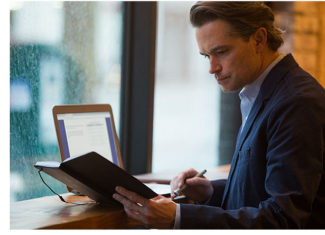


# Clean Energy Transformation Act

Washington Equity Advisory Group (EAG)  
October 2022 Meeting

October 19, 2022



# PacifiCorp Equity Advisory Group (EAG) October Meeting October 19, 2022, 1pm-4pm Pacific Time

## Recommendations & Requests for Meeting Participants



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



**EAG Members** – please stay on camera for the meeting if you are able

**Public Observers** – please stay off camera and on mute until the public comment section



Please stay muted unless speaking, and use the chat at any time to engage in the conversation or ask questions



For technical support, click the Chat icon in the tool bar at the bottom and toggle to "Tag Galvin-Darnieder / E Source" as recipient, and send your message



To raise your virtual hand to speak, click on reactions on the tool bar and select "Raise Hand"



E Source facilitators will change PacifiCorp, E Source, and EAG member participant names to first name, last initial, affiliation

## Ground Rules

We strive to create a respectful, inclusive environment that embraces diverse perspectives



Be present



Keep an open mind



Respect the equity of time – share your insights and share the stage with others



Work with us toward a shared solution

# October 2022 Meeting Objectives

1. Close the loop on stakeholder feedback themes and utility actions
2. Get feedback on the plan for reducing residential disconnections
3. Brief on Transportation Electrification proposed grant and outreach program
4. Review targeted outreach on Commercial & Industrial Demand Response
5. Introduce the new Time-of-use flier

# October Meeting Agenda

<b>1:00 PM</b> 15 mins	<b>Meeting Overview and Updates</b> EAG Check in	Lisa Markus, E Source
<b>1:15 PM</b> 15 mins	<b>Community Connections</b> <b>EAG Feedback Loop</b>	Kimberly Alejandro, PacifiCorp Nancy Goddard, PacifiCorp
<b>1:30</b> 40 mins	<b>WA Residential Disconnection Reduction Plan</b> Exploration	Jason Hoffman, PacifiCorp Amy Hoskins, PacifiCorp
<b>2:10 PM</b> 10 mins	BREAK	
<b>2:20 PM</b> 25 mins	<b>WA Residential Disconnection Reduction Plan Exercise</b> Discussion	Jason Hoffman, PacifiCorp Amy Hoskins, PacifiCorp
<b>2:45 PM</b> 20 mins	<b>WA Transportation Electrification Proposed Grant Program and Outreach Program</b> Discussion	Kate Hawley, PacifiCorp
<b>3:05 PM</b> 35 mins	<b>Targeted Outreach</b> <ul style="list-style-type: none"> <li>• <b>Commercial &amp; Industrial Demand Response</b></li> <li>• <b>Time-of-use Rates</b></li> </ul> Discussion	Alex Osteen, PacifiCorp Robert Meredith, PacifiCorp
<b>3:40 PM</b> 10 mins	<b>Public Comments, Check Out &amp; Next Steps</b>	Lisa Markus, E Source Jackie Wetzsteon, PacifiCorp



# Check In

*What's your favorite part  
about the Fair?*



# Community Connections & EAG Feedback Loop

# Community Calendar

## October 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
25	26	27	28	29	30	1 Central Washington State Fair (Yakima) / National Electric Drive Week
2 Drive Electric Day at the Downtown Yakima Farmers Market 9am-1pm / Central Washington State Fair (Yakima) / National Electric Drive Week	3	4	5	6	7	8 Downtown Yakima Chalk Art Festival 10am-3pm / Family Medical Center Health Fair @ 1120 W Rose St, Walla Walla, Washington
9	10	11	12	13 Grandview Health Fair @ Grandview Medical-Dental Clinic 2:00pm-6:00pm	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	<i>Notes</i> Red = Pacific Power planned participation				



