



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

Topics shaping the 2026 Community Benefits and Impacts Biennial Report

Thursday, April 16, 2026, 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

April’s Community Benefits and Impacts Advisory Group (CBIAG) meeting was conducted in partnership with the E Source Facilitation Team via the Zoom platform to begin planning for the Biennial Report. The meeting was held on Thursday, April 16th, from 1:00-4:00 pm Pacific Time. At the April engagement, eight CBIAG Members were in attendance. The meeting provided an opportunity to reassess the 2024 Biennial Report planning process and review proposed changes.

Meeting Objectives

1. Launch and orient advisors to the 2026 Biennial Report process
2. Provide updates on major planning and policy areas affecting communities
3. Gather stakeholder feedback to guide 2026 planning and ensure equity-centered decision making

TIMING	TOPIC
1:00	Objectives and Presenters
1:10	Check In and Closing the Loop
1:20	Integrated Resource Plan/Clean Energy Plan Updates
2:00	Biennial Report Regulatory Overview
2:10	Customer Protections
2:25	CBI: Health & Community Well-being
2:45	Break
2:50	Customer Experience
3:35	Public Comment
3:45	Check Out, Summary & Next Steps

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

Presenters

Randy Baker	Director, Resource Planning
Pam Cooper	Escalent, Vice President, Energy Practice
Lee Elder	Director, Pricing & Tariff Policy
Cara Glennon-Olsen	CBI Advisor, Clean Energy Planning
Nolan Grogan	Senior Analyst, Resource Valuation & Planning
Cassandra Hales	Coordinator, Community Affairs
Jason Hoffman	Project Manager, Regulatory Affairs
Christina Kruger	Manager, Stakeholder Policy & Engagement
Barbara Modey	Market Research Manager, Customer Satisfaction
Charity Spires	Manager, Low Income Program
Amira Thompson	Manager, State Regulatory Affairs
Jeffrey Daigle	E Source, Facilitation Team
Morgan Westberry	E Source, Facilitation Team
Zanya Morgan	E Source, Facilitation Team

Public Attendees

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

PacifiCorp Affiliated Attendees

Kimberly Alejandro	Regulatory Manager, Clean Energy Planning
Omar Granados	Senior Specialist, Communications
Ian Hoogendam	Manager, Distribution Planning
Shauna Thomas	Senior Manager, Demand Response
Justin Trenta	Engineer, Distribution System Planning
Tag Galvin-Darnieder	E Source, Facilitation Team

Meeting Notes

Opening

Pacific Power's Cassandra Hales, Community Affairs Coordinator, welcomed participants to the April 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.

Check In

Morgan Westberry "checked-in" with meeting attendees by asking: *What is your favorite Spring tradition?*

- Enjoying the newly bloomed flowers
- Gardening and planting
- The start of the WNBA season, watching the Portland Fire
- Going on a hike
- Watching Portland Timbers soccer games
- Passover, time to reflect and communicate
- The start of the Portland Pickles baseball season

Closing the Loop

Zanya Morgan, recapped the January engagement, highlighting the following goals and feedback themes:

Goals:

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

Themes:

- 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
- Verde shared appreciation for the information provided, as well as for the facilitation of the meeting and how the engagement felt inclusive and meaningful

Ms. Morgan reintroduced the participation tools shared in January such as the purpose statements and participation meter. At the beginning of each segment, SMEs will begin with a purpose statement detailing why the item is being brought before the group, what advisors can expect, or what may come out of the segment, and how the information should be viewed or contextualized. The participation meter continues with the "how" by assigning each segment an intention such as to inform, consult, involve, collaborate, and/or empower. These changes were born out of feedback that advisors were not sure where they had influence, if any at all. The intention is to be more aligned as a group and to create an agenda that coincides with suggested topics, upcoming filings, and general interests.

Integrated Resource Plan/Clean Energy Plan Updates

Nolan Grogan, Senior Analyst of Resource Valuation & Planning, provided updates on PacifiCorp’s Integrated Resource Plan (IRP) and Clean Energy Plan (CEP), covering the status of the process and how policies impact the IRP and Oregon customers. The information is intended to serve as a high-level overview of the IRP/CEP process and its implication on Oregon customers.

