

PacifiCorp Equity Advisory Group (EAG)

June 2023 Meeting Notes

June 8, 2023, 1:00 - 4:00 pm Pacific Time

These notes were synthesized and summarized by E Source, PacifiCorp's meeting facilitation partner, EAG member attribution.

Executive Summary

There were 22 individuals in attendance at the Washington EAG meeting on June 8, 2023. The meeting, which was held over virtually the ZOOM platform, largely focused on the Washington Clean Energy Implementation Plan and components thereof, including energy efficiency. The meeting also provided updates on the residential survey and the multi-cultural/earned media campaign. Also included was closing the loop from the May visits and providing next steps.

The following is a summary of the content and feedback received during the 3-hour public meeting.

Session Objectives

- Recap: May Onsite Visits with the WA Equity Advisory Group
- Clean Energy Implementation Plan (CEIP) Refresher
- Energy Efficiency Updates
- Washington Residential Survey Update
- Communications Update on Multi-Cultural Engagement Efforts

Slides available in Spanish:

https://www.pacificorp.com/content/dam/pcorp/documents/en/pacificorp/energy/ceip/EAG_Meeting_June_2023_Slides_Spanish.pdf

2023 EAG Members	Organization
Erendira Cruz	Sustainable Living Center
Todd Hilmes	Northwest Community Action Center
Silvia Leija	Yakima Community Aid
Giovanni Severino	Latino Community Fund
Jonathan Smith	Yakima County Development Association
Paul Tabayoyon	Asian Pacific Islander Coalition
Norman Thiel	SonBridge
Sylvia Schaeffer	Blue Mountain Action Council

PacifiCorp Presenters

Kim Alejandro	Equity Advisory Analyst
Selyna Bermudez	Senior Communications Representative
Nancy Goddard	Senior Program Manager

Laura James	Customer and Community Solutions Project Manager
Lisa Markus	E Source; Managing Director & Facilitator
Christina Medina	Stakeholder Policy & Engagement Manager
Agustin Moreno	C+C; Pacific Power Field Representative
Jay Olson	Senior Program Manager

PacifiCorp Attendees

Tag Galvin-Darnieder	E Source, Facilitation Team
Stephanie Meeks	PacifiCorp, Regulatory Manager
Morgan Westberry	E Source, Facilitation Team

Public Attendees

Chad Ihrig	Unknown
Crystal Oliver	UTC
Yochi Zakai	The Energy Project

Opening

E Source shared meeting objectives, the agenda, and presenters, and PacifiCorp’s Kimberly Alejandro provided the land acknowledgment to start the meeting.

EAG Member Check-In

All EAG members “checked-in” by responding to the prompt: *What is your “walk up” song?* The group shared their songs and connected over the variety of songs and artists that were represented by the different EAG members. In addition to the songs, the following was shared:

- Asian Pacific Islander Coalition mentioned the connection between music and how it can capture diversity and the heart of community efforts
- Sustainable Living Center shared that Sustainable Living Center and SonBridge were just at a lunch celebration for a partnership with PPL on installing a garden at the WW Senior Center
- Latino Community Fund shared that the organization regularly uses walk up songs to engage with youth in a creative way

Closing the Loop

PacifiCorp’s Kimberly Alejandro recapped the May visits to the different EAG Members. Visiting the communities is one method that PacifiCorp uses to better understand the work, the communities you serve face, and daily challenges and needs, as well as to explore potential opportunity areas that exist. PacifiCorp is appreciative of the time to meet and for the information that was shared.

Reflecting on the visits, there were several meaningful pieces of information PacifiCorp walked away with, including:

- Experiencing and hearing about the incredible number of cross collaboration efforts between the members, demonstrating just how beneficial collective impact can be
- Organizations continue to struggle; many groups are still experiencing staffing shortages, which impact their ability to meet the increasing need for services in the community
- Importance of bridging the digital gap and how broadband access for all might be a solution. As Washington state makes strides to implement its statewide plan to providing broadband access to all, PacifiCorp will continue to service opportunities for involvement in that process
- Increasing interest in transportation electrification and learning about the various grant resources opportunities available for infrastructure development meeting themes and discussions.