# EAG Feedback Loop (1 of 3)

KEY THEMES	KEY ACTIONS
Usefulness of the Community Calendar	<p>PacifiCorp follow ups:</p> <ul style="list-style-type: none"><li>• Ensure information captured is accurate</li><li>• House it on the CEIP website</li><li>• Provide it as a PDF to print and use as a handout</li><li>• Submit entries and report errors to <a href="mailto:Kimberly.Alejandro@pacificorp.com">Kimberly.Alejandro@pacificorp.com</a></li></ul>
Partnership opportunities with the Yakima County Development Association	<p>EAG members are encouraged to take advantage of the opportunities highlighted during the Yakima County Development Association discussion</p>
Energy Resource Center Improvements	<p>PacifiCorp phase 2 of development will address these areas voiced by the group:</p> <ul style="list-style-type: none"><li>• Information about residential financing program has been added to the Energy Resource Center webpage, which provides easier access to a contact and phone number through the handout posted to webpage</li></ul>
Pacificpower.net	<p>PacifiCorp has noted that the group expressed the following areas for improvement:</p> <ul style="list-style-type: none"><li>• Simplify navigation and reduce the number of steps for customers to find information about programs</li><li>• Continue expanding the Spanish translation</li><li>• Design for mobile optimization with fewer PDFs, ensuring greater accessibility particularly in communities with limited internet connections and for those who rely on cell phones</li></ul>

# EAG Feedback Loop (2 of 3)

KEY THEMES	KEY ACTIONS
Not everyone aware of benefits of Home Energy Savings and Wattsmart Business programs	<p>PacifiCorp actions: When EAG members are onboarded, PacifiCorp will take them through an assessment of what programs and resources they might benefit from</p> <p>EAG members are asked to communicate beneficial programs discussed with their communities as part of community outreach</p>
Close the gap for HIC and funding sources for Energy Efficiency upgrades	<p>PacifiCorp looking to have Craft3 present at an upcoming EAG meeting.</p> <p>PacifiCorp:</p> <ul style="list-style-type: none"><li>• Offers on-bill financing for customers on tribal lands and mobile home customers</li><li>• Targets residents in high impact communities to ensure that they are aware of the differentiated offerings for them.</li></ul>

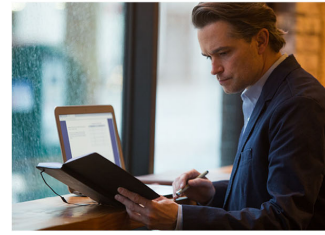
# EAG Feedback Loop (3 of 3)

	Preview	Draft to WA EAG	Comments requested by	Final due
Preview draft program changes <ul style="list-style-type: none"> <li>with four Equity Advisory Group members 1 on 1               <ul style="list-style-type: none"> <li>Home Energy Savings program only</li> </ul> </li> <li>with DSM Advisory Group (both programs)</li> <li><b>with Equity Advisory Group (both programs)</b></li> </ul>	Week of 8/22/2022  9/8/2022 <b>9/14/2022</b>			
<b>Program change documents</b> for review		9/16/2022	9/30/2022	
<b>2023 Annual Conservation Plan</b> (incorporating program changes)		10/14/2022	10/28/2022	11/15/2022
Program change announcements posted on website ( <i>announcement includes <b>program change docs</b></i> )				11/15/2022
Program changes effective				1/1/2023

# WA Residential Disconnection Reduction Plan

*Exploration*

# Improving Energy Security through Disconnect Reduction and Program Offerings



# Policy Changes in Disconnection

MARCH 2020



## **COVID 19 Moratorium**

Washington utilities voluntarily stopped disconnection for non-payment

JUNE 2020



Disconnect moratorium continued with temporary hold on charges (late fees, deposits)

END OF 2021



## **Disconnection Reduction Plan filed**

UE-191024 proposes changes to existing programs to reduce disconnection

ONGOING



## **Investigation of Credit & Collections Rules**

U-210800 examines long-term changes to Washington rules regarding credit and collections

# Customer Support Practices

**PacifiCorp's customer support practices are designed to help support customers from falling behind on their utility bill and help the customer avoid losing utility services.**

- Flexible payment agreements – Long-term payment plans up to 12 months, equal payment plans with/without arrears
- Giving notices prior to disconnection including past due notice, final notice, and a field final notice by door hanger
- Convenient payment options – auto-pay, online payment, mobile application, pay by phone, text to pay, paystation, postal service.
- Customers receive \$1.00 monthly bill credit when enrolled in autopay
  - No fee to pay electronically by ach, debit, or credit card or at paystation locations
  - Continued focus on improving access to additional paystations throughout our communities
- Multiple notification options including paper notices, electronic notices, and automated phone calls encouraging customers to seek out energy assistance programs.

