

Pacific Power Equity Advisory Group (EAG)

July 2024 Meeting Notes

July 11, 2024, 1:00 – 4:00 pm, Pacific Time

These notes were synthesized and summarized by E Source, Pacific Power’s meeting facilitation partner.

Executive Summary

There were 23 participants in attendance at the joint Washington EAG and Low-Income Advisory Group (LIAG) meeting on July 11, 2024, including eleven EAG and/or LIAG members. The EAG is intended to elevate issues of energy equity in the planning process by providing a seat at the table to affected communities while the LIAG seeks to alleviate low-income related energy burdens in underserved communities through collaborative programs with Community Based Organizations. Both groups have come together to reach consensus on [Docket UE-230172](#) Settlement Stipulations. The meeting was hosted virtually via ZOOM.

The following is a summary of the content and feedback received during the public meeting.

2024 EAG & LIAG Members	Organization
Erendira Cruz	Sustainable Living Center of Walla Walla
Jose Alvarez	Northwest Community Action Center
Jon Smith	Yakima County Economic Development Council
Norman Thiel	SonBridge
Paul Tabayoyon	Asian Pacific Islander Coalition
Shaylee Stokes	The Energy Project
Sylvia Schaeffer	Blue Mountain Action Council
Todd Hilmes	Northwest Community Action Center
Presenters	
Jason Hoffman	Pricing & Tariff Analyst
Jay Olson	Senior Program Manager
Kimberly Alejandro	Equity Advisory Analyst
Nancy Goddard	Senior Program Manager
Robert Meredith	Policy Director, Pricing & Tariff
Rohini Gosh	Regulatory Projects Director
Jeffrey Daigle	Facilitator, E Source
Morgan Westberry	Facilitator, E Source
Pacific Power Affiliated Attendees	
Omar Granados	Senior Communications Representative
Tag Galvin-Darnieder	E Source, Facilitation Team
Zanya Morgan	E Source, Facilitation Team

Public Attendees	
Mel Castaneda-Kerson	Washington Utility Trade Commission
Paul Koenig	Washington Utility Trade Commission
Sheila Andreatta	

Opening

PacifiCorp's Kimberly Alejandro opened the meeting by greeting all attendees and thanking members for their continued participation.

E Source facilitator, Morgan Westberry, then reviewed the agenda and shared meeting experience items, reiterating the joint structure of the meeting. For the first half of the agenda, the Equity Advisory and Low-Income Advisory groups will be combined while the second half will act as the monthly EAG meeting. LIAG members are welcomed to stay for the entire meeting but are not obligated.

EAG Member Check-In

E Source's Morgan Westberry "checked-in" with meeting attendees by posing the question: *What keeps you motivated to do the work that you do?* The overall theme was pride in professional work and the drive to continue contributing to the communities served. Some responses were:

- Feedback from the community served, being able to provide medical and dental services and job placement preparation such as transportation
- Community service is prominent in the family, seeing activism since childhood and within the Filipino culture – "more hands make less work, if our community grows together, we will all prosper"
- Taking pride in small wins as well as larger impacts
- Collaborating with others doing similar work, knowing that support is available if necessary

Closing the Feedback Loop

Kimberly Alejandro gave a synopsis of some topics the group heard and saw in the June 2024 session. Themes, feedback, and impacts arising from the June meeting included:

June Themes:

- Reviewed PacifiCorp's Washington General Rate Case updates per Docket UE-230172
- Reviewed approach considerations for developing enhancements to the Low-Income Bill Assistance Program, Community-Based Organization Outreach Program, changes to Billing Logic and creating an Arrearage Management Plan

June Feedback Highlights:

- Members expressed an interest in weekly, hour-long meetings to continue the required work
- Aim to hear from the entire group in the form of share outs instead of the entire group agreeing on every detail

- Consider the implementation of "temperature checks" which gives an instant visual overview of the thoughts and feelings of every group member around a specific topic or idea

Impacts:

- Using current engagement spaces to continue driving growth and building feedback into EAG and LIAG planning
- Providing milestones in larger prescheduled meeting spaces for those who cannot offer additional time
- Current proposed approach incorporates various suggestions surfaced in the last Equity Advisory Group Meeting (June 2024) and Low-Income Advisory Group Meeting (April 2024)

PacifiCorp continues to plan with previous themes, feedback highlights and impacts in mind whilst continuing to welcome feedback and prospective opportunities of where the EAG space will go this year. The proposed plan forward regarding the Low-Income Bill Assistance working group includes:

- Standing weekly, hour-long meetings for members to increase transparency in program updates, continue conversations, raise concerns, and voice feedback
- Zoom poll to identify the best day of week and time of day for sessions asking:
 - a. We heard at the June meeting that weekly sessions would be appropriate given the number of topics to cover, do you agree with this format?*
 - b. What time of day supports the greatest level of participation?*
 - c. What day of the week supports the greatest level of participation?*
 - d. How often should updates be provided to the broader advisory groups?*
- Utilizing Zoom features to take "temperature checks" during meetings to ensure full understanding and feelings about a topic or idea
- Supplemental recaps to relay working session discussions and progress made
- Members are allowed to invite other interested persons from their organization to the working sessions and broader, larger meetings at any time
- Proposal to work sequentially to hone specific topics before moving onto the next

The proposed timeline begins in August 2024 with the initial working sessions focusing on Community-Based Organization Outreach programs and Low-Income Bill Assistance. September's working session focus will be Self-Declaration Considerations and Arrearage Management Plans. In October, the working sessions will pause to hold space for group members to provide feedback about the progress made, the work remaining, and the path forward together. Nearing the end of the year, a plan for the remaining work will be finalized and socialized.

Billing Logic Discussion

Jason Hoffman, Pricing & Tariff Analyst, discussed Billing Logic as a settlement stipulation of [Docket UE-230172](#). The company was asked to analyze what it would look like to apply energy assistance to a customer's account to reduce the Low-Income Bill Assistance (LIBA) credit that is received on the customers' bills to reduce the cost of the LIBA program.

Under the current billing logic:

- Low-income assistance is received and treated like a payment into the customer service system
 - Not all payments all for individual customers, can receive a single check for multiple customers
- Company bill discount is a percentage reduction to the customer's monthly charges

- Customers receive pledges that are recorded and verified when payment is received. There is no guarantee when payment will be received

Proposed changes to the billing logic would consist of:

- System enhancement to hold and apply low-income assistance to credit new monthly charges
 - Applying low-income assistance to new monthly charges will lead to customers receiving less benefit from the low-income discount rate
 - Reduce the cost of the LIBA program

Some pros and cons of changing the billing logic are:

Pros	Cons
<ul style="list-style-type: none"> • Reduces cost for Low-Income Bill Assistance program, thereby reducing costs to ratepayers 	<ul style="list-style-type: none"> • Provides less benefit to low-income customers • Administrative burden/cost to enhance customer service system • May discourage customers from seeking energy assistance

Questions to consider:

- Should we consider making a change to the billing logic?

Meeting discussion:

- Sustainable Living Center of Walla Walla asked what is the percentage of LIBA benefit that customers will lose under the new proposed billing logic?
 - Mr. Hoffman shared that specific numbers have not been run yet, so currently there is no data to show the exact percentage of loss that customers may face.
- Mr. Hoffman asked the energy assistance agencies how often customers receive assistance on a current balance to help move forward versus a past due balance? If most customers are receiving assistance for past due balances, then the billing logic change would not affect customers.
- The Energy Project added additional context around the topic, defining energy burden in Washington as 6% or less of one’s monthly income. The average energy burden is closer to 2-4% so the goal is to bring Washington’s numbers down. In designing or restructuring a discount program, many utilities focus solely on reducing the energy burden to below 6% rather than overlapping the purposes of new and/or legacy programs. Utilities must be strategic about designing programs to meet multiple needs. The Energy Program (TEP) offered to support the prioritization of energy assistance to offset repair costs for discount programs.
 - Robert Meredith thanked TEP for the perspective and shared that the company analyzed implementing the tier structure to explore the range of situations customers may face with or without LIHEAP and with high and low usage. More detailed analyses revealed that as the company gets into deeper discount levels, there is a place where the LIHEAP and LIBA together may be more than the electric bill.
- SonBridge highlighted two categories that the served clients fall into. 1) The customer who is very structured and plans out how much they are willing to send on power each month. 2) The customer who fails to act on power bill burdens until they receive a shut off notice.
- Jeffrey Daigle asked if a customer moves into an arrears situation and provides documentation to PacifiCorp, does the company go back and update the previous bills for a period or does that only apply to customers on a low-income discount program or does it only go forward?

