

# PacifiCorp Equity Advisory Group (EAG)

## Meeting #4 Notes

Wednesday August 18, 2021, 1-4pm Pacific Time

*These notes were synthesized and summarized by RMI, PacifiCorp's meeting facilitation partner, without EAG member attribution.*

## Executive Summary

EAG Meeting #4 built on the introduction of Customer Benefit Indicators (CBIs) in Meeting #3, and the EAG was asked to provide input that will be incorporated in the Clean Energy Implementation Plan (CEIP). Approximately 30 people attended the virtual meeting on Zoom; only 7 out of our 12 EAG members were able to attend, and the meeting had approximately 7 observers, which included members of the public and state staff. Throughout the meeting, PacifiCorp answered EAG member questions and solicited EAG feedback on processes and outputs.

At the beginning of the meeting, PacifiCorp highlighted new additions to the list of vulnerable populations and reviewed the CEIP process, allowing time for questions and reactions. PacifiCorp then shared the initial results of the public survey. EAG Members reflected on these results and provided ideas and suggested considerations to PacifiCorp on ways in which the data might be analyzed further.

Following the survey presentation, PacifiCorp described how input from the EAG and other stakeholders was incorporated to the second draft CBIs. The EAG had time to review, reflect, and comment on the CBIs.

The second half of the meeting started with an EAG activity to weight CBIs. EAG members had individual work time to complete a spreadsheet with two components: the criticality of each CBI and a ranking of 10 CBI outcomes. After this exercise, the EAG met in small groups to discuss priority CBIs for year one and how to measure those CBIs.

CBI weighting input included:

- Cost impact is an important element of this work, especially for named communities.
- Reliability and resilience are critical near-term objectives for the system.
- Outreach and education will help ensure access to and participation in programs.
- Commercial and industrial customers are different than residential customers, and programs and utility actions could help address those differences and achieve more equitable outcomes.

The last portion of the meeting introduced CBI metrics to measure CBIs. Meeting #5 will expand on this introduction.

A few questions and comments from the EAG did not get addressed during the meeting. PacifiCorp responded to them in this notes document, and the text is purple to distinguish content added after Meeting #4.

## Session Objectives

- Review results from Clean Energy Benefit Survey.
- Reflect and give feedback on a second draft of the customer benefits indicators (CBIs) list for the Clean Energy Implementation Plan (CEIP).
- Introduce the process of CBI weighting to signify the importance of each CBI relative to each other.
- Understand the role of metrics and introduce indicative draft CBI metrics.

## Opening Remarks (1:05pm)

RMI welcomed attendees and PacifiCorp provided updates since Meeting #3, which included an overview of the Public Participation Plan and a revised list of vulnerable populations. RMI shared meeting objectives and the agenda, and PacifiCorp reviewed their CEIP process spiral diagram and provided a look to EAG Meetings contributing input for the CEIP.

## EAG Member Reflections (1:25pm)

| Equity Advisory Group member       | Organization                                 |
|------------------------------------|--|
| Erendira Cruz                      | Sustainable Living Center (SLC)              |
| Isidra Sanchez                     | Opportunities Industrialization Center (OIC) |
| Jonathan Smith                     | Yakima County Development Association (YCDA) |
| Norman Thiel                       | SonBridge                                    |
| Paul Tabayoyon                     | Asian Pacific Islander Coalition (APIC)      |
| Raymond Wiseman                    | Yakama Power                                 |
| Sylvia Schaefer                    | Blue Mountain Action Council (BMAC)          |
| <b>Not in attendance</b>           |  |
| Angélica Reyes and Laura Armstrong | La Casa Hogar                                |
| Kaila Lockbeam                     | Perry Technical Institute (Perry Tech)       |
| Nathan Johnson                     | Yakima Health District                       |
| Noemi Ortiz                        | Northwest Community Action Center (NCAC)     |

All EAG members “checked-in” by sharing an example of something they are prioritizing this week. Responses included organization activities, succession planning for staff, and stakeholder engagement.

## PacifiCorp Presentation (1:40pm)

[Slides available here](#)

### Public Survey Results and Discussion

PacifiCorp shared the public survey process and initial results and shared two learnings: more outreach is needed to certain underrepresented communities, and the EAG’s input will be useful to compare prioritization of benefits. A summary of findings was shared on slide 21.