# Customer Support Practices cont.

## Disconnection Prioritization

- Disconnections do not occur if the customer has:
  - None or a low number of prior disconnection notices
  - Made a payment in the last 60 days
  - An account that is less than 60 days behind
- We are reviewing the data from the energy burden study to better understand how disconnects impact named communities.



# Disconnect Reduction Plan

## Disconnection Reduction Plan

PacifiCorp’s Disconnection Reduction Plan is based on memorializing consumer protections for the COVID pandemic put in place in 2020, enhanced access to assistance, increased communication on programs, and investigating new options for arrearage relief.

Action	Activity
Payment Arrangements	<ul style="list-style-type: none"> <li>Continued Long-Term Arrangements</li> </ul>
Access to Energy Assistance	<ul style="list-style-type: none"> <li>Referral Process</li> <li>48 Hour Door Hanger Includes Agency Information</li> </ul>
Prioritization Criteria	<ul style="list-style-type: none"> <li>Refining Prioritization Criteria for Disconnection</li> <li>Fewer Customers Disconnected</li> <li>Include Energy Burden Assessment</li> </ul>
Expanded LIBA	<ul style="list-style-type: none"> <li>Income Eligibility Increase</li> <li>No Cap on Participation</li> <li>Expanded Outreach</li> </ul>
Field Visits (On-going)	<ul style="list-style-type: none"> <li>Delivery of a 48-Hour notice prior to disconnection</li> <li>Ability to pay to avoid disconnection</li> </ul>
Arrearage Management Program	<ul style="list-style-type: none"> <li>Begin Exploration of an Arrears Management Program</li> </ul>
Enhanced Reporting	<ul style="list-style-type: none"> <li>Additional Metrics</li> <li>Energy Burden Disconnections</li> <li>Analysis Reason for Disconnection</li> </ul>

# Available Programs & Offerings

- Preferred Due Date
- Customer Preference Center
- Low Income Discount Rate
- Donation Programs
- Field Visits with Resources
- Multi-Language Support
- Energy Assistance Referrals

[MY ACCOUNT](#)

[OUTAGES & SAFETY](#)

[SAVINGS & ENERGY CHOICES](#)



[SIGN IN](#)

## Energy assistance in your area

We're here to help as we all face these unprecedented times together. Many organizations have additional assistance available to support those impacted by COVID-19, so we're sharing information and resources for your area.

### Washington

#### [Columbia, Garfield and Walla Walla counties](#)

[North Yakima County](#) (communities of Ahtanum, Cowiche, Glead, Moxee, Naches, Selah, Tieton, Union Gap and Yakima)

[South Yakima County](#) (communities of Buena, Grandview, Granger, Harrah, Mabton, Outlook, Parker, Sunnyside, Toppenish, Wapato, White Swan and Zillah)

# Bill Assistance Outreach & Communication

- Implemented a communication campaign in March 2020 to reach customers to advise them of the opportunities and programs offered to customers and plans to continue providing similar outreach moving forward.
- PacifiCorp will continue to work with our communities and low-income advisors to determine effective ways of communicating with impacted customers.
- Communication Methods have included:
  - Outbound Calling
  - Website Updates
  - Customer Newsletters
  - Social Media Posts
  - Direct Mail
  - Emails
  - On-bill Messaging

# Clean Energy Implementation Plan – Customer Benefit Indicator

## Residential Customer Disconnections

To understand the energy security of customers, especially within named communities, PacifiCorp will track the number of residential disconnections over time. A program could be established to decrease residential customer disconnections, especially to assist highly impacted communities. Baseline disconnection data has been provided for 2019.

