

Clean Energy Transformation Act

Washington Equity Advisory Group
October 2024 EAG Meeting

October 10, 2024



Washington Equity Advisory Group Meeting

1:00 -4:00 pm PT, October 10, 2024

For a Better Meeting Experience



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



For technical support, chat "Tag Galvin-Darnieder/ E Source" as recipient, and send your message



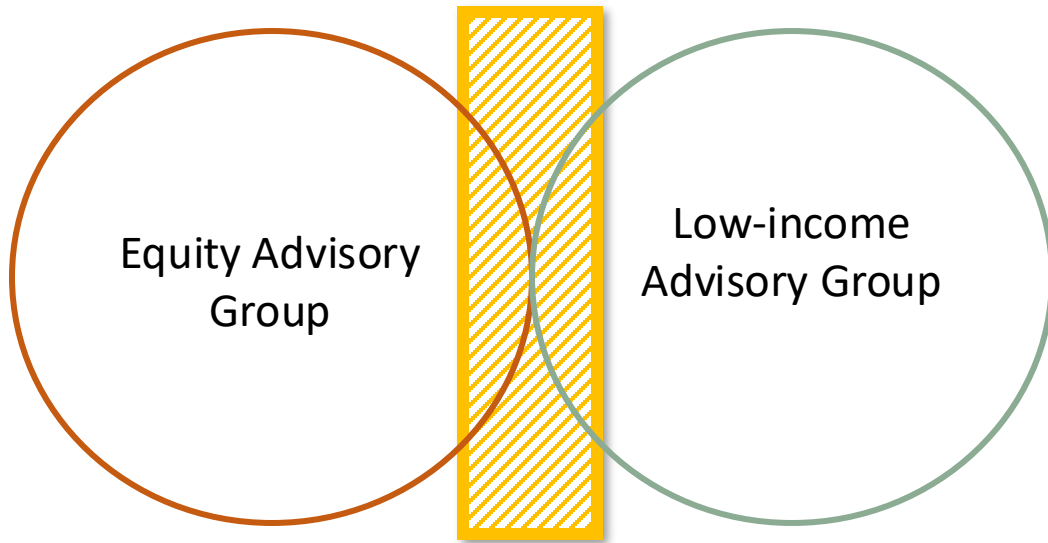
Questions are welcome at any time
Please mute until speaking
Speak by clicking the "Raise Hand" in the tool bar

Agenda

TIMING	TOPIC
1:00 pm	Objectives & Presenters
1:15 pm	Check In & Closing the Loop
1:35 pm	Working Group Updates
2:35 pm	Break
2:45 pm	Language Access Plan
3:20 pm	Clean Energy Implementation Plan Engagement Updates
3:40pm	Public Comment
3:45pm	Check Out, Summary & Next Steps

Today's Shared Objectives

Why we're here today:



1. Recap combined EAG + LIAG weekly working group sessions
2. Review and provide feedback on the draft Language Access Plan
3. Communicate Clean Energy Implementation Planning updates

Presenters



Christina Medina
Stakeholder Policy &
Engagement Manager



Charity Spires
Low Income Program
Manager



Kimberly Alejandro
Clean Energy
Planning Regulatory
Manager



Omar Granados
Communications
Specialist



 **Source**
Jeffrey Daigle
E Source Facilitator



 **Source**
Morgan Westberry
E Source Facilitator



 **Source**
Zanya Morgan
E Source Facilitator

Check-In

What is one thing you would
like to do before the end of the
year?



Community Calendar

OCTOBER 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5 Downtown Farmers Market @ Walla Walla Transit Center 9am-1pm
6 Third Annual Festival de Cultura Viva @ Gesa PHT 10:15am - 4:00pm	7	8 Community Connections @ The Kirkman House 5:30pm - 7:00pm	9	10 ONLINE - Pacific Power's Equity Advisory Group Meeting 1pm-4pm	11	12 Fall Flea Market @ Columbia County Fairgrounds 9am - 4pm
13 Downtown Yakima Farmers Market @ Rotary Marketplace 9am - 1pm	14	15	16	17	18	19 HARVEST FESTIVAL @ the Airport District 11am - 5pm
20 Downtown Yakima Farmers Market @ Rotary Marketplace 9am - 1pm	21	22	23	24	25	26 Downtown Farmers Market @ Walla Walla Transit Center 9am-1pm
27 Downtown Yakima Farmers Market @ Rotary Marketplace 9am - 1pm	28	29	30	31 Downtown Trick-or-Treat @ Downtown Walla Walla 3pm - 5pm	1	2
3	4	Notes				