PacifiCorp's Kimberly Alejandro continued by summarizing the interactive activity feedback that was heard at the Hybrid March EAG meeting. Items were rolled up into three categories: Community; Information Sharing & Continued Education; and Meetings.

WA EAG Meetings & Community Calendar

PacifiCorp is seeking to join more community events and continue strengthening community connections in 2023. PacifiCorp's Kimberly Alejandro acknowledged upcoming meetings and events to take note of:

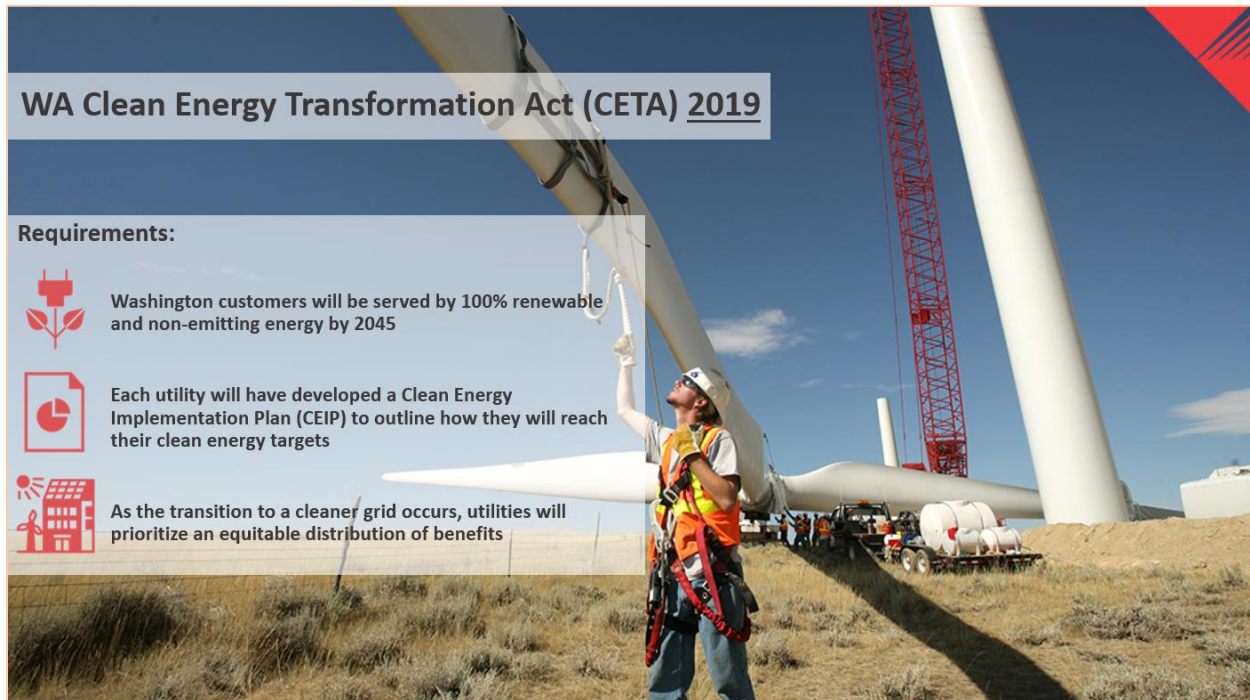
June Events –

- June 8th - [ONLINE – Washington Equity Advisory Group Meeting 1pm-4pm \(PST\)](#)
- June 9th - [Chinook Fest ALL-DAY @ Jim Sprick Community Park, 13680 WA-410, Naches, WA 98937](#)
- June 10th - [Yakima Pride Parade & Festival 10am-6pm @Naches Parkway](#)
- June 11th - [Chinook Fest ALL-DAY @ Jim Sprick Community Park, 13680 WA-410, Naches, WA 98937](#)
- June 15th - [Yakima Downtown Summer Nights 5:30pm-9pm @ 129 S 2nd St, Yakima, WA 98901](#)
- June 17th - [Downtown Walla Walla Farmer's Market 9am-1pm @ 106 West Main Street Walla Walla, WA, 99362](#)
- June 18th - [Downtown Yakima Farmer's Market 9am-1pm @ 15 W Yakima Ave, Yakima, WA 98901](#)
- June 22nd - [Yakima Downtown Summer Nights 5:30pm-9pm @ 129 S 2nd St, Yakima, WA 98901](#)
- June 24th - [Sunnyside Summer Ale Festival 5pm-10pm @ Centennial Square Sunnyside, WA 98944](#)
- June 25th - [Downtown Yakima Farmer's Market 9am-1pm @ 15 W Yakima Ave, Yakima, WA 98901](#)
- June 29th - [Yakima Downtown Summer Nights 5:30pm-9pm @ 129 S 2nd St, Yakima, WA 98901](#)