	Highly Impacted Communities		All Customers	
	Count	Percent	Count	Percent
Number of Residential Disconnections – FY 2019	663	2.2%	1,375	1.2%

BREAK

# WA Residential Disconnection Reduction Plan

*Discussion*

# How can Pacific Power better assist?

## Questions for the Group:

- How are disconnections being experienced in your community?
  - Where do your community members most need help?
- What steps can we take to better communicate with our impacted customers?
- How can we build greater trust with customers and communities to increase participation in disconnection reduction measures?

# Washington Transportation Electrification Proposed Programs: Grant Outreach & Education



# Transportation Electrification Grant Program

**Goal:** Deliver an exploratory grant that allows individuals in Named Communities to benefit from transportation electrification initiatives.

**Target:** up to \$100k/grant;  
2-3 grants awarded annually

## **Objectives:**

Raise awareness and education around transportation electrification for customers by highlighting what transportation electrification can do

Provide a simple, flexible, and equitable grant funding mechanism

Reduce costs of ownership by covering up to 100% of the eligible costs of studying, planning, promoting, or deploying electric transportation technology and projects

Encourage traditional industries to adopt and shift towards transportation electrification

# Scoring Methodology

Categories	Subcategories
Community Benefit	How many are served through this project?
	What are the benefits for Named Communities?
Sustainability	Whether the project will lead to new EV users?
	Whether the project can be maintained (lifetime)?
Innovation	Creative project design, partnerships, and utilization of resources, particularly serving underserved populations.
	Likelihood of stimulating the electric mobility marketplace.
	Is the project innovative? Has this been done before?
Use of Funds	Applicant has internal financial commitment to match funds and/or leverages funds from other reliable sources.
	Does the project utilize cost saving measures and or incentives?
	Reasonableness of the proposed budget.
Project Feasibility/Utilization	Identified potential project barriers and demonstrated strategic response.
	Reasonableness of the project plan and timeline.
	Readiness of the project team.
Additional Benefits	Proposed projects include commitment to community visibility and outreach to community about the project.
	Project expresses plans to expand upon the proposed project in the future.
	Will this project create educational access and awareness opportunities?
Equity	Detailed plan to directly address barriers to mobility for communities currently underserved by electric transportation (ex. Rural communities, low-income communities, low-medium priced multi-family housing etc.)
	Detailed methods within plan to ensure timely input and oversight from community members.
	Multi-Language Access: Will project include languages in the area?
	Project is easily accessible to the surrounding communities.

# TE Named Communities Grant Program Implementation Schedule

2022			2023			
Q2	Q3	Q4	Q1	Q2	Q3	Q4
Engage with stakeholders to build out preliminary grant program design (WUTC Stakeholder Group and EAG)	Build initial application and schedule for named communities grant program  Share application with stakeholders for feedback  Finalize application ready to file with WUTC	File application and schedule with WUTC	<b>LAUNCH PROGRAM IN NAMED COMMUNITIES</b>  TE outreach and education	GRANT CYCLE OPENS  Technical support available	GRANT CLOSES  Applications reviewed  Short list created	AWARDING  First grantees are notified and awarded

# Transportation Electrification Outreach & Education Plan

**Goal:** Build confidence and trust in transportation electrification through effective outreach and education efforts.

## **Objectives**

- Deliver culturally and linguistically relevant educational materials surrounding transportation electrification. Heightening the awareness of TE.
- Increase higher participation of transportation electrification initiatives for residential customers within Named Communities and other communities.
- Develop peer to peer learning within communities.

## **Customer Communications & Outreach Channels**

- Farmer's Markets in downtown Yakima and Union Gap
- Partnering with local high schools, colleges, technical schools (Perry Technical School, Yakima Valley Community College, local School Districts...etc.)
- Central Washington State Fair Fiesta Foods
- Health/Resource Fairs hosted by Yakima Valley Farm Workers Clinic, Yakima County Health District, Walla Walla County Health Department Yakama Nation Treaty Day Yakima Nation Legends Casino

# Electrification Outreach and Education Strategies

Strategy 1: Deliver an educational campaign through key partnership and communication channels

**Task 1** – Work with local dealerships to educate potential buyers through utilizing.

**Task 2** – Conduct culturally appropriate communication through social media and other traditional communication sources on EV benefits.