PacifiCorp filed its [2025 Integrated Resource Plan](#) on March 31, 2025, and subsequently filed its 2025 Clean Energy Plan on June 30, 2025. The 2025 IRP indicated a significant need for new energy and capacity to come online by 2030 to serve Oregon customers – driven by load growth and climate policies. As a result, the [2025 Oregon Sibus Request for Proposals \(RFP\)](#) was issued to the market to solicit bids for new resources. This shows how the IRP interacts with downstream processes that impact Oregon customers and rates. The 2025 CEP laid out an action plan for how PacifiCorp is furthering progress towards the goals set out by HB 2021 but highlighted significant challenges associated with meeting clean energy targets. PacifiCorp received substantial stakeholder feedback during the preparation of and after filing of the 2025 IRP and CEP plans, including significant discussion regarding the modeling methodology.

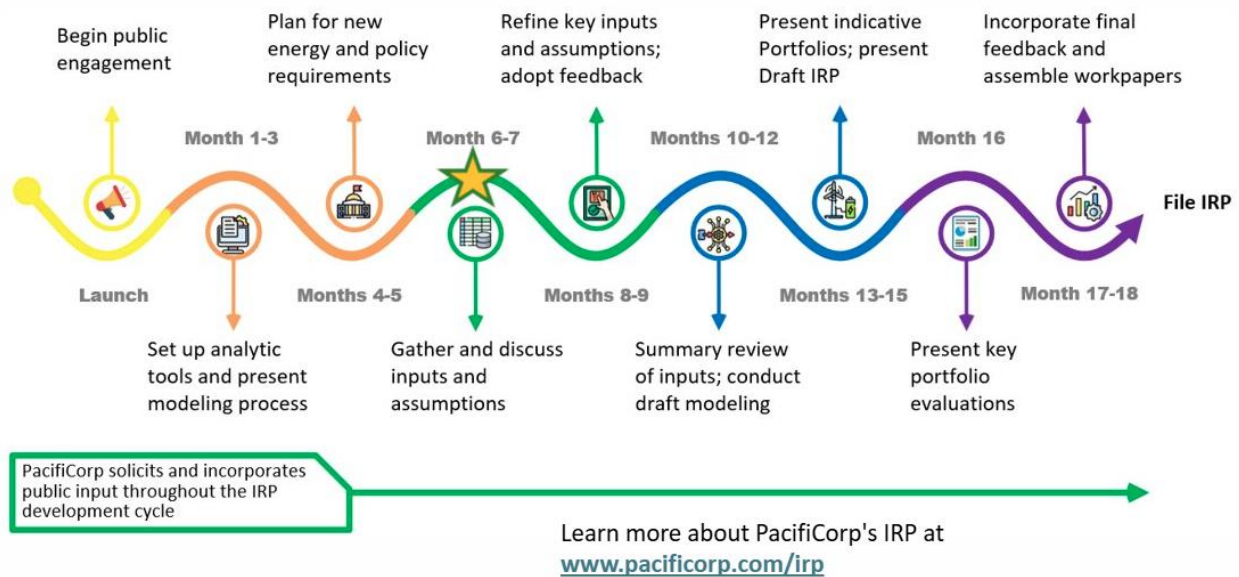
On February 24, 2026, the Public Utility Commission of Oregon issued an order not acknowledging the long-term plan in the 2025 IRP, or the [2025 CEP](#), nor did it make a determination on continual progress under HB 2021. The order did acknowledge several IRP and CEP action items. On March 31, 2026, PacifiCorp filed its [2025 IRP Update](#), which was limited to updates of data inputs and discrete methodological refinements. PacifiCorp expects to make a supplemental filing by the end of June, in partial fulfillment of the order, and expects other significant changes for the 2027 planning cycle. Planning is underway for PacifiCorp’s 2027 IRP/CEP.

The 2025 IRP, CEP and IRP Update all identified a lot of new resources needed for Oregon due to policies HB 2021 and SB 1547 which create a need for new resources for Oregon customers. This is distinct from the need of other PacifiCorp customers in states without these policies. In 2030, when coal is out of rates for Oregon customers, Oregon customers lose almost 1,000 MW of firm coal capacity requiring almost 3 times that amount (3,000 MW of new renewables) to replace the lost firm capacity. While the 2025 IRP, CEP, and IRP Update identify slightly different amounts of new resources for Oregon customers, there is a common theme: new renewable resources supported by storage resources. Identified resources change across filings because for each filing, the team updates assumptions like the load forecast, tax credits for new resources, price curves for power and gas, and more.