- Mr. Hoffman shared that the low-income discount rate is not retroactive, once customers are put on the program the rate applies to all future bills.
- Asian Pacific Islander Coalition shared thoughts around the program changing, suggesting that less benefits to low-income customers will hinder the entire program's success rate even if it costs the company less. Members of the Filipino community are still expressing struggles in paying their energy bills and in particular, difficulty paying their bills with cash. Low-income bill discount programs need to be combined with business or financial literacy programs in the communities served. Communities are losing the value of voice and are paying higher rates due to not being able to self-advocate. In changing the billing logic, providing less benefit to the customer should not be an option.
 - Mr. Hoffman asked for clarification concerning customers not being able to pay in cash. Is that in reference to during disconnections or in general?
 - Asian Pacific Islander Coalition detailed a personal experience two years ago where the agency went with an individual to pay arrearages and the cash payment was not accepted.
 - Mr. Hoffman offered to note the feedback and follow up, in a one-on-one conversation.
- Blue Mountain Action Council does not believe that the cons will discourage customers from seeking energy assistance as customers are grateful for any percentage of help. The agency continues to push the LIBA program to help people rebuild and sees positive impacts from the program regardless of how the billing logic is done. Moving forward, in the working sessions the conversation surrounding the pros and cons can further develop. However, there is a shared concern with the Asian Pacific Islander Coalition that customers are not able to pay their bills locally using cash.
 - Mr. Daigle suggested first exploring the tiering rates and what those may look like and then thinking about the billing logic and talking through more potential options to have a more robust conversation.
 - Kimberly Alejandro highlighted pay stations as a previous agenda item within the EAG and is happy to resurface the topic as an agenda item in the future to provide updates and follow up on the concerns surfaced today.

Equity Advisory Group Meeting

Community Calendar

Kimberly Alejandro presented the community calendar, including the following events:

July Events –

- July 5 – [89th Annual Toppenish Rodeo @ Toppenish Rodeo Grounds 6:30pm](#)
- July 6 – [89th Annual Toppenish Rodeo @ Toppenish Rodeo Grounds 7am – All Day](#)
- July 7 – [Downtown Yakima Farmer's Market @ Rotary Marketplace 9am-1pm](#)
- July 8 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)
- July 10 – [ONLINE – Clean Buildings Accelerator Program Info Session #1 @11am](#)
- July 11 – [ONLINE – Pacific Power's Equity Advisory Group Meeting 1pm – 4pm](#)
- July 12 – [Library STEAM @ Heritage Park 110 E. Main St. Walla Walla, Washington 11:30am – 1pm](#)

- July 13 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- July 14 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- July 15 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)
- July 18 – [Downtown Summer Nights @ 15 W Yakima Ave, Yakima, WA 98901 5:30pm – 7:30pm](#)
- July 20 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- July 21 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- July 22 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)
- July 25 – [Downtown Summer Nights @ 15 W Yakima Ave, Yakima, WA 98901 5:30pm – 7:30pm](#)
- July 26 – [Library STEAM @ Heritage Park 110 E. Main St. Walla Walla, Washington 11:30am – 1pm](#)
- July 27 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- July 28 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- July 29 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)

August Events –

- August 2 – [Library STEAM @ Heritage Park 110 E. Main St. Walla Walla, Washington 11:30am – 1pm](#)
- August 3 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- August 4 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- August 5 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)
- August 7 – [ONLINE – Clean Buildings Accelerator Program Info Session #2 @11am](#)
- August 8 – [Downtown Summer Nights @ 15 W Yakima Ave, Yakima, WA 98901 5:30pm – 7:30pm](#)
- August 10 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- August 11 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- August 12 – [Nature Day Camp @ Yakima Area Arboretum M -F thru August 16 9am-3pm](#)
- August 15 – [Downtown Summer Nights @ 15 W Yakima Ave, Yakima, WA 98901 5:30pm – 7:30pm](#)
- August 17 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- August 18 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- August 22 – [Downtown Summer Nights @ 15 W Yakima Ave, Yakima, WA 98901 5:30pm – 7:30pm](#)
- August 24 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)
- August 25 – [Downtown Yakima Farmer’s Market @ Rotary Marketplace 9am-1pm](#)
- August 28 – [ONLINE – Clean Buildings Accelerator Program Info Session #3 @11am](#)
- August 31 – [Downtown Farmers Market @ Farmers Market Pavilion 9am-1pm](#)

Net Metering

Robert Meredith, Pricing & Tariff Policy Director, presented Oregon customer generation programs, net metering and net billing, to the group. Net metering is defined as a billing credit from the utility company for solar power customers generate. If customer usage exceeds generation, they are billed on the “net” or the difference between what is used and what is generated. For example, if a customer generator on net metering took 500 kilowatt hours from the utility and then generated 250 kilowatt hours and sent that on to the grid or the distribution system, they would be billed at a net 250 kilowatt hours. Energy exported to the grid is offset 1 for 1 and energy credits can be banked for future use, expiring in April of every year. In Oregon, net metering has been around since 2000 and has seen significant growth in adoption since. Currently, there are 18,796 customers participating in the net metering program, representing 2.9% of customers.

