



Community Benefits and Impacts Advisory Group (CBIAG)

Filing Updates & Orienting 2026 Engagements

January 15, 2026

Filing Updates & Orienting 2026 Engagements

1:00 – 4:00pm, January 15, 2026

Agenda

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



- For technical support, chat “Tag G-D/ E Source” as recipient, and send your message
- Spanish Translation and ASL Interpretation Services are provided!
 - Navigate to "Interpretation" at the bottom of Zoom
 - Select "ASL" under Watch or "Spanish" under Audio
 - If the interpretation icon is missing, try the "More" icon



- Let us know who is in the room by adding your organization (if applicable)
 - Click “Participants” and select the “Rename” option
- Use Gallery View (icon at top right) when in group discussion



- Engagement Encouraged!
 - Questions are welcome at any time
 - Please mute until speaking
 - Speak by clicking the "Raise Hand" in the tool bar

Today's Objectives

Pacific Power's Community Benefits and Impacts Advisory Group

Focus on equity and a clean energy
future in Oregon in accordance with

HB 2021

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

Today's Presenters

Advisory Group Leads



Christina Krüger
Stakeholder Policy & Engagement
Manager



Cassandra Hales
Community Affairs
Coordinator



Jason Hoffman
Project Manager,
Regulatory Affairs



Robert Meredith
Director,
Regulatory Affairs



Lee Elder
Director, Pricing & Tariff Policy



Shauna Thomas
Manager,
Distribution System
Planning

Source Facilitation Team



Jeffrey Daigle

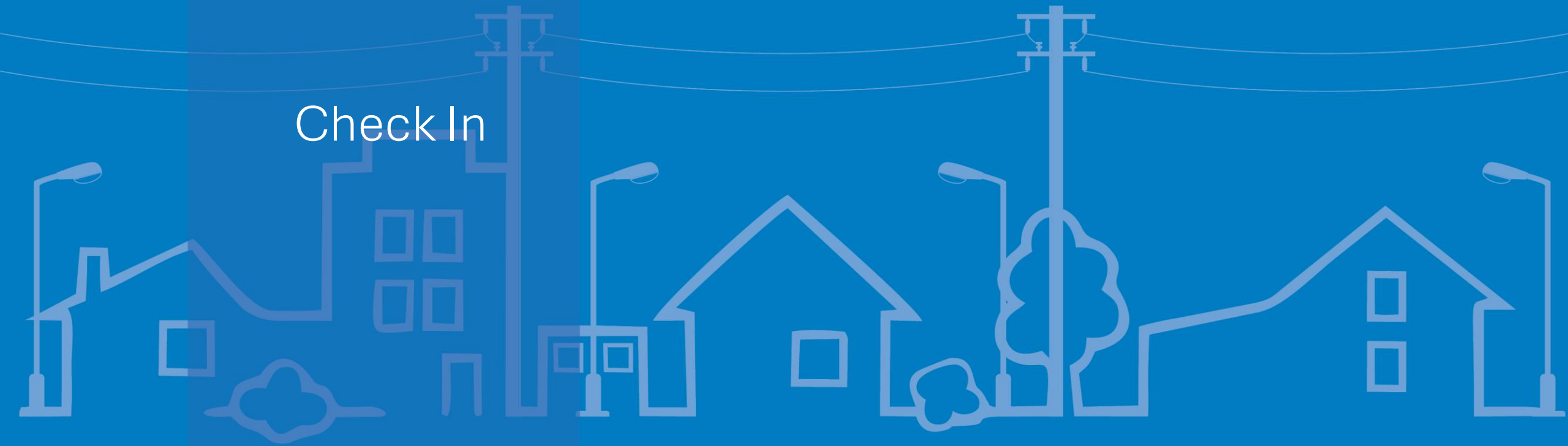


Morgan Westberry



Zanya Morgan

Check In



What skills do you want to strengthen this year?

Closing the Loop | December Reflections

CBIAG Attendees	
Jennifer Gustafson	AllCare Health
Tim Lynch	Multnomah County Office of Sustainability
Kendra Schaeffer	Rural Development Initiative
Christina Zamora	Klamath and Lake Community Action Services
Sara Wallach	Community Energy Project

Our 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

Main 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

Recap: 2026 Priorities Activity

Don't Do:

Topics already covered at length and well understood

Could Do

Topics that are valuable but not time sensitive

- 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

Must Do

Topics essential to advancing 2026 goals

- Continuation of wildfire mitigation plans
- Electric vehicles
- Wildfire
- Continual equity work being done by PacifiCorp

Starting with the “**WHY**”



Purpose of bringing item to the Advisory Group

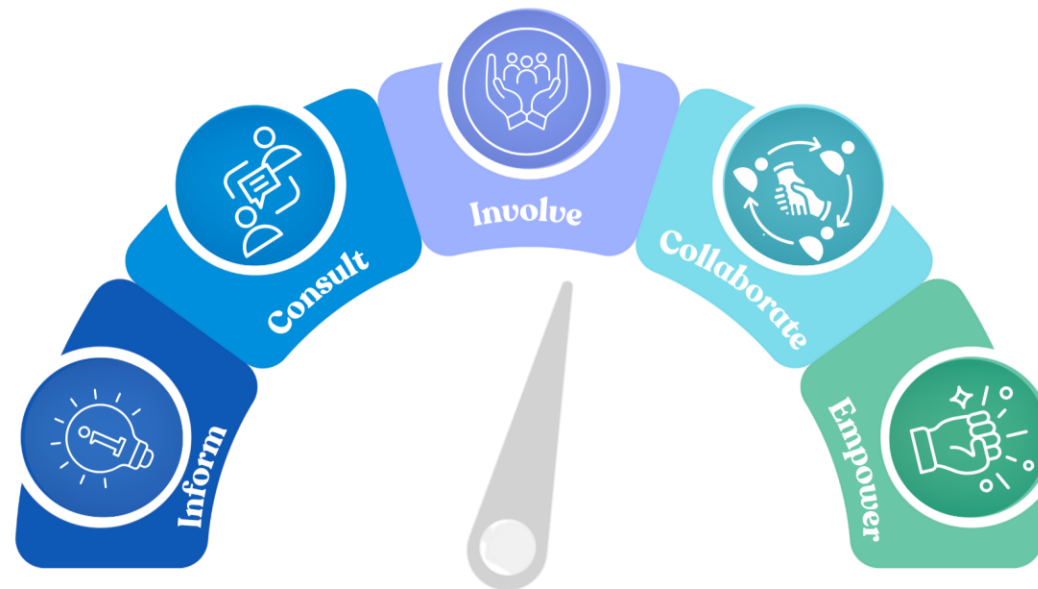


What to expect during the agenda item or what may come out of the segment



How information should be viewed or contextualized

Continuing with the “**HOW**”



Exploring levels of participation

Participation in action

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. How does this approach land with you?	This is where the work currently sits, and here is what is still open for influence.	These elements reflect themes we heard from the advisory group.

* Adapted from the IAP2 Spectrum of Public Participation

Engagement Point!

