



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

Filing Updates & Orienting 2026 Engagements
Thursday, January 15, 1:00-4:00 p.m., Pacific Time

These notes were synthesized and summarized by E Source, Pacific Power’s meeting facilitation partner.

Executive Summary

January’s Community Benefits and Impacts Advisory Group (CBIAG) meeting, which focused on filing updates and orienting the Advisory Group on 2026 engagements, was conducted in partnership with the E Source Facilitation Team via the Zoom platform. The meeting was held on Thursday, January 15th, from 1:00-4:00 pm Pacific Time. At the January engagement, eight CBIAG Members were in attendance, including one new Member – IVCaDo. The meeting provided an opportunity to share recent legislative updates, recap 2024 Biennial Report processes and discuss 2026 considerations, and detail upcoming Distribution System Planning filing and localized engagement.

Meeting Objectives

1. Share recent Communications and Legislative updates
2. Review Low-Income Discount Program tiers and discuss proposed changes
3. Recap 2024 Biennial Report processes and discuss 2026 considerations
4. Detail upcoming Distribution System Planning filing and localized engagement

TIMING	TOPIC
1:00pm	Objectives and Presenters
1:10pm	Check In and Closing the Loop
1:20pm	Communications Update
1:30pm	Legislative Updates
1:45pm	Customer Protection Programs
2:15pm	Break
2:25pm	Biennial Report & 2026 Engagement Considerations
3:05pm	Distribution System Planning (DSP)
3:45pm	Public Comment & Closing

Attendees	Organization
Jennifer Gustafson	AllCare Health
Reyna Guzman	ACCESS
Joy Lark	IVCanDo
Tim Lynch	Multnomah County Office of Sustainability
Anahi Segovia Rodriguez	Verde
Kendra Schaffer	Rural Development Initiative (RDI)
Sara Wallach	Community Energy Project
Christina Zamora	Klamath and Lake Community Action Services

Presenters

Lee Elder	Director, Pricing & Tariff Policy
Cassandra Hales	Coordinator, Community Affairs
Jason Hoffman	Project Manager, Regulatory Affairs
Christina Kruger	Manager, Stakeholder Policy & Engagement
Robert Meredith	Director, Regulation
Justin Trenta	Engineer, Distribution System Planning
Jeffrey Daigle	E Source, Facilitation Team
Zanya Morgan	E Source, Facilitation Team
Morgan Westberry	E Source, Facilitation Team

Public Attendees

Samantha Thompson	PGE
Karen Chase	Energy Trust of Oregon
Charles Lockwood	Oregon Public Utility Commission

PacifiCorp Affiliated Attendees

Kimberly Alejandro	Regulatory Manager, Clean Energy Planning
Omar Granados	Senior Communications Specialist

Ian Hoogendam	Director, Reliability Standards & System Modeling
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Charity Spires	Low Income Program Manager
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Meeting Notes

Opening

Pacific Power's Christina Kruger, Stakeholder Policy & Engagement Manager, welcomed participants to the January Community Benefits and Impacts Advisory Group meeting. Pacific Power is seeking to offer a space for meaningful dialogue and an opportunity to help offer lenses on the work that is happening at the utility, as well as anywhere consultation can help to influence that work. Morgan Westberry, from the E Source facilitation team, then opened the meeting by reviewing the agenda, introducing presenters, and sharing meeting experience items. As always, the information presented in the meeting will be posted online as a resource.

Check In

Morgan Westberry "checked-in" with meeting attendees by asking: *What skills do you want to strengthen this year?*

- Practicing patience
- Sharing joy with colleagues
- Learning how to use AI effectively
- Being present in the moment
- Time management and prioritization
- Slow mornings, meditation before work

Closing the Loop

Cassandra Hales, Community Affairs Coordinator at Pacific Power, recapped the December meeting, highlighting the following goals and feedback themes:

Goals:

- Review Customer Protections and solicit feedback on potential modifications to the Discount Program
- Share Demand Response updates and hear about what to expect in the 2026 program year
- Set the stage for the Biennial Report and 2026 engagement

Themes:

- Members raised potential barriers to seeking out resources and federal funds, citing utility related scams as a recent example
- Energy Trust of Oregon is interested in further connecting with the Demand Response team to better inform their network of HVAC contractors
- OPUC would like to better understand Demand Response targets

Additionally, the group anchored on priorities the CBIAG Members identified for the 2026 year, which included items that the group “Must Do”, “Could Do”, or “Don’t Do”, shown below.