Washington state has put a cap on net metering which is a specific percentage of the utility's peak load. For PacifiCorp, the cap is 37.2 MWh, with 35.1 MWh installed through May 2024, placing the company at 95% of the cap. The company's current net metering structure allows for residential customers to receive 9-10.5¢ per kWh, small non-residential customers receive 9-13¢ per kWh, medium non-residential customers receive 7¢ per kWh, large non-residential customers receive 5-7¢ per kWh and irrigation customers receive 7-8¢ per kWh. The utility can receive the same energy via solar power for 3¢ per kWh.

Program changes to consider:

- Legislative cap on net metering for each utility
- More accurate billing methods exist
- Energy charge covers more than pure energy costs
 - Includes fixed costs (equipment and field personnel)
- Netting energy is a simple way to bill customer generators
- Avoids rate impacts from greater rooftop solar adoption

The company participated in an analysis of net-metering impact commissioned by E3, examining utilities across the state including Avista, Inland Power and Light, Kittitas, PUD (Public Utility District), Puget Sound Energy, Seattle City Light, and Snohomish PUD. The study found that for all utilities examined, the cost of net metering exceeds the benefits, estimating a \$39,000,000 cost shift onto other customers not enrolled in the net metering program by the end of 2024 in Washington.

Meeting discussion:

- Northwest Community Action Center (NWAC) asked if their neighbor having solar installation, will cost them high energy rates?
 - Mr. Meredith confirmed that a neighbor's solar installation can increase energy rates for those around them.
- NWAC expressed that government agencies and solar companies are selling solar at 1:1 and weatherization groups are exploring solar at the same ratio, which could potentially be a political problem.
 - The Energy Project agreed with NWAC adding the net metering policy has helped the solar industry and clean energy generation gain traction while the technology improved and got cheaper and scale of solar increase. The individuals who adopt solar still tend to be high income and need 1:1 solar credit the least.
 - Mr. Meredith shared that legislation recognizes the tension surrounding net metering and has realized that net metering needs to be reexamined.

- Asian Pacific Islander Coalition questioned the maintenance costs, stating that Yakima loses utility poles daily to intoxicated drivers. How is that cost reclaimed from the person who damages the infrastructure? Cities like Yakima have disregarded their responsibility to infrastructure, and it ends up costing utility companies more money down the line. PacifiCorp should research and evaluate what the value and expense is for added repair services. Damaged roads and infrastructure costs are being passed onto city taxpayers. The best recommendation is to avoid ending the net metering program and petitioning against the cap and instead figuring out who is using net metering and what their income levels are.
 - Mr. Meredith clarified that the utility does not assign the cost of infrastructure repairs to customers across the board, instead when an individual is responsible for equipment damage, the company goes after that person and/or their insurance to recover the costs. Regarding the Yakima specific issues, Mr. Meredith is not prepared to speak on that topic today. Regarding net metering, the utility can continue enrolling customers in the net metering program, but other programs must also be evaluated. Customer generation is not going to end, the goal is to explore programs other than net metering.
- NWAC asked what is PacifiCorp's corporate stance on solar and home wind power generation? Would the company prefer property owners not to install solar?
 - Mr. Meredith's presentation will answer this question shortly.

In addition to the E3 net metering study, PacifiCorp conducted an in-house analysis to present to the Washington State House of Representatives Environment and Energy Committee on September 21, 2023. In 2022, the company had 1,691 net metering customers, resulting in an annual cost shift of \$405 per solar customer, costing \$684,000 or an additional \$4.85 per customer per year in 2022.

Some potential successor programs are:

- Demand charges – \$per peak kW
- Standby rate – fixed \$ per month or \$ per kW installed for solar customers
- Value of solar – compensation for all generation
- Export credit – different compensation for exported energy

Utah, California, Arizona, and New York have already implemented net metering successor programs. Utah and Arizona transitioned from net metering to net billing program, which is not a netting of the energy on the customer's bill, but instead everything that the customer *takes* from the utility gets the standard bill and what is *sent* to the utility gets financial credit. Currently, Utah customers enrolled in the net billing program are credited 6.9¢ per kWh and Arizona customers are credited 8-9¢ per kWh. California's successor program is called NEM 3.0 which requires time of use and exports different values for each hour of the day all year around, averaging out to about 5-6¢ per kWh. New York's successor program is the Transitional Net Metering program which allows customers \$0.30 to \$1.33 per kW of installed solar per month if they enroll in the Customer Benefit Contribution charge or the Value of Distributed Energy Resource which varies by location.