**Task 3** – Create an informed network that can help promote the benefits of transportation electrification.

Strategy 2: Increase customer and community participation

**Task 1** – Implement a technical assistance study program for both commercial and fleet customers at low to no cost.

**Task 2** – Offer technical self-service tools to customers to be able to make informed decisions.

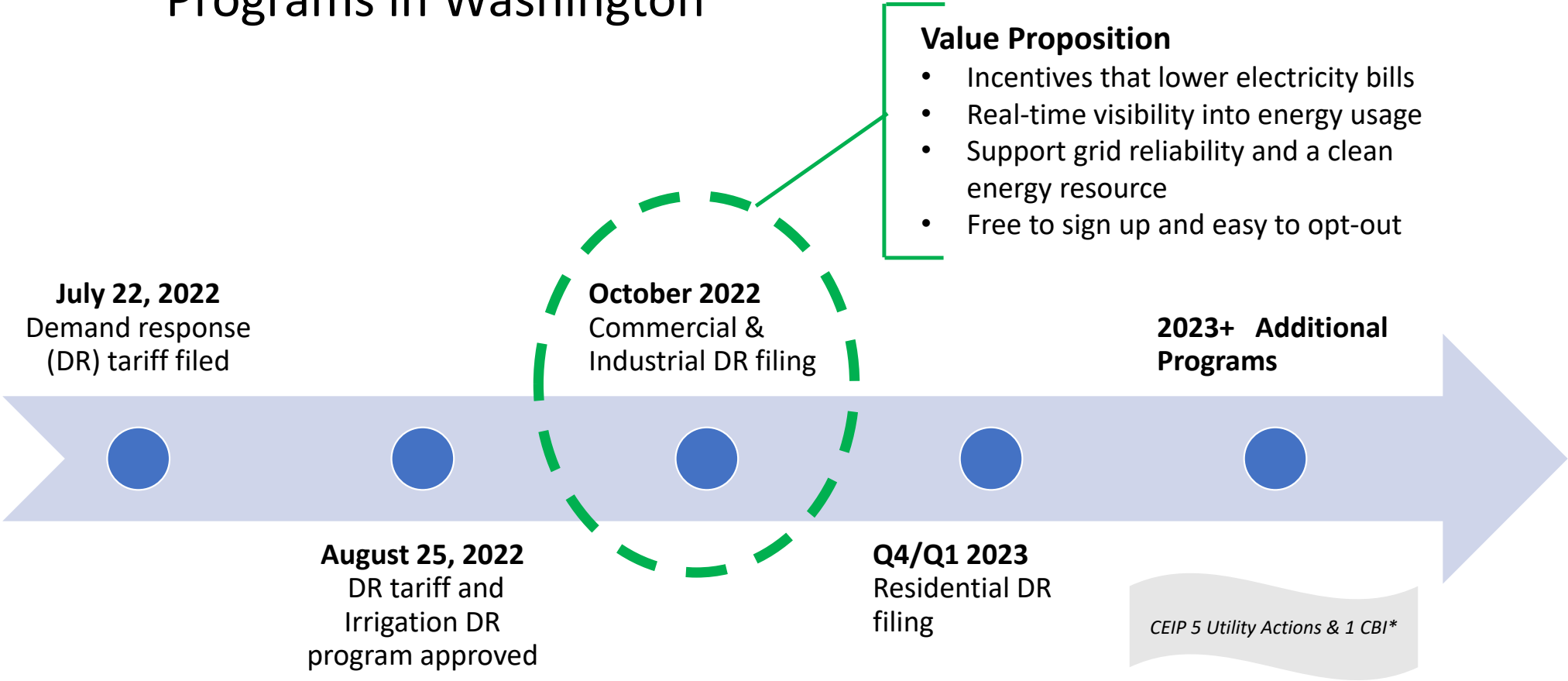
**Task 3** – Market programs effectively within the community to encourage deeper participation.