Community Benefits and Impacts Advisory Group (CBIAG)



- The CBIAG convened in November 2022.
- It is comprised of 11 individuals and/or organizations that represent lived experiences, interests, and perspectives of the communities and customers with PacifiCorp's Oregon service communities, including:
 - Communities of color
 - Experiencing lower incomes
 - Tribal communities (TNCBIAG)
 - Rural communities
 - Coastal communities
 - With limited infrastructure
 - Other marginalized communities
- Looking forward, PacifiCorp seeks to expand membership to broaden inclusion and accessible consultation and collaboration opportunities.

Let's get to know our Members a bit more!



This Member Organization:

- Serves the Pacific Northwest
- Works hand-in-hand with communities to strengthen rural people, places, and economies
- Aims to collaborate to create a pipeline of engaged community members to lead local action and solutions
- Has key focus areas of: Leadership, Economy Building, Policy, and Funding

Let's get to know our Members a bit more!



This Member Organization:

- Has been serving Southern Oregon for 25+ years
- Is 100% locally owned and operated
- Focuses on investing in the wellbeing and economy of the local community through proactive, integrated, community-based care

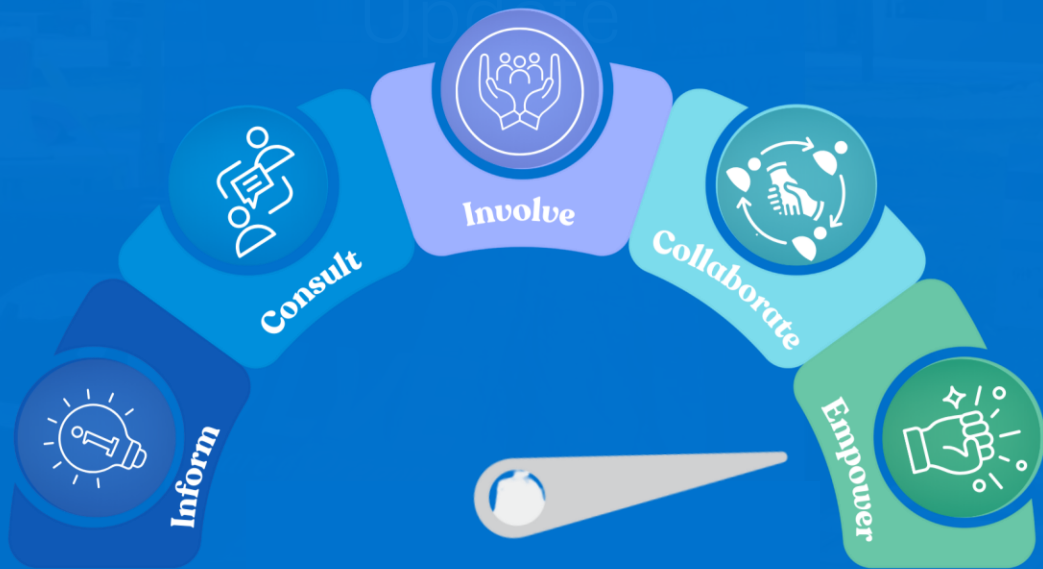
Let's get to know our Members a bit more!



This Member Organization:

- Designated Community Action Agency serving two counties
- Assesses community needs and coordinates with community partners to leverage resources
- Provides high-quality, responsive services ranging from family and housing support, energy programs, and managing SSI/SSDI payments


Communications Update



Pacific Power December 3, 2025

Pacific Power reminds customers to be vigilant about fraudulent communications from scammers posing as utility representatives. If you are contacted in person, please ask to see the employees' ID badge. Our employees carry ID badges with their name, photo, the company logo and verification number.

Visit PacificPower.net/scam for more information.



IT'S OK TO I.D.

Our employees carry I.D. badges with their name, photo, company logo and verification number.

MY ACCOUNT OUTAGES & SAFETY SAVINGS & ENERGY CHOICES SEARCH PHONE OR SIGN IN

Scams can target utility customers

Pacific Power is warning the public of several recent scams targeting utility customers nationwide where crooks posing as company employees try to get money and steal personal information.

The scammers may target customers via phone calls, texts, social media messages, email and by knocking on doors.

Please keep the following information in mind to protect yourself and avoid falling victim to a scam.



Tactics frequently used by scammers and how to avoid them

MY ACCOUNT OUTAGES & SAFETY SAVINGS & ENERGY CHOICES 🔍 📞 📧 SIGN IN

Pacific Power warns customers about billing scams

NOVEMBER 20, 2025

PORTLAND, Ore. – Heading into the holiday season, Pacific Power is reminding customers to be vigilant about fraudulent communications from scammers posing as utility representatives. This activity tends to increase during this time of year.

Customers can protect themselves from these types of schemes by being aware of the following facts:


- *Scammers will often tell you that your service is scheduled to be interrupted in the next 30 to 60 minutes.*
Fact: Pacific Power will not contact any customer demanding immediate payment to avoid disconnecting their service the same day. Be suspicious of anyone who contacts you demanding on-the-spot payment.
- *Fraudsters may ask you to purchase a prepaid card and tell them the card information over the phone.*
Fact: Pacific Power does not ask customers to make payments by purchasing a prepaid card. You and other customers can always choose how you would like to make payments.
- *If you receive one of these calls, ask the caller to state your account number and compare it with the number listed on your bill.*
Fact: Pacific Power customer service employees will always have your correct account number.
- *Scammers have increasingly used text messages as a means of targeting victims.*
Fact: Pacific Power will not demand payment via text message. Pacific Power encourages customers to set up their online billing profile at Pay My Bill (on PacificPower.net) where they can pay bills and review statements.

Scammers may use a sophisticated and deceptive tactic that makes it appear to caller ID systems that the call is coming from Pacific Power when it is not. Hang up if you receive a suspicious or concerning call, and call our customer service line directly at 1-888-221-7070.

Subject Line: Can you spot a scam? We can help.

Preview: Protect yourself by knowing the common tricks scammers use to commit fraud.

Hero image:



Headline: **Your safety. Our priority.**

Body: Scams can increase this time of year, so we want to help you recognize common signs of a scam so you can avoid them:

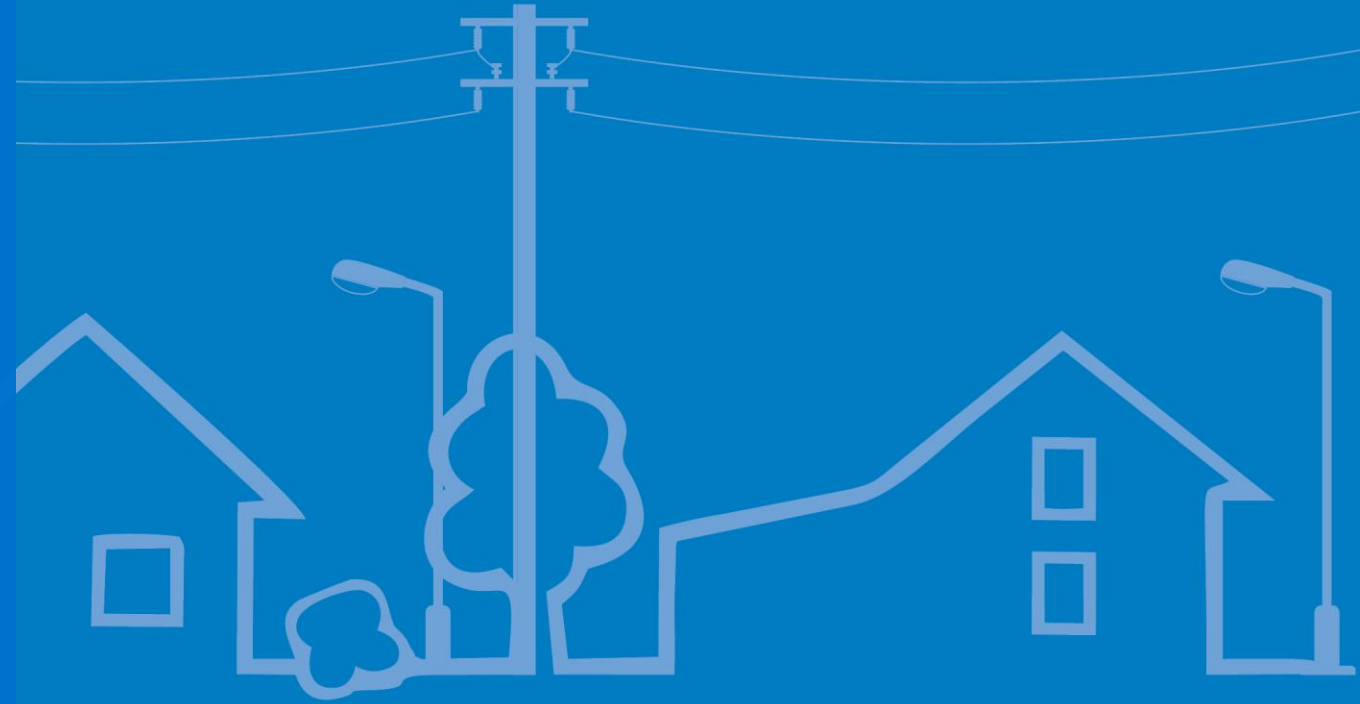
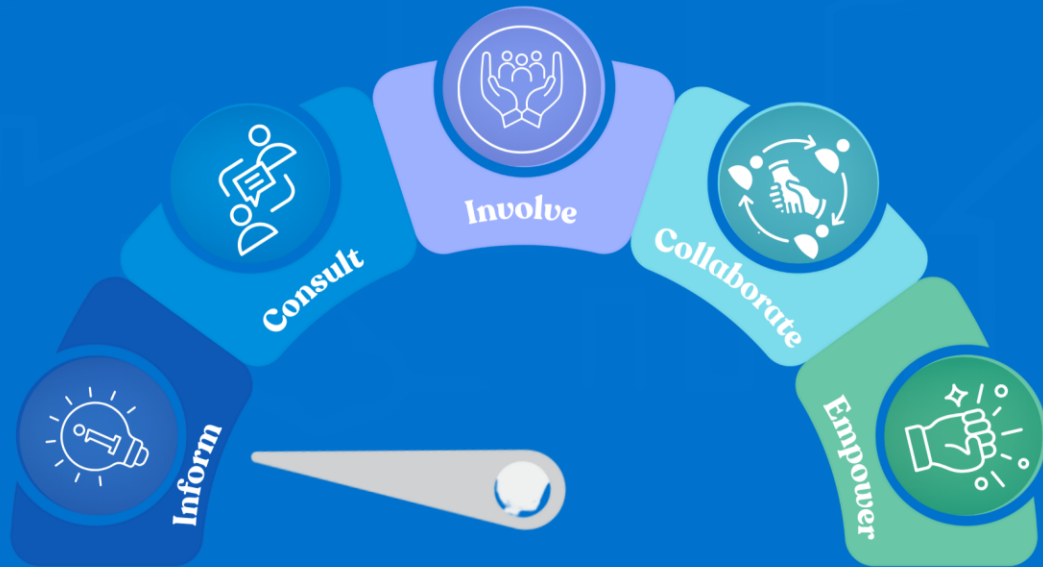
- **Urgent demands** – Scammers may call, email or text and threaten disconnection unless you pay the same day with a prepaid card. This is a scam. You can choose how you make your payment.
- **False refund** – Scammers may say you overpaid and need to provide your bank account or credit card information. This is a scam. Pacific Power will apply any overpayment to your account, or as a refund check.
- **Spoofing** – Scammers may manipulate Caller ID systems to make it appear the call is coming from the utility when it isn't. In addition, thieves may use recorded replicas of utility company phone greetings.

Button: SPOT A SCAM <https://www.pacificpower.net/my-account/scams.html>

If you have questions about the legitimacy of a call, email, text or in-person visit, please call us at **1-888-221-7070** or log in to [PacificPower.net/Account](https://www.pacificpower.net/Account). We are happy to help.

Para más información sobre las tácticas utilizadas por estafadores y cómo te puedes proteger, visita [PacificPower.net/Fraude](https://www.pacificpower.net/Fraude).

Legislative Update



Purpose of this segment:



Informational approach in which we seek to build shared understanding



An invitation for you to plug in and participate in future input sessions



A background and timing perspective for context.

Background

- In 2022-2023 timeframe, PacifiCorp received a flood of large load applications
- Issue was elevated internally
- August 2023 – filed changes to line extension to limit allowances for loads greater than 25 MW; Received approval in Oregon in December 2023
- Requested Capacity Reservation Charge in rate case filed in 2024; Received approval in December 2024
- POWER Act signed into law on June 16, 2025

[HB 3546 Legislation](#)

Large Energy Use Facilities - Establishes a new class for greater than 20 MW on NAICS code 518210 (data centers and crypto-miners)

- 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
 - They entered into a contract for service with the utility before June 16, 2025 and they will cause the utility to incur significant investments or incur costs after June 16, 2025 that could result in increased costs or risks to other customers

POWER Act Implementation

PacifiCorp Implementation (UE-463)