Meeting Discussion:

- SonBridge asked if PacifiCorp has the capabilities to bring net metering to Washington?
 - Mr. Meredith shared that in terms of the billing system, yes, the company has that capability.
- NWAC asked if the successor program would be a statewide initiative between government and the utilities? Would all utilities honor the same commitment in Washington?
 - Mr. Meredith revealed that each utility can propose a successor program which may vary across companies, it is unclear whether the commission would consider programs on a case-by-case basis or if there will be a broader program regulation.
- SonBridge questioned if net billing will have time of use?
 - Mr. Meredith theorized that it could, in Utah the export credit does not have time of use, but it is seasonal with a higher value during the summer months and a lower value during all other months. California's net billing program does operate according to time of use.

PacifiCorp does not view rooftop solar as detrimental, however, it is important to have programs that are fair and priced beneficially. The company sees the Net Billing Program as a sufficient successor to the Net Metering Program because exported energy is priced at value which will be updated annually. Net billing will also recognize line losses and value to the distribution system. Overall, as a successor program net billing will hold all customers as economically indifferent and encourage customer generation to be used.

Jeffrey Daigle asked members to think about *what considerations should PacifiCorp have for a successor program? How can the rollout of a successor program be done equitably?*

- SonBridge theorized that program complexity may result in fairness but may reduce equity, due to lack of willingness to participate and lack of knowledge, balance may be difficult to achieve.
 - Mr. Daigle agreed with that point and added that the complexity can make it easier for customers to be misled or misinformed about the benefits they will receive.
- The Sustainable Living Center of Walla Walla explored ways solar can be deployed for the benefit of low-income customers, such as solar panel installations on subsidized housing properties or financing assistance.
- Mr. Daigle asked if the company has a program in which people can donate excess generation from their net energy to low-income assistance programs?
 - Mr. Meredith does not believe this program exists in Washington; however, Utah & Oregon have programs where customers with credits set to expire can donate the excess to the low-income billing assistance program. In Utah, the discount is a flat rate and in Oregon the discount will be a percentage of the bill.
- Asian Pacific Islander Coalition asked if the community will be able to see the values of maintenance costs, what variables create the cost drives, and what regions can do to lower or improve system to lower costs that make great rises in other areas such as distribution networks?
 - Mr. Meredith shared that the process is very transparent, using energy and balance market values to trade power on a 5-minute basis to save customers money by leaning on other utilities and time of use. The prices related to the trade is called EIM, energy imbalance market and those prices are used to dictate compensation. These values are publicly available online and look back into the previous year.
 - Asian Pacific Islander Coalition continues to advocate for transparency in energy production and maintenance costs to inform the community and help brainstorm what

can be done to lower the costs. The community has not seen how much the utility has spent, maintenance costs, and how much costs have increased because the numbers are wrapped up in a large budget. Intoxicated drivers are not held responsible for repairs costs so that is passed onto customers and has cost millions of dollars. The company must communicate to users in a way they can understand, outlining positive and negative fallout to help educate communities, especially for those in larger homes with a higher electrical footprint. The negative communication process can create animosity between customers using solar and those who are not.

- Mr. Daigle acknowledged the complexity of the discussions and offered to revisit the topic.

Break

Clean Energy Implementation Plan

E Source facilitator, Jeffrey Daigle, reviewed the Clean Energy Implementation filing in accordance with the Clean Energy Transformation Act (CETA) of 2019 which requires 1) Washington customers to be served by 100% renewable and non-emitting energy by 2045 2) each utility will have developed a Clean Energy Implementation Plan (CEIP) to outline how they will reach their clean energy targets 3) as the transition to a cleaner grid occurs, utilities will prioritize an equitable distribution of benefits. The first filing was the initial CEIP, detailing specific actions the company will take over the next four years to move towards CETA's clean energy goals, which was filed in December 2021 then refiled in March 2023. In May 2023, the 2023 Public Participation Plan was filed updating the company's engagement activities. In July of 2023, the first annual CEIP progress report was filed to review progress in meeting targets. The CEIP Biennial Update was filed in November of 2023 and the second CEIP annual progress report was filed in July of 2024. Next year, the company will be filing the 2025 CEIP public participation plan as it is due every odd numbered year. The 2025 CEIP filing is to be determined.

