



## **Pacific Power Community Benefits & Impacts Advisory Group CBIAG (Community Benefits and Impacts Advisory Group) Public Notes**

Clean Energy Benefits Survey & 2024 Draft Perspective  
Thursday, December 21, 2023, 1:00 – 4:00 p.m., Pacific Time

*E Source, PacifiCorp's meeting facilitation partner, synthesized and summarized these notes.*

### Executive Summary

December's CBIAG public meeting was conducted via Zoom on December 21, 2023, from 1:00-4:00 p.m. PDT. Four CBIAG members, representing four organizations, and members of the public participated in the meeting. The meeting focused on reviewing the results of the Clean Energy Benefits Survey, where the CBIAG provided input earlier in the year, and the 2024 draft perspective and engagement updates.

### Meeting Objectives

- Review and validate 2024 CBIAG planning exercise
- Resurface the Clean Energy Benefits Survey and Small-Scale Renewables
- Discuss the 2024 Draft Perspective

### Agenda

TIMING	TOPIC
1:00 pm	Introductions & Objectives
1:10 pm	Check In
1:20 pm	Closing the Feedback Loop
1:35 pm	Clean Energy Benefits Survey Results
2:45 pm	Break
2:55 pm	Small Scale Renewable Engagement Updates
3:10 pm	2024 Draft Perspective
3:40 pm	Public Comment
3:50 pm	Next Steps

## Attendees

### CBIAG Attendees

Jennifer Gustafson	AllCare Health
Erica Ledesma	Coalicion Fortaleza
Tim Lynch	Multnomah County
Sherrie Villmark	Community Energy Project

### Presenters

Laura James	Senior Project Manager, Customer Solutions
Christina Medina	Stakeholder Policy & Engagement Manager
Mark Paul	Planning Resource and Commercial Strategy
Jeffrey Daigle	E Source Facilitator
Jakob Lahmers	MDC Research
Ron Scheirer	Director, Valuation & Commercial Business

### Public Attendees

Yahaira Torres Garcia	RDI
Claire Valentine-Fossum	Public Utility Commission of Oregon
Sue Fletcher	Energy Trust of Oregon
Charles Lockwood	Public Utility Commission of Oregon
Luke Mawhinney	
Marci Miller	RDI
Daniela Pino del Pino	
Erubiel Valladares	RDI
Brandon Writtenberry	

### PacifiCorp Attendees

Kimberly Alejandro	Equity Analyst
Selyna Bermudez	Senior Communications Rep
Elaine Biggs	Mid Office Risk Specialist
Brandon Capps	IRP Regulatory Specialist
Lee Elder	Load Forecasting Manager
Ian Hoogendam	Distribution Planning Manager
Tracy Moreland	Tribal Nations Liaison
Erin Rudolph	Senior Planning Financial Analyst Specialist
Peter Schaffer	Senior Planning Manager, Customer Solutions
Jim Schroeder	Senior Power Originator
Shauna Thomas	Distribution System Planning, Transmission and Distribution Program Specialist

# Meeting Notes

## Introduction

Pacific Power’s Christina Medina welcomed the attendees, thanked the members for joining, and encouraged participants to share their perspectives in the meeting, or by following up with her afterward.

E Source’s Jeffrey Daigle provided meeting experience items, provided an overview of the agenda and objectives, introduced the presenters, and encouraged participation by members.

## Check In

All CBIAG members “checked-in” by responding to the prompt: *What is something you felt proud of in 2023? (Personal or professional)*. The group shared their favorite ways to celebrate and reconnect to the seasons over the diverse activities represented by the different CBIAG members.

## Closing the Loop from the Last Meeting

E Source’s Jeffrey Daigle shared an overview of the hybrid October CBIAG meeting, which focused on planning for 2024 activities, and summarized the themes and questions resulting therefrom.

### Reflecting on the October Meeting

Five CBIAG members representing five organizations participated with three members joining us on site.