Filed for approval of Schedule 401 for new Large Energy Use Facilities

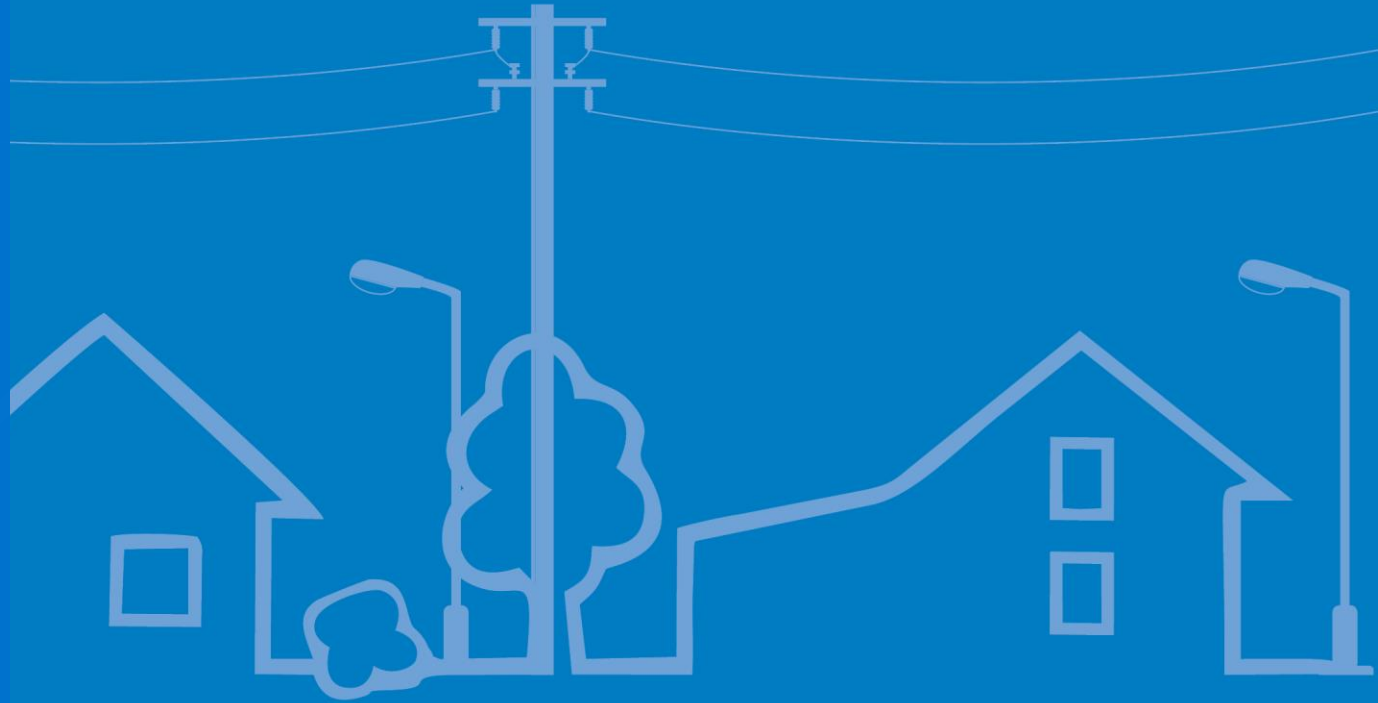
- Unique contracts to ensure they pay their fair share
- Subject to PUC approval – 60-day timeline
- \$25,000 non-refundable application fee

Intervenors

- AVEC
- Data Center Coalition
- Amazon Data Services
- Vitesse, a wholly-owned by Meta Platforms, Inc
- CUB

Case schedule is being determined

Customer Protections Programs



Purpose of this segment:



Sharing information to build shared understanding



An invitation for you to plug in and participate in future input sessions



A background and timing perspective for context

Arrearage and Bill Relief Programs

Pacific Power will meet with stakeholders the last week in January 2026 to discuss a proposal for changes to the company's low-income discount tiers and incorporate an arrearage relief program component. Pacific Power will be considering the following when developing the new tiers and forgiveness program:

- Pacific Power's Washington Grant Program
- Energy Burden Assessment
- Other utility programs
- Existing customer data including LID participation, arrears, discounts, administrative costs, reporting, and so forth.

Other Arrearage Forgiveness Programs

- 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
 - 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

Customer Protection Noticing & Outreach Procedures

- Pacific Power has updated its customer protection website with the most recent changes to disconnection protections, reconnection requests, and waiver options. <https://www.pacificpower.net/protectations.html>
- Pacific Power will provide bill messages to customers directing them to the customer protection website. These bill messages are to be added twice a year in May and October.
- Community action agencies will receive a digital version of the protections in January 2026 and then annually in September of each year prior to the heating season. In the event the protections have changed, Pacific Power will provide an update to the community action agencies.
- Pacific Power has provided training and communication to customer service representatives on all existing disconnection protections and will continue to monitor representative calls to help ensure compliance and develop additional and/or refresher training as needed.

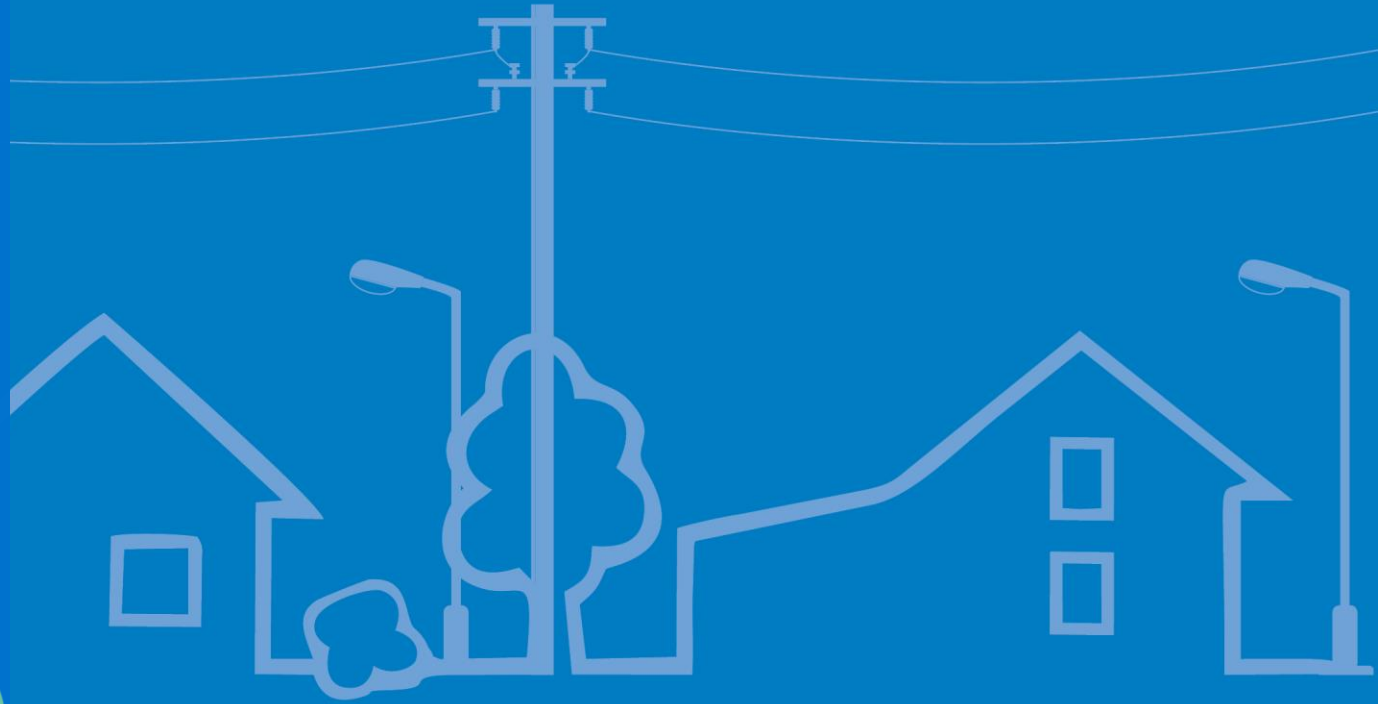
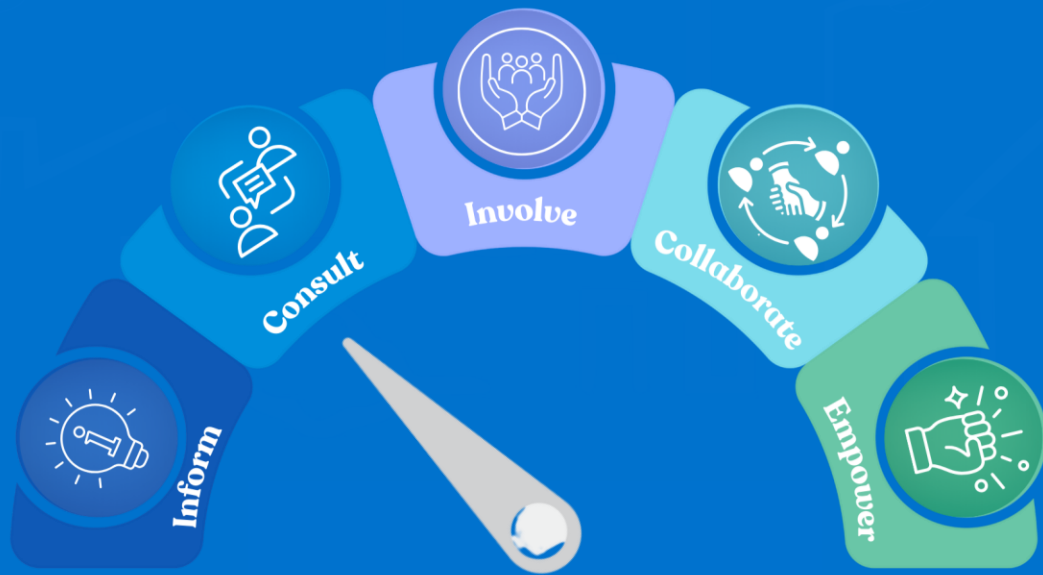
Metrics for Division 21 Residential Customer Protections