For EAG and LIAG members wanting to engage further with the CEIP, there are meetings held multiple times per year. The next upcoming CEIP meeting will be August 6, 2024, from 9am-12pm via [Zoom](#).

2024 CEIP Progress Report

On July 1, 2024, PacifiCorp filed its 2024 annual [Clean Energy Implementation Plan progress report](#) which includes:

- Actuals reports for 2023
- A detailed summary regarding PacifiCorp's progress towards its targets and specific actions as set out by its inaugural CEIP
- Information on:
 - Conservation achievement
 - Demand response program achievement
 - Renewable energy credits, all resource generation, contracts and market purchases and sales
 - Washington retail sales
 - Additional information required by the settlement of the 2021 CEIP

Actuals reported moving PacifiCorp towards the CEIP interim goal for 2023 of 31% renewable and non-emitting in Washington include:

Table 1

PacifiCorp CEIP Interim Goal for 2023	31%	
	MWh	% of Retail Sales
Washington Retail Sales	3,850,048	
Washington PURPA Qualifying Facilities (QFs)	5,224	
Retail Sales (QF Adjusted)	3,844,824	
Washington Allocated Renewable Energy and RECs	928,528	24.2%
Washington Allocated BPA Renewable Energy	16,048	0.4%
Washington Allocated BPA Non-Emitting Energy	2,325	0.1%
Total electricity supplied by non-emitting and renewable resources in 2023 (excluding WA-allocated system RECs)	946,601	24.6%
WA-Allocated PacifiCorp System RECs – Reported in RPS	84,600	2.2%
WA-Allocated PacifiCorp System RECs ³	152,619	4.0%
Total electricity supplied by non-emitting and renewable resources in 2023⁴	1,184,120	30.8%

Customer Benefit Indicators (2023 Data)

Kimberly Alejandro reviewed updated Customer Benefit Indicator (CBI) metrics from the 2024 Clean Energy Implementation Annual progress report, as shown below in table 4 with updated language bolded.

Ms. Alejandro highlighted efforts done working towards CBI 1:

1. Increase culturally and linguistically responsive outreach and program communications
 - This CBI expanded to include increase availability of translation services for all PacifiCorp programs, including credit, collection, and payment
 - New metrics include:
 - a) Number of programs for which PacifiCorp provides translation services or translated material
 - b) Number of languages PacifiCorp use for translated material

PacifiCorp is committed to proactively increasing access and better communicating with the 30.7% of Spanish households within its' Washington service area. In 2023, PacifiCorp expanded communication channels for Spanish-language outreach to include 44 options versus 43 in 2022 and 17 in 2020. Additionally, residential and CETA public surveys were administered in Spanish as well yielding a response rate of 5.40% in highly impacted communities and 2.40% response rate in all Spanish speaking customers across the board. Additionally, the company increased energy efficiency program communication impressions in Spanish by utilizing new marketing methods such as community events, bill inserts, and cinema screens as well as continuing previous marketing via bill inserts, email, newspapers/magazines, radio, television, online advertising, and social media to total over 9 million impressions, as shown in table 2. PacifiCorp offers translation services for 91 languages with 73 languages available when customers call the company's call center, as shown in table 3.

Table 2

Channel	2020	2022	2023
Social media ads (Facebook, Instagram, and/or Twitter)	4,442,397 impressions	1,891,133 impressions	2,105,358 impressions
Online advertising or digital display	7,378,735 impressions	3,533,851 impressions	1,657,891 impressions
Television	971,646 impressions	450 spots	1,167,843 impressions
Radio	8,617,814 impressions	825 target rating points	4,188,791 impressions
Newspaper/Magazine	854,312 impressions	200,000 readers and 7,000 subscribers	259,467 impressions
Email	115,165 emails	300,000 emails	125,792 emails
Direct mail	5,142 pieces	5,000 pieces	4,884 pieces
Cinema screens	Not used	12 screens	Not used
Bill Inserts	Not used	60,000 pieces	218,985 pieces
Community Events	<i>Not used</i>	<i>Not used</i>	72 Events
			154 classrooms

Table 3

Program	Number of Languages Used for Translated Materials	Format (e.g., telephone translation, brochure, notice, website)
Billing Options / Customer Service	73*	Telephone
Billing Options / Customer Service	1	Website, bill message
Energy Assistance (LIBA)	1	Advertising, social media, brochures
Wattsmart Residential	1	Advertising, bill inserts, emails, social media, brochures
Wattsmart Business	1	Advertising, emails, direct mail, brochures
Energy Efficiency Education	1	Brochures
Wildfire Safety/Resilience	9	Advertising, website, email, brochures
Safety/Preparedness	1	Social media, website, email
Planning for the Future	1	Advertising
Energy Resource Center	1	Website, brochures
Regulatory/CEIP	1	Website, meetings, meeting materials
Total	91	

Meeting Discussion:

- Northwest Community Action Center asked if the company sees any changes in CEIP if I-2117 passes in November?