Clean Energy Implementation Plan (CEIP) Refresher

PacifiCorp's Kimberly Alejandro continued with a review of the Washington Clean Energy Transformation Act (CETA), which was passed in 2019. CETA enacts requirements for renewable energy development, sets targets and outlines reporting, and prioritizes equitable distribution of benefits. PacifiCorp's first submission was filed at the end of 2021, with the annual progress report planned in the near future.

While PacifiCorp does not have an approved CEIP, PacifiCorp's commitment to continue to work to meet both reporting requirements as well as the commitments we have made in this plan have not waived.



CETA sets the following targets by the respective deadlines:

1. December 2025 – Utilities must remove coal-fired resources from its allocation of electricity to Washington retail electric customers
2. January 2030 – Utilities must ensure all retail sales of electricity to Washington electric customers are greenhouse gas neutral
3. January 2045 – Utilities must ensure that non-emitting electric generation and electricity from renewable resources supply 100% of all retail sales of electricity to Washington electric customers

PacifiCorp's Christina Medina provided an overview of the different groups that are integral to the CEIP, as well as the actions needed to reach the state's targets.

The CEIP was informed by several avenues of stakeholder engagement, including:

Who Is Engaged with this Work?



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The engagement guides the work and activities that PacifiCorp develops, and PacifiCorp has deep appreciation for the input and the lens that the EAG, and all stakeholders, have provided.

PacifiCorp is planning a combined advisory group meeting in August more to come as we explore this concept.

As far as the planning for the equitable distribution of benefits, CETA focuses on delivering services equitably and reducing inequitable burdens through:

- An Equity Advisory Group
- Feedback on topics important to the advisory group members
- Improved customer outreach to make processes more accessible and inclusive
- Using data to create a robust picture of equity within the service area
- Continuous efforts to bring more "voices" to the table
- Identification of named communities, Tribes, vulnerable populations and highly impacted communities

Through the EAG experience, PacifiCorp emphasized the learned importance of meeting communities where they are.

Collaboration with the EAG has resulted in the following Customer Benefit Indicators (CBIs), which represent the key actions and themes that PacifiCorp enacted:

- Reduction of Burdens – Benefits from customer programs that result in lower energy prices
- Non-Energy Benefits – Benefits related to local jobs and workforce diversity
- Energy Benefits – Benefits related to having a higher amount of renewable energy that combats climate change
- Environment – Benefits that result in a sustainable environment

- Cost Reduction – Benefits related to reducing customer energy bills
- Public Health – Benefits that result in healthier communities
- Energy Security – Benefits related to having uninterrupted access to energy
- Resiliency – Benefits that reduce the frequency and duration of outages

Energy Efficiency Updates

PacifiCorp’s Nancy Goddard reflected on the CBIs and the correlation to the 2022 results for the program, which will also appear in the progress report filed in July. PacifiCorp is also in the planning phase for 2024 activities, and this EAG occurrence provides the first opportunity to provide input for 2024.

The two main Energy Efficiency CBIs, and correlated metrics, are:

Customer Benefit Indicator (CBI)	Metric(s)
Participation in company energy and efficiency programs and billing assistance programs	<ul style="list-style-type: none"> • Number of households/ businesses, including named communities, who participate in company energy/efficiency programs
Efficiency of housing stock and small businesses, including low-income housing	<ul style="list-style-type: none"> • Number of households and small businesses that participate in company energy/efficiency programs • Energy efficiency expenditures

For the first, participation in company energy and efficiency programs and billing assistance programs, the data demonstrates the energy efficiency expenditures (i.e., the incentive payments that PacifiCorp has made), as well as the participation by highly impacted communities (HICs). HICs are based on the health disparity score and there's additional data that shows just the tribal broken out.