CBIAG Attendees	
Jennifer Gustafson	AllCare Health
Erica Ledesma	Coalicion Fortaleza
Tim Lynch	Multnomah County
Xitlali Torres	Verde
Siraat Younas	Community Energy Project

Our goals:

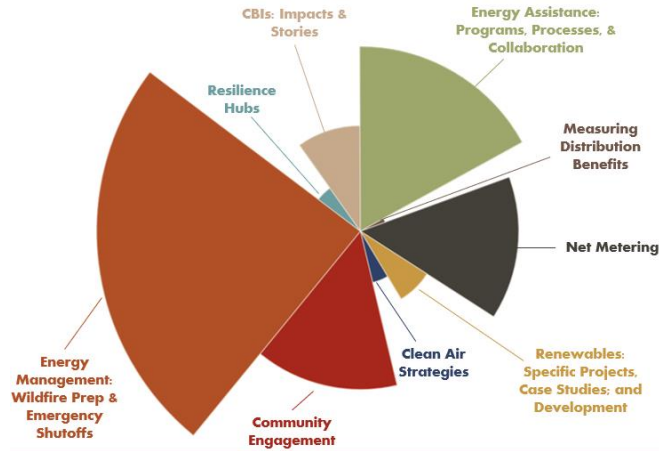
1. Connect as an Advisory Group through recapping the first year
2. New tools & Planning for 2024

**Main Themes:**

- A review of the previous year working together as a CBIAG
- A recap of the previous month’s exercise on vulnerable populations with challenges
- A planning activity to help identify topics that the CBIAG wanted to cover in 2024.

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For 2024, the CBIAG members and public participants identified the following as priorities to speak, and learn, about in the coming year:



Additionally, the group touched on items regarding improving engagements and partnerships, such as:

- Psychological Safety and the perceived importance of consistent representation by CBIAG Members
- Continuing the pre-reads and creating other resources/collateral is crucial to encouraging input
- Emphasis on impacts and the 'story' they tell
- Acknowledgement of the growth in the first year, as well as the growth needed to enact change moving forward
- Exploring how to best use the organizations in the room is a recurring theme.
  - Example & Impact: Sharing printed collateral with Josephine County Food Bank upon a discussion at the meeting hosted by AllCare Health in August.
- Holding space for member + member relationships and how they could fill gaps within the group's organizations.

## Clean Energy Benefits Survey Results

Pacific Power's Laura James reintroduced the Clean Energy Benefits Survey to the group and touched on why it is performed and how the CBIAG participated in forming how it was developed for 2023.

CBIAG Advisory Role	
May 18	•Receive briefing •Understand components
June 15	•Discuss questions on drafts
June 22	•Submit written comments
December 21	•Receive results presentation

MDC Research's Jakob Lahmers then dove into explaining the methodology and results of the 2023 survey.

MDC Research explained that the target audience included Pacific Power's Oregon customers and that the sampling was proportionate to the regional distribution of Pacific Power customers in Oregon; i.e., no data weighting was required.

The methodology consisted of:

- This study was conducted using a mix of online and phone surveys
- Surveys available to customers in English and Spanish
- A total of 4,329 surveys, were completed between August 18 and September 3, 2023
  - Phone: 100 completed surveys
  - Web: 4,229 completed surveys
- Differences reported as significant throughout this report are significant at the 95% confidence level or higher
- Differences by region are flagged using color coding comparing each region to the average across all regions

The results were demonstrated in four main groupings: CEB Benefits and Concerns; Electric Resiliency, Efficiency, and Equity; Communications; and Satisfaction. Highlights and key details include:

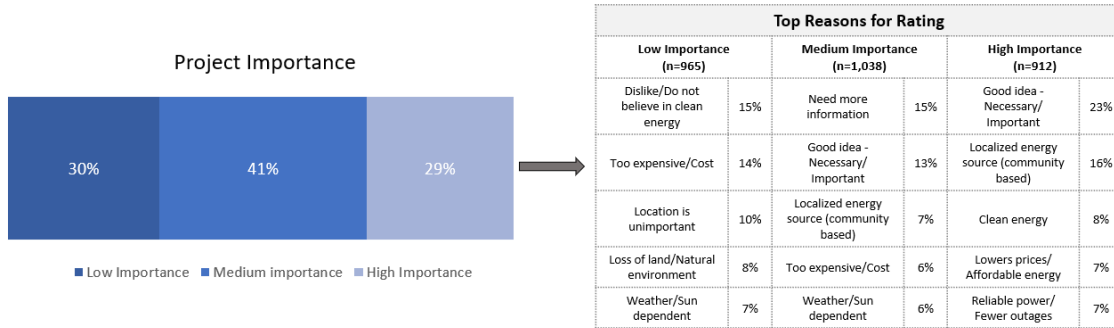
#### 1. CEB Benefits & Concerns

- a. The most important benefits of transitioning to cleaner energy are spending less on energy bills, making community more prepared for natural disasters, and improving air quality in region.
- b. Renters are more likely than homeowners to find almost all potential benefits highly important.
- c. The perceived importance of clean energy benefits varies by region. Those in Portland are more likely to consider climate change and environmental impacts highly important, while those in other regions are more likely to find personal and economic benefits highly important.
- d. Costs and potential bill increases are the biggest concerns customers have about the transition to cleaner energy, with two thirds highly concerned. The most concerned include:
  - i. Those with medical needs
  - ii. Female customers
  - iii. Customers age 45+
  - iv. Income less than \$40k/year
  - v. Education level lower than Graduate Degree
  - vi. Customers who are retired
- e. Perceived Importance of Renewable Energy Project in Community



# Importance of Renewable Energy Project in Community

- 70% rate a community-sized renewable energy generation project as “medium importance” or “high importance.”
- Those who rated the project as “high importance” most commonly indicate a general feeling that the project is necessary/important as the reason for their rating; those who rated “medium importance” indicate a lack of information contributed to their rating; and those who rated “low importance” indicate an overall dislike of clean energy as the most common reason for their rating.
- Customers in Portland are significantly more likely than the average across all other regions to rate the project as high importance.



QA6 How important is it that a community-sized renewable energy generation project, such as a solar panel installation, be located in or near your community? (n=4,280)  
QA7 Why do you say that? (n=,2950)

## 2. Electric Resiliency, Efficiency, and Equity

### a. Electric Equipment:

- Electricity (48%) is the most common fuel source used by customers to heat their home, followed closely by natural gas (40%).
- Customers are most likely to already own or want to own solar panels (42%), followed by electric car or truck (28%).
- Customers aged 18-34 are significantly more likely than those in the other age groups to say they want to own an electric bike/scooter or solar panels.
- Homeowners are significantly more likely than renters to own solar panels, an electric bike or scooter, EV, or a home EV charger.

### b. Electric Vehicles:

- Among those who responded they “might want to own” or “do not want to own” an electric vehicle, the expense of purchasing is the topmost barrier (54%) followed by a perception that the range of the battery is too low (41%).
- Customers aged 18-34 are significantly more likely than those in the other age groups to indicate the expense of an electric vehicle is the greatest barrier, while customers aged 65+ are significantly more likely to indicate the low estimated battery range is the biggest barrier.

### c. Efficiency Rebate Awareness:

ETO Rebate Aware	Total (n=4,318)	Homeowners (n=3,315)	Renters (n=852)
Yes	42%	46%	28%

ETO Rebate Usage	Total (n=4,282)	Homeowners (n=3,291)	Renters (n=841)
Yes	22%	26%	3%

Tax Incentive Aware	Total (n=4,293)	Homeowners (n=3,295)	Renters (n=823)
Yes	52%	56%	36%

Tax Credit Received	Total (n=4,232)	Homeowners (n=3,252)	Renters (n=834)
Yes	19%	23%	3%

d. Resiliency & Critical Needs:

Draft for review

Critical Electric Needs



- Those in Northeast (33%) and Southern Oregon (39%) are most likely to use an electric pump for running water.
- One in six (18%) households require refrigeration for medication, and 19% require electricity for medical equipment such as a CPAP or hemodialysis machine.
  - Customers who make over \$60,000 annually are more likely to require refrigeration of medicine. (85% vs 77% <\$60,000).

	Total	Central Oregon	Hood River	North Coast	Northeast Oregon	Portland	Southern Oregon	Willamette Valley N	Willamette Valley S
<b>Water Pump for Running Water</b>	<b>Total (n=4,318)</b>	<b>Central Oregon (n=590)</b>	<b>Hood River (n=60)</b>	<b>North Coast (n=170)</b>	<b>Northeast Oregon (n=165)</b>	<b>Portland (n=692)</b>	<b>Southern Oregon (n=1,129)</b>	<b>Willamette Valley N (n=1,026)</b>	<b>Willamette Valley S (n=486)</b>
Yes	23%	15%	10%	9%	33%	5%	39%	24%	21%
<b>Refrigerated Medicine</b>	<b>Total (n=4,316)</b>	<b>Central Oregon (n=589)</b>	<b>Hood River (n=60)</b>	<b>North Coast (n=169)</b>	<b>Northeast Oregon (n=164)</b>	<b>Portland (n=693)</b>	<b>Southern Oregon (n=1,130)</b>	<b>Willamette Valley N (n=1,025)</b>	<b>Willamette Valley S (n=486)</b>
Yes	18%	16%	7%	20%	23%	12%	19%	19%	21%
<b>Medical Equipment</b>	<b>Total (n=4,294)</b>	<b>Central Oregon (n=588)</b>	<b>Hood River (n=59)</b>	<b>North Coast (n=169)</b>	<b>Northeast Oregon (n=164)</b>	<b>Portland (n=687)</b>	<b>Southern Oregon (n=1,121)</b>	<b>Willamette Valley N (n=1,019)</b>	<b>Willamette Valley S (n=487)</b>
Electric wheelchair/cart charger	2%	2%	2%	--	2%	1%	2%	2%	2%
Medical equipment	19%	19%	7%	18%	23%	11%	22%	20%	20%
Other equipment	2%	2%	3%	1%	--	1%	4%	2%	3%
None of these	79%	80%	88%	81%	77%	88%	75%	77%	77%