The table below details the need identified in the 2025 IRP, CEP, and IRP Update for 2030 and 2045:

	2030		2045	
	Renewable Resources	Storage Resources	Renewable Resources	Storage Resources
2025 IRP	2,811	781	6,190	3,819
2025 CEP	2,492	900	5,805	3,835
2025 IRP Update	2,538	1,270	5,521	4,214

The Integrated Resource Planning process is highlighted below with the yellow star indicating the current stage of the process we are in.



Learn more about PacifiCorp's IRP at www.pacificorp.com/irp. To submit feedback about the ORP, please complete the [IRP Stakeholder Feedback](#) form.

Meeting Discussion:

- Tim Lynch, Multnomah County Office of Sustainability, asked if there is a glossary of terms available for CBIAG members who may be newer to the utility space. There are a lot of complicated terms like "OPUC acknowledgement, Oregon Situs, firm capacity" that may get confusing.
 - Morgan Westberry acknowledged the variety of complicated terms, and the team has been discussing best ways to define technical terms.
 - Kimberly Alejandro, Clean Energy Planning Manager, noted that there is a resource for acronyms but not a comprehensive glossary at this time, great idea!
- Heather Eberhardt asked Nolan to speak to whether PacifiCorp expects to meet the small-scale renewable requirement by 2030. What is the current gap (it appeared the deficit decreased in the 2025 IRP update)? Does PacifiCorp expect to meet the results of the 2025 small-scale renewable RFP? How many bids were received and how much capacity is going to be contracted as a result of the solicitation?
 - Mr. Grogan explained that the Company certainly intends to meet the small-scale renewable requirement by 2030. For small-scale resource targets and position, refer to Table D.3 in PacifiCorp's 2025 IRP Update: [2025 IRP Update.pdf](#).
 - Regarding the RFP, Randy Baker, Director of Resource Planning, added that the 2025 IRP Update does detail the small-scale need over the years, but specific information about bids is not yet available as the evaluations were very recently completed. When that information is available, the team is happy to return to the group and present it.
- Tim Lynch, Multnomah County Office of Sustainability, asked Mr. Grogan to talk about the results of the 2025 Oregon Situs RFP? If or how is PacifiCorp taking advantage of any remaining federal tax supports for renewables?

- Mr. Grogan noted that the 2025 Oregon Situs RFP results are currently undergoing analyses, so results are not available to share just yet. However, this information can be shared in the future.
 - Mr. Baker confirmed that the portfolio is still underway, and the team cannot commit to a definitive date just yet as schedule items are subject to fluctuations.

Biennial Report Regulatory Overview

Amira Thompson, State Regulatory Affairs Manager, explored how the Regulatory Affairs team supports and informs the Biennial Report by providing regulatory context and timeline considerations as well as additional context around regulations' functions and the role of the team. In addition to Amira Thompson, the Regulatory Affairs team is comprised of Robert Meredith, Director of Regulation, and Aline Crinon, Regulatory Projects Manager.

HB 2021 is Oregon's landmark clean energy law that requires utilities to work directly with communities – through the CBIAGs to shape Clean Energy Plans that equitably reduce GHG emissions. The law centers community voice by requiring ongoing consultation, **biennial reporting to the OPUC on community benefits and impacts** and support for community-based renewable projects, labor standards, and protections to ensure affordability as the clean energy transition advances. Regulation's role is to shepherd the process to file the Report to the OPUC.

The Biennial Report process first began in early to mid 2024 with internal planning and framework development aligned with HB 2021 Section 6 requirements, including coordination with Community Benefits and Impacts Advisory Group (CBIAG). By mid-late 2024, the Company had ongoing consultation with CBIAGs, Tribal Nations, Joint Advocates, and internal stakeholders; drafting and reviewing the report content to incorporate quantitative and qualitative community input. On December 30, 2024, the final Community Benefits Biennial Report was completed and filed with the Oregon Public Utility Commission. The 2024 report serves as a baseline for the next reporting cycle, informing planning for the 2026 Biennial Report.