- Pacific Power is currently providing weekly disconnection reports and will be providing RO 16 reports monthly through the first quarter. Additionally, the Company will continue with quarterly RO 16 reporting.
- Pacific Power recommends that additional reporting resulting from the implementation of permanent rules be addressed formally and as an update to the existing RO 16 reporting, with coordination amongst the Commission, EJA, and the other utilities. Reporting requirements should be consistent across the utilities.

BREAK



Biennial Report & 2026 Planning



Purpose of this segment:



Informational approach in which we seek to build shared understanding around a Community Benefit Indicators and Community Benefits and Impacts



Input exercise to start the conversation around how we EXPERIENCE benefits & impacts



A background and timing perspective on the 2026 Biennial Report.

The Biennial Report will function as a ***communication companion*** to the PacifiCorp Clean Energy Plan. The Report aims to:



- **Center a frontline community impact lens** across Pacific Power programs and processes.



- **Present Customer Benefit Indicator (CBI) metrics at an elevated level**, focusing on clarity and relevance.

- **Use a visually accessible summary format**, including pictographs, to support clear and effective frontline communication.



- **Incorporate qualitative context and perspectives** that reflect the lived experiences and feedback of frontline communities, Community-Based Organizations (CBOs), and Tribal Nations

Feedback & Refreshing the Process for 2026

Based on feedback provided by the Advisory Groups during the inaugural Biennial Report 2024 filing, Pacific Power is working to refine both the process and content of future reports, including:

- **Extending the comment period** to allow for more 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.

Questions We May Ask You | Community

- *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?*

We don’t want to just count benefits. We want to understand them, from your perspective.

Setting the Stage | CBI's and CB&I's

- **Community Benefits and Impacts** describe real-life experiences people and communities have.
- **Community Benefit Indicators** are the ways we 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.

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
- Customer satisfaction
- Noise, air quality, or visual changes from infrastructure
- Reliability of power
- Feeling included, or excluded from planning

Two communities can experience the same project very differently.

Community Benefit Indicators are metrics, data points, or categories used by utilities, regulators, or planners to track or report community outcomes.

They answer questions like:

- *How do we measure benefits?*
- *What data do we report to decision-makers?*
- *How do we show progress or compliance?*

Examples (energy / utility context)

- Number of households enrolled in energy assistance programs
- Megawatts of clean energy built in a region
- Frequency and duration of outages (SAIDI/SAIFI)
- Emissions reduced

Indicators are useful but they don't always capture the full experience.

Why Both Matter | Community

Benefits & Impacts

- ✓ Capture nuance
- ✓ Reflect lived reality
- ✓ Identify potential inequities
- ✓ Show unintended consequences

Indicators

- ✓ Provide consistency
- ✓ Support accountability
- ✓ Inform policy decisions
- ✓ Enable comparison over time

- ❖ Indicators tell us **what happened.**
- ❖ Communities tell us **what it meant.**

What we already have:

- Technical analysis
- Models
- Standard indicators used in clean energy planning

What's missing without you:

- Context
- Meaning
- Community priorities
- Impacts that aren't easily measured
- Mismatches between “reported benefits” and lived experience

Your input helps us understand whether indicators are telling the right story or missing something important.

Your qualitative input will help us:

- Interpret technical findings through a community lens
- Identify benefits or harms that indicators don't capture
- Improve how benefits are defined and tracked in the future
- Add real-world narrative to supplement the technical report

What this report will do:

- Sit alongside the clean energy planning study
- Elevate community voice in decision-making
- Inform future planning, implementation, and accountability

This is not just feedback; it becomes part of a record and is reflected in works such as the Biennial Report

Engaging in New Ways | Joint Sessions

MAY

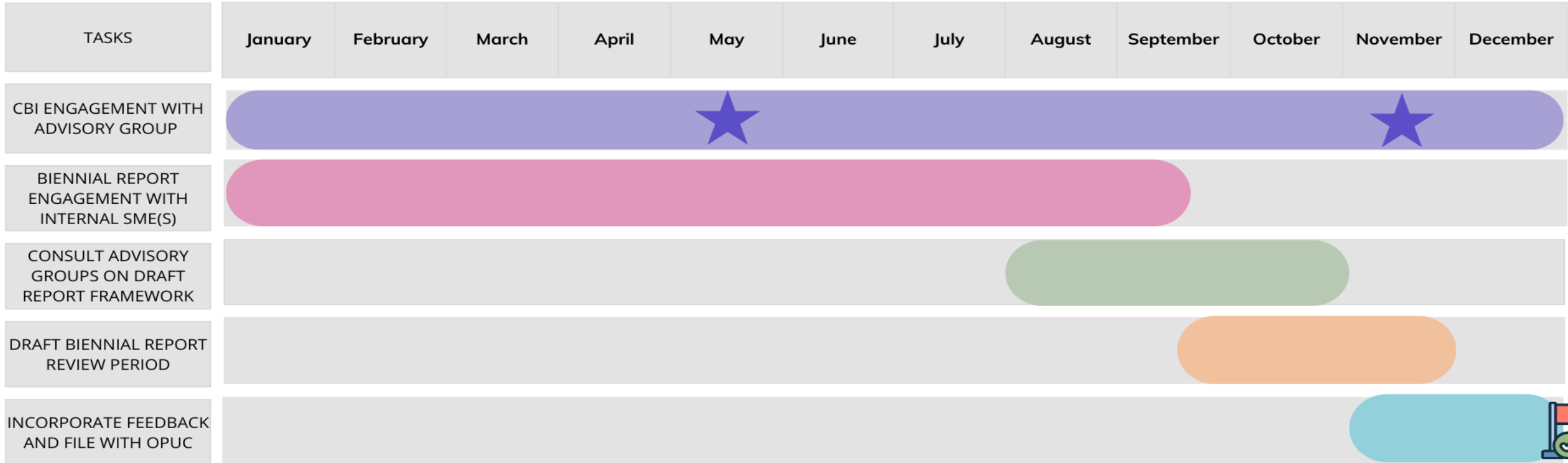
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	20	21	22

