



PACIFICORP 2024  
Clean Energy Planning  
Engagement Report  
December 30, 2024



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## **PacifiCorp's 2024 Report on Clean Energy Planning Engagement in Oregon**

PacifiCorp (doing business in Oregon, Washington and California as Pacific Power) respectfully submits this 2024 Report on Clean Energy Planning Engagement for consideration by the Public Utility Commission of Oregon. The intent of this report, while tied to broader clean energy planning goals and objectives, is to describe PacifiCorp's clean energy planning engagement efforts, goals and ongoing commitment to improvement.

### **Introduction**

#### **HB 2021**

In 2021, Governor Brown signed House Bill 2021 into law. HB 2021 defined ambitious greenhouse gas reduction goals for electric providers, while also directing utilities to consider how to maximize additional benefits to communities. House Bill 2021 requires retail electricity providers to reduce greenhouse gas emissions associated with electricity sold to Oregon consumers by 100% by 2040, with interim emissions reduction milestones of 90% by 2035 and 80% by 2030. An electric company must develop a clean energy plan for meeting the relevant targets concurrent with the development of its integrated resource plan.

#### **Background**

On April 21, 2022, PacifiCorp d/b/a Pacific Power (PacifiCorp or the company) filed an initial engagement strategy within the company's Distribution System Planning Report – Part 1 and 2 filing, as required by docket UM 2225, to provide insight into PacifiCorp's preliminary vision on engaging stakeholders in the Oregon clean energy planning process.<sup>1</sup> The initial engagement strategy described PacifiCorp's intent to use its Integrated Resource Plan (IRP) public input process and developing Community Input Group (later renamed Community Benefits and Impacts Advisory Group) to provide meaningful engagement opportunities for the development and equitable implementation of PacifiCorp's Clean Energy Plan. Since that time, PacifiCorp has continued to refine its approach to stakeholder engagement.

On May 31, 2023, PacifiCorp filed its inaugural 2023 Clean Energy Plan (CEP) in Docket No. LC 82, as required by law and in accordance with initial guidance in UM 2225.<sup>2</sup> The inaugural CEP represented PacifiCorp's first attempt at defining a long-term strategy to meet the ambitious

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<sup>1</sup>As described in PacifiCorp's Distribution System Planning Part 1 and 2 filing which can be found at [https://www.pacificcorp.com/content/dam/pcorp/documents/en/pacificcorp/energy/dsp/2021\\_PacifiCorp\\_Oregon\\_Distribution\\_System\\_Plan\\_Report\\_Part1.pdf](https://www.pacificcorp.com/content/dam/pcorp/documents/en/pacificcorp/energy/dsp/2021_PacifiCorp_Oregon_Distribution_System_Plan_Report_Part1.pdf)  
[https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/dsp/2022\\_PacifiCorp\\_Oregon\\_Distribution\\_System\\_Plan\\_Report\\_Part2.pdf](https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/dsp/2022_PacifiCorp_Oregon_Distribution_System_Plan_Report_Part2.pdf)

<sup>2</sup> Follow Public Utility Commission of Oregon docket no. LC 82 online at <https://apps.puc.state.or.us/edockets/docket.asp?DocketID=23647>.

greenhouse gas reductions, while creating an initial framework to define key community benefits and impacts.

On March 19, 2024, the Public Utility Commission of Oregon issued Order No. 24-073 acknowledging in part PacifiCorp's 2023 IRP subject to conditions and declining to acknowledge PacifiCorp's inaugural CEP.<sup>3</sup> PacifiCorp was directed to revise and resubmit certain elements of the IRP, and to revise and resubmit its CEP. Additionally, Order No. 24-073 adopted Public Utility Commission of Oregon Staff recommendations which included the following key activity on engagement:

**“Staff Recommendation 8.** Direct PacifiCorp to work collaboratively with Staff, stakeholders, peer utilities, and the CBIAGs in a dedicated working group to develop clear, actionable improvements to community and stakeholder engagement in subsequent IRP/CEPs by December 31, 2024. If PacifiCorp cannot complete this effort by this timeline, PacifiCorp should provide a detailed status update and explanation of how it will ensure that remaining issues are resolved as soon as practicable, inclusive of the perspectives of peer utilities and the utilities' CBIAGs.”

### Oregon Service Area

PacifiCorp strives to efficiently deliver reliable, safe and environmentally responsible energy to all of its customers. PacifiCorp conducts business as Pacific Power in Oregon, Washington and northern California, serving 243 communities. In Oregon, Pacific Power serves 622,868 customers, including two of Oregon's largest metropolitan areas (Portland and Medford), and is the state's largest rural electric services provider. From coastal communities including Astoria, Lincoln City and Coos Bay, to high desert cities such as Bend and Prineville, Pacific Power's geographical service area is diverse and spans the entire state.

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<sup>3</sup> Public Utility Commission of Oregon order no. 24-073 is available online at <https://apps.puc.state.or.us/orders/2024ords/24-073.pdf>.