NOVEMBER 2024						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2 Downtown Farmers Market @ Showroom on Colville 9am - 1pm
3	4 Gardening Workshop with Yakima Master Gardeners and Yakima Valley Libraries @ Yakima Central Library 3pm	5	6	7	8	9 Downtown Farmers Market @ Showroom on Colville 9am - 1pm
10	11 Veterans Day Parade @ Downtown Walla Walla 11am - 12pm	12	13	14	15	16 Downtown Farmers Market @ Showroom on Colville 9am - 1pm
17	18	19	20	21	22	23 Downtown Farmers Market @ Showroom on Colville 9am - 1pm
24	25	26	27	28	29	30 Downtown Farmers Market @ Showroom on Colville 9am - 1pm
1	2	Notes				

Closing the Feedback Loop

Closing the Loop

September Themes:

- Hear how Blue Mountain Action Council serves the local community
- Preview Pacific Power's upcoming steps on language access plan
- Learn about the upcoming demand-side management plan and demand response programs

September Feedback Highlights:

- Members shared feedback around several programs including ways to reduce unforeseen costs
- Members shared feedback on rooftop-solar programs and challenges with renters

Impacts:

- Pacific Power is reviewing materials for tree planting program

Working Group Updates

Proposed Timing & Topic Order

AUGUST 2024

- Working sessions will begin
- Four – one hour long sessions
- **Community-Based Organization Outreach Program / Low-Income Bill Assistance (Discount Tiers)**

SEPTEMBER 2024

- Working sessions will continue
- Four - one hour long sessions
- **Self-Declaration Considerations / Arrearage Management Plan**

OCTOBER 2024

- Pause working sessions to evaluate and communicate milestones at the **October 10, 2024 Equity Advisory Group Meeting**
- Will hold time and space for both the EAG and Low-Income Advisory Group members to weigh in on progress made, work remaining, and how to move forward together

NOVEMBER /
DECEMBER 2024

- Will be informed by advisory groups and remaining work

Docket UE-230172 Settlement Stipulation

Pacific Power will work with its **Low-Income Advisory Groups (LIAG)** and **Equity Advisory Group (EAG)** to discuss and seek consensus regarding the following:



Develop enhancements to Low Income Bill Assistance (LIBA) program

- Number of discount tiers
- Use of self-declaration of income with eligibility verification for a randomly selected group