Joint CBIAG Meeting

New in 2026! Save the Date

Join us for the first ever Oregon Joint Advisory Group, where we will foster a broader perspective sharing experience across the CBIAG and the CBIAG for Oregon Tribal Nations

Setting the Stage | Engaging with Advisory Groups



What can Members expect:

- 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
- Broader perspective sharing opportunities across Oregon Advisory Group spaces

**December
30, 2026**

Special Session Update

Please join us at the rescheduled CBIAG
"Special Session" to learn more about
PacifiCorp's developing Oregon
Environmental Justice Community

Framework!
Date: January 27, 2026
Time: 1pm – 4pm (PST)

[Register Today!](#)

Please note that previous registrants will be automatically registered to the event.

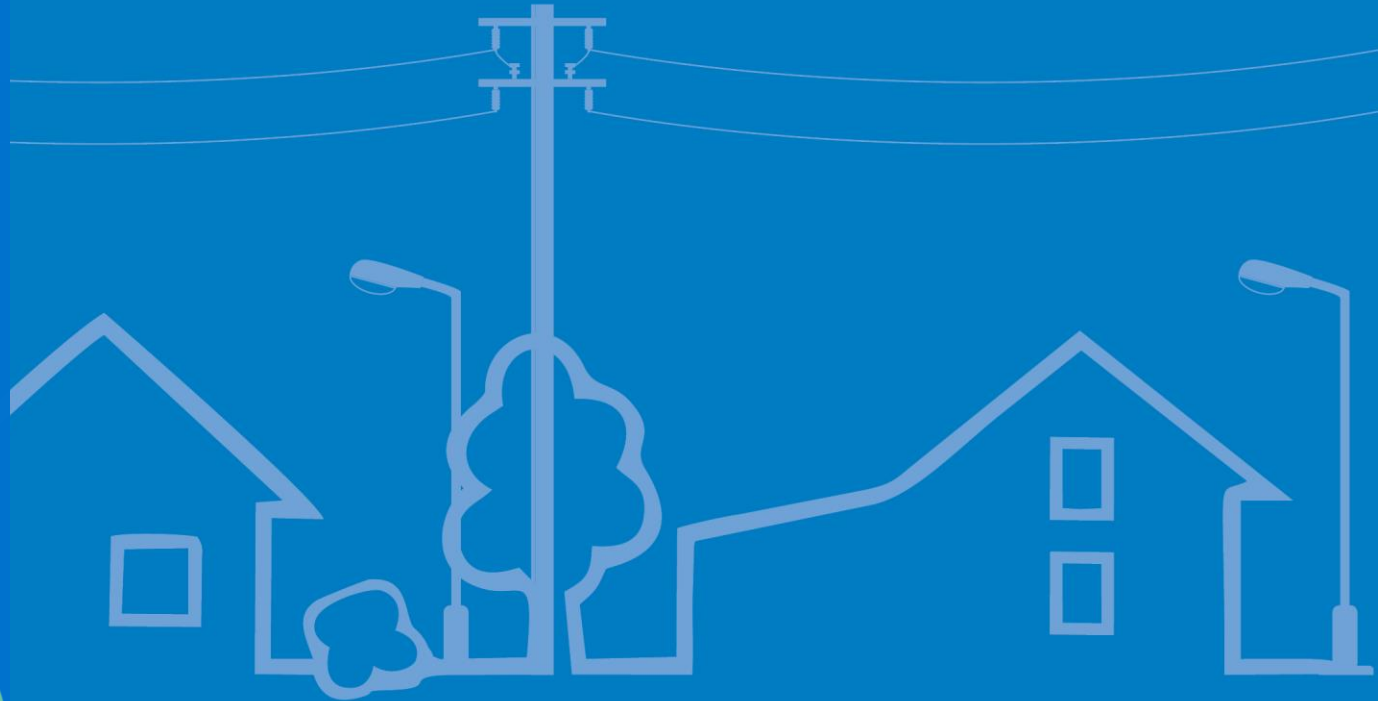
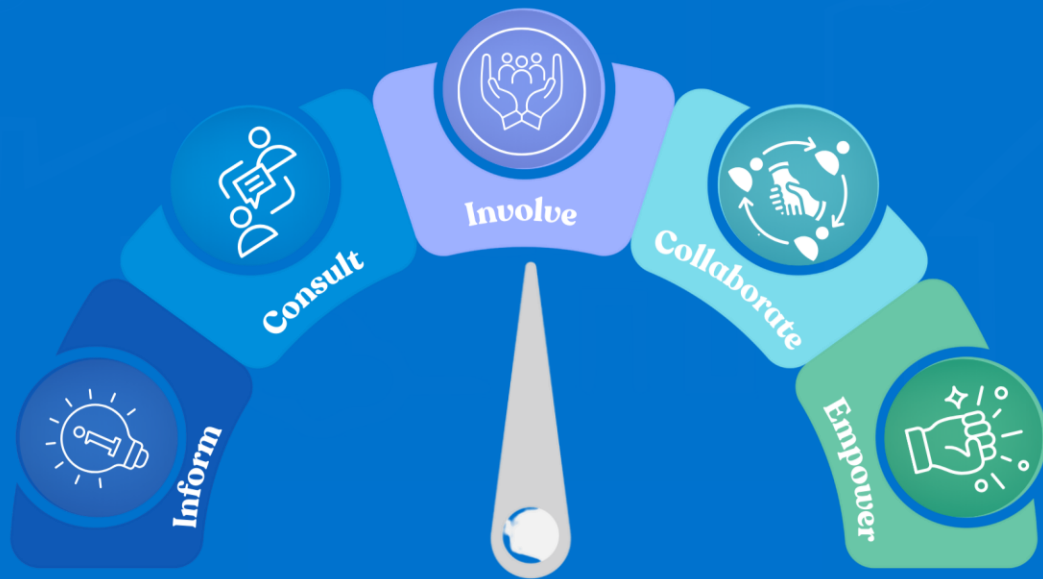
PacifiCorp's Special Session on the Environmental Justice (EJ) Community Framework will include information on:

- Key Concepts
- Data Sources
- Methodology
- Reliability Analysis & Results

Time for open discussion will be offered at the end of the engagement

CBIAG Members have been pre-registered, as a courtesy, and will be compensated for their participation

Distribution System Planning Filing



The Community's Role in Distribution System Planning



DSP role is education and transparency on distribution system; how it changes, challenges, and PacifiCorp decision making and implementation pathways of nontraditional solutions.