Figure 1 – Pacific Power service area map<sup>4</sup>



## Clean Energy Planning Engagement

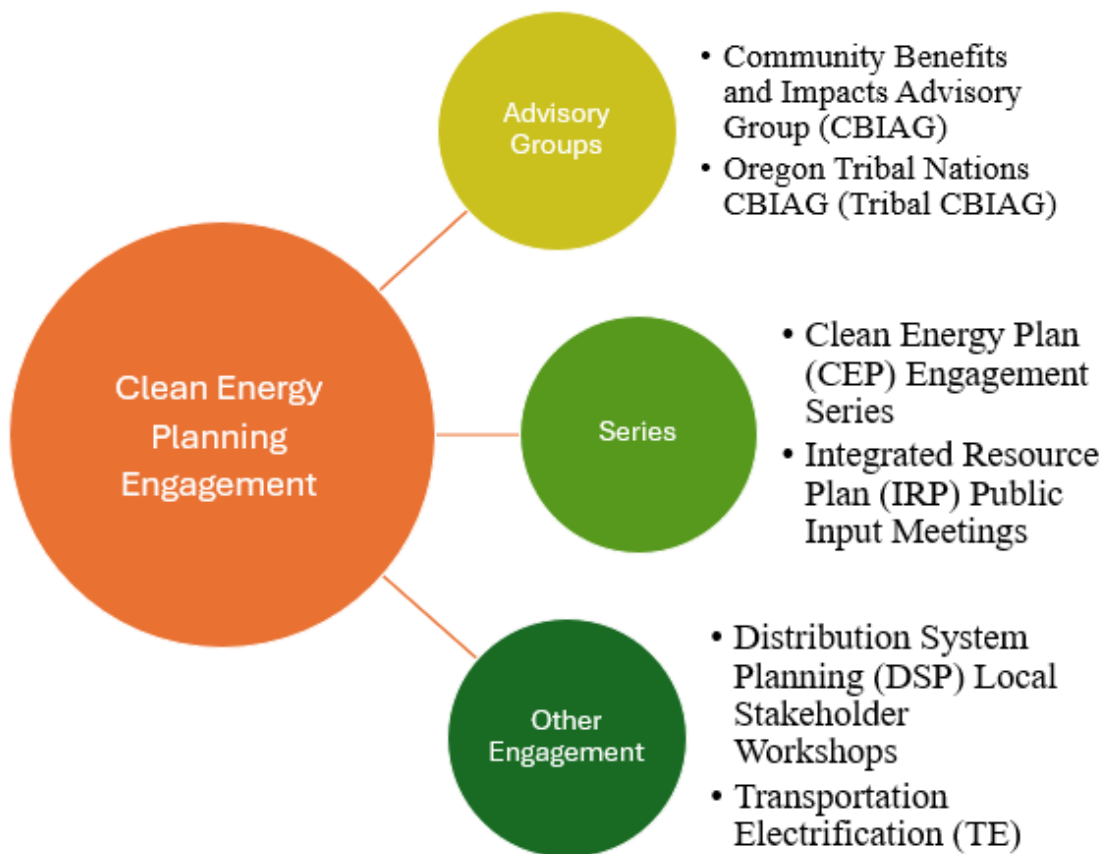
PacifiCorp is dedicated to advancing engagement in its clean energy planning process and implementation and is prepared for the long-term work of breaking down traditional barriers to participation by advancing equity and inclusion in Oregon. The company will continue to leverage previous learnings while continuing 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.

<sup>4</sup> Source: <https://www.pacificpower.net/community/service-area.html>.

PacifiCorp takes pride in being able to offer a robust menu of stakeholder engagement opportunities through its various meeting spaces. Each meeting 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 PacifiCorp can offer an engagement option for all. Meeting spaces are open to all, drawing a wide array of audience members from Oregon-interested parties, community-based organization representatives and members of Tribes, to members of the general public. Within each meeting space, PacifiCorp strives to create a safe atmosphere where all participants can engage in constructive dialogue, ask questions and provide feedback. Participants have the opportunity to learn about different clean energy planning topics and information and can expect various opportunities and methods to collaborate throughout the year.







PacifiCorp’s engagement meeting spaces support an engagement ecosystem that offers an option for each type of participant so that they may engage with the company when and where it makes sense for them to do so. PacifiCorp’s engagement spaces are structured as follows:

*Figure 2. PacifiCorp’s Oregon Clean Energy Planning engagement ecosystem*



Historically, each meeting space has provided a varying level of technical presentation and expertise that aligns with the intended audience and topics covered in each respective space and is summarized in Table 1, below:

Table 1 – PacifiCorp’s Oregon Clean Energy Planning and related engagement spaces

Engagement Space	Topic(s)	Target Audience	Technical Level
<b>Community Benefits &amp; Impacts Advisory Group (CBIAG)</b>	Community benefit and impacts, clean energy related planning, programs, energy systems and topics surfaced by members.	Advisory group members, community-based organizations, environmental justice community members, interested parties.	
<b>Oregon Tribal Nations CBIAG (Tribal CBIAG)</b>	Community benefit and impacts, clean energy planning related programs, and energy systems and topics surfaced by members.	Advisory groups members, Tribal Nations members, Tribal Nations support organizations, Tribal Nations enterprise, interested parties.	
<b>Clean Energy Plan Engagement Series (CEP)</b>	Clean energy planning.	Oregon-Interested Parties and Stakeholders.	
<b>Integrated Resource Plan (IRP) Public Input Meetings</b>	System-wide integrated resource planning.	Interested Parties and Stakeholders in Washington, Oregon, California, Utah, Idaho, and Wyoming.	
<b>Distribution System Planning (DSP) Local Stakeholder Workshops</b>	Distribution system planning.	Local government, city planners, economic development groups, local non-profits focusing on vulnerable populations, hospitals, general community with distribution concerns.	
<b>Transportation Electrification (TE)</b>	Support the development of an equitable Transportation Electrification Plan. Identify localized market barriers and strategies related to advancing TE within Pacific Power’s service area. Identify and prioritize TE program initiatives.	Engage underserved communities through Pacific Power’s service area.	