### EAG Member Clarifying Questions

- Q: Are the email customers primarily the paperless billing customers?

- A: Yes, approximately 75% of the customers we have email addresses for receive paperless bills.
- Q: Did the Time of Use survey get the same volume of responses?
  - A: To date, PacifiCorp has not completed a Time of Use survey. We are still about a year away from sending out a survey on Time of Use.
- Q: Was there a goal for the number of survey responses?
  - A: We didn't have a specific goal, but PacifiCorp would love to reach as many people as possible. We were pretty satisfied with the number of residential responses we received. We had a low number of non-residential responses.
- Q: How long was the survey open?
  - A: July through August. One month plus one week.
- Q: How is the survey relevant to the CBIs? How will CBIs actually impact PacifiCorp's actions?
  - A: PacifiCorp will be addressing utility actions shortly and weighting CBIs is a key component to get there.

### ***EAG Member Reactions to the Public Survey***

- Environment and Climate Change
  - For the non-residential survey, almost as many respondents ranked climate change as the #1 benefit as the #10 benefit. Is that because the term climate change is polarizing? The benefit related to the environment doesn't seem to be as polarizing.
    - PacifiCorp response: We did see some polarizing responses on the survey.
    - An EAG member shared that environmental education may be a barrier to understanding climate change and clean energy.
  - Utilities have a responsibility for broader environmental protections, such as protecting wildlife and water.
  - It is positive to see environment and climate change as key priorities for the respondents, though many are unaware of the specifics of CETA.
    - PacifiCorp response: Resiliency ranks higher when it is not asked in the context of environment or affordability
- Costs
  - In reviewing the Clean Energy Transformation Act (CETA), it looks like utilities cannot increase costs more than 2% per year. Do you think there would be fewer concerns about increased costs if survey respondents knew this?
    - PacifiCorp response: It's possible. The survey did not include this context.
- Representation
  - Respondents age 65+ may be more cost-sensitive or have different perspectives on the environment, and this population was overrepresented in this survey. Can the survey results be analyzed to understand these demographic differences?
    - PacifiCorp response: Yes, PacifiCorp plans to analyze the survey data to understand demographic variability like this.
  - It is positive to see representation from those under 200% of the federal poverty level. It may be interesting to compare this data against this demographic.
    - PacifiCorp response: PacifiCorp is able to analyze data in this manner.

- Language and terminology is important, and it appears that the survey under-represents Hispanics and Latinx populations and Renters.
  - PacifiCorp response: PacifiCorp can consider disaggregating responses from these respondents
- In looking at the business respondents, it seems agricultural businesses are under-represented. It may be a challenging time of year for businesses in this industry to dedicate time to the survey.

## **Second Draft CBIs and EAG Weighting**

PacifiCorp shared the process used to develop CBIs and updates to the second draft CBIs.

### **EAG Member Q&A**

- Q: Are all 9 CBI categories represented?
  - A: Yes
- Q: Why did PacifiCorp choose to change “CO<sub>2</sub>” to “Greenhouse Gases” given the different monitoring requirements in different parts of the state?
  - A: PacifiCorp is required to report GHG data in the state of Washington, and it helps to standardize the CBI to this requirement because there are strict methodologies that the utility must adhere to.
- Q: Are distributed energy resources included in optimizing grid investments for energy resiliency?
  - A: They could be, it will depend on the actions that arise from this CBI.
- Q: The public health examples seem to be missing a few items specific to air quality and home medical equipment with access 24/7.
  - A: PacifiCorp does not currently have generation facilities in our service territory in Washington, which is why air quality is not included.
  - PacifiCorp will consider a CBI that could address 24/7 access to home medical equipment.
- Q: The environmental and public health CBIs still seem limited. When developing infrastructure, there is a conscious choice to spend more to reduce environmental impacts. Is there a reason why your environmental CBI category is limited given the survey response priorities?
  - A: PacifiCorp understands and agrees. We are attempting to match the CBIs with the CETA Requirements and the relationship between renewables and emissions is a primary focus.
  - PacifiCorp is committed to using natural resources wisely and protecting the environment. Our Environmental RESPECT policy details our commitment in the areas of Responsibility, Efficiency, Stewardship, Performance, Evaluation, Communication, and Training.
- Q: How will you go about reducing wood heating in homes?
  - PacifiCorp is gathering more information on its Home Energy Savings program and will provide an update to the EAG.