The community's role is collaboration and feedback on challenges, personal experience, success with PacifiCorp programs.



What clarity or information would help stakeholders understand distribution system challenges and nontraditional solutions?



How can PacifiCorp capture where programs are delivering value to and where challenges emerging from?

Distribution System Planning (DSP) Overview

What is Oregon DSP?

- Based on guidelines proposed by Oregon PUC staff
- Increased transparency and modernization of traditional DSP to meet the needs and leverage the capabilities of the modern grid

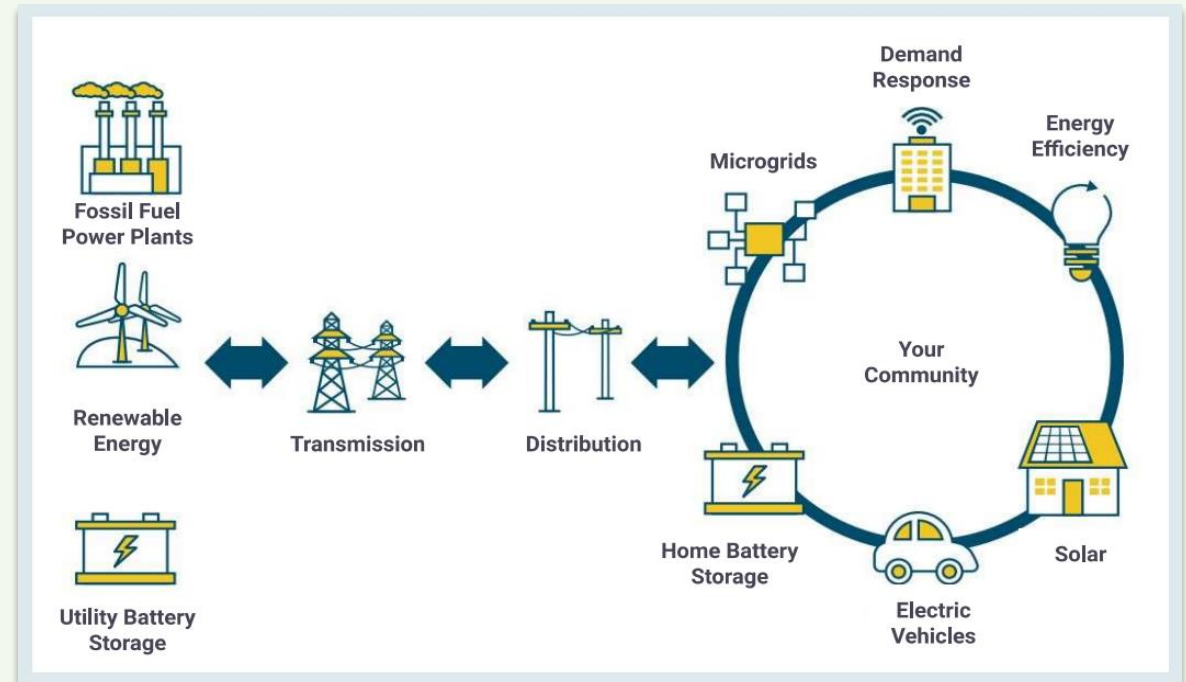
Key changes to traditional DSP:

- Collaboration with Area Planners to identify potential pilot areas
- Consideration of non-traditional solutions to meet grid needs
- Enhanced forecasting
- Increased community engagement

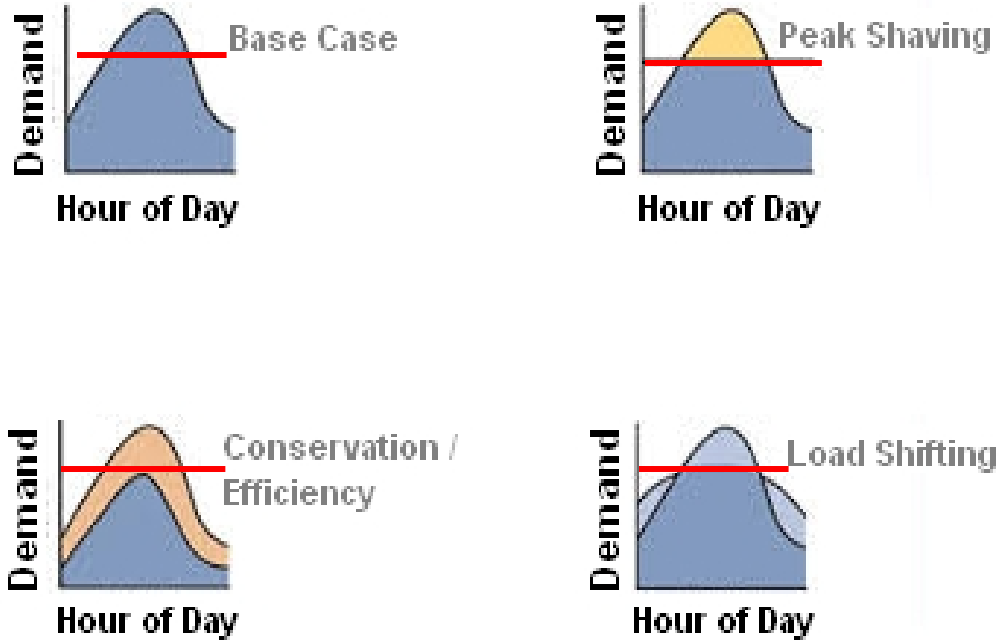
Past Grid



Modern Grid



Nontraditional Solution



Building from existing programs toward future load-shifting strategies

Current Programs: Energy Efficiency, Time of Use rates, and Demand Response form the foundation—reducing overall energy use and managing peak demand.

