

WASHINGTON 2025

Clean Energy Implementation Plan

PUBLIC PARTICIPATION PLAN

May 1, 2025

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Pacific Power's 2025 Public Participation Plan

Pacific Power respectfully submits this 2025 Public Participation Plan for consideration by the Washington Utilities and Transportation Commission. The intent of this report is to share Pacific Power's Clean Energy Implementation Plan engagement efforts, related goals and ongoing commitment to improvements.

The Sections below provide a background on PacifiCorp's 2025 Public Participation Plan, including an overview of PacifiCorp's Washington service territory and customer demographics; discuss the Company's engagement channels generally, and how these efforts have been utilized so far for the 2025 Clean Energy Implementation Plan; and outlines PacifiCorp's learnings and barriers to public participation from these multi-year efforts.

I. Background

The Clean Energy Transformation Act (CETA) was passed by the Washington State Legislature and signed into law by Governor Jay Inslee in May 2019. CETA sets clean energy standards for electric providers to support Washington's transition to a clean, affordable and reliable energy future.¹ CETA requires investor-owned utilities to submit a Clean Energy Implementation Plan (CEIP) every four years to the Washington Utilities and Transportation Commission (WUTC or Commission) that describes the utility's plan to meet CETA's clean energy targets.² Among other things, the Commission must determine whether utility CEIPs comply with CETA.³

CETA also requires that equity considerations become a clear part of utility planning. As such, utilities must involve advisory groups and relevant interested parties in meaningful and inclusive public participation when developing future CEIPs, and while implementing previously acknowledged CEIPs. To document this engagement, utilities must file a Public Participation Plan (PPP) by May 1st of each odd-numbered year that details each utility's "schedule, methods, and goals for public participation and education both during the development of its CEIP and throughout the implementation of the plan."⁴

Pacific Power filed its most recent PPP with the Commission on May 1, 2023.⁵ Pacific Power's 2023 PPP focused on activities it had implemented to facilitate public participation during the company's ongoing 2021 CEIP period. Pacific Power's 2023 PPP provided information on the various pathways that the company had developed for its public engagement spaces and outlined how feedback captured through its various public channels was used. The 2023 PPP detailed various public participation methods and outreach activities that built upon the following four pillars to support robust and inclusive participation: (1) engaging members of the public with appropriate outreach, methods, timing and language considerations; (2) addressing barriers to

¹ Online at [2019 WA Laws Ch. 288](#).

² RCW 19.405.060 (available online at <https://app.leg.wa.gov/RCW/default.aspx?cite=19.405.060>).

³ RCW 19.405.090 (available online at <https://app.leg.wa.gov/RCW/default.aspx?cite=19.405.090>).

⁴ WAC 480-100-655(2) (available online at <https://app.leg.wa.gov/WAC/default.aspx?cite=480-100-655>).

⁵ *In re Pacific Power's 2024 Public Participation Plan*, Docket UE-210305 (May 1, 2023, available online at <https://apiproxy.utc.wa.gov/cases/GetDocument?docID=13&year=2021&docketNumber=210305>).

participation; (3) making data accessible and available to members of the public and CEIP stakeholders; and (4) incorporating learnings from existing advisory groups.

Finally, the 2023 PPP acknowledged the work required to advance energy equity in Washington, noting the need to go beyond traditional conceptual frameworks to actions that create opportunities for improving communities that have been historically underserved. Pacific Power will file its 2025 CEIP with the Commission on October 1, 2025, that will identify implementation activities for the years 2026-2029.

Washington Service Area

PacifiCorp is the largest grid operator in the Western United States, serving the growing energy needs of 2.1 million customers while working to be environmentally conscious stewards of critical energy infrastructure, including an expansive transmission network and the largest wind generation fleet in the West. PacifiCorp's business divisions—Pacific Power, serving customers in California, Oregon and Washington, and Rocky Mountain Power, serving customers in Idaho, Utah and Wyoming—are leaders in providing safe, reliable and low-cost power to diverse communities across the region. Figure 1 below provides a map of the company's Pacific Power service territories across each of its three states.

Figure 1 – Pacific Power Service Area⁶



Pacific Power provides electrical service to 144,000 customers throughout the Yakima and Walla Walla regions in Washington. Pacific Power's service area extends across the south-central and southeastern parts of Washington. Within the Washington counties that Pacific Power serves, 31% of households speak a language other than English, with 27.6% of households speaking Spanish.⁷ These percentages are compared to 21.1% and 8.8% for Washington, respectively.

While English proficiency has been shown to be on the rise, many individuals still have some level of limited English proficiency. Through the application of customer/residential surveys and the implementation of community programs, Pacific Power has identified the need to reach out to Spanish-speaking communities more intentionally, in a culturally appropriate manner, to engage and connect with the company's non-English-speaking customers. Table 1 below provides additional detail on the preferred languages that are spoken by Pacific Power's Washington service territory customers.

⁶ Available online at: <https://www.pacificpower.net/community/service-area.html>.

⁷ Available online at [American Community Survey Data Releases \(2023\)](#).

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Table 1 – Language(s) Spoken at Home in Pacific Power's Washington Service Area⁸

	County Number of Residents	County Percent of Residents	Washington State Percentages
Benton County (population 199,764)			Washington State
Speak only English	160,413	80.3%	78.9%
Speak language other than English	39,351	19.7%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	30,656	15.4%	8.8%
	8,695	4.3%	12.3%
Columbia County (population 3,810)			Washington State
Speak only English	3,559	93.4%	78.9%
Speak language other than English	251	6.6%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	214	5.6%	8.8%
	37	1.0%	12.3%
Garfield County (population 2,201)			Washington State
Speak only English	2,119	96.3%	78.9%
Speak language other than English	82	3.7%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	64	2.9%	8.8%
	18	0.8%	12.3%
Yakima County (population 238,663)			Washington State
Speak only English	135,289	56.7%	78.9%
Speak language other than English	103,374	43.3%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	98,598	41.3%	8.8%
	4,776	2.0%	12.3%
Walla Walla County (population 59,059)			Washington State
Speak only English	47,551	80.5%	78.9%
Speak language other than English	11,508	19.5%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	9,456	16.0%	8.8%
	2,052	3.5%	12.3%
Pacific Power Service Counties, combined (population 503,497)			Washington State
Speak only English	348,931	69.3%	78.9%
Speak language other than English	154,566	30.7%	21.1%
<i>Spanish</i>	—	—	—
<i>Other</i>	138,988	27.6%	8.8%
	15,578	3.1%	12.3%

Note: Population numbers include all individuals over five years old. Statistics represent total combined population of counties served in part or in whole by Pacific Power, not the number of customers served by Pacific Power (note that a single utility customer, such as a multifamily residence, may represent a number of individuals).

⁸ Available online at [American Community Survey Data Releases \(2023\)](https://www.census.gov/data/releases/releases/americansurveydata.html).