# Washington Transportation Electrification *Discussion*

- **Do these proposed program designs resonate with you?**
- **What thoughts and additional feedback do you have regarding these program designs?**

# Targeted Outreach – Commercial & Industrial Demand Response

# PacifiCorp's Demand Response Programs in Washington





# Commercial & Industrial Demand Response: Anticipated Program Design Elements

## Program Design

Customers agree to turn off some of their energy usage during occasional “peak” grid events in exchange for financial incentives

## Addressable Market

~14k (92%) of PacifiCorp’s non-residential customers in Washington are Small & Medium-Sized Businesses on Schedule 24 and use an average of 36.3 MWh/yr and 37.8 kW of max demand, appx \$3,063/yr in energy

	J	F	M	A	M	J	J	A	S	O	N	D	
All C&I Customers Eligible						60 Minute DR; Weekdays 3-9pm							\$30/kW-yr
	20 Minute DR; Weekdays 7am-10pm												\$55/kW-yr
For Customers w/500+ kW Curtailable Load	7 Minute DR (Contingency Reserve); 24/7												\$75/kW-yr
	Real-Time DR (Frequency Response); 24/7												\$85/kW-yr

# Discussion questions

- How would you describe “demand response” to a friend and what is the value of it (English and Spanish)?
- What would be the best way to reach small businesses?
  - Message?
  - Incentive?
  - Outreach?
- How could we partner with you to get out the message?

# Targeted Outreach – Time of Use

# Time-of-use Flyer Overview



When it comes to flexible options to help you take control of your bills, you can count on us. To keep costs down, we're going further with strategic investments in renewable energy.

## CONTROL YOUR ENERGY SAVINGS

Choose a new Time of Use pricing plan. Here's how it works:

- Shift your energy use away from on-peak hours throughout the week:
  - Winter (October-May): 6-8 a.m. and 4-10 p.m.
  - Summer (June-September): 2-10 p.m.
- You'll pay less for energy at all other times of the day when the demand for energy is lower.

## HOW CAN I SAVE ON TIME OF USE?

Generally, customers who use more energy have more opportunities to save on Time of Use (as indicated by the green shaded areas).

Estimated Annual Savings By Percentage of kWh Shifted to Off-Peak					
kWh per Month	0%	10%	35%	50%	
500	-\$122.63	-\$104.26	-\$58.36	-\$30.82	
750	-\$119.34	-\$91.80	-\$22.95	\$18.37	
1,000	-\$81.00	-\$44.27	\$47.53	\$102.62	
1,200	-\$50.32	-\$4.25	\$103.92	\$170.02	
1,500	-\$4.30	\$50.78	\$188.49	\$271.12	
2,000	\$72.39	\$145.84	\$329.45	\$439.62	



## ¿CÓMO PUEDO REDUCIR O CAMBIAR EL CONSUMO DE ENERGÍA A LAS HORAS DE MENOS CONSUMO?

- Lave la ropa y los platos por la noche.
- En el invierno, ponga el termostato a 68 °F cuando esté en casa.
- Durante el verano, configure el termostato a 78 °F y use ventiladores para mantener fresco el ambiente.
- Utilice bombillas de luz LED.
- Desconecte los dispositivos electrónicos y los cargadores cuando no los esté usando.
- Si tiene un vehículo eléctrico, cargue su automóvil durante las horas de menos consumo.

## EXPLORE INFORMACIÓN SOBRE EL CONSUMO

Es más fácil encontrar formas de ahorrar cuando sabe cómo consume energía.

- Inicie una sesión en [PacificPower.net/Insights](https://www.pacificpower.net/insights).
- Analice los patrones de consumo e identifique áreas en las que puede ahorrar.
- Encuentre descuentos en las actualizaciones de eficiencia energética para su hogar en [BeWattsmart.com](https://www.BeWattsmart.com).