## Advisory Groups

PacifiCorp's Community Benefits and Impacts Advisory Group (CBIAG) and Oregon Tribal Nations Community Benefits and Impacts Advisory Group (Tribal CBIAG) provide feedback to the company on various clean energy planning topics and related programs. Members of PacifiCorp's advisory groups represent a wide array of different communities, groups and people, each bringing expertise and valuable lived experience. Matters of importance as expressed across engagement spaces by members include:

- Costs and energy affordability
- The cleaner energy transition, specifically the dependability of renewable resources and the potential impact of materials required for clean energy technology
- Seeing how advisory group input meaningfully provides community benefits
- Sharing general program information and opportunities for greater accessibility
- Sharing and fostering foundational understanding of utility systems and the regulatory environment
- The use of transparent and user-friendly tools to bring all along (accessibility)
- Access to funds to add capacity for participation in programs and offerings resulting from clean energy planning (a continued need)

### Community Benefits and Impacts Advisory Group

PacifiCorp launched its inaugural CBIAG in November 2022. The CBIAG, a diverse group of 11 individuals and/or organizations, represents the lived experiences, interests and perspectives of the communities and customers within PacifiCorp's Oregon service area. Consistent with the definition of environmental justice communities under Oregon House Bill 2021, communities identified for inclusion or representation in the CBIAG include "... communities of color, communities experiencing lower incomes, Tribal communities, rural communities, coastal communities, communities with limited infrastructure and other communities traditionally underrepresented in public processes and adversely harmed by environmental and health hazards, including seniors, youth, and persons with disabilities."<sup>5</sup>

As of October 2024, PacifiCorp has convened 24 CBIAG meetings. Meetings occur approximately every month, offering an in-person option in some instances. PacifiCorp intentionally rotates hybrid sessions around Oregon, using the opportunities to be present in the communities that host and to partner with advisory group member organizations. Each onsite or hybrid session has allowed PacifiCorp to weave in a community segment that offers valuable insights into the specific community's needs, demonstrating the importance of community input. These community segments allow advisory group members to share a little more about their organization, mission and values. Co-sharing the meeting space and spending time in the community has been a valuable opportunity for both PacifiCorp and advisory group member participants.

In addition to advisory group meetings, PacifiCorp conducts annual planning sessions with the CBIAG to offer time and space for reflection on what has been discussed and learned over the year

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<sup>5</sup> Definition of environmental justice communities described in ORS 469A.400 (available online at: [https://oregon.public.law/statutes/ors\\_469a.400](https://oregon.public.law/statutes/ors_469a.400)).



and to identify areas where the group might want PacifiCorp to integrate additional topics of interest. Agendas typically reflect topics that include a combination of required items to discuss, programs and matters selected by advisory group members.

CBIAG meetings remain open to the public for observation, with an opportunity for public comment provided during each session. This opportunity ensures that every attendee feels included and can participate even if not formally a member of PacifiCorp's CBIAG.

When it comes to active participation in discussions and breakout rooms, the company has intentionally limited opportunities to non-CBIAG members so that members value their role more formally as part of the advisory group. CBIAG members have the option to be compensated for their time at each meeting. Payments are made to either the individual participant or their represented organization based on their preference. The compensation process is transparent and fair, with clear guidelines on how it is determined and distributed.

PacifiCorp plans to continue developing methods to make CBIAG meetings more meaningful and to address potential barriers to CBIAG and public involvement. This may include:

- Methods and channels used within meetings that can foster inclusive and transparent communication.
- Enhancing communication methods and channels including PacifiCorp's CBIAG webpage: <https://www.pacificorp.com/energy/oregon-community-benefits-and-impacts.html>

### **Oregon Tribal Nations Community Benefits and Impacts Advisory Group**

The Tribal CBIAG was formed in March 2023 after six months of direct outreach. Advisory group meetings occur nearly every month, and reflect PacifiCorp's commitment to accessibility, continued dialogue, and information sharing with Tribal representatives. As the company began meeting with its Tribal CBIAG, it recognized compensation to be an essential part of facilitating involvement from individuals and organizations who represent and serve Oregon Tribal Nations directly. Members who work for a Tribal organization often operate on limited budgets and work with limited human resources who cannot easily be pulled away from activities that provide a direct benefit to communities; thus, they may need authorization to spare employee time for service on advisory bodies. As a result, PacifiCorp understood that seeking membership in its dedicated Tribal advisory group meant the company needed to provide a compensation option to validate individual time and contributions, just as it has offered for its CBIAG.

As of December 2024, PacifiCorp's Tribal CBIAG has convened 13 times, with the first meeting taking place on May 17, 2023. Over time, the group has elected to adapt its meeting structure and frequency. Initially, meetings were scheduled for three hours every other month, but participants desired shorter, more frequent meetings. In April 2024, PacifiCorp started implementing monthly two-hour sessions. PacifiCorp's more recently developed Tribal CBIAG supports and fosters collaboration, consultation and shared understanding of federal, state and local programs, policies and grants with Tribal communities in Oregon.

In 2023, PacifiCorp hired a Tribal liaison who works to expand the company's relationships with Tribes and foster an internal understanding of Tribal governance. The Tribal liaison's role is to act

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as a bridge between PacifiCorp and Tribal Nations, facilitating communication, understanding and collaboration. PacifiCorp's Tribal liaison has helped amplify participation in Tribal Nations engagement forums internally and externally.