II. Clean Energy Implementation Plan Engagement

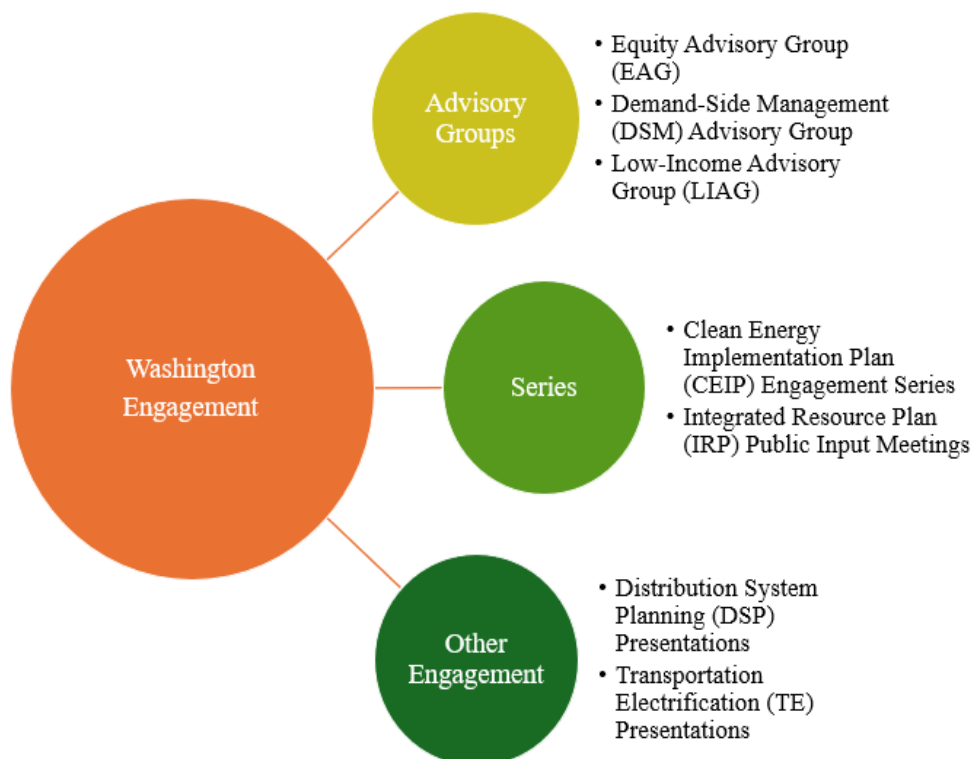
Overview

Pacific Power is dedicated to advancing engagement within its clean energy implementation planning process and is prepared for the long-term work of breaking down traditional barriers to public participation. The company will continue to leverage previous learnings, build upon its existing relational partnerships, and continue to deepen its community lens using available data to understand unique community characteristics that impact planning and the implementation of clean energy efforts and initiatives.

Pacific Power offers a robust menu of engagement opportunities through its various meeting spaces. Each space is unique in its design, group goals, target audience and the prioritization of topics. This ensures there is wide coverage among groups and topics and that Pacific Power can offer diverse engagement options. Meeting spaces draw a wide array of different audience members from Washington—interested parties, community-based organization representatives and general members of the public. Within each meeting space, Pacific Power strives to create an atmosphere where all participants can engage in constructive dialogue, ask questions and provide feedback to Pacific Power. Participants have the opportunity to learn about different clean energy implementation planning topics and information and can expect a number of opportunities to collaborate in various methods throughout the year.




































Pacific Power's meeting spaces support an engagement ecosystem that offers an option for different types of participants so they may engage with the company when and where it makes sense for them to do so, regarding topics that matter to them. Pacific Power's engagement ecosystem is structured as follows:

Figure 2 –Pacific Power's Washington engagement ecosystem



Historically, each meeting space has provided a varying level of technicality that aligns with the intended audience and topics covered in each respective space and is summarized in Table 2 below:

Table 2 – Pacific Power's Washington engagement spaces

Engagement Space	Topic(s)	Target Audience	Technical Level
Equity Advisory Group (EAG)	Equity issues including, but not limited to, program awareness, equity customer benefit indicator development, data support and development	Environmental justice and public health advocates, tribes, and representatives from highly impacted communities and vulnerable populations.	    
Low-Income Advisory Group (LIAG)	Low-income programs and activities.	Community Action Agencies (CAPs), Community-Based Organizations (CBOs), or organizations that help low-income families and communities.	    
Demand-Side Management (DSM) Advisory Group	Demand-side management programs and activities.	Washington Interested Parties/Persons on demand-side management, demand response topics and activities.	    
Clean Energy Implementation Plan (CEIP) Engagement Series	Clean energy implementation planning.	Washington Interested Parties/Persons.	    
Integrated Resource Plan (IRP) Public Input Meetings	System-wide integrated resource planning.	Interested Parties in Washington, Oregon, California, Utah, Idaho, and Wyoming.	    
Topic Presentations			
Distribution System Planning (DSP)	Distribution system planning.	Those serving vulnerable populations and the general community with distribution concerns.	    
Transportation Electrification (TE)	Support the development of an equitable TE plan. Identify localized market barriers and strategies related to advancing TE within Pacific Power's service area. Identify and prioritize TE program initiatives.	Underserved communities throughout Pacific Power's service area.	    

In the sections below, PacifiCorp provides additional detail on these Advisory Groups, Meeting Series, and Other Engagement spaces as part of its overall engagement channels.

Advisory Groups

Advisory groups play a crucial role in ensuring that decisions and initiatives are informed by the diverse perspectives, needs and concerns of the Pacific Power customers directly affected, leading to more relevant, effective and equitable outcomes while building trust and fostering greater community engagement. Pacific Power has engaged and will continue to engage its various Washington advisory groups in its clean energy implementation planning process. Where possible, Pacific Power will continue to prioritize the perspectives and input provided by its advisory group members as they, in large part, speak to and/or reflect the lived experiences shared by the company's customers and communities served. Pacific Power also continues to support community representation in its various advisory groups and engagement spaces for the following key reasons and benefits:

- **Accurate understanding of local issues:** Members with lived experience can provide valuable insights into community challenges, priorities and cultural nuances that might be missed by others.
- **Increased legitimacy and trust:** When community members feel their voices are heard and represented in decision-making processes, it builds trust and legitimacy.
- **Targeted solutions:** By incorporating diverse perspectives, advisory groups can help develop solutions that are tailored to the specific needs of the community.
- **Effective outreach and communication:** Community members on advisory boards can assist in communicating information and engaging with broader community groups.
- **Equity and inclusion:** Ensuring representation from different demographics within the community helps to address potential inequities and promote inclusivity.

Pacific Power's Washington advisory groups include the following: the Demand-Side Management (DSM) Advisory Group, Low-Income Advisory Group (LIAG) and Equity Advisory Group (EAG). Pacific Power's advisory groups and their processes continue to help inform how the company approaches, among other things, long- and intermediate-term planning, programs and outreach strategies. Specific learnings from each of the company's advisory groups, and how they are incorporated into the company's processes, are discussed in more detail in the subsequent sections.

Equity Advisory Group

The EAG provides Pacific Power with input and guidance on issues related to energy equity, particularly as the company transitions to providing cleaner energy, by including representatives from diverse communities that might be disproportionately impacted by energy policy changes in Washington state. This essentially gives these communities, and other vulnerable populations, a voice in the planning process.

Key characteristics of Pacific Power's EAG include:

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- **A focus on equity:** The EAG's core purpose is to ensure that Pacific Power's clean energy plans consider the needs and perspectives of communities that may be disproportionately impacted by the clean energy transition.
- **Provide community representation:** The EAG is made up of community leaders from diverse backgrounds who share insights into the lived experiences of Pacific Power's customers and communities.
- **Impact on planning:** The EAG provides feedback on portions of Pacific Power's CEIP, which outlines the company's strategy to meet clean energy goals.

Individuals can access EAG meeting information and resources on Pacific Power's website.⁹ Over the span of the year, EAG meetings cover a wide array of different topics such as integrated resource planning, clean energy implementation planning, program design and implementation, general rate case information, barriers to public participation, and community engagement and outreach initiatives. Pacific Power's 2025 EAG meeting schedule is described in Table 3 below:

Table 3 – Pacific Power's 2025 Equity Advisory Group Meeting Schedule¹⁰

Date	Proposed Key Topics
January 9, 2025 Time: 1pm – 4pm (PST)	<ul style="list-style-type: none"> • Demand Side Management • 2024 Year in Review • 2025 Preview
February 13, 2025 Time: 1pm – 4pm (PST)	<ul style="list-style-type: none"> • Guest Presenter: Alejandra Tapia (Resource Innovations) <ul style="list-style-type: none"> ◦ Energy Efficiency Programs Community Engagement • Vulnerable Populations Workshops Recap • Clean Energy Implementation Plan Updates • Washington Rules • Tribal Liaison Introduction
March 21, 2025 Time: 1pm – 4pm (PST)	<i>(Joint Meeting with the Demand-Side Management Advisory Group)</i> <ul style="list-style-type: none"> • 2024-2025 Energy Efficiency and Demand Response Forecasts • System Benefits Charge Review • Clean Energy Implementation Plan Updates • Energy Efficiency Program Updates
April 10, 2025 Time: 1pm – 4pm (PST)	<ul style="list-style-type: none"> • WA Greenhouse Gas Emission Update • Successor Tariff Net Billing Program • Integrated Resource Plan Updates • Public Participation Plan • Preview of May 1:1 Visits • Guest Presenter: Washington Utilities and Transportation Commission <ul style="list-style-type: none"> ◦ Regulatory 101
May 21 – 23, 2025	1:1 Community Visits

⁹ Available online at: <https://www.pacificpower.net/community/washington-clean-energy-transformation-act-equity.html>.