- Asian Pacific Islander Coalition clarified I-2117 as a reversal of the climate commitment act legislation, adding if passed the current energy savings programs is also at stake to be reversed.
- Blue Mountain Action Council added that under I-2117, if passed, funding released will be taken back.
- Ms. Alejandro offered to revisit this topic after more research on I-2117. The company has a government affairs team who closely follows policy or legislative considerations who can weigh in more on the topic.

Nancy Goddard, Wattsmart Business Program Manager, reviewed the updated CBIs related to energy efficiency programs, shown in Table 4 with new changes bolded. In 2023, the company held 12 community workshops in highly impacted communities and 14 community workshops in non-highly impacted communities. Workshop topics included clean building accelerator, Wattsmart Business Vendor program, and community presentations. To further drive community investments, from 2020 to 2024, public access to EV (Electric vehicles) charging infrastructure in PacifiCorp’s Washington service area increased by 70%. In May 2024 PacifiCorp installed 70 public electric vehicle chargers, 18 within highly impacted communities, 3 on tribal lands, and 52 in non-highly impacted communities.

Meeting Discussion:

- Asian Pacific Islander Coalition asked would it be possible to change the third metric from “number of public charging stations in Named Communities” to “number of functioning public charging stations in Named Communities” or to distinguish operating stations from those under construction?
 - Mr. Daigle offered to propose the suggested change to the owner of the data.

Ms. Goddard reviewed CBI 2, energy efficiency program participation and efficiency of buildings. In 2023 the Low-Income Weatherization Program had 95 participants, the Home Energy Savings Program had over 4,000 participants, the Wattsmart Business Program had 198 participants, and the Wattsmart Small Business Program had 244 totaling 4,561 customers participating in energy efficiency programs. In comparison to 2022, the company saw an increase in participation in energy efficiency programs growing from 2,965. The 2024 participation count includes customers on Tribal lands and in highly impacted communities and exceeds over \$10 million in expenditures. The increase in participation can be credited to new marketing methods, buydowns and coupons, limited time offers, trade allies, and direct installation offers.

Mr. Daigle reviewed updates to CBIs 5-9 and introduced newly added CBI 10. CBI 5 is related to renewable energy resources and emissions, highlighting the goal of 31% of electricity powered by renewable and non-emitting resources. In 2023, the total number of emissions declined from 2.5 million CO₂e to just over 2 million CO₂e. CBI 6 focuses on decreasing households experiencing high energy burden. It was also updated to reflect the revision of the metric to define high energy burden as greater than or equal to six percent of household annual income. CBI 7 aims to improve indoor air quality and was not updated but was evaluated to analyze the number of households using wood as a primary or secondary heating source. The analysis found that in 2023, about 4% of households, including those on Tribal lands and in highly impacted communities, were using wood as a primary heating source while

20% use wood as a secondary heating source. PacifiCorp does have a program encouraging households to switch from wood as a heating source to an electric source, however, to date, no one has participated in that program. CBI 8 targets reducing frequency and duration during energy outages. The 2024 CEIP progress report made an amendment to the metric, adding Customers Experiencing Multiple Interruptions (CEMI) as an indicator alongside System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), and Customer Average Interruption Duration Index (CAIDI). CBI 9 aims to reduce residential customer disconnections and has new metrics as outlined in the table below. CBI 10 is a new CBI added aiming to increase named community clean energy by distributing energy resources 5 MW and under, where benefits and control of resource accrue to members of Named Communities. Distributed energy resources are defined as a non-emitting electric generation or renewable resources or programs that reduce electric demand, manage the level or timing of electricity consumption, or provide storage, electric energy, capacity, or ancillary services to an electric utility.