PacifiCorp is adapting its approach to further connect with Oregon Tribal Nations and Indigenous organizations, such as community-based organizations, nonprofits and Tribal enterprises. The company seeks feedback through additional methods, including assessments, onsite visits and expanding support teams to provide program insights and opportunities. This ensures PacifiCorp meets its commitment to improving engagement and building stronger relationships with Tribal communities. As PacifiCorp continues to plan for a clean energy future, it is necessary to directly engage Tribal communities located within and/or connected to PacifiCorp's electric service area, providing Tribal communities with ample opportunities for input and dialogue. PacifiCorp also understands that robust consultation with sovereign Tribal governments and communities is critical to understanding each Tribe's concerns and perspectives. The company will continue to seek to grow understanding in the following areas:

- Each Tribe's desired level of participation in the utility planning processes
- Barriers to participation in the energy planning process
- Preferences for engagement (e.g., as part of advisory groups or alternative approaches)
- Preferences for multi-modal communication
- Preferences regarding Tribal consultation processes
- Tribes' economic development initiatives and strategic planning priorities

PacifiCorp continues to convene its Tribal CBIAG, focusing on equity and a clean energy future in Oregon as directed by House Bill 2021. The company plans to continue seeking feedback from Tribal communities in Oregon to build an inclusive and accessible process for consultation and collaboration.

PacifiCorp has developed a Tribal Nations hub on its website that will evolve as additional input from Tribal Nations representatives is received.<sup>6</sup> The hub for Tribal Nation engagement includes:

- Engagement series links
- Grant and program links
- Engagement and presentation content
- Feedback tracking tools
- Calendar of key dates
- Key program and support tools
- Contact information for PacifiCorp staff

At PacifiCorp, the methods and channels used within meetings employed foster inclusive and transparent communication. The company is committed to ensuring that all stakeholders are informed and involved in our processes. Communication methods and channels include:

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<sup>6</sup> PacifiCorp's Tribal Nations hub can be found at <https://www.pacificpower.net/community/tribal-relations.html>

- PacifiCorp's Tribal CBIAG webpage: <https://www.pacificpower.net/community/tribal-relations.html>
- Email distribution lists, including for broader Oregon Tribal Nations engagement
  - Participants can join by emailing [TribalRelations@PacifiCorp.com](mailto:TribalRelations@PacifiCorp.com)

Outreach has been representative of all of Oregon's federally recognized Tribes. Current members and representatives of the Tribal Nations engagement series consist of Tribal Nations members and Tribal Nations supporting organizations within PacifiCorp's Oregon service area who have expressed interest in participating. The company expects advisory group membership to continue to evolve. The company crucially understands that no member or participant speaks on behalf of or represents an entire Tribe, nor does any single Tribe represent all the Tribes. The individuals who serve on the Tribal Nations engagement group represent a collective of personal and professional expertise and knowledge of Oregon's Tribes and Indigenous communities.

PacifiCorp also acknowledges that an intentional process for follow-up and concept exploration is necessary. The company understands that seeking more detailed feedback on programs and services offered to Tribal Nations requires a strategic response structure that aligns with and respects Tribal Nations' sovereignty. This company is committed to ensuring that the feedback process is respectful and responsive to the needs and perspectives of all Tribal Nations.

## Meeting Series

### Integrated Resource Plan Public Input Meetings

The 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 emerging modeling, portfolio and market trends and subjects to 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 exercise 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.<sup>7</sup> In addition to providing public access to ongoing comments and responses, the public input meetings are recorded for public access.<sup>8</sup> The IRP public input process and portfolio outcomes inform the CEP and ultimately, PacifiCorp's progress toward achieving the clean energy targets identified in HB 2021.

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<sup>7</sup> PacifiCorp IRP Stakeholder Feedback forms are posted publicly online at: <https://www.pacificcorp.com/energy/integrated-resource-plan/comments.html>.

<sup>8</sup> PacifiCorp IRP public input meeting recordings are posted publicly online at: [Public Input Process](#)

While the CEP development process will feature distinct engagement through CBIAG, Tribal CBIAG, Clean Energy Plan 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 Plan Engagement Series Meetings**

During PacifiCorp's first Oregon CEP process, the company identified the need to initiate a complementary and educational CEP engagement series to support existing engagements and to more intentionally provide the time and space to dive into key clean energy planning topics. Although PacifiCorp has various dedicated engagement spaces that support clean energy planning engagement, the CEP engagement series was developed to focus on PacifiCorp's Oregon CEP filing and regulatory requirements. The meeting series is designed to provide access to a more technical audience that is actively engaged in PacifiCorp's clean energy planning process, so that PacifiCorp can directly solicit feedback on elements of the company's plan. Oregon CEP engagement series meetings have drawn participation from different groups such as the Public Utility Commission of Oregon Staff (Staff), environmental and justice advocates, members of PacifiCorp's CBIAG and Tribal CBIAG, community-based organization representatives and general members of the public. The CEP engagement series will continue through 2025, to socialize PacifiCorp's CEP and to provide additional opportunities for community and stakeholder input on elements of the plan. Unless communicated otherwise, CEP engagement series meetings are recorded for expanded accessibility and notes from each meeting are shared on Pacific Power's Oregon CEP webpage in both English and Spanish following each individual session.<sup>9</sup>

### **Other Engagement**

The following activities are not explicitly tied to clean energy planning or HB 2021 requirements but do overlap in some concepts and provide valuable insights and learnings. There has been some general cross-pollination of ideas and updates between distribution system planning, transportation electrification and clean energy planning.

### **Distribution System Planning Local Stakeholder Workshops**

PacifiCorp has hosted distribution system planning (DSP) local stakeholder workshops to provide opportunities for communities to be engaged proactively, solicit feedback and gain additional understanding of the company's DSP process to increase transparency on how PacifiCorp plans, invests and implements solutions (including non-wire solutions) on its distribution system.<sup>10</sup>

### **Transportation Electrification Conversations**

PacifiCorp offers customers opportunities to electrify their transportation initiatives through grants, rebates, incentives, technical assistance and more. To develop these pilots and programs, discussions and conversations are held during each transportation electrification (TE) planning

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<sup>9</sup> Online webpage: <https://www.pacificpower.net/community/oregon-clean-energy-plan.html>.