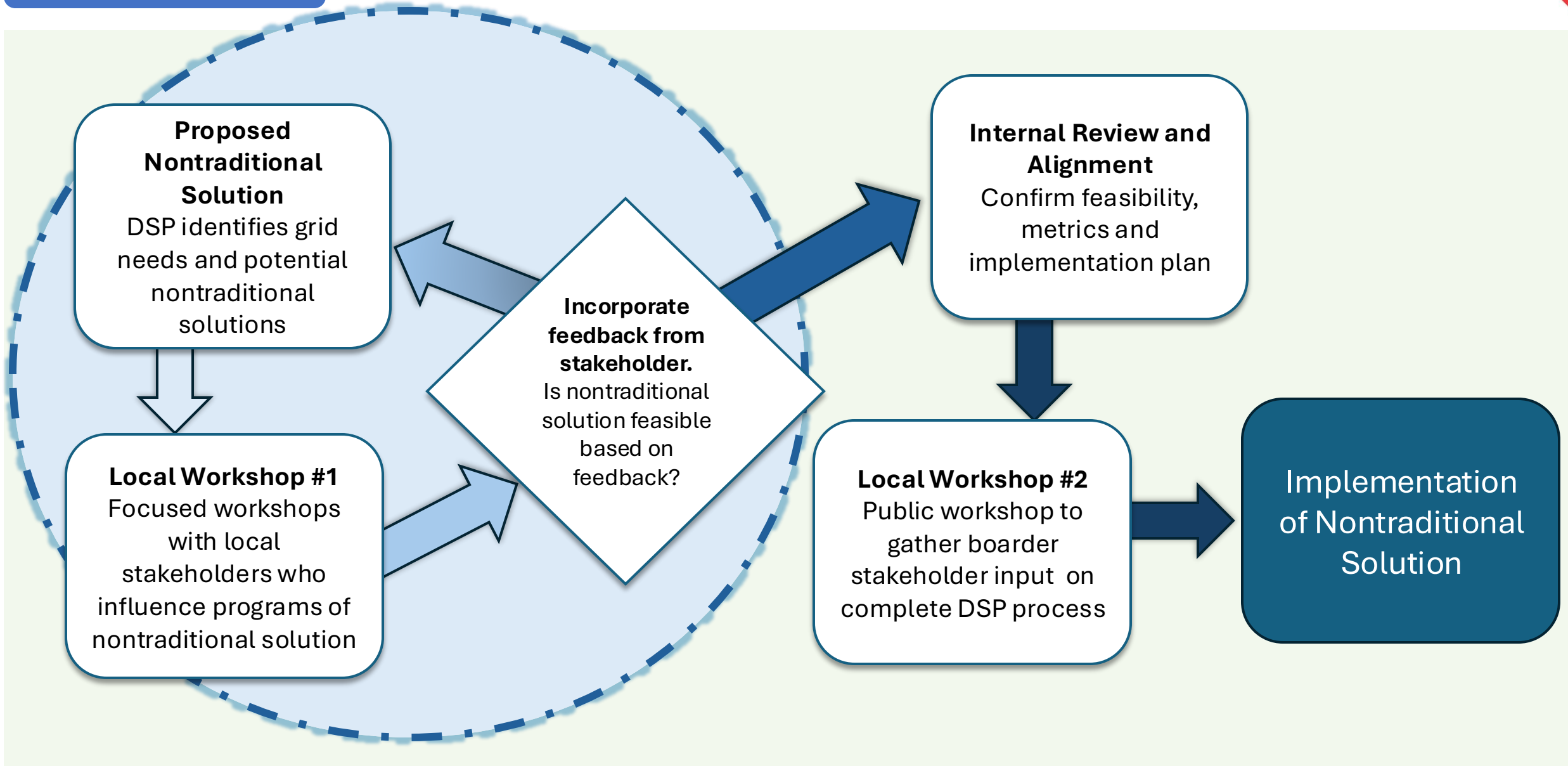


Next Layer: Wattsmart Drive, Batteries, Storage (SSR RFP, CBRE) shift when energy is used rather than how much.



Goal: Support grid flexibility, maximize DER integration, and defer infrastructure upgrades.

Engagement



The Community's Role in Distribution System Planning



DSP role is education and transparency on distribution system; its changes, challenges, PacifiCorp decision making and implementation pathways of nontraditional solutions.



What clarity or information would help stakeholders understand distribution system challenges and nontraditional solutions?



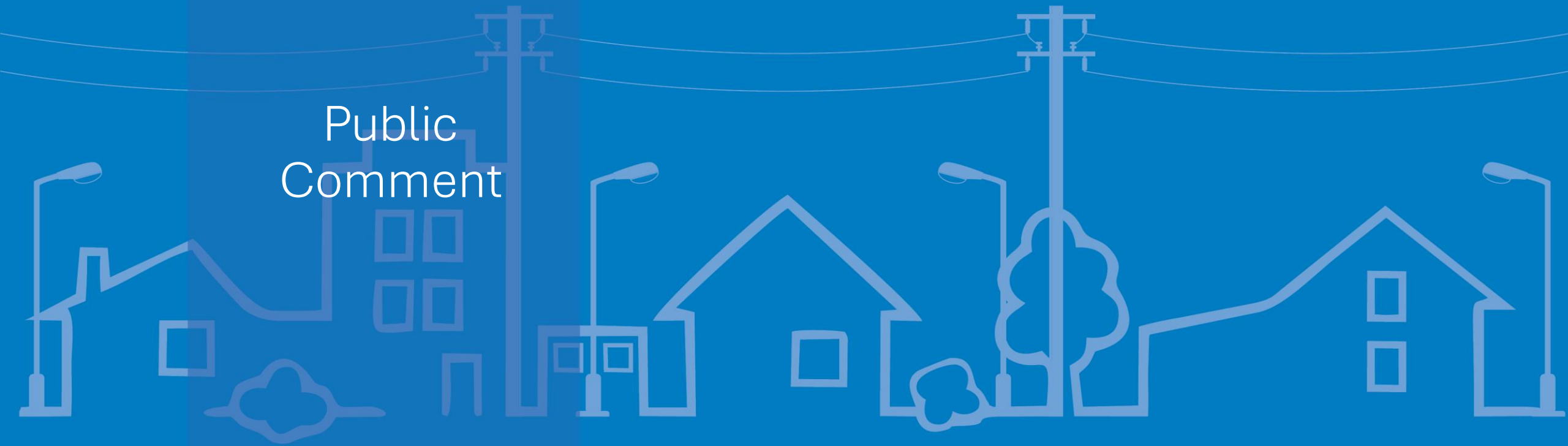
Successful nontraditional solutions depend on feedback, collaboration, and participation from the local community.



How can PacifiCorp capture where programs are delivering value to and where challenges emerging from?

Questions and Comments?

Public Comment



What was your biggest takeaway from today's conversation?

Next Steps



Oregon Community Benefits and Impacts Advisory Group 2026 Meeting Schedule

[2026 CBIAG ZOOM MEETING LINK](#)

Meeting ID: 83670154272

Passcode: 262518

Proposed meeting dates:

January 15, 2026

February No Session

March 19, 2026

April 16, 2026

May 21, 2026 Joint Session

June 18, 2026

July 16, 2026

August 2026 (No Session)

September 17, 2026

October 15, 2026

November 2026 Joint Session

December 17, 2026

Next Steps

Community Benefits and Impacts Advisory Group Calendar

March 19, 2026, | 1:00-4:00pm PT
[2026 CBIAG ZOOM MEETING LINK](#)
Meeting ID: 83670154272
Passcode: 262518

Link: [Oregon Community Benefits and Impacts Advisory Group \(pacificorp.com\)](#)

Pacific Power Stakeholder Engagement

**Environmental Justice Community Framework:
Special Session | January 27, 2026, 1:00 – 4:00pm PT
Online via Zoom:**
<https://esource.zoom.us/meeting/register/zK8JvRIsS6C90Tv3mgck2Q>

For more information:
[Oregon Clean Energy Plan Updated Engagement Strategy](#)

Email comments to:
ORCBIAG@pacificorp.com

Thank you.