¹⁰ Available online at: [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits](#).

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June 12, 2025 Time: 1pm – 4pm (PST)	<ul style="list-style-type: none"> • Demand Response Pilot Program • Customer Benefit Indicators Update • Transportation Electrification Update • Energy Burden Assessment Filing Update • Wildfire Mitigation Presentation
July 10, 2025 Time: 1pm – 4pm (PST)	Hybrid Meeting: Yakima area
August 26, 2025 Time: 1pm – 4pm (PST)	<p><i>(Joint Meeting with all Pacific Power WA Advisory Groups)</i></p> <p>Clean Energy Implementation Plan Engagement Series #4</p> <ul style="list-style-type: none"> • Clean Energy Implementation Plan Draft • Integrated Resource Plan Updates
September 11, 2025 Time: 1pm – 4pm (PST)	Equity Advisory Group Year in Review; 2026 Planning
October 9, 2025 Time: 1pm – 4pm (PST)	Hybrid Meeting: Walla Walla area
December 11, 2025 Time: 1pm – 4pm (PST)	<p><i>(Joint Meeting with the DSM and Equity Advisory Group)</i></p> <ul style="list-style-type: none"> • 2026 Communications and Outreach Plan • 2024-2025 Demand-Side Management (DSM) Forecast • Conservation Potential Assessment; Workplan Update • 2026 Planned DSM Advisory Group Meeting Topics • Clean Energy Implementation Plan Updates

*Proposed agenda topics and timing may be subject to change

With support from the EAG, Pacific Power has promoted public participation by:

- **Collaborating with community organizations and groups to strengthen relational partnerships.** Pacific Power collaborates with external partners to conduct guest presentations at EAG meetings. This allows Pacific Power to build its relational partnership network while providing expanded educational opportunities and resources to both internal and external audiences.
 - Washington State Department Commerce
 - Washington State Department of Ecology
 - Washington Utilities and Transportation Commission
 - Avisa Multicultural Marketing agency
 - EAG member organizations
- **Providing timely and coordinated communications.** Pacific Power has taken steps to make engagement opportunities more readily available to its EAG. This includes providing the group with updates and information on plans as soon as they become available rather than waiting for the right opportunity to do so. Providing information as early as possible supports a more equitable feedback and engagement process where EAG members can bring information back to their organization and partners for consideration. This also supports broader accountability in the company's processes and has led to an increase in trust building between Pacific Power and community organization partners.
- **Creating an inviting meeting environment.** EAG meetings remain open to the public and provide a positive meeting environment regardless of one's advisory group membership.

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Participants of the general public are encouraged to share their feedback during the public comment portion of each meeting but may also contact Pacific Power more directly via instant message during a session or via email or phone after a session to share feedback if desired.

Pacific Power plans to continue to encourage and include the participation of environmental justice advocates, public health advocates, Tribal representatives, members of highly impacted communities and vulnerable populations, along with other relevant groups.

Actions to promote inclusive and meaningful participation include the company's commitment to inclusivity. Pacific Power strives to create accessible processes for all communities, including those that have been historically underrepresented. This is achieved by employing diverse outreach methods and addressing potential barriers to participation. Transparency and a robust feedback loop are at the core of the company's operations. Pacific Power actively shares information about its plans and updates, incorporating feedback from various channels into the decision-making process. Outreach methods wherein the company uses different techniques, including online surveys, public workshops, community meetings, targeted outreach to specific groups and dedicated email channels for feedback.

For example, community members are often invited to attend Equity Advisory Group meetings, where they can share feedback and learn about upcoming energy projects. The company has streamlined the number of EAG meetings to complement the menu of Clean Energy Implementation Plan meetings, which will be increasingly available. In 2025, the company proposed a schedule that includes nine EAG sessions, three of which are combined meetings with other advisory groups. Additional tactics to improve engagement include:

- Annual In-person One-on-Ones: build upon existing relational partnerships, meeting the Equity Advisory Group members where they are in the community
- Share updates and resources with one another
- Gain exposure to the different cultures within Pacific Power's service area and, through authentic encounters, identify emerging barriers and opportunities to community energy program participation
- Tooling and retooling advisory group members for increased participation and greater clarity
- Creating a repository of 101-level topic/concept presentations and recordings
- Filling in the picture: bring in guest presenters, such as utility commission staff, to deliver Regulatory 101 presentations
- Grow membership in the advisory group to balance representation from service districts and communities
- Work to improve the advisory group web presence and usability of the Pacific Power website

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EAG members will have opportunities to contribute their perspectives and guidance on elements of the following reports and filings:

- Pacific Power's 2025 Clean Energy Implementation Plan
- Pacific Power's 2025 CEIP Public Participation Plan
- PacifiCorp's Integrated Resource Plan
- PacifiCorp's Conservation Potential Assessment for years 2025-2044

Demand-Side Management Advisory Group

Pacific Power's DSM Advisory Group is designed to bring together Washington interested parties to advise the utility on conservation issues.¹¹ The external advisory group consists of individuals from the WUTC and environmental justice advocate groups and representatives. Pacific Power's DSM Advisory Group meets a minimum of four times per year. Pacific Power collaborates with its advisory group members to establish its meeting schedule each year. Members also have the ability to request additional meetings. Pacific Power provides advance notice of all DSM Advisory Group meetings to its members and provides them with an electronic copy of all conservation filings that the company intends to submit to the WUTC at least 30 days in advance of the filing. While DSM Advisory Group meetings are not generally open to the public, presentation slides and other supporting materials are available to the public on Pacific Power's website for review and engagement.

¹¹ *E.g.*, WAC 480-109-110 (available online at: [WAC 480-109-110](#)).

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Table 4 – Pacific Power's 2025 DSM Advisory Group Meeting Schedule¹²

	Key Topics
#1 March 21, 2025 1-4pm	<ul style="list-style-type: none"> System Benefits Charge Review 2024-2025 Energy Efficiency and Demand Response Forecasts System Benefits Charge Review Clean Energy Implementation Plan Updates (including Demand Response) Energy Efficiency Program Updates <ul style="list-style-type: none"> Home Energy Savings and Wattsmart Business proposed mid-year program changes
#2 June 18, 2025 1-4pm	<ul style="list-style-type: none"> 2026-2027 Target Setting <ul style="list-style-type: none"> Draft ten-year conservation potential, revised four-year target, and two-year target Distribution Efficiency Production Efficiency – thermal and wind 2024 Annual Report 2024-2025 DSM Forecast and adaptive management CEIP Progress Report – energy efficiency CBI metrics, utility actions
#3 July 16, 2025 1-4pm	<ul style="list-style-type: none"> 2026-2027 Target Setting Continued NEI progress Competitive Procurement Framework – 2026-2027 2024-2025 DSM Forecast Clean Energy Implementation Plan Updates (including Demand Response)
#4 August 26, 2025 1-4 pm	<ul style="list-style-type: none"> Draft program details, program budgets (2026-2027) Preview of planned program changes for 2026 Preview of CEIP Energy Efficiency Utility Actions for 2026 2024-2025 DSM Forecast
#5 (if needed) Sept 18, 2025 1-4pm	<ul style="list-style-type: none"> Draft 2026-2027 Biennial Conservation Plan (incl. pilots, CETA incremental costs, other open items) 2024-2025 DSM Forecast
#6 December 11, 2025 1-4 pm (joint with EAG)	<ul style="list-style-type: none"> 2026 communications and outreach plan 2024-2025 DSM Forecast Conservation Potential Assessment (CPA) Work Plan Update 2026 Planned DSM Advisory Group Meeting Topics Clean Energy Implementation Plan Updates (including Demand Response)

*Proposed agenda topics and timing may be subject to change

PacifiCorp anticipates that over the next two years, the DSM Advisory Group will continue to advise the company on energy efficiency and demand response program portfolios as it complies with the Energy Independence Act and CETA requirements.¹³ Specifically, this includes advising PacifiCorp on energy efficiency target setting, DSM programs, CEIP utility actions to increase Named Community participation, and the company's plans to adaptively manage the programs by commenting on proposed program changes and proposed new programs.