The current process and timeline of the Biennial Report is as follows:

- April – June 2026
 - Internal planning and framework development aligned with HB 2021 Section 6, including coordination with CBIAGs
- June – September 2026
 - Conduct ongoing consultation with CBIAGs, Tribal Nations, Joint Advocates, and internal stakeholders, while drafting and reviewing report content that integrates quantitative indicators with qualitative community input
- December 30, 2026
 - Completion and filing of the Final Biennial Report with the Oregon Public Utility Commission
- 2027 – 2028
 - Post filing, the 2026 report becomes the baseline for the next reporting cycle

Meeting Discussion:

- Morgan Westberry asked for clarification on the timeline for consultation with the advisory groups on Section 6, items A-H and the comment period on the Biennial Report.
 - Ms. Thompson identified the gap from September – December 2026 for finalizing the report and reviewing the draft with the CBIAGs to ensure the report is truly a collaborative process.
- Tim Lynch, Multnomah County Office of Sustainability, requested an explanation on how CBIs and the EJ Community Framework previously discussed work together or how are they different?
 - Cara Glennon-Olsen, CBI Advisor, will answer this question in the upcoming section on CBI: Health and Community Well-being.

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

Cassandra Hales, Community Affairs Coordinator, emphasized the timeline of the process and highlighted what advisors can expect from Biennial Report discussions.

1. Share current state of utility actions & programs
 - a. Today's focus is on energy burden and disconnections, and customer experience items. Topics will vary by meeting to ensure everyone has access to the same baseline information before moving into conversations and feedback.
2. Seek consultation from Advisory Group members through the community lens
 - a. Looking to hear how actions show up in real life, what feels helpful, what is missing to better understand where disconnections may be between intention and lived experience.
3. Document member feedback through polls, whiteboards, and storytelling activities
4. Memorialize member feedback in the 2026 Biennial Report

Ms. Hales previewed poll questions to come later in the presentation to get the advisors thinking ahead of the engagement opportunity.

- What would you measure to show improvement not just in numbers but in lived experience?
- How should we report back to communities on progress or changes?

Customer Protections

Jason Hoffman, Regulatory Affairs Project Manager, explained what customer protections are, how they have changed (temporary and permanent protections) and why they matter for affordability, safety, and equity. Feedback is encouraged on how protections are working in practice and where gaps remain between intent and lived experience.

During previous conversations with advisors, feedback was given that stakeholders want protections that prevent harm before disconnections occurs, not just responses after service is shutoff, there is strong support for clear, consistent, and easy to understand rules, especially for income-qualified, medically vulnerable, and crisis-impacted customers. Additionally, communities emphasized the growing impact of wildfire, extreme heat, poor air quality, and cold weather on household safety and affordability and participants stressed the importance of knowing protections exist, confusion, or lack of awareness can undermine other strong policies.

PacifiCorp has implemented temporary protections to provide immediate relief, including longer payment plans, extended disconnection timelines, moratoriums for income-qualified and medical customers, and targeted arrearage for forgiveness. The Company also established permanent protections that clarify eligibility, standardize definitions, and embed safeguards into regular utility operations not just during emergencies. Additionally, efforts are in place to reduce barriers to service and reconnection by allowing alternative forms of ID, limiting reconnection fees, and limiting advance payments in qualifying circumstances. Permanent customer protections are in place to strengthen event-based moratoriums tied to wildfire displacement and severe weather to better reflect climate-driven risks. Lastly, PacifiCorp is working to expand customer notification, agency coordination, website updates, and staff training, so protections are easier to access and understand.

Still to come includes continued stakeholder engagement to refine Low-Income Discount (LID) tier structures, including potential expansion to moderate-income households, develop and implement a formal arrearage management or bill relief program by August 2026 informed by community and advisor input. Feedback is also being used to assess how protections are working in practice, not just on paper identifying gaps, administrative challenges, and equity impacts. Furthermore, outreach and education are being improved so customers and community partners can act early, before disconnection becomes a risk. Lastly, PacifiCorp is reporting and analyzing protections to identify where gaps might still exist.

Meeting Discussion:

- Anahi Segovia Rodriguez, Verde, questioned how PacifiCorp informs customers about protections. Verde plays a large role in ensuring members get connected to assistance resources and understand the protections that are in place. Are the materials on the website also translated into Spanish or other languages?
 - Mr. Hoffman explained that the website does have customer protections listed and translated in Spanish, however, it may not be all inclusive because there are so many rules. The intention of the website is to base information on maintaining service and avoiding disconnection. When customers call about collection related items, agents are trained to refer to the website which also has internal training materials. For example, if a customer indicates medical conditions, the agents are trained to reference medical certificate information. In short, the actions of the customer service agents are based on what the customer raises as a concern. The Company does routine call assessments to verify that agents are actively providing information on protections.
- Jennifer Gustafson, AllCare Health, questioned if there is data on specific age groups impacted by disconnections from lack of payment.