<p><u>Don't Do:</u></p> <p><i>Topics already covered at length and well understood</i></p>	<p><u>Could Do</u></p> <p><i>Topics that are valuable but not time sensitive</i></p> <ul style="list-style-type: none"> • Updates to meeting 2030 goals • Solutions to increase capacity and reliability of grids in remote/rural areas • Disconnection protections around the new permanent rule making • Role of local partnerships in service areas • Microgrids • Updates on infrastructure rebuild 	<p><u>Must Do</u></p> <p><i>Topics essential to advancing 2026 goals</i></p> <ul style="list-style-type: none"> • Continuation of wildfire mitigation plans • Electric vehicles • Wildfire • Continual equity work being done by PacifiCorp
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If there are any topics of interest, not on the lists above that should be considered for the 2026 agenda, please reach out to Morgan Westberry or Zanya Morgan with your suggestions.

Meeting Tools & Resources

As a new tool to better understand advisor participation, Christina Kruger reintroduced the PacifiCorp Public Participation Spectrum as adapted from the IAP2 Spectrum of Public Participation. Based on member feedback, the team developed this tool to provide more clarity about when and how CBIAG members can participate.

Each agenda item will be anchored in an intention, indicated in the table below.

Levels of Public Participation*				
Inform	Consult	Involve	Collaborate	Empower
Our role is to keep you informed, listen carefully, and be transparent about how your perspectives shape the work.	Your role is to challenge our thinking, not to carry the burden of the decision.	We will work with you to ensure that your concerns and aspirations influence decisions.	We will report back on how your input influenced the outcome.	Your insight helps refine the direction, even when the decision is not final today.
We want to share where things stand and how your input will be used.	What considerations should we be factoring in that we might be missing?	We will look to you for advice and innovation.	This is where the work currently sits, and here’s what’s still	These elements reflect themes we heard from the advisory group.

		How does this approach land with you?	open for influence.	
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In addition to the facilitation and engagement teams leaning into the spectrum, the Advisors will also be provided with a ‘participation meter’ that will accompany each agenda item. This meter is intended to equip the Members with more of the ‘why’ and the ‘how’ of each topic presented in the engagement space by providing additional clarity in how an item will be presented to the group and what to expect from each agenda item.

Communications Update

Omar Granados, Senior Communications Specialist, spoke to the group as a follow-up to previous Member feedback around the prevalence of scams and misinformation. Omar shared information on the Pacific Power awareness campaign, which was aimed at raising awareness on some of the scams targeting utility customers and was provided in both English and Spanish. For customers in the Oregon Territory, Pacific Power wants to remind everybody that it is alright, and even encouraged, to ask for identification. Anybody working with Pacific Power will have a badge with an ID number on it. If somebody is still unsure if a person is with the utility, it is encouraged to call Pacific Power customer service to verify if Pacific Power employees are in the area. For more information, the public can visit the PacifiCorp [Scams](#) website.

Meeting Discussion

- Christina Kruger, Stakeholder Policy & Engagement Manager, asked how members should share this information with the communities they serve to ensure effective information sharing and ease of use.
 - Mr. Granados shared that the first line of defense would be the website and the customer service phone number, which would connect community members to the information and, in turn, alert PacifiCorp that there may be something impacting customers.

Legislative Updates

Robert Meredith, Director of Regulation, reviewed the Oregon POWER Act Implementation, which was signed into law on June 16, 2025. In 2022 – 2023, PacifiCorp received an overwhelming amount of large load applications, which caused the issue to be elevated internally and drove action. In August 2023, the company filed changes to the line extension (the cost to connect a customer to the system) to limit allowances for loads greater than 25 MW and received approval in Oregon in December 2023. PacifiCorp requested a Capacity Reservation Charge in the rate case filed in 2024 and received approval in December 2024.

[HB 3546 legislation](#) establishes a new class for large energy use facilities using greater than 20 MW on NAICS code 518210 (which specifies if the user is either a data center or crypto-miners). HB 3546 requires large energy use facilities to sign contracts with the utility if they entered into a contract for service with the utility on or after June 16, 2025 or entered into a contract for service with the utility before June 16, 2025 and will cause the utility to incur significant investments or incur costs after June 16, 2025 than could result in increased costs or risks to other customers.