## OPCIONES PARA ADMINISTRAR LAS FACTURAS

- Obtenga **\$6 de crédito** en su factura cada año suscribiéndose a la facturación electrónica.
- Obtenga cada año **\$12 de crédito** en su factura al elegir el pago automático (Auto Pay).
- Comuníquese con nosotros para recibir asistencia en su factura y planes de pago extendidos.
- Los clientes con ingresos elegibles pueden ahorrar en las facturas mensuales a través del Programa de Asistencia de Pago de Facturas para Hogares con Bajos Recursos (Low Income Bill Assistance Program). Para obtener más detalles, comuníquese con:
  - Centro de Acción Comunitario Noroeste si vive en el Condado Sur de Yakima llamando al **509-855-7630** o por correo electrónico a [LIBA@pwr.net](mailto:LIBA@pwr.net)
  - Oportunidad Industrialización Ganar (IGC) de Washington si vive en el Condado Norte de Yakima llamando al **509-452-7145**
  - Consejo de Acción Blue Mountain llamando al **509-529-4100**
- Solicite una extensión para su fecha de vencimiento o llegue a un acuerdo de pago en línea.

## INSCRÍBASE EN EL PLAN DE HORA DE CONSUMO

Visite [PacificPower.net/TOU](https://www.pacificpower.net/TOU). Luego llámenos en cualquier momento al **1-888-225-2611** para inscribirse.



# Time-of-use Flyer (front)



When it comes to flexible options to help you take control of your bills, you can count on us. To keep costs down, we're going further with strategic investments in renewable energy.

## CONTROL YOUR ENERGY SAVINGS

Choose a new Time of Use pricing plan. Here's how it works:

- Shift your energy use away from on-peak hours throughout the week:
  - Winter (October-May): 6-8 a.m. and 4-10 p.m.
  - Summer (June-September): 2-10 p.m.
- You'll pay less for energy at all other times of the day when the demand for energy is lower.

## HOW CAN I SAVE ON TIME OF USE?

Generally, customers who use more energy have more opportunities to save on Time of Use (as indicated by the green shaded areas).

Estimated Annual Savings By Percentage of kWh Shifted to Off-Peak

kWh per Month	0%	10%	35%	50%
500	-\$122.63	-\$104.26	-\$58.36	-\$30.82
750	-\$119.34	-\$91.80	-\$22.95	\$18.37
1,000	-\$81.00	-\$44.27	\$47.53	\$102.62
1,200	-\$50.32	-\$6.25	\$103.92	\$170.02
1,500	-\$4.30	\$50.78	\$188.49	\$271.12
2,000	\$72.39	\$145.84	\$329.45	\$439.62

# Time-of-use Flyer (back)

## EXPLORE USAGE INSIGHTS

It's easier to find ways to save when you know how you're using energy.

- Log in at [pacificpower.net/insights](http://pacificpower.net/insights).
- Analyze usage patterns and pinpoint areas for savings.
- Find discounts on home energy upgrades at: [BeWattsSmart.com](http://BeWattsSmart.com)

### SIGN UP FOR TIME OF USE

Visit [pacificpower.net/tou](http://pacificpower.net/tou) then call us anytime at 1-888-221-7070 to enroll.



### HOW CAN I REDUCE OR SHIFT ENERGY USE TO OFF-PEAK TIMES?

- Do laundry and dishes at night.
- In winter, set your thermostat to 68°F when you're home
- During summer, set your thermostat at 78°F and use fans to keep cool.
- Use LED light bulbs.
- Unplug electronic devices and chargers when they aren't in use.
- If you have an electric vehicle, charge your car during off-peak times.

### MORE WAYS TO MANAGE BILLS

Choose how you want to manage your account

- Get \$6 in bill credits each year when you sign up for paperless billing.
- Get \$12 in bill credits annually when you choose Auto Pay.
- Connect with us for billing assistance and extended payment plans.- Income-eligible customers can save on monthly bills through the Low Income Bill Assistance Program.
- Request an extension for your due date or make a payment arrangement online.

# Public Comments

# Next Steps







Check Out

**What's one takeaway from  
today's conversation you'll be  
thinking about?**

# Upcoming 2022 Schedule and Topics

<b>Equity Advisory Group Meetings</b>	<b>Topics (<i>future meeting topics may be refined</i>)</b>
DEC 7, 2022	Reflections on 2022 and Plan for 2023



## Next Steps

- 1. Materials.** Notes from this meeting will be shared and posted to the website next week.
- We will share and post EAG Meeting materials in advance of the **next meeting on December 7 from 1-4 pm PT.**