To align and support clean energy implementation planning and equity, the DSM planning team has created and implemented a standing CEIP agenda item for at least four DSM advisory group meetings each year. The DSM Advisory Group is given the opportunity to comment on the company's plans to achieve the CETA goal of increasing Named Community participation in the programs. This is done as the company requests comments on its DSM Business Plan and program changes for the upcoming year since CETA utility actions are built into programs (impacting incentives offered and forecasted energy savings and expenditures by program).

¹² Available online at: [March 21, 2025 Pacific Power DSM Advisory Group / Equity Advisory Group Meeting.](#)

¹³ E.g., RCW 19.285 (available online at [Chapter 19.285 RCW: ENERGY INDEPENDENCE ACT](#)).

Low-Income Advisory Group

Pacific Power's Low-Income Advisory Group (LIAG) was established to bring together Washington parties to review mechanisms to expand access to bill assistance and use best efforts to develop a bill discount proposal for the Low Income Bill Assistance (LIBA) program with equitable impacts, increase LIBA program participation rate, reduce energy burden, assess program effectiveness and inform ongoing policy discussions. The advisory group consists of individuals from Pacific Power, WUTC, Public Counsel, The Energy Project, NW Energy Coalition, and community action agencies including Blue Mountain Action Center, Northwest Community Action Center and Opportunities Industrial Center of Washington. Pacific Power's LIAG meets quarterly, at least four times per year. Low Income Advisory Group meetings are not generally open to the public.

Under Docket No. UE 230172 Settlement Stipulation 10, Pacific Power was directed to work with its LIAG and EAG to discuss and seek consensus on changes to the LIBA program and other low-income items outlined in the stipulation.¹⁴ Table 5 below outlines Stipulation 10 discussion items. Based on the discussions, Pacific Power is directed to file with the Commission by April 30, 2025, a proposal package addressing the stipulation's items, requesting approval before October 1, 2025. Pacific Power began discussions with parties in June 2024 with subsequent discussions through end of March 2025.

¹⁴ *In re PacifiCorp's 2023 Rate Case*, Docket No. UE-230172, Settlement Stipulation 10 (available online at [Docket UE-230172](#)).

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Table 5 – Pacific Power's 2025 Low-Income Advisory Group Meeting Schedule

	Key Topics
January – March 2025 Joint discussions with LIAG and EAG	Docket No. UE 230172 Settlement Stipulation 10 <ul style="list-style-type: none">• Develop enhancements to Low Income bill Assistance (LIBA) program.• Modify number of discount tiers.• Use of self-declaration of income• Create an Arrearage Management Plan (AMP)• Community-Based Organization Outreach Program• Change to Billing Logic
April 22, 2025 Joint discussions with LIAG and EAG	WA Docket UE-230172 Settlement Stipulation 10 <ul style="list-style-type: none">• Review draft filing of propose package for low income program changes for filing April 30, 2025 with an effective date of October 1, 2025
May 13, 2025 (if needed)	<ul style="list-style-type: none">• Low Income Bill Assistance (LIBA) program updates• Communication and Outreach update
August 12, 2025	<ul style="list-style-type: none">• Low Income Bill Assistance (LIBA) program updates• Communication and Outreach update
October 28, 2025	<ul style="list-style-type: none">• Low Income Bill Assistance (LIBA) program updates• Communication and Outreach update

*Proposed agenda topics and timing may be subject to change

CETA requires electric utilities to provide bill assistance to low-income households.¹⁵ Under RCW 19.405.120, utilities must establish programs and demonstrate progress in providing energy assistance and meet the funding levels needed to meet: (a) 60% of the current energy assistance need, or increasing energy assistance by 15% over the amount provided in 2018, whichever is greater, by 2030; and (b) 90% of the current energy assistance need by 2050.¹⁶ To align and support clean energy implementation planning and equity, Pacific Power anticipates that over the next few years the LIAG will continue to meet to discuss LIBA program effectiveness and outreach strategies and inform ongoing policy discussions. The company will share information with and request feedback from the EAG on strategies.

Meeting Series

In addition to Advisory Groups, Pacific Power has two meeting series to further engagement efforts in the state. These include the company's Integrated Resource Plan and Clean Energy Implementation Plan public input meetings. Each is discussed below.

¹⁵ Available online at: [Chapter 19.405 RCW: WASHINGTON CLEAN ENERGY TRANSFORMATION ACT.](#)

¹⁶ Available online at: [RCW 19.405.120: Energy assistance for low-income households.](#)

Integrated Resource Plan Public Input Meetings

The Integrated Resource Plan (IRP) is a long-term planning tool providing a 20-year view of significant system forecasts and PacifiCorp's response to a wide range of future conditions. The IRP is developed through a comprehensive analysis and public input process that incorporates robust opportunities for stakeholder feedback across the company's six-state system through a series of public input meetings. These meetings review all major input categories and strategies contributing to the selection of a least-cost, least-risk preferred portfolio, with the objective of meeting all system and regulatory requirements.

PacifiCorp's IRP public input meetings solicit feedback from the public on such topics as emerging resource costs and performance, data modeling, electricity load and market trends. These meetings and feedback inform the development of PacifiCorp's full IRP, filed every two years (odd-numbered years) and the development of narrower IRP updates filed in the off-years (even-numbered years). This process provides the opportunity for substantive discussions during the live meetings and via stakeholder feedback form submissions, which are available to the public as a reference point for a myriad of topics.¹⁷ In addition to providing public access to ongoing comments and responses, PacifiCorp's IRP public input meetings are recorded for public access.¹⁸ The IRP public input process and portfolio outcomes inform the CEIP and ultimately, PacifiCorp's progress toward achieving the clean energy targets identified in the Clean Energy Transformation Act.

Looking ahead, future engagement tactics include:

- Beginning the IRP public input process earlier, with the next cycle tentatively scheduled to begin October 2025;
- Making an intentional effort to discuss topics early and often;
- Enhancing the quality and depth of discussion; and
- Increasing the transparency of how feedback is considered.

Updates:

- In the 2025 IRP cycle, feedback is footnoted throughout the filed document for added transparency.
- An appendix devoted to feedback and responses has been added to Volume II.

While the CEIP development process features distinct engagement through Pacific Power's EAG, DSM Advisory Group, LIAG, CEIP Engagement Series and other efforts, the IRP public-input meeting series is a forum that includes background and updates more specific to the underlying long-term resource modeling, input data details and assumptions, and high-level state-specific policy updates.

Clean Energy Implementation Plan Engagement Series Meetings

During Pacific Power's first Washington CEIP development process, the company identified the need to initiate a complementary and educational CEIP meeting series to support existing

¹⁷ Available online at: <https://www.pacificorp.com/energy/integrated-resource-plan/comments.html>.

¹⁸ Available online at: <https://www.pacificorp.com/energy/integrated-resource-plan/public-input-process.html>.

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engagements and to more intentionally provide the time and space to dive into key clean energy implementation plan topics. Although Pacific Power has various dedicated engagement spaces that support clean energy implementation planning engagement, the CEIP Engagement Series was developed to focus on Pacific Power's Washington CEIP filing and regulatory requirements specifically.