<sup>10</sup> Oregon Public Utilities Commission docket no. UM 2005 follows the investigation into Distribution System Planning for electric utilities: <https://apps.puc.state.or.us/edockets/DocketNoLayout.asp?DocketID=21850>

year before seeking approval from the Public Utility Commission of Oregon. The TE team engages stakeholders through existing forums and stakeholder groups, integrating their feedback into the TE plan. Additionally, the TE team conducts Tribal needs assessments with Oregon Tribes within our service area to better serve their TE needs. These conversations uncover ways to better target, support and reach customers in achieving their electrification goals.

As PacifiCorp approaches its next clean energy planning cycle, it will continue to offer engagement opportunities to connect and provide feedback on key CEP 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.

## Learnings

PacifiCorp continues to apply lessons learned from historical and ongoing engagement activities to support clean energy planning engagement. The company understands that for engagement to be truly meaningful, it is crucial that the collaboration and input process support full and authentic participation. One must engage and balance the needs of a wide array of different stakeholders, something that is no easy task. PacifiCorp has also received the feedback that there is little room for duplicate conversations in engagement spaces. Given the growing desire to engage and be engaged, many are left with little capacity to effectively do so. The company has taken what it has learned from past experiences and has applied these lessons to design a clean energy planning engagement model that focuses on a few key areas:

### **Building a Complementary Engagement Ecosystem**

PacifiCorp 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 planning 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.

PacifiCorp's various engagement spaces exist to complement, not disrupt, the key activities and goals each one sets out to accomplish. This engagement ecosystem, which includes advisory groups, meeting series and workshops, functions to provide options for engagement at different technical levels for the purpose of engaging a wider audience.

### **Accessibility**

Another lesson PacifiCorp 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. Progress can also be much more meaningful than perfection. When considering accessibility in the realm of engagement, key priorities should include ensuring that everyone, regardless of ability, can fully participate and access information. This includes considering vision, hearing and cognitive factors,

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using culturally appropriate communication methods, recognizing blind spots and addressing language barriers to create a truly inclusive experience for all.

A few ways PacifiCorp supports accessibility in its clean energy planning engagement process include:

- **Translation**
  - Offering American Sign Language and Spanish simultaneous meeting translation at Oregon CEP engagement series meetings
  - Translating Oregon CEP engagement series meeting materials and making them readily available online following each session
- **Accommodation and Support**
  - Providing an “open door policy” to take conversations offline in a time and setting that is most accessible for the individual, if required
  - Empowerment by actively listening to everyone’s ideas and concerns and encouraging participants to reach out to relay additional accessibility measures needed for their effective participation
  - Having all Oregon CEP engagement series meetings be open to the public
  - Conducting proactive scheduling and ensuring PacifiCorp meetings do not overlap and/or conflict with other known key activities internally and externally
  - Capturing and sharing detailed notes on the topics shared and discussions held in the engagement spaces
  - Walking through the internal exercise of putting one in their audience’s shoes; catering presentations for target audiences to draw additional participation (for example, taking technical information and relaying it in “plain language” to support comprehension)
  - 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
  - Making PacifiCorp’s Oregon CEP email distribution list available to all; interested participants can email [oregoncep@pacificorp.com](mailto:oregoncep@pacificorp.com) to receive updates and learn about upcoming engagement and input opportunities
- **Human-Centered Design**
  - Understanding that individuals need space and time to raise key questions and concerns
  - Ensuring PacifiCorp continues to use third-party facilitation at key stakeholder sessions to ensure psychological safety for all

## **Cross-Utility Collaboration**

PacifiCorp maintains relational partnerships with several different groups and organizations in Oregon. Relational partnerships refer to relationships that are built on trust and open communication. Over the span of several months, PacifiCorp staff and Portland General Electric (PGE) staff met to discuss clean energy planning stakeholder engagement, related requirements and best practices. Meetings were conducted virtually to accommodate schedules and different work locations. They were approximately one hour in length and included introductions when new participants joined for the first time. Meetings were a shared space between peer utility staff, one where everyone was encouraged to bring their questions, topics and ideas to discuss in a group setting.

Early on, it was apparent that staff from both companies could learn from one another. Amid personnel and organizational changes, staff from both peer utilities met and began to understand each other’s clean energy planning engagement priorities and goals and partook in constructive conversations that connected best practices and past experiences. Although serving different customers in Oregon, PGE and PacifiCorp staff found similarities in insights gained from community feedback. Collaborative meetings highlighted the reality that there really is no “one size fits all approach” to engagement. It requires, among other things, a thorough understanding of one’s audience and an open channel of communication to ensure inclusive participation.

## **Clean Energy Plan Engagement Survey**

To better understand the stakeholder participant experience and to identify opportunity areas for improvement, PacifiCorp administered a CEP engagement survey that was shared with Oregon stakeholders.<sup>11</sup> The survey was comprised of 15 questions and was estimated to take participants approximately 15 minutes to complete. Questions included open-ended, ranked choice and multiple-choice type of questions. At the start of the survey, participants were informed of the survey’s purpose and goals and were encouraged to share their name, email address and key priorities. This information helped PacifiCorp understand the types of groups represented in its CEP engagement process and highlighted the connection between groups and various key priorities within clean energy planning.