- Q: Based on the data, it looks like members of the community can make small changes, but perhaps corporations could have greater impact. What is the plan to ensure that they are part of these clean energy transformation discussions?
  - PacifiCorp regularly engages with commercial and industrial customers throughout our service area. As we continue to move toward a clean-energy portfolio, these customers are a valuable part of the conversation in making sure that we're decarbonizing in a way that prioritizes customer benefit and keeps prices affordable. Additionally, our voluntary renewables programs allow commercial and industrial customers who wish to help us drive decarbonization to build and buy renewable resources to power their businesses; these programs allow the region to move even more quickly toward a clean energy portfolio.

## Break (2:35pm)

### CBI Weighting Activity (2:45pm) and Public Comment

Following the break, the EAG was asked to complete an individual activity to review and weigh the CBIs based on their perception of its impact on their communities. Following this activity, the EAG was sent to breakout rooms in pairs and trios, and they discussed two prompts:

- Which CBIs stand out to you as the most critical to begin working on in the next year?
- What might success look like for one or more of your priority CBIs? How might we measure it?

#### **Public Comment**

There was a concurrent opportunity for public comment while the EAG members participated in the CBI Weighting Activity.

- Q: Did PacifiCorp take into account the submittal with the joint comments on CBIs?
  - A: Yes, these were reviewed and where applicable, incorporated.

#### **EAG Member Reflections**

- Improved education and awareness and reduced barriers for participation should be considered first.
- Without Commercial and Industrial customers as a part of this group, the EAG doesn't fully understand what burden the residential customers will carry in regard to cost. An EAG member expressed concern that without programs specifically targeting this customer class, the impact on CBIs will be limited.
- Electrical reliability and disruptions are critical in the short term given climate issues. Without the ability to manage disruptions and keep people safe, many of the other benefits are moot. Longer term, addressing GHG emissions becomes more of a focus.
  - After these items, education and awareness are key since these will impact where investments will go and how community actions respond to issues as they emerge.
  - Underpinning all of these is the grid infrastructure.
- Resilience may not be such an issue because of PacifiCorp's existing infrastructure and membership in the California electricity system.

- It appears that many of the CBIs do not address a clean, equitable energy transformation. In some ways it felt forced into categories to meet external requirements.
- Some of the CBIs were rated lower in the activity because PacifiCorp has a good record in certain areas, but the EAG does not necessarily have the data to know this performance in named communities specifically.
- Ultimately, reducing the number of disconnections should be the main goal, and the other CBIs should support that. An EAG member highlighted that often, customers who might benefit most from assistance won't reach out because they do not wish to draw attention to themselves. If the system costs increase, it will affect those with the least ability to pay.

## Introduction to CBI Metrics (3:25pm)

PacifiCorp introduced CBI metrics, which are methods to evaluate the CBIs. CBI metrics will be further discussed in Meeting 5.

### ***EAG Member Questions***

- Q: Are there leading metrics that could help PacifiCorp anticipate issues with CBI outcomes?
  - A: It is likely that there are. PacifiCorp will consider possible leading metrics.
- Q: What is the rationale for splitting metrics/CBIs between named communities and all communities?
  - A: This is a requirement under CETA that certain CBI categories be explicitly for named communities.
- Q: Will PacifiCorp consider handling the cascading costs associated with residential system electrification upgrades that may be necessary in houses that cannot safely transition away from wood heating?
  - A: PacifiCorp will review their current program to understand how to manage this.

## Meeting Close (3:50pm)

EAG members were encouraged to reflect on something that they learned that surprised them during this meeting. Some responses were about:

- Changing policies and programs that could impact the cost of clean energy.
- The importance of grid infrastructure.
- It's possible that positive changes for the system could have negative impacts on individuals.

Attendees were reminded that meeting materials and notes are posted to the website and that Meeting #5 is on September 15. Feedback can be shared at [ceip@pacificorp.com](mailto:ceip@pacificorp.com) and through [this survey](#), which is open to EAG members and the public.