Pacific Power's CEIP engagement series meetings provide wider audience access to Pacific Power's clean energy implementation planning process. Within this engagement series, feedback is directly solicited on elements of the company's developing clean energy from WUTC staff; environmental and justice advocates; members of Pacific Power's EAG, LIAG and DSM Advisory Group; community representatives; and general members of the public. The CEIP engagement series will continue to be offered throughout development of Pacific Power's CEIP, to socialize the company's CEIP and implementation activities and to provide additional opportunities for community and interested party input. Unless communicated otherwise, CEIP engagement series meetings will continue to be recorded for expanded accessibility and notes from each meeting will continue to be shared on Pacific Power's Washington Clean Energy Transformation Act webpage in both English and Spanish following each individual session.¹⁹ Pacific Power's proposed 2025 CEIP engagement series meeting schedule can be found below:

Table 6 – Pacific Power's Washington Clean Energy Implementation Plan Engagement Series 2025 Meeting Schedule²⁰

Date / Time / Meeting Format	Proposed Agenda Topics*
Date: January 29, 2025 (Wednesday) Time: 9 a.m. – 12 p.m. (PST) Format: Zoom Online	Clean Energy Implementation Plan Engagement Series Meeting #1 <ul style="list-style-type: none"> Clean Energy Implementation Plan Updates 2025 Engagement Roadmap Integrated Resource Plan Updates <ul style="list-style-type: none"> WA Incremental Cost Clean Energy Transformation Act (CETA) Resources Vulnerable Populations Workshop III (<i>begins at 11 a.m.</i>) <ul style="list-style-type: none"> Final workshop; proposed methodology adjustments
February 2025	No meeting
Date: March 25, 2025 (Tuesday) Time: 9 a.m. - 12 p.m. (PST) Format: Zoom Online	Clean Energy Implementation Plan Engagement Series #2 <ul style="list-style-type: none"> Integrated Resource Plan Updates WA Request for Proposals Nonprice Scoring Washington Greenhouse Gas Emissions (GHG) (NEW!) Proposed Customer Benefit Indicator: SO₂ & NO_x 2025 Plan Public Participation Plan
April 2025	No meeting
May 2025	No meeting
Date: June 24, 2025 (Tuesday) Time: 9 a.m. - 12 p.m. (PST) Format: Zoom Online	Clean Energy Implementation Plan Engagement Series #3 <ul style="list-style-type: none"> CEIP Annual Progress Report (Brief Overview) Integrated Resource Plan Updates

¹⁹ Available online at: [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits.](#)

²⁰ Available online at: [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits.](#)

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	<ul style="list-style-type: none">o CBI Settlement Condition 10• “Listening Session”
July 2025	No meeting
Date: August 26, 2025 (Tuesday) Time: 9 a.m. - 12 p.m. (PST) Format: Zoom Online	<i>(Joint Meeting with all Pacific Power WA Advisory Groups)</i> Clean Energy Implementation Plan Engagement Series #4 <ul style="list-style-type: none">• Clean Energy Implementation Plan Draft<ul style="list-style-type: none">o Activity for Feedback• Integrated Resource Plan Updates• WA Battery Program
September 2025	No meeting
October 2025	No meeting
Date: November 4, 2025 (Tuesday) Time: 9 a.m. - 12 p.m. (PST) Format: Zoom Online	Clean Energy Implementation Plan Engagement Series #5 <ul style="list-style-type: none">• Overview of Pacific Power's filed Clean Energy Implementation Plan• Integrated Resource Plan Engagement Roadmap
December 2025	No meeting

*Proposed agenda topics and timing may be subject to change

Other Engagement

The following activities are not explicitly tied to CEIP or CETA requirements but provide Pacific Power with valuable insights and learnings that inform the company's Washington efforts. These other engagement streams serve as a “foot in the door” to broader and/or more expanded engagement with the company, and include distribution system planning, transportation electrification, and Tribal engagement.

Distribution System Planning Presentations

Pacific Power has provided Distribution System Planning (DSP) presentations at both the CEIP Engagement Series and EAG meetings to create opportunities for interested parties and advisory group members to provide feedback and gain a deeper understanding of the company's DSP process. The DSP Team's objective in these engagements was to introduce the team, clarify what the WUTC was asking Pacific Power to do—namely, to begin investigating a DSP program in Washington—and to share the company's successes, challenges and opportunities in Oregon that could then potentially inform DSP processes in Washington.

Pacific Power's DSP Team approached these engagements through a combination of online and in-person participation tactics. Specifically, presentations were provided four times over Zoom as part of the CEIP Engagement Series, second, the DSP Team attended in-person meetings in Pacific Power's Washington service area as part of the EAG May one-on-one community visits, and third, participated in discussions related to the IRP.

Feedback collected along the way was largely positive, with interested parties demonstrating initial interest and engaging the company with follow-up questions on technologies, goals, and procedures. Even so, concerns were also raised, particularly regarding Pacific Power's lack of Advanced Metering Infrastructure, which is a necessary technology for the DSP Team to fully

implement non-wires alternatives. These discussions have provided valuable insights into community and interested party priorities and the challenges that need to be addressed as Pacific Power continues refining its distribution system planning approach in Washington.

Transportation Electrification Presentations

Pacific Power offers customers opportunities to electrify their transportation initiatives through grants and technical assistance. In 2024, Pacific Power launched a communities grant program offering support to customers to pursue transportation electrification activities that benefit named communities. This program came to fruition after engagement with Pacific Power's EAG on how to develop an effective grant program that integrated the priorities of the communities the company serves in Washington.

In addition, in 2024, Pacific Power reopened the technical and fleet assistance program that provides no-cost studies to support customers interested in exploring how to add electric vehicle charging at their sites or what it takes to electrify their fleet over time. In 2025, Pacific Power will be engaging Washington interested parties and the EAG on the next iteration of program design for commercial and multifamily incentive support.

Tribal Engagement in Washington

In November 2023, PacifiCorp hired its first Tribal Liaison Representative in an intentional effort to expand its relationships with Tribes and Indigenous communities across the company's six-state service area. PacifiCorp supports Tribal sovereignty and is committed to understanding governance structures as well as strengthening Tribal relationships through better communications, consultation and outreach.

Conducting outreach to and engagement with Tribal Nations in Washington is a focus area for Pacific Power. The company aims to strengthen and foster relationships not only with Tribal customers, but with the Tribes who have a cultural and historical interest in activities on their ancestral homelands. Tribal engagement must be comprehensive and far-reaching. Over the next two years, PacifiCorp's Tribal Liaison will support outreach and engagement work with various Pacific Power staff to:

- Determine the Tribes' priorities and opportunities to collaborate
- Continue targeted outreach to Tribal utilities, administration, emergency management, cultural resources, and Tribal communications offices
- Extend an invitation to Tribes to attend Pacific Power organized public meetings, webinars and forums covering a variety of energy-related subjects

In recent months, the company has taken proactive steps to involve local Tribal Nations and communities to participate in its clean energy implementation planning outreach and engagement process. In Washington State, Pacific Power serves portions of the Yakama Nation, a federally recognized Tribe.²¹ Additionally, the Yakama Nation owns and operates its own electric utility,

²¹ Available online at: <https://critfc.org/member-tribes-overview/the-confederated-tribes-and-bands-of-the-yakama-nation/>.

Yakama Power, which also provides service to additional Tribal customers and businesses. This has required additional outreach and education to our customer base to navigate both processes and activities unique to each utility (Yakama Power and PacifiCorp).

It is important to note that Pacific Power also maintains transmission lines and other ongoing projects that require direct consultation with other Tribes. Pacific Power will seek to proactively work with the Confederated Tribes and Bands of the Yakama Nation and other Tribal Nations to seek consultation and feedback in its projects and processes.

As Pacific Power works through its 2025 Clean Energy Implementation Plan cycle, the company will continue to offer engagement opportunities for every type of audience, to connect and provide meaningful feedback opportunities on key CEIP topics and other related areas of interest. Additionally, engagement activities will continue to adapt in response to input and learnings to further inclusion, accessibility and the collaboration of diverse participating audiences.