The CEP engagement survey remained open for a little over a month. Survey reminders were sent out to Oregon stakeholders using PacifiCorp’s Oregon CEP email, as well as from PacifiCorp’s IRP email and directly from PacifiCorp staff that coordinate advisory group spaces. Recipients of these communications included Staff, environmental and justice advocates, members of PacifiCorp’s CBIAG and Tribal CBIAG, community-based organization representatives and general members of the public. Recipients were encouraged to reach out if they had questions about the survey or the implementation process. After PacifiCorp’s Oregon CEP engagement survey closed, survey responses were reviewed, and information was synthesized into several

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<sup>11</sup> See Appendix A: Survey for the full survey.

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slides that were then shared during PacifiCorp’s November 20, 2024, Oregon CEP special session on engagement.<sup>12</sup>

Survey results highlighted several pieces of information. Among survey participants, responses showed active engagement in PacifiCorp’s clean energy planning and integrated resource planning engagement processes. Of the 16 total responses received, 13 indicated engagement in PacifiCorp’s CEP engagement series meetings and 7 indicated engagement in PacifiCorp’s IRP public input meetings as shown in Table 2 below.

*Table 2 – PacifiCorp’s Oregon Clean Energy Plan Engagement Survey participants by engagement space results.*

Clean Energy Plan (CEP) Engagement Series Meetings	13
Community Benefits and Impacts Advisory Group Meetings (CBIAG)	2
Tribal Nations Community Benefits and Impacts Advisory Group Meetings (Tribal CBIAG)	2
Distribution System Planning (DSP) Community Workshops	5
Integrated Resource Plan Public Input Meetings	7
Other	1

Although the total number of survey responses was small, survey participants represented an array of different stakeholder groups and interests in Oregon.

Survey results also showed a range of satisfaction levels within PacifiCorp’s various engagement spaces with half of overall survey participants indicating some level of satisfaction in each space, as shown in Figure 3. PacifiCorp understands that balancing the preferences and needs of every participant in its clean energy planning engagement process is not easy; however, the company remains committed to continuously improving its engagement process to provide an overall better stakeholder engagement experience for all.

*Figure 3 – PacifiCorp’s Clean Energy Plan Engagement Survey engagement satisfaction results.*

### Engagement Space Satisfaction

Clean Energy Plan (CEP) Engagement Series Meetings	63%
Community Benefits and Impacts Advisory Group Meetings (CBIAG)	60%
Clean Energy Plan Engagement Series for Oregon Tribal Nations Meetings	50%
Distribution System Planning (DSP) Community Workshops	60%
Integrated Resource Plan Public Input Meetings	58%

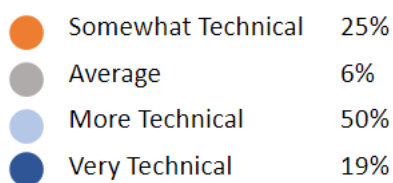
<sup>12</sup> Meeting slides available online at [https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/OR\\_CEP\\_Meeting\\_2024-11\\_November\\_Slides\\_fnl.pdf](https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/OR_CEP_Meeting_2024-11_November_Slides_fnl.pdf) and notes available online at [https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/community/or-clean-energy-plan/CEP\\_Meeting\\_2024-11\\_Nov\\_Public\\_Notes.pdf](https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/community/or-clean-energy-plan/CEP_Meeting_2024-11_Nov_Public_Notes.pdf).



PacifiCorp’s CEP engagement survey also provided communications and accessibility insights which detailed how engagement opportunities were being socialized among Oregon stakeholders, whether engagement efforts were deemed to be sufficient, the technical level of expertise by survey participant and whether survey participants felt PacifiCorp’s clean energy planning engagement process was accessible. Survey results showed that 53% of survey participants learn about the company’s upcoming engagement opportunities by email and 27% learn about upcoming engagement opportunities by word of mouth. Survey results also showed that 62.5% of survey participants deemed PacifiCorp’s engagement efforts to be sufficient.

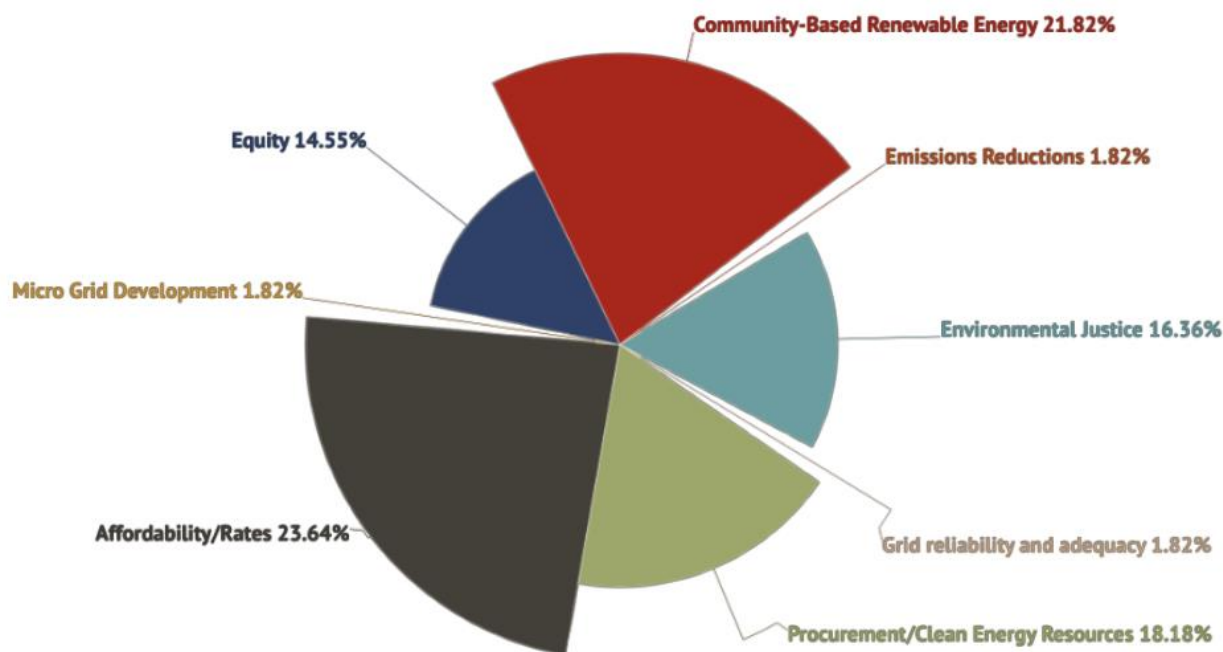
Regarding accessibility, 50% of survey participants found PacifiCorp’s clean energy planning engagement approach to be accessible. While surveys may only provide a snapshot of information on preferences, PacifiCorp understands this to be an opportunity to adapt its methods to further accessibility. PacifiCorp is also determined to better communicate the intent of each of its engagement meeting spaces to ensure greater learning of topics and opportunities for those traditionally struggling to participate. PacifiCorp also learned that the technical expertise among its survey participants leans more towards some level of technical expertise with 75% of survey participants indicating that they possess either “somewhat technical” or “more technical” knowledge as opposed to not (see Figure 4). This aligns with PacifiCorp’s Oregon CEP engagement series meetings, which are geared towards a slightly more technical target audience. That said, PacifiCorp does see its advisory group engagement spaces, which are open to the public, as the most accessible avenues for public learning and input on several topics that inform clean energy planning.