Table 4

	CBI	Benefit Categories	Metric(s)
1	Increase culturally and linguistically responsive outreach and program communication including increased availability of translation services for all PacifiCorp Programs, including credit, collection, and payment	<ul style="list-style-type: none"> • Non-energy benefit • Reduction of burden 	<p>A. Number of topics addressed in outreach in non-English languages</p> <p>B. Number of impressions from non-English outreach</p> <p>C. Percentage of responses to surveys in Spanish</p> <p>D. Number of programs for which PacifiCorp provides translation services or translated material</p> <p>E. Number of languages PacifiCorp uses for translated material</p>
2	Increase community-focused efforts and investments	<ul style="list-style-type: none"> • Non-energy benefit • Reduction of burden • Public health 	<p>A. Number of workshops on energy related programs</p> <p>B. Headcount of staff supporting program delivery in Washington who are women, minorities, and/or can show disadvantage [1]</p> <p>C. Number of public charging stations in Named Communities</p>
3	Increased participation in company energy and efficiency programs and	<ul style="list-style-type: none"> • Cost reduction • Reduction of burden • Non-energy benefit • Energy benefit 	<p>A. Number and percentage of households/businesses, including Named Communities, who participate in company energy/efficiency programs</p> <p>D. Number and percentage of households/businesses who participate/enroll in</p>

	billing assistance programs		demand response, load management, and behavioral programs F. Number of residential appliances and equipment rebates provided to Named Community customers (where known) G. Number of residential rebates provided to customers residing in rental units H. Investment and/or energy efficiency savings in rental residential housing stock
5	Increased renewable energy resources and reduce emissions	<ul style="list-style-type: none"> • Environmental 	A. Amount of renewables/non-emitting resources serving Washington B. Amount of Washington allocated greenhouse gas emissions from Washington allocated resources
6	Decrease households experiencing high energy burden	<ul style="list-style-type: none"> • Cost reduction • Reduction of burden 	A. Number and percent of customers experiencing high energy burden by highly impacted communities, vulnerable populations, low-income bill assistance (LIBA) and Low-Income Weatherization (LIWx) participants, and other residential customers; and average excess burden per household. High energy burden is defined as greater than or equal to six percent of household annual income
7	Improve indoor air quality	<ul style="list-style-type: none"> • Public health • Non-energy benefit 	A. Number and percent of households using wood as primary or secondary heating B. Number and percent of non-electric to electric conversions for LIWx program
8	Reduce frequency and duration of energy outages	<ul style="list-style-type: none"> • Energy resiliency • Risk reduction • Energy benefit 	A. SAIDI, SAIFI, CAIDI, and CEMI scores (rolling 7-year average) at area level including and excluding major events
9	Reduce residential customer disconnections	<ul style="list-style-type: none"> • Energy security 	A. Number and percentage of residential electric disconnections for nonpayment by month, measured by location and demographic information (zip code/census tract, known low income (KLI) customers, Vulnerable Populations (where known), Highly Impacted Communities, and for all customers in total) B. Residential arrearages as reported pursuant to Commission Order 04 (Appendix A Third Revised Term Sheet, Section J, Part 8 a-c)
10	Increase Named Community clean energy	<ul style="list-style-type: none"> • Energy benefits 	A. Total MWh of distributed energy resources 5 MW and under, where benefits and control of resource accrue to members of Named Communities B. Total MWs of energy storage resources 5 MW and under, where benefits and control of the

			<p>resource accrue to members of Named Communities</p> <p>C. Number (i.e., sites, projects, and/or households) of distributed renewable generation resources and energy storage resources, where benefits and control of the resource accrue to members of Named Communities, including storage/backup/emergency powered centers for emergencies.</p> <p>D. Total MWh of energy savings from EE programs, where benefits and control of the savings accrue to members of Named Communities</p> <p>E. Where known, for a), b), c), and d) above, PacifiCorp will specify whether the Named Community resources are highly impacted communities (HIC) and/or vulnerable population and/or KLI</p>
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More details on the updated CBIs and corresponding specific actions corresponding to each, can be found in the full [2024 CEIP progress report](#).

Public Comment

- Asian Pacific Islander Coalition suggested tracking owned versus rental household state data.

Next Steps

Kimberly Alejandro closed the meeting with upcoming EAG meetings and other engagement opportunities. There will be no EAG meeting in August, however, Low-Income working sessions will begin with optional participation. The next EAG meeting is set for September 12, 2024. PacifiCorp will host the EAG meeting on site at the Marcus Whitman Hotel in the 2nd floor boardroom (with [an online option](#) for those unable to make it), discussing community connections, providing updates on energy efficiency, IRP, and the demand response program.

Kimberly Alejandro closed the meeting by sharing the July 2024 EAG meeting survey link to provide feedback on EAG meetings, available for both EAG members and members of the public.