailor your speech to that audience.
 - PacifiCorp Response: PacifiCorp is working on that and a lot of the things that have brought up are questions being asked about who this message is really for, and who do we really want to connect with.
- CEP- The conversation today was great, and I liked the framing of this being a technological revolution. Focusing on more open-ended aspirational questions and values primarily.

Next Steps

PacifiCorp's Christina Medina informed the group of the future calendar. Everything will also be posted on PacifiCorp's website and mentioned that there will be additional opportunities to ask further questions. PacifiCorp's desire is to reach a shared understanding, and greatly appreciates the input.

The upcoming meetings were outlined with dates, times, and goals for the respective meetings. Additionally, PacifiCorp brought attention to the unveiling of a feedback tool that will act as a tracking mechanism, increase transparency, and provide a platform for additional input from stakeholders.

The next meeting will be online from 1 to 4 pm PT March 16.

Topics to be covered:

- Distribution System Planning Survey
- Integrated Resource Planning February 23
- Clean Energy Plan Engagement Series February 24