*Figure 4 – PacifiCorp’s Clean Energy Plan Engagement Survey technical expertise results.*



Finally, PacifiCorp’s CEP engagement survey provided valuable insights into stakeholder priorities. By asking survey participants to select their key priorities (or priority areas), and including an option for added responses, PacifiCorp was able to learn that affordability and rates is the top key priority among survey respondents. Community-based renewable energy was the second key priority, and procurement and clean energy resources were the third key priority (see Figure 5).

Figure 5 – PacifiCorp's Clean Energy Plan Engagement Survey key priorities results.



## Oregon Clean Energy Plan Special Session on Engagement

On November 20, 2024, PacifiCorp held an Oregon CEP special session on engagement.<sup>13</sup> This was the first time the company had held a session of this type, adopting an open forum approach through which anyone could share ideas, opinions and experiences specifically on clean energy topics. The session was held virtually to allow further accessibility and was 90 minutes in duration; the first 30 minutes were reserved for presentation and the following 60 minutes reserved to hold space for a “listening session” where participants could surface any clean energy topics or questions that were important to them. PacifiCorp also made the decision not to record the session, as done in the past for Oregon CEP engagement series meetings, to ensure psychological safety. Participants were also able to listen and learn from others as questions were posed and responses were given by various subject matter experts in attendance. PacifiCorp's Oregon CEP special session on engagement was successful in that it drew out new voices and dialogue.

Additional learnings included:

- The importance of fostering connections between various groups across multiple engagement spaces so that feedback is shared efficiently
- Keeping accessibility and language access top of mind when planning for engagement will ensure a successful outcome
- Adapting surveys to improve participation

<sup>13</sup> Link to the presentation is available at:

[https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/OR\\_CEP\\_Meeting\\_2024-11\\_November\\_Slides\\_fnl.pdf](https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/OR_CEP_Meeting_2024-11_November_Slides_fnl.pdf)

- The need to keep updating engagement meeting details and notes to allow context and clarity to those who may have missed any meetings

## Feedback Tracker

PacifiCorp 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 PacifiCorp's development of its inaugural CEP, the company developed a feedback tracker to capture input received within its core engagement spaces related to clean energy planning. The feedback tracker notes the month, year, engagement space where input is provided, the feedback provided to PacifiCorp, responses provided, and in some instances impacts as they are known and/or incorporated.

PacifiCorp's feedback tracker helps the company improve its clean energy planning engagement process by identifying areas for improvement, enhanced engagement and program development opportunities, provides insight into the stakeholder participant experience, and supports continued participation by demonstrating the company's commitment to needs by way of feedback collection and response. This supports more informed decision making as insights are gathered from direct community and stakeholder experiences and input shared.

PacifiCorp'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 stakeholder feedback can inform PacifiCorp's strategic priorities, and provide opportunities to educate customers, stakeholders and the company. PacifiCorp is committed to publishing an updated copy of the feedback tracker on its Oregon CEP webpage on a consistent basis.<sup>14</sup>

## 2025 Clean Energy Planning Engagement

The path to an equitable and sustainable clean energy future lies in meaningful engagement. This requires strategies that prioritize inclusivity, transparency and collaboration. PacifiCorp actively seeks opportunities to grow and is committed to improving its clean energy planning engagement process. The company will continue to find ways to foster transparency and trust and to enhance its communications to facilitate a smoother clean energy planning engagement process. To meet this commitment, PacifiCorp outlines the following improvement commitments:

### Improvement Commitments

#### Clarity

- PacifiCorp will pursue a smoother transition from the IRP public input meetings to the Oregon CEP engagement series to better support learning and understanding as it relates

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<sup>14</sup> PacifiCorp's Oregon Feedback Tracker can be found here:

[https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/Oregon%20CEP%20Feedback%20Tracker%20Through%20June%202023\\_Uploaded\\_10\\_10\\_2023.xlsx](https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificcorp/energy/cep/Oregon%20CEP%20Feedback%20Tracker%20Through%20June%202023_Uploaded_10_10_2023.xlsx)

to the systemwide IRP modeling and analysis and how that creates the foundation for Oregon-specific compliant outcomes.