The 2020 baseline and 2022 results for four programs are represented below. All areas demonstrated success, with very high percentage increases in every area.

Energy Efficiency CBI Metric Progress (2020-2022)

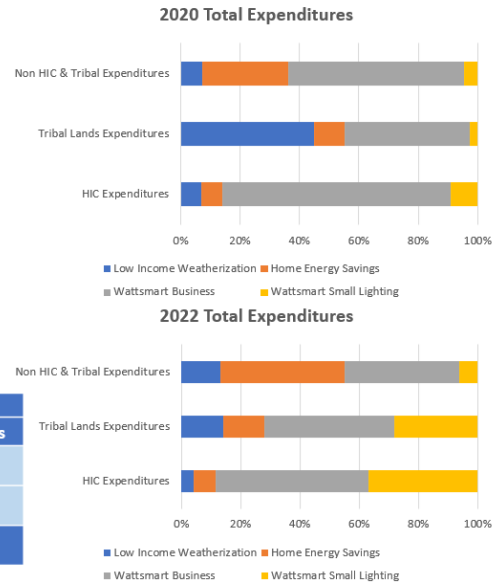
Total participating sites and expenditures (incentives) were tracked to measure dissemination in the Washington service areas. Programs tracked include:

- Low Income Weatherization Program
- Home Energy Savings
- Wattsmart Business
- Wattsmart Small Business

* HIC includes both for health disparity score of 9 or 10, and HIC for Tribal lands

* Tribal Lands are also broken out for additional visibility

	HIC		Tribal Lands		All Customers	
	Count	Expenditures	Count	Expenditures	Count	Expenditures
2020 (Baseline)	197	\$1,160,364	45	\$52,947	1,280	\$3,865,999
2022 (Current)	537	\$3,977,141	95	\$636,699	2,965	\$7,540,635
Percent Increase	172%	242%	111%	1102%	131%	95%



PacifiCorp’s Jay Olson presented the home energy savings programs utility action plans that are listed in the Clean Energy Implementation plan, as well as the DSM business plan for 2022 to 2023. The six actions covered include:

- Enhanced incentives for windows in multi-family units were added to the program in 2022. Initial focus will be on buildings in Highly Impacted Communities
 - Result: The enhanced incentives were added to the program effective 1/1/2022; there were no incentives paid in 2022. This utility action is ongoing.
 - Reflections:
 - Window replacements payback is considerably longer than other measures and requires added coordination with tenants.
 - May require more of an HIC focus delivered through a direct-install offer—to be determined if that is cost effective.
 - Narrow focus on South, West, and Southwest facing window locations
- Continue direct install residential lighting in multi-family units. Continue focus on Highly Impacted Communities
 - Result: The direct-install lighting implementer installed 510 screw-in LED bulbs and LED T-8 lamps to upgrade the lighting of apartment units and common areas of four apartment buildings achieving 15,960 kWh in savings. This utility action is ongoing with changes for 2023
 - Reflection: Limited savings achieved through this offer. The program is dedicating more emphasis on reaching multifamily customers through more focused property management engagement.
- Maintain and expand if possible general-purpose lamp buydown in “dollar stores” in Highly Impacted Communities. This will be the only retail lighting buy down offer