PacifiCorp filed for approval of Schedule 401 implementation which requires unique contracts for large energy use facilities to ensure they pay their fair share, subject to PUC approval within a 60-day timeline and mandates a \$25,000 non-refundable application fee. This fee is because of the nuances involved and the expenses incurred by the company to engage in reviewing these. Intervenors include AWEC, Data Center Coalition, Amazon Data Services, Vitesse (a wholly owned by Meta Platforms, Inc.), and CUB. The case schedule is still being determined.

Meeting Discussion

- AllCare Health sought clarification on the cause of the large load increase.
 - Mr. Meredith noted that one of the larger contributors was the large tech companies along with developers that were looking to scale data centers for artificial intelligence. There was also a keen interest in onshoring, which is part of the equation.
- AllCare Health asked what the company needs from the Advisory Group (i.e., testifying, writing letters in support of, etc.) and if there is anything the CBIAG should be contributing to? The impacts, and in some cases harm via increased rates, to communities is a real concern.
 - Mr. Meredith thanked the Member for the question and shared that there is an option to 'submit comments', which would be appreciated. There will also likely be a public meeting, where Members will be able to voice opinions and position on the matter. **As more information is published, it will be brought to the attention of the CBIAG.**
- Klamath and Lake Community Action Services asked how the \$25k application fee was determined and if there was an application fee previously?
 - Mr. Meredith clarified that the amount was a low estimate of the time and resources it takes to process an application of this type. For example, it sometimes takes hiring outside council which drives the costs up.
 - Klamath and Lake Community Action Services shared agreement with the cost of the application fee.
- Multnomah County Office of Sustainability shared appreciation for the work PacifiCorp is doing to shield residential and other customers from the costs of integrated large loads and asked if all of this additional demand and going to significantly increase resource acquisition costs to meet the demand of all other customers from increased competition? As well as if PacifiCorp projected these impacts?
 - Mr. Meredith answered that yes, it will increase the cost of resource acquisition, especially if the costs are spread across all the customers. There will be opening testimony soon, which may have more information on what those projections may look like.

Customer Protections Programs

Lee Elder, Director of Pricing and Tariff Policy, spoke to the Advisory Group to share some aspects of the permanent rules (AR671) that were just adopted and the implications thereof, including: severe weather moratoriums, protection notifications, limits on reconnection fees for low income discount medical certificate customers, as well as aspects around developing an arrearage management plan.

Mr. Elder reviewed an overview of other arrearage forgiveness programs, including PacifiCorp's WA Service Area, Northwest Natural, Avista, and Cascade, and how the programs are structured.

- PacifiCorp Washington Service Area
 - Customers can contact non-profit agencies to request a hardship grant when the customer has experienced a situation where immediate financial support is crucial.

Hardship grants are available to all income-qualified households. Payment amounts are based on which low-income bill assistance tier the customer qualifies and range from \$175 to \$425.

- Northwest Natural
 - The Arrearage Management Plan provides arrearage relief to customers with an arrearage balance in the lowest tier of the bill discount program with arrearage forgiveness grants. Grants are available up to \$1,000, not to exceed the past due or full account balance. Customers may participate in the AMP up to the cap, which is \$1,000 every 24 months.
- Avista
 - Arrearage Forgiveness: Customers at or below 20% state median income (SMI) receive forgiveness of arrears up to \$1,000
 - Arrearage Management Plan: Customers 21-60% SMI who pay their monthly charges plus a portion of the past due balance will receive matching payments up to \$1,000.
- Cascade
 - Four different tiers of assistance grants are provided to customers based on their federal poverty level (FPL) or SMI, ranging from 80% to 90% of their arrearage

In regard to noticing and outreach procedures, Pacific Power has updated its customer protection website with the most recent changes to disconnection protections, reconnection requests, and waiver options, which can be found at: <https://www.pacificpower.net/protections.html>. The company will provide bill messages to customers directing them to the website, as well as sending these bill messages twice a year in May and October. Community action agencies will also receive a digital version of the protections in January 2026 and then annually in September of each year prior to the heating season. In addition to the notices, metrics will be provided weekly (RO 16 Reports) monthly through the first quarter and then quarterly moving forward.

Mr. Elder drew attention to an invitation to a deeper discussion around these items, as well as potential changes to PacifiCorp bill relief and arrearage programs, which will be held on January 30th, 1:30 – 3:30pm PT.

Break

Biennial Report & 2026 Planning

Christina Kruger, Stakeholder Policy and Engagement Manager, kicked off the Biennial Report and 2026 Planning segment by sharing the purpose of the conversation: an informational approach in which the team seeks to build shared understanding around Community Benefit Indicators and Community Benefits and Impacts, input exercise to start the conversation around how we experience benefits and impacts, and share background and timing perspectives on the 2026 Biennial Report.