III. Learnings

Clean energy planning and implementation will impact Pacific Power's customers and potentially, other members of the public and the company recognizes the importance of providing opportunities for public participation and engagement on these issues. However public participation in any process may not occur for several reasons, such as limitations on individuals' time and attention. Pacific Power has continued to leverage its engagement spaces to better understand the priorities and key issues that customers and communities are facing. Each of Pacific Power's Washington engagement spaces serves a key purpose and focuses on a certain set of issues. Additionally, the company has continued to place an emphasis on human-centered design and accessibility in communications to ensure more opportunities are created and not barriers in the engagement process.

Building a Complementary Engagement Ecosystem

Pacific Power has learned from and witnessed the dynamic nature of its engagement spaces, where each continues to shift with its participants over time. To remain effective and keep up with continuously changing environments, engagement approaches must be flexible enough to adapt over time. As participants engage in shared dialogue on key clean energy implementation plan topics and interests continue to grow, attention to subjects and the menu of content offered will continue to adapt to reflect the priorities expressed by participants.

An example of this in application has occurred within Pacific Power's Equity Advisory Group meetings. On October 12, 2023, the advisory group gathered to conduct an activity together where each member was asked to notate key energy topics that were of interest and/or important to them and the communities they represent.²² The results of the activity are as follows:

²² Available online at:

https://www.pacificpower.net/content/dam/pcorp/documents/en/pacifcorp/energy/ceip/FINAL_EAG_Meeting_October_2023_Slides.pdf.

Figure 3 –Pacific Power December 2023 Equity Advisory Group Meeting²³

Recap: October 12, 2023, EAG Meeting Activity



Each participant was given stickers to vote on topics that most resonated for them. These were the group results...

Energy Efficiency	Modular Nuclear Generators	WA Natural Gas Mandates (Impacts)	Income Eligibility Information for Programs/Services
Networking - 1	Supply Side Updates & Challenges	Increased Highly Impacted Communities Outreach - 10	Disconnections - 6
Demographics & Community Needs - 1	Partnerships & Guest Speakers - 6	Spanish Marketing Updates	Emergency Preparedness & Planning - 3
Siting of solar generators	Transportation Electrification - 1	Wildfire Safety	Commerce Updates (Funding & CETA) - 7
Rebates & Outreach Updates - 2	Transportation Charging Access	Improving the Low-Income Client Experience	PacifiCorp / Pacific Power Community Visibility - 2
Forestry	EV Consumer Charging Infrastructure	Controllers for Local Storage	
Low-Cost Electric Transportation	EV Consumer Information	Education on Energy Efficiency	

¹³ Top voted items highlighted in orange
Link to October EAG Meeting Slides: [EAG_October_2023_Meeting_Slides](#)

POWERING YOUR GREATNESS

Pacific Power works to reduce barriers to public participation by creating an engagement ecosystem that complements, but does not disrupt, the key activities and goals each one sets out to accomplish. This engagement ecosystem, which includes advisory groups, meeting series and presentations, functions to provide options for engagement at different levels for the purpose of engaging a wider audience.

Accessibility in Communications

Another lesson Pacific Power has learned through its engagement process is that accessibility should not be seen as an end goal, because in reality, it never truly ends. What might one day be an accessible process, practice or product may no longer be so the next day. When considering accessibility in the realm of public engagement, key considerations should ensure that any person, regardless of ability, can fully participate and access information. This includes considering vision, hearing and cognitive factors, using culturally appropriate communication methods, recognizing blind spots and addressing language barriers to create a truly inclusive experience for all.

A few ways Pacific Power supports accessibility in its clean energy implementation plan engagement process include:

²³ Available online at: [WA EAG December 2023 Meeting Slides.pdf](#)

Access

- Offering American Sign Language and Spanish simultaneous meeting translation at every Washington Clean Energy Implementation Plan Engagement Series meeting
- Translating Washington Clean Energy Implementation Plan Engagement Series and Equity Advisory Group meeting materials and making them readily available online following each session
- Conducting proactive scheduling to ensure Pacific Power meetings do not overlap and/or conflict with other known key activities internally and externally
- Capturing and sharing detailed notes on key topics shared and discussions held in key engagement spaces
- Pacific Power makes a concerted effort to promote information equity by leaning into the following “plain language” principles²⁴:
 - Clarify the meaning of words upfront with any audience that might not understand it, whether in writing or verbally
 - When possible, acronyms and abbreviations are spelled out on presentation slides to reduce confusion and limit jargon
 - Complex words are simplified to promote shared understanding also making them easier to translate in a culturally relevant manner

Embracing Human-Centered Design

When one designs products and services with inclusion in mind, it becomes better for everyone. Through the engagement process, Pacific Power strives to create products and services that are accessible and effective, ultimately leading to increased satisfaction and trust with the company. Pacific Power embraces human-centered design by:

- Offering choices and options within engagement sessions to support individual agency and autonomy
- Providing accommodation and support; understanding that individuals need space and time to raise key questions and concerns
- Holding an “open door policy” to take conversations offline in a time and setting that is most accessible for the individual, if required
- Pacific Power continues to use a third-party facilitation contracted group at key engagement sessions to ensure psychological safety for all
- Empowering meeting attendees by actively listening to their ideas and concerns and encouraging participants to reach out to relay additional measures needed for their effective participation
- Maintaining dedicated webpages for each engagement space/topic to aid in content organization and learning
- Leveraging various communication streams, including social media and word of mouth, for greater impact and awareness of upcoming engagement opportunities

²⁴ Available online at: [Plain Language | Governor Bob Ferguson](#).

- Making Pacific Power's Washington Clean Energy Implementation Plan email distribution list available to all; interested participants can email CEIP@PacifiCorp.com to receive updates and learn about upcoming engagement and input opportunities

IV. Reducing Barriers to Public Participation

Observed Barriers

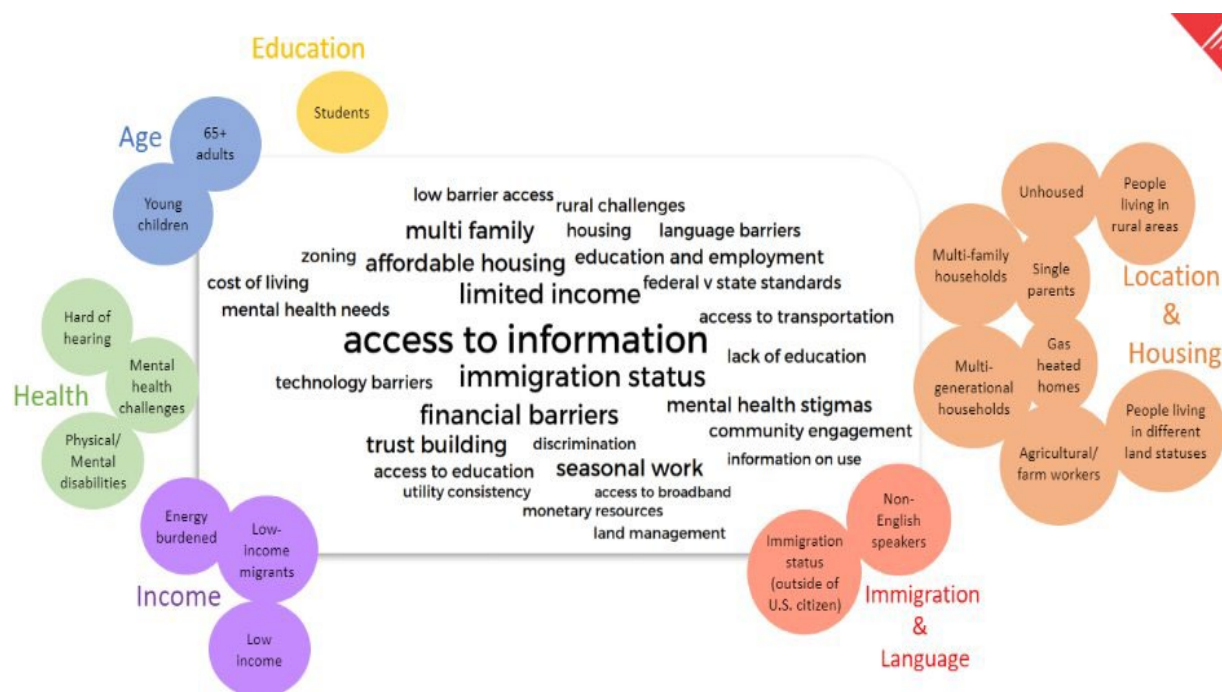
As mentioned, public participation in any process may not occur for several different reasons. Individuals often face barriers, living very busy lives with multiple responsibilities that require their time and dedication elsewhere. There may be language, cultural, economic, social, or other factors involved that are unique to each individual or group considered. To better understand the existing factors that prevent customers from engaging with Pacific Power in its engagement processes, the company has historically leveraged conversations with its various advisory group members, more so its Equity Advisory Group, to identify the following key pieces of information: a) community priorities b) community issues c) barriers to participation. Some early learnings have highlighted potential key reasons (or factors) that can impact public participation:

- Lack of Awareness
 - Outreach methods do not reach one's specific intended audience.
 - Information is not effectively communicated to prospective participants.
- Cultural / Social Factors
 - Working with front-line community leaders is key to understanding cultural contexts and needs.
 - Providing foreign language and/or American Sign Language interpreters can support language access needs.
 - Information on engagement opportunities needs to be accessible (i.e. available in multiple formats, multiple languages (if needed), and easy to understand).
 - The use of adaptive low-tech communication tools such as pictures, symbols and letters can foster shared understanding of concepts and information.
- Personal / Motivational Factors
 - The engagement and discussions held must be perceived as being balanced, neutral and welcoming to diverse audiences.
 - Transparency is key to helping people understand who is conducting the engagement and why.
 - The engagement must feel important enough to attract people.
 - The outcomes/intent of participation in the engagement process must be communicated.
 - Motivation to engage must be sufficient and/or come with an incentive (e.g. compensation, co-benefits) to help persuade people to attend.
 - Engagement must be offered in a way that fosters ease of access and isn't a time burden.

Reducing Barriers

Over time, Pacific Power has made a concerted effort to revisit community priorities, issues and barriers across its advisory group spaces to assess whether these items remain top of mind for communities and reflect their current reality.²⁵ Through various conversations and guided exercises, the company has been able to evaluate whether shifts in community perceptions and priorities are occurring. Examples of this in application are shown below for reference:

Figure 4 –Pacific Power March 2024 Equity Advisory Group Meeting²⁶



²⁵ Available online at: https://www.pacificorp.com/content/dam/pcorp/documents/en/pacificorp/energy/ceip/EAG_Meeting_2024-04_April_2024_Slides_v2.pdf.

²⁶ Available online at: [PowerPoint Presentation](#).

Figure 5 –Pacific Power April 2024 Equity Advisory Group Meeting²⁷

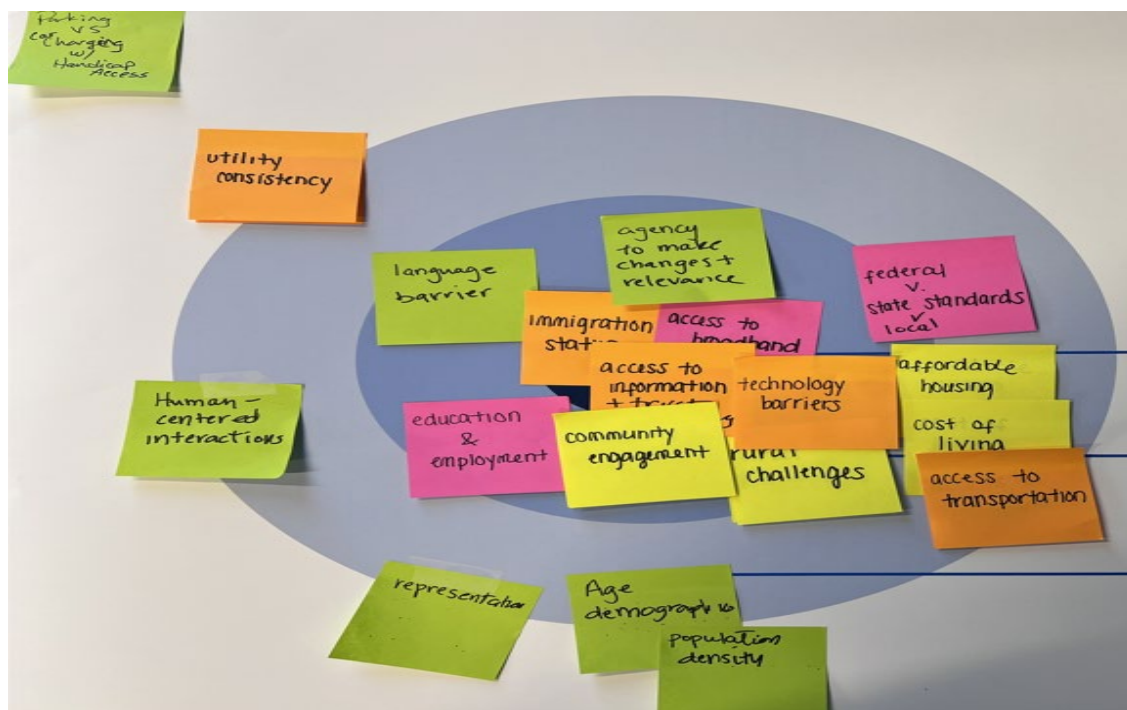


Figure 6 –Pacific Power March 2024 Equity Advisory Group Meeting²⁸

Top Community Issues Mentioned



Discrimination



Access to information



Technology challenges and access to broadband

Over the next two years, Pacific Power expects to continue to revisit these items and similar topics with its various advisory group members to give room for a more adaptive learning process that is

²⁷ Available online at: [PowerPoint Presentation](#).

²⁸ Available online at: [PowerPoint Presentation](#).

personalized and tailored to the customers and communities the company is serving in Washington. Using a balance of both data and lived experiences to move beyond a “one-size-fits-all” approach, Pacific Power will continue to listen and engage in constructive dialogue to better anticipate shifts in community priorities, issues, and barriers in order to better serve all of its customers through the engagement process.

When participation barriers have been identified and validated by the same individuals or groups they pertain to, one can then work towards co-developing strategies to implement and effectively address them. Over the past two years, Pacific Power has worked on developing and implementing various engagement and participation supporting tactics to reduce known existing barriers. These include the following:

Lack of Awareness

- Tactic - Reaching community group members using:
 - Social media
 - Word of mouth
 - Community presentations
 - Regional Business Manager outreach
 - Email communications / electronic distribution list
 - Amplifying relational partnerships through direct program outreach
 - Adding additional public engagement venues to expand public participation opportunities and access while also preserving the distinction of advisory group membership

Cultural / Social Factors

- Tactic - Consideration and inclusion of diverse group perspectives by:
 - Developing and implementing a Washington Language Access Plan
 - Providing multicultural communications
 - Committing to continuously improving processes and taking steps to encourage the added participation of environmental justice advocates, public health advocates and Tribal representatives specifically in the Equity Advisory Group space
 - The company sees representation from these groups as critical to furthering inclusion and access for communities, especially those that have been historically underrepresented in utility planning processes.
- Tactic - Advancing access by:
 - Providing simultaneous meeting translation
 - Making participants aware of the option to create a meeting transcript (notes) using artificial intelligence
 - Supporting the use of adaptive low-tech communication tools such as pictures, symbols and letters to foster shared understanding of concepts and information

Personal / Motivational Factors

- **Tactic - Establishing a pathway to compensation:**
 - Pacific Power continues to assess membership gaps within its Equity Advisory Group.
 - Ongoing recruitment efforts provide the opportunity to compensate others (groups) to engage more directly with the company. While there may be interest in participating in an activity or process because there is interest in the issue, providing an incentive to participate in said activity or process may address potential economic barriers to participation.
- **Tactic - Providing other incentives:**
 - Providing a free meal during a company-convened meeting or community event, which may also support local small businesses in the area
 - Refunding travel-related expenses through the Equity Advisory Group engagement process and offering hybrid meeting opportunities
- **Tactic - Outlining co-benefits by:**
 - Providing educational opportunities (knowledge leads to greater individual agency)
 - Connecting individuals/groups to resources and incentives
 - Providing opportunities to impact program design and implementation (as applicable)
 - Providing opportunities to advise Pacific Power on activities that directly impact customers/communities
 - Increasing community partnership opportunities

V. Data, Feedback, and Commitment to Improvements

Data

Pacific Power uses a combination of quantitative and qualitative data to help shape CEIP programs, actions and investments. Data is gathered, analyzed and communicated to interested parties in a way that is transparent and easy to understand. This ensures there is better informed decision-making and accountability and provides the opportunity for the company to build trust with those involved in its processes. Some of the methods the company uses to gather this data are described below.