3. Communications

- Over six in ten (69%) customers prefer to receive information from Pacific Power via email.
  - Messages on your bill (36%), direct mail (32%), the Pacific Power website (31%), and text message (31%) make up the next preference tier.
  - Only 4% feel that it will be helpful to receive communications in a language besides English. Spanish is the preferred language of those who prefer communications in another language.
- While email is the preferred communication medium, there is a large portion of emails that are returned to the sender, especially referencing the emergency outages communications.

4. Overall Satisfaction

**CEB Benefits and Concerns**

- Responses indicated the most important benefits to a cleaner energy future are spending less on energy bills, preparation for natural disasters, and improving air quality.
  - Perceived importance varies widely by region
- The costs and potential bill increases are the primary concern with the transition to cleaner energy, with dependability of renewable sources and the potential environmental impact also highly concerning.

**Generation, Equipment and Usage**

- Three in ten (29%) customers rate a community-based renewable energy project as “high importance” with the strongest support in the Portland area.
- Nearly half (46%) of customers rate a Community Resilience Hub\* as “high importance,” and two thirds indicated a willingness to pay some incremental amount per month for it.
- Food replacement and heating/cooling their home are the top concerns about an extended power outage; concern about food replacement is more prevalent among customers under the age of 35 and those who make less than \$40k per year.
- Solar panels are the electrical equipment with the highest ownership and interest. Interest in electric cars or trucks is moderate, but over half cite cost as a barrier, and 41% cite concerns over battery range.

**Rebate & Tax Incentive Awareness**

- Overall, four in ten (42%) indicated awareness of ETO rebates. Awareness and usage of ETO rebates appears largely consistent across the state.
- Half (52%) indicated awareness of federal tax incentives for home efficiency improvements; awareness appears largely consistent across the state.

**Communications** Two thirds (68%) recall receiving communications from Pacific Power in the past year, which is slightly down from 71% in 2022.

- Email continues to be the most commonly recalled and most preferred method to receive information from Pacific Power.
- Customers aged 18-54 are more likely to recall email communications than older customers.
- Nearly all recall seeing messages in English, with 8% also seeing Spanish.
- The most recalled messages are related to outage notifications or alerts, paperless billing, and Blue Sky enrollment.
  - Awareness of outage notifications or alerts, Public Safety Power Shutoff, and Pacific Power’s Wildfire Mitigation plan messages increased from 2022.
  - Recalls of communications via text messages, utility bill messages, Phone calls, TV news, word of mouth, and radio increased from 2022.

Pacific Power’s Laura James thanked MDC Research for the presentation and shared an update on the interview portion and that the approach requires updating to further reach and participation, which will be discussed with the CBIAG group in the next year.

**Chat Comments & Questions:**

- A RDI participant asked “I would love to learn more on the Solar Panels, I know there’s been a lot of people in sales pushing people into them due to the “rates” prices as we saw in the survey, I don’t think people understand very well how solar panels work w/utility company compared to a private seller”
- Multnomah County chatted “I think it’s a great question, particularly the role of the utility as a potential “neutral” party vs someone trying to sell people on a system.”
- Energy Trust of Oregon (ETO) added “This is Sue at Energy Trust. I was listening but driving and wasn’t able to chime in during the solar conversation. We would be happy to bring information in the future about our support for customers and contractors involved in solar installations. We work with a network of contractors and provide training and support to them. We also field customer calls which sometimes include questions about different models or sales approaches.”