Community-Based Organization Outreach Program

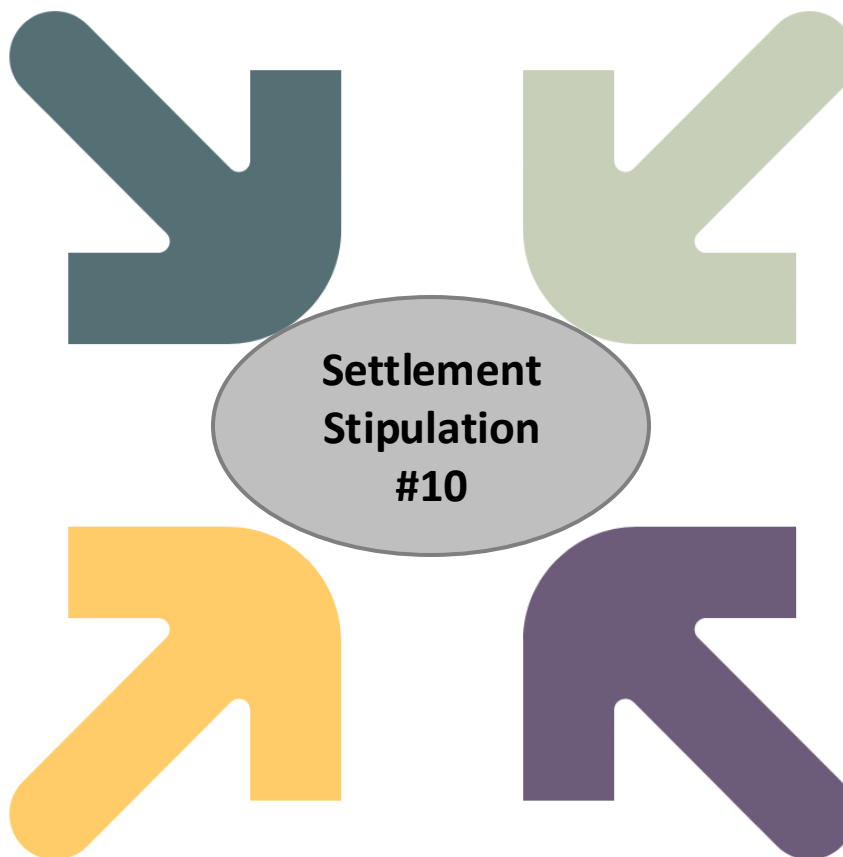


Create an Arrearage Management Plan (AMP)



Change to Billing Logic

- Applying Federal assistance before bill discount



Under # 10 - Low-income / language access plan / disconnections

Based on discussions, PacifiCorp propose package addressing above by **April 30, 2025**, requesting Commission approval before **October 1, 2025**.

Attendees	
Jose Alvarez	Northwest Community Action Center
Corey Cook	Washington Utilities and Transportation Commission
Erendira Cruz	Sustainable Living Center
Todd Hilmes	Northwest Community Action Center
Candi Jaeger	OIC Yakima
Justin Jording	SonBridge
Soumya Keefe	Northwest Energy Coalition
Luisa Perez	OIC Yakima
Andrew Roberts	Washington Utilities and Transportation Commission
Sylvia Schaeffer	Blue Mountain Action Council
Jonathan Smith	Yakima County Development Association
Shaylee Stokes	The Energy Project
Paul Tabayoyon	Asian Pacific Islander Coalition of Yakima
Charlee Thompson	Northwest Energy Coalition
Stefan de Villiers	Public Counsel
Andy Wilson	Yakima County Health District

Meeting Attendees

Working sessions were born out of stakeholder feedback to allow additional time outside of monthly meetings to discuss Docket UE-230172.

Meeting attendees include:

- Equity Advisory Group members
- Low Income Advisory Group members
- UTC Staff
- Other interested parties

Community-Based Organization Outreach Program

Discussions:

- Summary of Pacific Power's 2024 LIBA Marketing and Outreach Plans
- Agencies marketing strategies leveraging LIHEAP program
- Community based organizations outreach efforts and strategies
- Connected with Cascade Natural Gas to learn aspects of their community-based organization outreach pilot program

Outreach Recommendations:

- Food Bank
- Partnering with Health District
- School Resource Fairs

Community-Based Organization Outreach Program

Cascade Natural Gas Community-Based Organization Outreach Program:

What Pacific Power learned:

- Implemented in 2022
- Started with 5 agency partner. 8 agency partners in 2023 and 2024
- Annual funding – approx. 75k avg.
- Agency funding allocation determined based on percentage of customer base
- Quarterly reporting. Cascade developed template.
- Cascade recently implemented quarterly meeting with agencies for continued discussion

Pacific Power Community-Based Organization Outreach Program Considerations:

- Pacific Power partner with Community Action Agencies
- Community Action Agencies partner with local community-based organizations
 - LIBA program intakes
 - Program outreach
- Funding - approximately 50k annually. Agency allocation vary per agency based on:
 - percentage of customer base and
 - number of participating CBOs
- Quarterly meetings with agencies
- Quarterly agency reporting

Low-Income Bill Assistance (Discount Tiers & AMP & Billing Logic)

Discussion and Recommendations:

- Add additional LIBA tiers for more targeted customer benefit
- Additional discount tiers that align with data (data driven approach) that will help address energy burden
- Learn from other IOUs tools used for tier discount development. Apply methodology use by other utilities. No need to reinvent wheel
- Explore additional analysis with Empower Dataworks and cost impacts

Pacific Power reached out to Avista:

- Empower Dataworks (EDW) determined their discount tiers.
- EDW used Avista's customer billing and energy assistance information in addition to third party income data to calculate discounts need to bring customers below a 6% energy burden.

Pacific power reached out to Empower Dataworks for prospective analysis:

- moving forward with plans to conduct Energy Burden Assessment.