Residential Survey

To assess its Washington customers' energy needs, Pacific Power conducts a voluntary survey of its residential customers in Washington every two years. The survey provides valuable information that the company is using to help guide its transition to renewable and non-carbon-emitting electricity and, most importantly, to support energy equity through the transition. Data captured includes information about appliances currently in use and associated fuel sources in the home, as

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well as some demographic and household information (race, age, language spoken, level of education, etc.).

The next residential survey will be conducted in fall 2025. The survey is delivered to customers with an active email address. Additionally, to increase participation among its Washington customers, the company also plans to conduct a phone survey.

In addition to the residential survey, Pacific Power also uses demographic data from the Washington State Department of Health to identify the location of census tracts in its service area that meet the criteria to be considered Highly Impacted Communities (HICs). To be considered a HIC, a census tract must be completely or partially comprised of Indian Country or be identified as subject to the highest environmental health disparities according to the Washington Department of Health's Environmental Health Disparity map.²⁹

The company also relies on data from the U.S. Census Bureau's American Community Survey to get a more complete picture of HICs in its service territory.

This data, combined with information from the residential survey and other resilience metrics supports delivery of programs that aim to improve low-income customer energy resilience and reduce low-income customer energy burden. These include, for example, low-income weatherization and energy assistance programs such as the LIBA program and the federal Low-Income Home Energy Assistance program. They may also be used to identify and prioritize certain areas for additional analyses of system performance and targeted delivery of grid hardening and community energy resilience programs. Specific actions being taken that pertain to this Public Participation Plan include actively engaging in efforts to improve information equity by:

- Expanding outreach to HICs
- Increasing in-person outreach activities
- Promoting the company's Washington Energy Resource Center³⁰

Feedback Tracker

Pacific Power seeks to have an inclusive and accessible process for consultation and collaboration, one in which each participant feels valued for their contributions and time. During Pacific Power's first CEIP process, the company developed a feedback tracker to capture input received within its core engagement spaces related to clean energy implementation planning. The feedback tracker notes the month, year, engagement space where input is provided, the feedback provided to Pacific Power, responses provided, and, in some instances, impacts as they are known and/or incorporated.

Pacific Power's feedback tracker helps the company improve its clean energy implementation plan engagement process by identifying areas for improvement, enhanced engagement and program development opportunities, provides insight into the participant experience, and supports continued participation by demonstrating the company's commitment to needs by way of feedback

²⁹ Available online at: [Instructions for Utilities to Identify Highly Impacted Communities | Washington State Department of Health.](#)

³⁰ Available online at: [Energy Resource Center.](#)

collection and response. This supports more informed decision-making as insights are gathered from direct community and interested parties and the experiences and input shared by them.

Pacific Power's feedback tracker will continue to be updated as additional engagement sessions and collaboration take place. This will allow information to flow in both directions, where feedback provided by advisory group members and interested parties can inform Pacific Power's strategic priorities, and provide opportunities to educate customers, interested persons and the company. Pacific Power is committed to publishing an updated copy of the feedback tracker on its Washington Clean Energy Transformation Act webpage on a consistent quarterly basis³¹.

Commitment to Improvements

The path to an equitable and sustainable clean energy future begins with meaningful engagement. This requires strategies that prioritize inclusivity, transparency and collaboration. Pacific Power actively seeks opportunities to grow and is committed to improving its clean energy implementation planning engagement process. The company will continue to find ways to foster transparency and trust and to enhance its communications and engagement process. To build upon this commitment, Pacific Power outlines the following improvement commitments that it will seek to continue or implement over the next two years:

Increase Awareness

- Pacific Power will communicate with transparency to continue building customer and community trust.
- Pacific Power will share its Washington Clean Energy Implementation Plan Engagement Series meeting schedule and proposed topics at the beginning of each year (subject to changes) to support awareness of engagements and foster additional meeting participation.
- Pacific Power will provide consistent and reminder communications of its Clean Energy Implementation Plan Engagement Series meetings (via email and social media channels as applicable).
- Pacific Power will work with its Equity Advisory Group community representatives to define issues of high interest to customers and communities, including tribal communities, throughout each year.

Increase Access

- Pacific Power will post quarterly updates of its Washington feedback tracker online to allow regular access to feedback the company is receiving.
- Pacific Power will provide Spanish and American Sign Language simultaneous meeting translation at all Clean Energy Implementation Plan Engagement Series meetings.

³¹ Available online at: [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits](#).

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- Pacific Power will continue to develop its Washington Language Access Plan to identify multicultural communications opportunities and to improve its associated outreach tactics.
- Pacific Power will continue to host engagements with fully remote and call-in options for participants who are unable to travel for on-site meetings when offered.
- Pacific Power will continue to translate Equity Advisory Group and Clean Energy Implementation Plan Engagement Series meeting materials in Spanish and will consider providing materials in other languages should a need be specifically expressed.
- Pacific Power will continue to work with its Equity Advisory Group to consider and include additional diverse group representatives (ongoing recruitment of advisory group members).
- Pacific Power will continue to support small businesses when onsite meetings are organized and held in the community.
- Where possible, Pacific Power will use images that reflect its Washington service area and customers to better highlight cultural distinctions and identities.
- Pacific Power will improve access to online clean energy planning resource information by:
 - Offering an “en Español” feature on its Washington Clean Energy Transformation Act webpage³²
 - Ensuring web links take users straight to the information they are seeking and not different web pages relaying the same or similar information (remove “waste”)
 - Simplify the company’s Clean Energy Transformation Act webpage information using “plain language” practices as outlined by <https://digital.gov/topics/plain-language/>
 - Continue to improve and enhance [Pacific Power’s Energy Resource Center](#) webpage that provides customers with resources and key educational information³³

Amplify Co-Benefits

- Build Upon Relational Community Partnerships
 - Provide additional educational opportunities through guest presentations (knowledge leads to greater individual agency)
 - Continued connection to resources and Pacific Power programs and incentives
- Impact
 - Inform program design and implementation (as applicable)
 - Pacific Power will outline activities that directly impact customers/communities
- Transparency
 - Pacific Power’s Clean Energy Planning team will work with the Integrated

³² Available online at: [Washington Clean Energy Transformation Act & Equitable Distribution of Benefits.](#)

³³ Available online at: [Energy Resource Center.](#)

Resource Planning team to ensure a transparent transition from the Integrated Resource Plan Public Input Meetings to the Washington Clean Energy Implementation Plan Engagement Series to better support learning and understanding as it relates to the systemwide Integrated Resource Plan modeling and analysis and how that creates the foundation for Washington-specific compliant outcomes.

- Pacific Power will clearly define, refine and state the scope and intent of each engagement space that the company offers and socialize this information with existing and potential participants to encourage more meaningful engagement and better use of limited time and resources among participants.

VI. Conclusion

Pacific Power is dedicated to advancing engagement in its clean energy implementation plan processes. The company will continue to leverage previous learnings, relational partnerships and will utilize its existing ecosystem of engagement channels for greater inclusion and impact. Additionally, Pacific Power will continue to actively seek opportunities to grow in the area of Tribal engagement, working in consultation with Tribal representatives and the company's Tribal liaison. Finally, Pacific Power is continuing to work to better understand the underlying factors that have impacted public participation and will take steps to address existing gaps through the implementation of support resources that work for the specific communities the company impacts and serves. This will ultimately better position Pacific Power for a more equitable and inclusive public participation process.