To set fully close the loop from the 2024 Biennial Report filing, as well as the stage for the 2026 filing, the engagement team shared how feedback from the inaugural filing was implemented to use for the upcoming filing, including:

- Extending the comment period to allow for a thorough review.
- Providing a meaningful executive summary that clearly communicates key points and Advisory Group member contributions.
- Continuing to honor and center the member experience throughout the process.

- Improving feedback loops to better demonstrate how input informs refinements.
- Offering broader opportunities for perspective sharing across Advisory Group spaces.

With the Biennial Report being a companion to the Oregon Clean Energy Plan (CEP), CBIAG Members may see noticeable differences from the last iteration. These changes are geared at understanding perspectives and experiences of the Members with the intention of providing additional meaning to community impacts and benefits (CB&Is) opposed to the metric-driven community benefit indicators (CBIs). As a result of this approach, throughout the segment today, and recurring throughout the Biennial Report process, members will be asked the following questions:

- *When you hear “community benefit,” what does that mean to you?*
- *What impacts matter most that don’t show up in standard metrics?*
- *Have energy projects or programs been described as beneficial, but felt different in reality?*
- *What should decision-makers understand that data alone can’t show?*

To better understand the intention of the Biennial Report and to distinguish CBIs and CB&Is, Ms. Kruger defined each and shared supporting examples. Community Benefits and Impacts describe real-life experiences people and communities have. Community Benefit Indicators are the ways institutions measure or track those experiences. Benefits and impacts are what you live. Indicators are how systems try to measure that experience.

Community benefits and impacts are the actual, day-to-day effects that energy and utility decisions have on people’s lives and acknowledge that two communities can experience the same project very differently.

They answer questions like:

- *Does this help or harm our community?*
- *Who benefits, and who feels the burden?*
- *What changes do people notice?*

Examples (energy / utility context)

- Lower or higher energy bills
- Jobs that are accessible or not to local residents
- Noise, air quality, or visual changes from infrastructure
- Reliability of power during heat waves or storms
- Trust (or lack of trust) in the utility or decision-makers
- Feeling included, or excluded from planning decisions

To engage Members and ensure that there was shared understanding on what CB&Is may capture, Ms. Westberry launched a ZOOM poll that asked: “When you hear “community benefit,” what does that mean to you?” Answers included:

- How decisions are considered and implemented in order to provide benefits or positive impacts in a community, for all customers, not just the low-income or vulnerable community members.
- How a community will be positively impacted by a plan or action its direct benefit
- Anything that builds capacity, covers gaps and needs, and includes community voice and the realities of experiences.
- Community benefits are the positives that the community is getting and is also ensuring that communities aren’t just being extracted from but heard.

- Community benefits are the actions happening within an identified location that may uplift individuals or groups.

Community Benefit Indicators (CBIs), on the other hand, are metrics, data points, or categories used by utilities, regulators, or planners to track or report community outcomes. These CBIs are very useful, but they may not always capture the full experience in communities.

They answer questions like:

- *How do we measure benefits?*
- *What data do we report to decision-makers?*
- *How do we show progress or compliance?*
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Examples (energy / utility context)

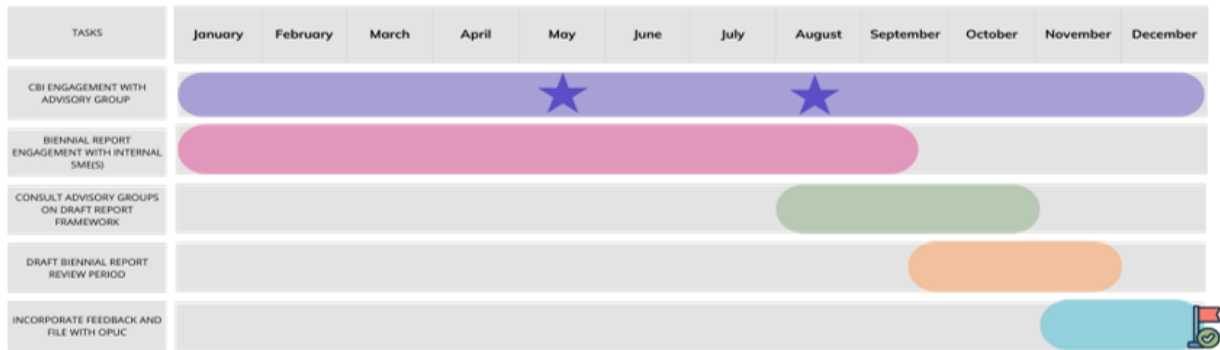
- Number of households enrolled in energy assistance programs
- Megawatts of clean energy built in a region
- Number of jobs created
- Percentage of spending in “disadvantaged communities”
- Frequency and duration of outages (SAIDI/SAIFI)
- Emissions reduced