BREAK



## Small-Scale Renewable (SSR) Engagement

Pacific Power's Mark Paul contextualized what SSRs are for the group and broke down what SSRs are compared to other types of resources that are spoken about in the CBIAG.

### Reminder – What are small scale renewables

			
Roof top .005 MW	Community-Based Renewables 0.005 - 3 MW	Small Scale Renewables 3 - 20 MW	Utility Scale Renewables 20+ MW

[Department of Energy](#)

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Small-scale Renewables are resources or projects that are between 3 and 20 MW. Under the law, the requirement is that 10 percent of the company's generation portfolio for Oregon must be SSRs, per HB2021 Pacific Power will need to procure 490 MW by 2030.

In 2024 the RFP (Request for Proposals) schedule will include several information sessions and bidders' workshops to provide additional information on the process and how to bid. The full draft schedule is below.

Event	Date
<b>Pre-issuance bidders workshop</b>	<b>1/24/2024</b>
Independent Evaluator (IE) hired	2/16/2024
<b>RFP issued to market and publicized</b>	<b>3/29/2024</b>
PacifiCorp OATT cluster study window open	4/1/2024
<b>PacifiCorp OATT cluster study window closed</b>	<b>5/16/2024</b>
Notice of intent to bid due	6/17/2024
<b>Bidders workshop</b>	<b>6/27/2024</b>
<b>Bidders workshop</b>	<b>TBD (September 2024)</b>
Last day for bidder questions to PacifiCorp and IE	11/1/2024
Cluster study results posted to PacifiCorp Open Access Same-time Information System (OASIS)	11/12/2024
Benchmark bid submissions due	11/15/2024
Benchmark final bid financial analysis provided to IE	12/20/2024
Market bid submissions due	12/23/2024
Bid eligibility screening complete	1/17/2025
<b>Market bid evaluations complete</b>	<b>2/14/2025</b>
IE final report	3/17/2025
Potential 2025 SSR RFP	3/28/2025
<b>Contracts finalized and executed</b>	<b>TBD (June 2025)</b>
<b>Guaranteed commercial operations date (COD)</b>	<b>12/31/2028</b>

**Chat Questions and Comments:**

- Multnomah County commented “Just want to say how much I appreciate this slide, such confusing language, this is great!”

## 2024 Draft Perspective

Pacific Power’s Christina Medina spoke on the group’s work thus far and emphasized the changing landscape that the group exists in, which requires flexibility and adapting. Pacific Power is grateful for the members and the understanding that is brought to this engagement and is committed to continue meeting organizations and communities in a way that is conducive for everybody. Hosts for the hybrid meetings are always needed and would be appreciated. The draft 2024 schedule is as follows:

Date / Time / Meeting Format	Date / Time / Meeting Format
January 19, 2024 (1pm-4pm) <a href="#">Online</a>	July 18, 2024 (1pm-4pm) <a href="#">Online</a>
February 15, 2024 (1pm-4pm) <a href="#">Hybrid</a>	August 15 2024 (1pm-4pm) <a href="#">Hybrid</a>
March 21, 2024 (1pm-4pm) <a href="#">Online</a>	September 19, 2024 (1pm-4pm) <a href="#">Online</a>
April 18, 2024 (1pm-4pm) <a href="#">Hybrid</a>	October 17, 2024 (1pm-4pm) <a href="#">Hybrid</a>
May 16, 2024 (1p-4pm) <a href="#">Online</a>	November- No meeting
June 20, 2024 (1pm-4pm) <a href="#">Hybrid</a>	December 19, 2024 (1pm-4pm) <a href="#">Online</a>

Additionally, in the new year a post-meeting survey will be implemented at a regular interval to ensure that the meetings continue to provide value and meet the needs of the members. These surveys are one of many new methods that are going to be tested in the new year to gather input and feedback.

### Meeting Close

#### Public Comment

There was no public comment

#### Check Out Question:

E Source’s Jeffrey Daigle lead the checkout question: *What was your biggest takeaway from today’s conversation?*

- Coalicion Fortaleza reflected on the multitude of issues and vulnerable populations to consider. If community needs aren’t centered, community struggles will still be a challenge. Th same issues will persist. Coalicion Fortaleza is looking forward to continuing the conversation.

### Next Steps

Pacific Power’s Christina Medina closed out the meeting by providing context on next steps. Christina also ruminated on the opportunity this engagement lends to learning how to better community with each other. Pacific Power will continue to evolve and is looking forward to next year's work with the CBIAG members.