- a. Result: Discounted lighting was available only at approved value retailers located in Highly Impacted Communities. Retailers at 20 locations who participated in the lamp buydown achieving savings of ~62,000 kWh
 - b. Reflections: This delivery channel has proven effective at supporting customers in HIC areas and continuing to partner with retailers including Goodwill and Habitat for Humanity
- 4. Continue manufactured home direct install duct sealing and lighting. Continue focus on Highly Impacted Communities
 - a. Result: Ongoing efforts to provide direct installation duct sealing and lighting to manufactured homes with a focus on Highly Impacted Communities. In 2022, served 415 customers with duct sealing achieving 278,899 kWh in energy efficiency savings through this program offering. Direct install lighting accounted for 46,222 kWh in energy savings
 - b. Reflections:
 - i. Direct installation is an effective channel for reaching customers in highly impacted communities and remains a key approach.
 - ii. Need to track ongoing opportunity potential with saturation
- 5. Continue promoting new construction offerings for multifamily and single-family units. Continue focus in Highly Impacted Communities
 - a. Result: Ongoing effort to recruit and engage builders and raters with a focus on Highly Impacted Communities. The program had two new home projects, but they were not located in Highly Impacted Communities.
 - b. Reflections: Focus should be on new home construction, should be holistic and make sure that builders and raters are aware of program services and support regardless of area.
- 6. Serve named community residential customers who use non-electric and non-natural gas fuel sources in their primary heating systems by decommissioning these systems and installing ductless heat pumps
 - a. Result: There were no completed ductless heat pump projects in 2022 involving decommissioning of non-electric or non-natural gas heating.
 - b. Reflections:
 - i. Incentives for 2023 are higher for this measure for residential customers located in highly impacted communities than for customers who do not reside in a highly impacted community.
 - ii. RTF deemed values for ductless heat pump installations that assume a zonal electric resistance baseline since RTF does not have alternative fuel source analysis.

Results and reflections of the utility action items were discussed, and opportunities have been identified to further engagement to increase use of the programs. For example, PacifiCorp has begun to emphasize engagement with property management firms of multifamily properties, which has resulted in an initial uptake.

Chat Questions & Comments:

- Sustainable Living Center asked, “if thought had been to use 2020 as the base year since 3-6 months was spent in lockdown?”
 - PacifiCorp’s Nancy Goddard responded that 2020 was selected, in part, to have a full calendar year to compare to. It was the most recent full year available when the Clean Energy Implementation Plan was completed in 2021. As more evaluation periods occur moving forward, 2020 as a starting point will be farther and farther in the past.
- Asian Pacific Islander Coalition asked, “was there an issue with getting them to use loan programs?” (e.g., credit scores) The main issue lies in the cost of replacing windows according to feedback from our trade allies. The additional expense of the high efficiency windows tends to be cost prohibitive and customers typically replace windows with standard units.
 - In partnership with Pacific Power, Craft3 can offer financing to their clients for heating and cooling upgrades in the home, windows and insulation – these all must be Pacific Power rebate eligible. In addition, Craft3 can finance critical repairs in conjunction to the upgrades mentioned above. Critical repairs could include mold abatement; asbestos removal; leak repairs, including relevant wall and floor replacement; roof repair/replacement; rodent/pest removal and prevention; electrical upgrades including panel replacement; and air quality improvement.

[Energy Efficiency for Homes - Pacific Power & Craft3](#)

- Jay Olson followed up by providing information on window inserts which are also referred to as Storm Windows, which are less costly than replacing existing windows with new windows. These have been used to change heating and cooling costs. An additional point was brought up that south facing window should be emphasized, where the greatest need to reduce heat gains exists.
 - The program is looking into the possibility of adding window inserts and will conduct cost effectiveness analysis to determine if this is a viable measure.
 - Feedback from trade allies is that windows tend to be an expensive investment for owners and the current incentive doesn’t motivate customers to upgrade to the higher efficiency units.
 - The program is reaching out to window vendors and installation firms to make sure they’re aware of available incentives and that Craft3 provides loans for window upgrades.
- Sonbridge asked if there any products such as reflective films that might be included in this or shading products on those South and West sides that would have less impact than replacing the windows?
 - PacifiCorp’s Jay Olson responded that there currently is no measure for this for homes, but more should be explored to identify the potential, including trees and vegetation for shade. The Regional Technical Forum does not have any measures for window tinting.

PacifiCorp’s Nancy Goddard shifted the energy efficiency discussion from the home energy savings program to the Wattsmart Business program. PacifiCorp focused on small businesses by providing increased incentives for lighting retrofits, with even higher incentives for HICs (incentives up to 100% of

the eligible project cost for small businesses in HICs). PacifiCorp also provided incentives to vendors who completed small business lighting projects to reinforce their involvement.