To further engage Members on what impacts matter to CBIAG Members, Ms. Westberry launched a ZOOM poll that asked: “What impacts matter most that don’t show up in standard metrics?” Answers included:

- Accessibility to information (multiple languages), length of outages, participation in LID, number of med cert customers
- Number of households enrolled in bill discount programs that have face arrears and disconnection compared to those not in those programs
- Income levels, household energy burden, and vulnerability
- It depends on what kind of project or programs! Also, it is hard to get qualitative data, but electrification is a good one!
- Number of days that people do not use electricity to heat or cool their homes due to the cost and the effects this could have on health
- Participants feel that you care, and you are working to help them.

Both CB&Is and CBIs matter for different reasons; indicators tell us what happened while communities tell us what it meant. Benefits and Impacts capture nuance, reflect lived reality, highlight inequities, and show unintended consequences. Indicators provide consistency, support accountability, inform policy decisions, and enable comparison over time.

Ms. Westberry continued to set the stage for Members on what to expect for when and how the CBIAG will be engaged for the Biennial Report, including the prospect of engaging across the various advisory group spaces. The timeline for engaging with advisory groups, shown below, depicts what Members can expect. This includes continuous consultation around topics related to both benefits and impacts and indicators, opportunities to hear insight from SMEs that are working on programs that drive this work and provide feedback to help shape, and broader perspective sharing opportunities across Oregon Advisory Group spaces.



To close the section, the Engagement and Facilitation Teams shared an invitation for the CBIAG Members to participate in the rescheduled CBIAG "Special Session" to learn more about PacifiCorp's developing Oregon Environmental Justice Community Framework. Members were pre-registered as a convenience, but the meeting is open to the public. The Special Session will include information on key concepts, data sources, methodology, and reliability analysis and results, and will be taking place on January 27th, from 1:00-4:00 pm Pacific Time.

Distribution System Planning (DSP)

Shauna Thomas, Manager of Distribution System Planning, came to the group to discuss the upcoming Distribution System Planning filing, which is in development and will be completed and delivered by March 2026. During the presentation, Ms. Thomas' goal was to highlight the role of the community and the company in Distribution System Planning, as well as the community's role to collaborate and gather feedback on challenges, personal experience, and success with PacifiCorp programs.

Key terms concepts to keep in mind for the DSP section:

- **Grid Need**- A future condition on the local electric system where it may not be able to meet expected customer electricity needs when and where they occur—unless additional action is taken.
- **Nontraditional Solution** - A way to meet a grid need without building new large power lines or substations, by using smarter use of electricity, local energy resources, or operational changes.
- **Demand** - The amount of electricity consumed by end-users or consumers within a given period
- **SSR** - Small-Scale Renewable
- **CBRE** - Community-Based Renewable Energy