Energy Burden Assessment

Analysis Plans:

- Update datasets from the 2022 WA EBA
- Analyze appropriate discounts that would eliminate energy burden for different income tiers. Suggest discount design
- Design options for Arrearage Management Program. Suggest AMP design

Energy Burden Assessment delivery timeline

- Tentative start date: November 2025
- Final Deliverables: First week of January 2025
- Empower Dataworks available for stakeholder discussions
- Propose LIAG and EAG reconvene in January 2025 following Energy Burden Assessment completion to continue discussion on LIBA Tier modification, AMP, Billing Logic, and Self attestation.

Survey Results

1. Do you feel Pacific Power should have a more targeted fourth Low-Income Bill Assistance (LIBA) discount tier that provides a higher discount than the 72% tier level currently available?

[More Details](#)

● Yes	4
● No	1
● Unsure	3



2. Do you feel Pacific Power's billing logic should be changed so that a LIHEAP (Low-Income Home Energy Assistance Program) benefit is first applied before the customer receives a billing discount?

[More Details](#)

● Yes	4
● No	1
● Unsure	3



Proposed Next Steps

- Meet with other IOUs to discuss program considerations
- Revisit the Energy Burden Assessment to review data and reflect on next steps

Break

Language Access Plan

Docket UE-230172 Settlement Stipulation OP 22

The Company will develop a Language Access Plan as detailed below:

Develop a draft language access plan within six months of the Commission's final order in this proceeding and share the draft Language Access Plan with the Low-Income Advisory Group (LIAG), Demand Side Management (DSM) Advisory Group, and Equity Advisory Group (EAG).

- a. PacifiCorp will work with the LIAG, DSM Advisory Group, and the EAG to further develop the Language Access Plan and seek consensus on a final Language Access Plan.
- b. PacifiCorp will make best efforts to implement the Language Access Plan prior to the filing of PacifiCorp's next general rate case and will provide this timeline to the LIAG, DSM Advisory Group, and EAG after the Language Access Plan is finalized.
- c. In each LIBA annual report, PacifiCorp will report on the accomplishment of any objectives in the Language Access Plan and assess the need to update the Language Access Plan.