- Mr. Hoffman clarified that none of the data that was gathered or reported included an age determination.
 - Ms. Gustafson suggested using age as an indicator to understand how to address the issue better.
 - Mr. Hoffman expressed appreciation for the feedback, adding that implementing new rules can be a lengthy process due to back and forth with several different subject matter experts. The team will explore if it is feasible to use age as an indicator.
- Morgan Westberry facilitated a Whiteboard activity to invite feedback on how protections are working in practice and where gaps remain between intent and lived experience by asking: What supports or interventions would make the biggest difference before a disconnection occurs? Advisors gave the following answers:
 - Connecting to county/state resources and groups
 - Direct connection/referral to EA services
 - Provide information on arrears programs or Low-Income program
 - As reference, many of these households are so stressed, a backdoor handoff can mean a lot
 - Customer service agent going over protections/disconnection rules with clients to see if any of the rules applies to them
 - Community Energy Project is happy to collab with these workshops with Community Solar
 - Working with energy assistance providers to make sure they know that these protections are in place for their clients
 - PAC hosted workshops for customers (LID) explaining these protections
 - If not addressed already, no disconnects below a certain threshold of arrearages. See recent news about NWN disconnections over \$50 for example
 - Resource fairs with community action groups to talk/meet with community. Hear from them first
 - Provide information upon getting connected to service, have assistance help on the bill and periodic emails to customers
 - Mr. Hoffman shared that when customers connect for service, they are sent a copy of the customer protections with annual follow-up going out in May and November as well as a bill insert detailing this information. On the bill itself, assistance phone numbers are also provided, and customers are directed to the website for more information.
 - Jennifer Gustafson, AllCare Health, recently reviewed a PacifiCorp bill and did not notice any information about customer protections there. Something is missing if that information is going out but being overlooked.
 - Mr. Hoffman clarified that the customer protection information is on a bill insert and not the actual bill itself since the bills have lots of information already and can get a bit busy.

- Anahi Segovia Rodriguez, Verde, would like to see an example of a PacifiCorp bill.

Break

CBI: Health & Community Well-being

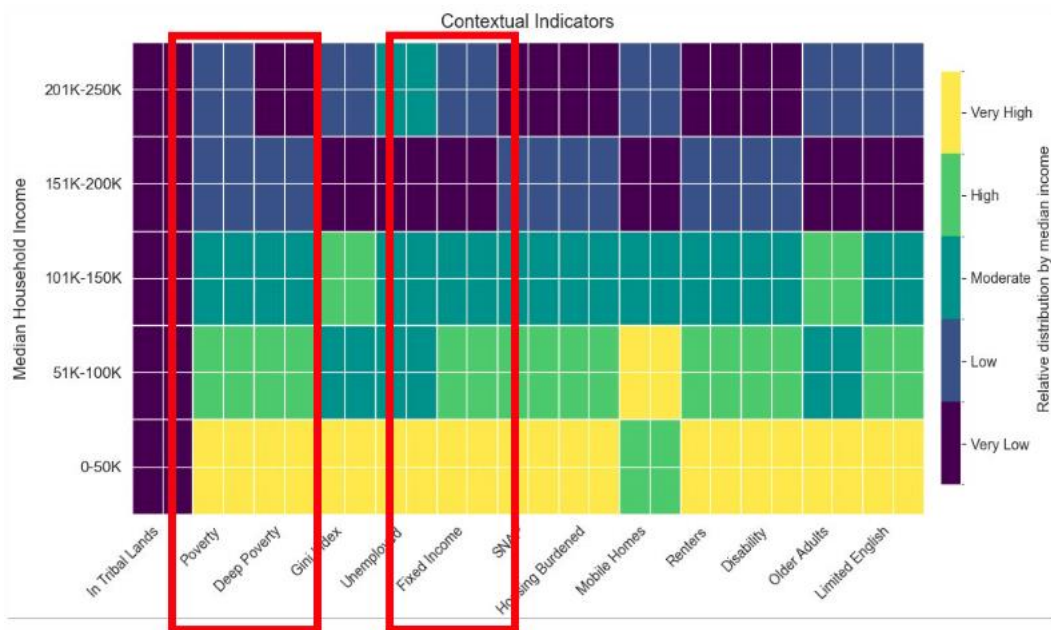
Cara Glennon-Olsen, CBI Advisor, presented on the Health & Community Well-being CBI, checking whether the numbers match what customers experience to better understand how data reflects real customer and community experience, and comparing metrics against lived experiences.