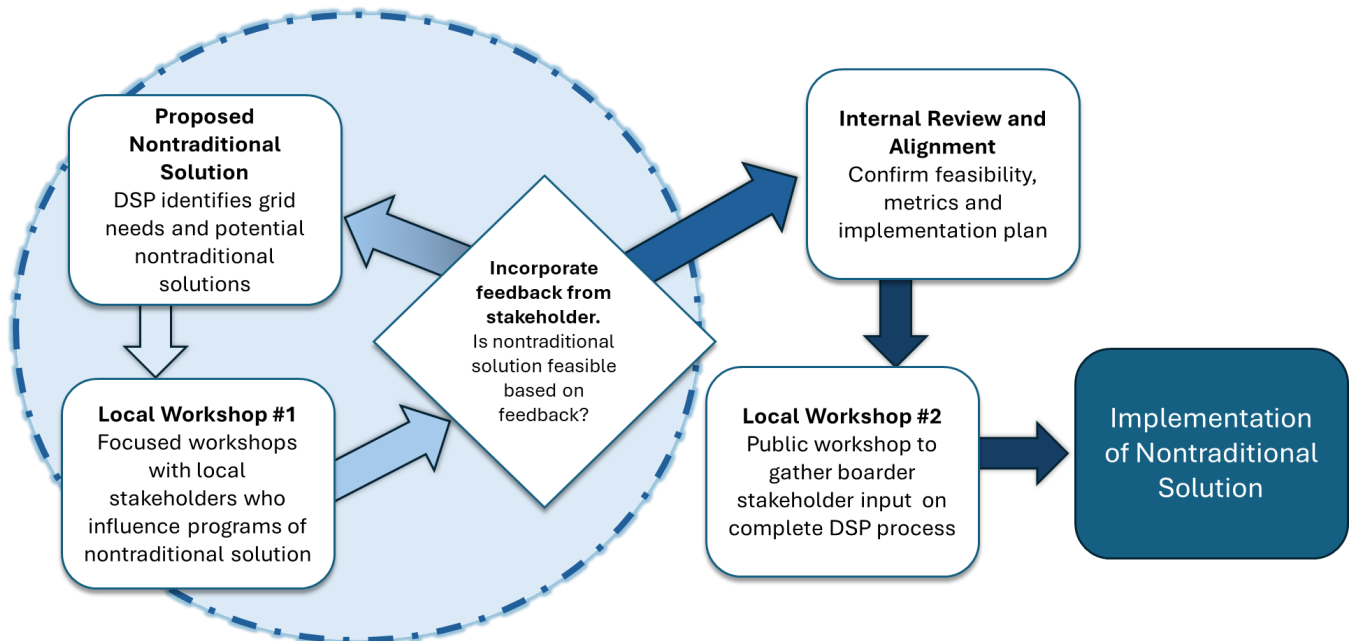
Ms. Thomas explained that DSP is a system-wide process that can be broken down into a few different phases. First, there is a collaborative screening, where substations that are at risk of exceeding the name plate capacity are identified (i.e., the demand is exceeded, and more electricity needs to be served to a given region). After the screening, the DSP team will look at the EV and DER forecast to identify if this will increase or change what the demand and assessed grid needs will be. Next, the DSP team creates a substation and circuit profile to review characteristics, users and customer class, and existing programs

that could address the need identified. Lastly, and currently underway, is the review of pilot concept proposal areas for nontraditional solutions and confluence with other departments and dockets.

There are three different ways to solve grid needs:

1. Peak Shaving: Reducing load during peak
2. Conservation/Efficiency: Reducing the entire load curve to reduce peak below the limit
3. Load Shifting: Shifting load to areas of the day that have less load to reduce the overall peak

No one program can entirely reduce the load, which means that these types of programs must be layered to effectively delay the costly infrastructure upgrades. Current programs in place (e.g., energy efficiency, time of use rates, demand response, etc.) form the foundation to reduce overall energy use and manage peak demand, but to better meet customer needs feedback on proposed nontraditional solutions is crucial to DSP program success. The process to implement these proposed nontraditional solutions is as follows:



Prior to the filing, there will be one more public engagement held to add context and clarity and solicit feedback. The meeting date is still to be determined; more details will be shared as they become available.

To read more about the DSP filing and follow the progress, please visit:

<https://www.pacificpower.net/community/oregon-distribution-system-planning.html>.

Meeting Discussion

- ACCESS asked if there were any resources that pointed customers to which programs or payment plans may be the best fit for a particular customer or circumstance? Additionally, if the impacts to customers are shown over a long period of time opposed to a snapshot in time? This level of information will help community action agencies provide the best benefit to each individual.
 - Ms. Thomas shared that this is great feedback that shows the next layer of information may be helpful to customers –for DSP programs but also for other programs more broadly (i.e., payment plans).

Public Comment

Morgan Westberry opened the floor for public comments and concluding thoughts.

Members of the public shared:

- OPUC shared: Great meeting, thank you all, and can't wait to attend throughout the year!

CBIAG Members shared:

- Community Energy Project shared: I enjoyed the new why and how method of presenting
- IVCANDO shared: I really appreciate the range of topics covered today! I feel like I learned a lot and the presentation style was very helpful.
- Verde shared appreciation for the information provided, as well as for the facilitation of the meeting and how the engagement felt inclusive and meaningful.

Next Steps

PacifiCorp's Christina Kruger closed the meeting by providing context on the next steps, thanking members for feedback and the team for support and putting together a great meeting. PacifiCorp will continue to evolve and is looking forward to continued work with the CBIAG members and welcomes members to invite colleagues from their organizations to join the calls.

The next CBIAG meeting will be held online via Zoom on [March 19, 2026 from 1:00-4:00pm PT.](#)