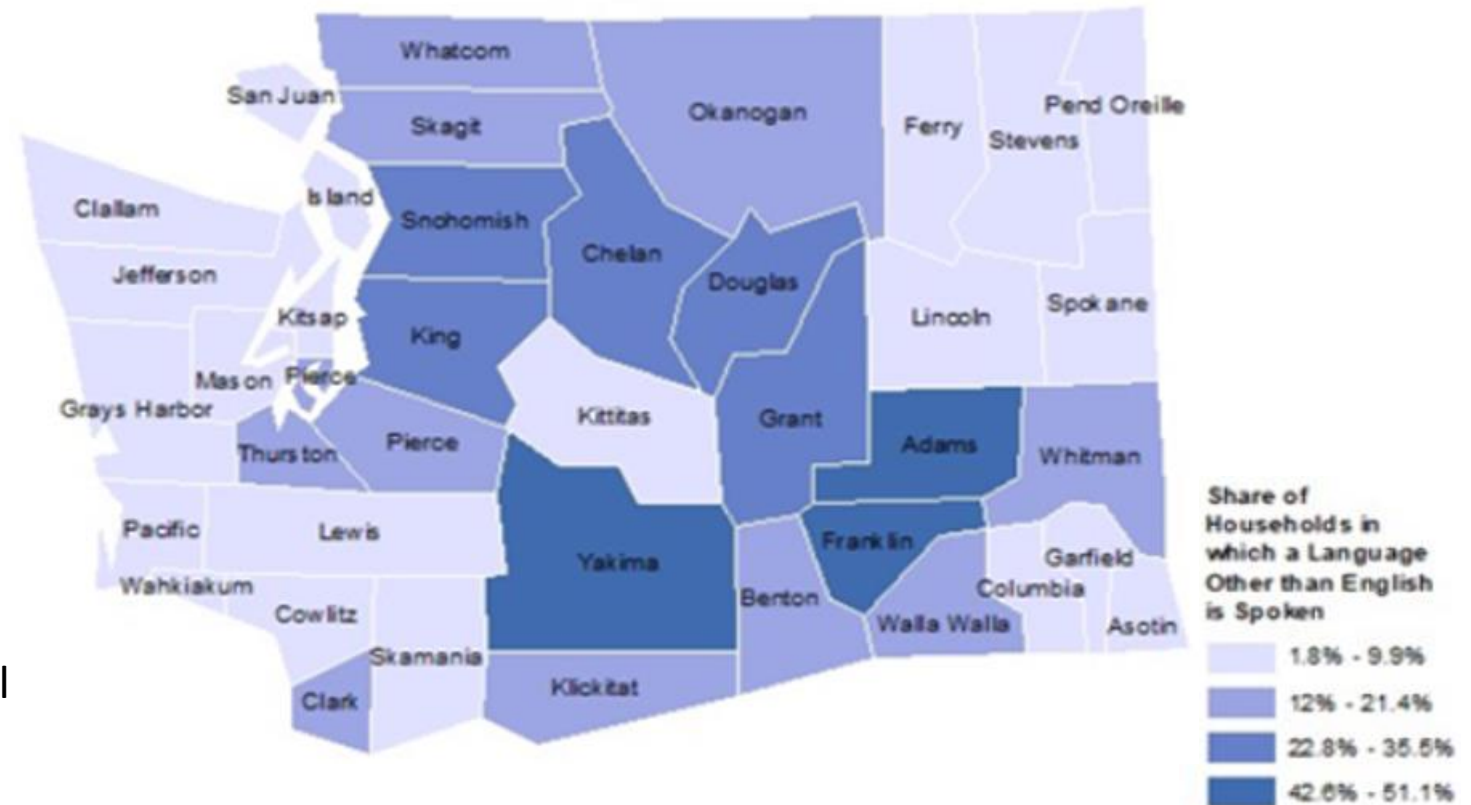
Highlights from Language Access Plan

Goal: To ensure that effective communication is taking place at all points of contact between Pacific Power and the diverse customers and communications we serve.

Opportunity to highlight diverse activities, available resources, and the contributors who have worked in partnership with Pacific Power to further language access

Pacific Power serves 144,000 customers in the Yakima and Walla Walla regions of Washington.

- 43% of those customers identify as Hispanic or Latino/a/e
- 31% of those households speak some level of Spanish



Highlights from Language Access Plan

PacifiCorp 2023 Calls by Language		
Language	Call Total	Percentage
Spanish	20,698	97.137%
Portuguese	152	0.713%
Mandarin	83	0.390%
Russian	57	0.268%
Arabic	43	0.202%
Vietnamese	40	0.188%
French	35	0.164%
Somali	21	0.099%
Dari/Farsi	19	0.089%
Korean	18	0.084%
Iranian Farsi/Persian	16	0.075%
Ukrainian	15	0.070%
Kinyarwanda	12	0.056%
Amharic	11	0.052%
Swahili	11	0.052%
Farsi-Afghan-Dari	9	0.042%
Cantonese	7	0.033%
Pashto	7	0.033%
Tigrinya	6	0.028%
Japanese	5	0.023%
Oromo	4	0.019%
Thai	4	0.019%
Creole	3	0.014%
Hmong	3	0.014%

Program	No. of Languages	Format (e.g. telephone translation, brochure, notices, website)
Billing Options / Customer Service	350*	Telephone
Billing Options / Customer Service	1	Website, bill message
Energy Assistance (Low-Income Bill Assistance)	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/Clean Energy Implementation Plan	1	Website, meetings, meeting materials
Total	350*	

Highlights from Language Access Plan

How do Hispanic communities receive information?



Listen to radio
11.5 hours per week
(Audio Today 2023)



Send/Receive nearly
1,000 texts per
month; 68% use
WhatsApp



Watch over 15 hours
of television per week
(Nielsen Q1, 2022)



Stream more than 24
hours of video per
week (Nielsen Q1, 2022)

How Pacific Power communicates

- Voiceover recordings in Spanish are provided to local radio talent throughout campaign periods
- Pads in local Spanish newspapers to connect with customers who rely on written media
- Paid social media campaigns in Spanish (and English) on Facebook and Instagram
- Emails to customers in Spanish to provide customers with the latest program information and related opportunities
- Runs a Spanish print ad in local community church bulletins
- Partners with local trusted community action agency partners to provide community members with assistance in applying for utility programs and incentives

Language Access Plan Feedback Session

- Was the Language Access Plan easy to understand?
- What stood out for you?
- Are there any missing elements that you feel should be included?
- How would you like to provide feedback on future iterations?