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

### **Cross-Collaboration**

- PacifiCorp will offer a single workshop or a series of cross-collaborative workshops that are intended to touch on specific CEP-related topics and can be catered to a wider range of audience members (for example, to bring advisory group members together with intervenor parties).
- The company will create limited opportunities for interested parties to co-create agendas and workshop materials.

### **Accessibility**

- PacifiCorp will communicate and post its Oregon CEP engagement series meeting schedule at the beginning of 2025 (still subject to changes) to allow participants to better plan and to more widely share meeting information.
- The company will post feedback tracker updates quarterly, published online, to allow regular access to current feedback provided to PacifiCorp.
- The company will continue to host remote engagements with call-in options for participants who are unable to travel for on-site meetings when offered.
- The company will continue to offer in-meeting online translation services in both American Sign Language and Spanish; will continue to offer post-meeting translation services for meeting materials in Spanish; will continue to offer an “en Español” feature on Pacific Power’s Oregon CEP webpage; and is open to expanding language offerings, upon request.
- The company will improve access to online clean energy planning resource information by:
  - Ensuring web links take users straight to the information they are seeking and not different web pages relaying the same information (remove “waste”);
  - Simplify clean energy planning webpage information using “plain language” practices as outlined by <https://digital.gov/topics/plain-language/>; and
  - Improve and enhance PacifiCorp’s Community Input Groups (Engagement Resource Hub) that outlines the various engagement channels managed by PacifiCorp.

### **Communications and Outreach**

- PacifiCorp will provide broader and consistent communications on upcoming engagements for clean energy planning.
- The company will create an Oregon CEP informational fact sheet that is available to participants and interested parties. The fact sheet will outline upcoming CEP

engagements, broad HB 2021 requirements and other pertinent information that might be relevant for interested community members and customers.

## Conclusion

PacifiCorp is dedicated to advancing engagement in its clean energy planning process and implementation. The company will continue to leverage previous learnings and relational partnerships and will use its existing ecosystem of engagement channels for greater inclusion and impact. Additionally, PacifiCorp will continue to actively seek opportunities to grow to improve its clean energy planning engagement process.

## Appendix A: Survey

### Pacific Power’s Oregon Clean Energy Pan Engagement Survey Questions

#### Section 1 – Background / Interests

1. Please provide your first and last name. (open text box)
2. Please provide your email address. (open text box)
3. Would you like to be added to Pacific Power’s Oregon Clean Energy Plan (CEP) distribution list to be kept informed of CEP activities and updates?
  - a. Response options:
    - i. Yes
    - ii. No
    - iii. Other (with an open text box)
4. What are key priorities (or priority areas) for you? Select all that apply.
  - a. Response options:
    - i. Affordability/Rates
    - ii. Procurement/Clean Energy Resources
    - iii. Environmental Justice
    - iv. Equity
    - v. Community-Based Renewable Energy
    - vi. Other (with an open text box)
5. Which of the following Pacific Power engagement spaces do you participate in?
  - a. Response options:
    - i. Community Benefits and Impacts Advisory Group (CBIAG)
    - ii. Integrated Resource Plan (IRP) Public Input Meetings
    - iii. Oregon Clean Energy Plan (CEP) Engagement Series
    - iv. Clean Energy Plan Engagement Series for Oregon Tribal Nations
    - v. Distribution System Planning (DSP) Community Workshops
    - vi. Other (with an open text box)
6. Please rate your overall satisfaction (experience) within the following engagement spaces
  - a. Response options:

	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Not applicable
Community Benefits and Impacts Advisory Group Meetings (CBIAG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrated Resource Plan (IRP) Public Input Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean Energy Plan (CEP) Engagement Series Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean Energy Plan Engagement Series for Oregon Tribal Nations Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distribution System Planning (DSP) Community Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2 – Communications

- 7. How do you generally learn about Pacific Power’s upcoming engagement meetings?
  - a. Response options:
    - i. Emails
    - ii. Social media announcements
    - iii. Word of mouth
    - iv. Phone
    - v. Mail
    - vi. Pacific Power website
    - vii. Other (with an open text box)
- 8. Do you feel there are sufficient communications on engagement opportunities to support your participation?
  - a. Response options:
    - i. Yes
    - ii. No
- 9. Are there communities or organizations that you feel need to be invited to Pacific Power’s engagement meetings that are not currently participating? Please explain your answer.

Section 3 – Accessibility

- 10. Please select the option that best reflects your level of technical expertise when engaging in clean energy planning topics.
  - a. Response options:

Not technical	Somewhat technical	Average	More technical	Very technical
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 11. Do you feel that Pacific Power’s engagement opportunities are accessible enough?
  - a. Response options:
    - i. Yes
    - ii. No
- 12. Please elaborate on your response to question 11, whether Pacific Power’s engagement opportunities are accessible enough. (open text box)
- 13. What types of meetings can we design to best support your learning and participation?
  - a. Response options:
    - i. More meetings (shorter in duration)
    - ii. Fewer meetings (longer in duration)
    - iii. Only onsite meetings
    - iv. Only online meetings
    - v. A mix of onsite and online meetings
    - vi. Additional presentation topics; less open dialogue
    - vii. Less presentation topics; more open dialogue

## PacifiCorp's 2024 Clean Energy Planning Engagement Report

14. What additional accessibility considerations should Pacific Power keep top of mind when conducting external engagement? (open text box)
15. Are there any other thoughts or ideas that you would like to share with us on the topic of engagement? (open text box)