Spanish outreach was also expanded to further the message and reach communities.

The utility action, result, and reflections for the Wattsmart business are depicted below.

Wattsmart Business – Utility Actions, 2022 Results, Reflections

Utility Actions from CEIP

Non-residential:

Wattsmart Business:
Increase outreach and participation for small businesses and named community small businesses identified by census tract and rate schedule.

- Create a new offer within the current small business enhanced incentive offer targeting the smallest businesses using less than 30,000 kilowatt-hours per year and Named Community small businesses on Schedule 24.
 - Offer a higher incentive and increase the incentive cap for this new offer from 90 percent to 100 percent of project costs to reduce the customer out-of-pocket cost barrier.
- Target a portion of company initiated proactive outreach to small businesses located in highly impacted communities. Continue to tie proactive outreach to approved small business vendor capacity to respond to customer inquiries.
- Offer approved small business lighting vendors a higher vendor incentive for completed lighting retrofit projects with small businesses located in highly impacted communities.

Results:

- Participation went up overall, and went up by more for small businesses located in HICs (incl. Tribal lands)
- Proactive outreach tied to vendor capacity to respond:
 - Program staff made joint sales calls with vendors (including to provide Spanish translation)
 - Postcards sent ahead of vendor outreach to the customer
 - Of 108 postcards sent, 85 went to customers in HICs

Reflections:

- Utility Actions for small business worked
 - Participation largely driven by approved vendors
 - Higher customer incentives sent clear signal to vendors to target small businesses in HICs
 - Higher vendor incentive (\$500 per project vs \$300) also helped send clear signal to vendors

Small Business	2020	2022	Increase
HIC and non-HIC	43 sites	137 sites	Over 3x
HIC (health score and Tribal Lands)	22 sites	105 sites	Over 4x
Tribal Lands	1 site	18 sites	18x

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Engagement and staff delivery headcount were the last CBIs to be touched on in the presentation. The engagement CBI tracks and measures workshops, which experienced large growth in 2022 compared with the 2020 pandemic. The staff delivery headcount, on the other hand, measures the number of staff (including third part delivery staff) who are women, minority, or who have reported other disadvantages.

PacifiCorp is reflecting on the data and strives for constant improvement.

Energy Efficiency Discussion:

- Asian Pacific Islander Coalition shared concerns on the metrics associated with Wattsmart, mainly since it (appears to be) tied to sale of materials. Is there a regional or community-based way to measure, such as a precinct? There were also concerns expressed about people buying the materials in these communities and then using them in wealthier areas.
- Asian Pacific Islander Coalition mentioned an occurrence where a large quantity of LED lights was on sale at a garage sale and the price was cheaper than the normal price such as at a store, which seems like an oversight (like someone has figured out a way to make money off the program).
 - PacifiCorp’s Jay Olsen spoke to the unlikely occurrence of LED lights coming from a Pacific Power program given that there is a quantity limit for individuals obtaining the LED lights at the discounted price. However, PacifiCorp staff have been made aware of the event and will monitor local activity.

- Asian Pacific Islander Coalition asked if the metric is attached to the sale of materials and how confirmation of installation of those materials is being tracked?
 - PacifiCorp's Nancy Goddard responded that the counts of businesses are for businesses that got the equipment installed at that location (e.g., by a third-party vendor). These vendors go out in the community, identify projects, and work with the PacifiCorp team to install energy efficiency upgrades and qualify the business customer for incentives. There is also QA done to verify equipment is installed as expected and at the location expected.
- Asian Pacific Islander Coalition suggested that there should be an agreement with each of the retailers that identify the quantity of bulbs that can be purchased per store to detour people from re-selling them after purchase.
 - PacifiCorp noted the comment, thanked attendees for the commentary, and encouraged more input.

Break

Washington Residential Survey Update

After the break, PacifiCorp's Laura James provided information on the purpose and scope of the residential survey. Feedback is always encouraged, as this survey guides PacifiCorp's DSM Programs in a strategic manner. The feedback received at the February EAG meeting resulted in a number of meaningful edits to the final survey and was greatly appreciated.