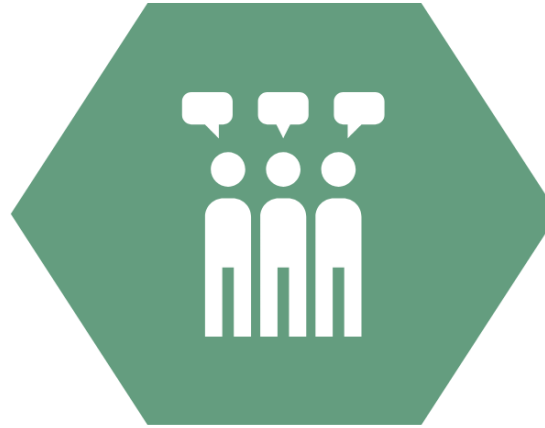


Next Steps



Draft Plan for Review

PacifiCorp will distribute a draft of the plan to Advisory Groups on or before September 17th



Feedback Session

The PacifiCorp team will review the information gathered from today and determine next steps



Accessibility Considerations

As requested, PacifiCorp will work to remove accessibility obstacles (i.e., translations)

Clean Energy Implementation Plan Engagement Updates

Will
continue
in 2025!

Clean Energy Implementation Plan (CEIP) Engagement Series

The ***Clean Energy Implementation Plan Engagement Series*** will provide a space for joint consultation among Pacific Power's various Washington advisory groups, interested parties, and members of the public. Participants will have the opportunity to provide input on elements of PacifiCorp's developing CEIP, CEIP updates, Demand-Side Management activities, Distribution System Planning activities, as well as other topics. We hope this addition will help foster shared understanding of complex clean energy planning topics as well as provide additional pathways for meaningful engagement and input.

If you have questions, feedback, or would like to be added to the distribution list for the Washington Clean Energy Implementation Plan, please email us at CEIP@PacifiCorp.com.



Clean Energy Implementation Plan (CEIP) Engagement

42. Miscellaneous Condition 1.

- PacifiCorp will fully engage with all of its advisory groups in developing future CEIPs and CEIP updates.
- PacifiCorp will offer at least one joint consultation session in which all advisory group members are invited to attend and converse with members of other advisory groups with the purpose of sharing feedback on the CEIP, CEIP updates, and the consultation process itself.
- PacifiCorp will also describe how feedback is incorporated from advisory groups and the public in its CEIP, future CEIPs and CEIP updates.

26. Stakeholder Engagement Condition 1.

- After consultation with its advisory groups, PacifiCorp will file a draft CEIP on a timeline deemed sufficient by the company and parties to incorporate comments.

Proposal

- Provide a draft 2025 Clean Energy Implementation Plan to advisory groups and interested parties 45 days prior to final filing date.
- Outline the process for comments and feedback (informed by advisory group feedback along the way)
- PacifiCorp reviews all submitted comments and feedback and updates its draft
- PacifiCorp files its 2025 Clean Energy Implementation Plan on October 1, 2025.

Pacific Power's Feedback Tracker Update

Goals:

- Publish an update each quarter (delayed one quarter; gives Pacific Power staff time to review, validate, and respond to feedback as needed)
- Provide a summary of comments received during the development of Pacific Power's Clean Energy Implementation Plan

Features:

- Provided in Excel
- Feedback tracker can be found externally here: [Washington Clean Energy Implementation Plan Feedback Tracker](#) (within PacifiCorp's Clean Energy Transformation Act webpage)



Next Steps

Equity Advisory Group Calendar

November: No Meeting

December 12, 2024 | 1pm - 4pm

Zoom: <https://esource.zoom.us/j/83334278010?pwd=iy6cXTasIjrxdu00pX6LpWMOo98b69.1>

Meeting ID	Passcode
833 3427 8010	708043

Meeting materials can be found online on PacifiCorp's [Washington Clean Energy Transformation Act](#) webpage. Spanish materials will also be available following each session.

Pacific Power Washington Resources

CEIP Meeting

2024 (Online) 9am – 12pm

Zoom: [CEIP Zoom Registration](#)

For more information:

[Washington Clean Energy Implementation Plan](#)

Washington Feedback Tracker:

[Washington CEIP Feedback Tracker](#)

Energy Resource Center:

[Energy Resource Center \(pacificpower.net\)](#)

Public Comment

Equity Advisory Group Post-Meeting Survey

Link: <https://forms.office.com/r/01wjFjavpe>