The survey was a result of the clean Energy Implementation plan, with the first iteration performed in 2021. The overall purpose of the residential survey is to get information from the customer's perspective. The results ultimately help to inform CBI development and prioritization, as well as overall program offerings.

This year's (2023) survey will reiterate some of the questions from the last version, which will provide a baseline and consistency, but will also be expanded to meet the current needs and sentiments of PacifiCorp and stakeholders. The survey design is outlined below.

2023 Survey Design

	2021 – All Residential	2023 – CEIP Focus*
Target	All residential customers (six states)	WA residential customers
Modes	Online, email from Pacific Power	<ul style="list-style-type: none"> • Online, email from MDC Research • Phone
Language	<ul style="list-style-type: none"> • English • Spanish 	<ul style="list-style-type: none"> • English • Spanish
Recruitment	<ul style="list-style-type: none"> • Email survey invite 	<ul style="list-style-type: none"> • Pre-notice email and social media posts • Email survey invite • Phone survey invite
Incentive	N/A	Drawing for \$100 VISA gift cards (5)
Completes	3,591	3,750 (3,450 online and 300 phone)

New outreach methods compensated for change in email distribution

*Red text indicates a change for 2023

Some changes to this year’s survey include:

- The Survey announcement was sent from an “@pacificorp.com” email, cutting down on potential scams and letting customers know that it is forthcoming
- Increased posts on twitter and Facebook to share the information more broadly
- Introduction of an incentive. Participants will be entered into a drawing for \$100 gift cards (five gift cards available)

The survey was drafted in spring of 2023, with implementation in April and May. The survey resulted in 3,750 responses, mostly from online, only around 300 were from phone calls). The results are being analyzed currently, and the goal is to return to the EAG in the fall of this year to present the results.

Chat Questions & Comments:

- Yakima Community Aid asked, “Were the phone surveys only offered to people without emails on record or to everyone?”
 - PacifiCorp’s Laura James responded via the chat “They were only offered to those without email addresses. One reason for that is that phone surveys are much more labor intensive/expensive to collect, so we were trying to target those most likely to need the phone.”

Multicultural Engagement Efforts

PacifiCorp’s Selyna reintroduced the Earned Media campaign, which was presented at the April EAG meeting, and introduced Agustin Moreno, who is PacifiCorp’s partner in this campaign.

Agustin is a member of the community and has lived in the valley for over 20 years, developing a lot of community connections with different groups in that time, uniquely qualifying him as the ideal voice to carry out the pilot program.

Agustin shared the work that has been performed thus far, representing a large increase in outreach of this kind. For example, in 2022 there were a total of 10 events, whereas this year's plans include 55 booths. Six events occurred prior to the June EAG, including:

- Home and Garden Show
- Taco Fest
- Earth Day
- Resource Fairs

These events largely target Spanish speaking populations and provide information (verbally and via collateral) on eligible programs in both English and Spanish. At the events, there have been several themes/reoccurring comments that have been heard, shown below.

What are we hearing?
¿Que estamos escuchando?

Contractors are not aware of savings or part of the Trade Ally Network

Why is my bill so high? (#1 Question)

Lack of knowledge about PacifiCorp's instant coupons and discounted LED's

Communication preferences – Phone over a website

Potential for expanded information sharing Low-Income Bill Assistance Program and Time of Use Program

Stories of customers that shared successes in upgrading HVAC and windows

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Agustin encouraged EAG members to come to the upcoming events, including the PRIDE event in Yakima on Saturday June 10th, and downtown summer nights on Thursday, June 15th.

Beyond the events, radio and television interviews are also occurring. The EAG was shown one [interview that Agustin did for En Comunidad](#).

English script as follows:

TV – 4 min. 20 seconds

May 24

Host

Today I am joined by Agustin Moreno, representative of Pacific Power, who brings us very important information. Agustine, welcome, I understand that Pacific Power's Wattsmart program is a program to save money and energy....Tell me how viewers can save money with Pacific Power's Wattsmart.

Agustin

Hello Martin, thank you for inviting me to share with your audience some tips to save money and energy at home. The Wattsmart program is a free program where we have many discounts and coupons to choose from on our website, including water heaters.

Host

Can you tell me more about the water heater rebates?

Agustin

For example, a regular water heater costs about \$800 and a low-energy heater costs about \$1,700. If a customer installs it himself, he can receive an instant coupon of \$900, which is a huge saving on a new heater, and it will help save on the electric bill.

Host

Tell me about savings on heating and cooling systems.

Agustin

Heating and cooling systems include smart thermostats, and also include elements such as central air conditioners, which we will need here soon as the temperature increases.

Energy efficiency systems are 15 percent more efficient than standard air conditioning units, saving you money. Now Wattsmart has a promotion where if you work with one of our suppliers, we will refund an additional \$93 dollars.

Host

It sounds like there are many ways Pacific Power can help customers save money and energy.

Agustin

Customers can save on high-efficiency windows, insulation and other weatherization upgrades that deliver year-round comfort and savings. You can find a contractor on our website, and they will help you receive an incentive.

Host

Remind me -- who is eligible for Wattsmart?

Agustin

Pacific Power customers – who own *or* rent – are eligible, including manufactured homes or trailer homes as we know them. Income-qualified customers may also be eligible for additional incentives and services.

Host

Tell me more about income-qualified customers. Besides rebates, do you offer bill payment assistance?

Agustin

Yes, Pacific Power offers a Low-Income Bill Assistance program, which provides a monthly bill discount for income-qualified residential customers. To apply, customers can contact their local community action agency, at the information displayed on screen.

Host

That's great to know. So, what is the average annual bill credit from the low-income bill assistance program?

Agustin

On average, program participants save approximately \$650 on their residential bills annually.

Host

Wow! It's a good amount of money!

Agustin

Yes, and also you can save money by shifting your energy use *away* from on-peak hours every day during the summer and winter months. From June through September, on-peak hours are 2-10 p.m.

From October through May, on-peak hours are 6-8 a.m. and 4-10 p.m.

Host

Before we let you go, how can someone get started with Wattsmart?

Agustin

Before you start on a project – small or large – from lighting to central air conditioning, check with Pacific Power to see if there are money-saving rebates. Visit our web page or call the phone number on the screen for more information and tips. We'll help you all the way through the process when you're ready.

Host

Thanks Agustin, for the valuable information today.

Agustin

Thanks for having me. And if you see me around town, at an event or home improvement store, please come up and I will be happy to help you and answer any questions.

Chat Questions & Comments:

- Asian Pacific Islander Coalition commented “Great job, really liked they ran the phone numbers multiple times. APIC Yakima has found PSAs have been a great affordable way of communicating to our larger community.”

Discussion:

- Yakima Community Aid thanked Agustin and PacifiCorp for the events and sharing information in the communities. These efforts go a long way towards reaching those who need help the most.
 - Agustin noted and appreciated the comment.

Public Comments

No public comment was given.

Check Out & Next Steps

E Source’s Lisa Markus closed the meeting by asking EAG members: *What’s your big takeaway from today’s conversation?* The following was shared:

- Yakima County Development Association spoke on the discussion from another EAG member around LEDs on sale for less than through the program, which wasn’t anticipated.
- SonBridge mentioned seeing the programs connected with the customers to “hit the mark”. Additionally, they appreciated the transparency – some programs work, others flop and are reevaluated.
- Yakima Community Aid really appreciates the partnership and using feedback to shape the outreach.
- BMAC found the changes in responses from the use of an “@pacificorp.com” email as interesting.
- Northwest Community Action Center enjoyed hearing the increased outreach efforts around the community and how extensive it is.
- Asian Pacific Islander Coalition spoke on the outreach events as well, speaking on the importance of meeting customers where they are. This organization is at weekly farmers markets and invited PacifiCorp.

PacifiCorp’s Kimberly Alejandro covered the next steps, including the upcoming in person EAG meeting. She provided an overview of the compensation and travel reimbursement policy to encourage attendance. EAG members can opt in for compensation at any time. It also offers support for meals and mileage stipends.

In closing the meeting, PacifiCorp’s Kim Alejandro reminded attendees that meeting materials and notes will be posted to the website in the next week or so, and that there will be no EAG meeting next month. Instead, Pacific Power will be visiting EAG members at their community sites.