To better understand factors contributing to high energy burden, it is important to understand that energy burden can look stable while households experience ongoing financial strain because energy burden does not always tell the full story about how hard it is to afford energy bills in Oregon. In Oregon, energy burden at the census tract level rarely rises about 4% of household income, even when families are struggling financially. This means two households can look similar in data but have very different day-to-day realities. A small difference in energy burden can still feel big when households are balancing rent, food, medical costs, or unstable incomes. Families with the same energy burden may not have the same ability to cope with rising bills or unexpected expenses. So, to understand real impacts, energy burden needs to be viewed alongside other population characteristics, and what communities share about their lived experience.

Meeting Discussion:

- Tim Lynch, Multnomah County Office of Sustainability, asked for clarification on the statement that energy burden at the census tract level rarely rises about 4% of household income.
 - Mrs. Glennon-Olsen clarified that the 4% figure comes from the LEED tool which shows the prevalence of energy burdened households within a given census tract. According to the Oregon Department of Energy's (ODOE) 2024 Biennial Report, 28% of households are energy burdened. This indicates a lack of continuity between the energy burden metric and the actual lived experiences.
 - Mr. Lynch asked if there are different data sources between the LEED and the Biennial Energy Report.
 - Ms. Glennon-Olsen noted that there may be different data sources, or the calculation can be different between energy burden for the LEED tool and how ODOE is evaluating energy burden.
 - Multnomah County uses the ODOE Biennial Report as a reference point, so if there is a different methodology, the organization needs to be aware of that.

The heat map below highlights how contextual indicators like being on Tribal lands, poverty, deep poverty, unemployment, and fixed income can shape what **energy burden** feels like in reality. Moving from left to right on the x-axis, it is possible to see how many different population characteristics can impact the lived experience of energy burden, even when the hardship is not seen in the energy burden metric itself.



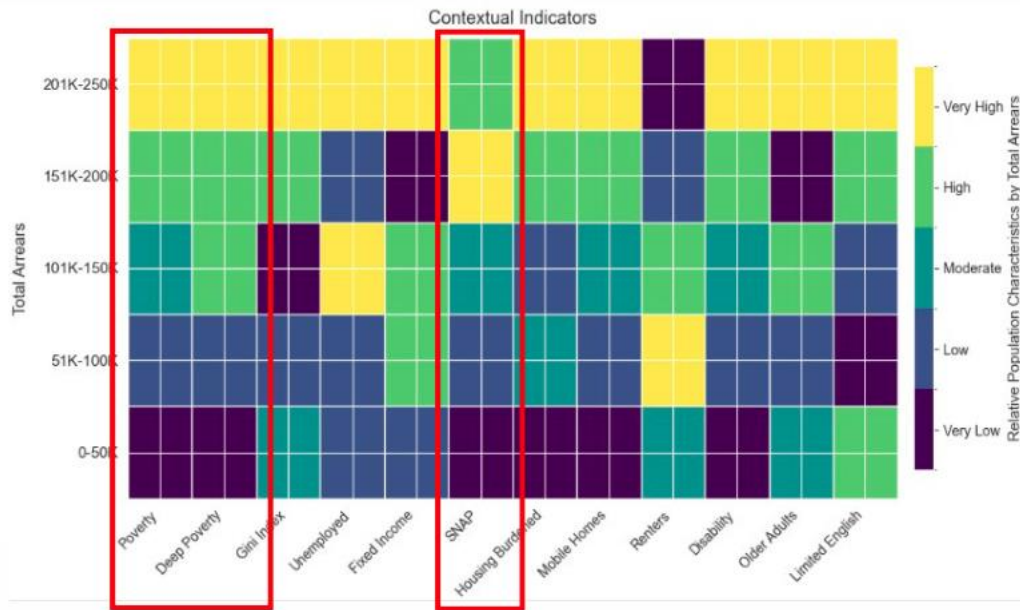
Meeting Discussion:

- Morgan Westberry highlighted a key takeaway that certain methodologies and data sources reference the 4% of household income as the threshold for energy burden, but that does not capture the full picture because there are additional considerations that make the 4% not reflective of the lived experience.
 - Mrs. Glennon-Olsen validated this takeaway, adding that different households have unique burdens. The number helps point the team in the direction, but the lived experiences help to understand the impact.
- Anahi Segovia Rodriguez, Verde, works with immigrant communities who may be fearful to go to work due to the possibility of getting separated from their families. This loss of income will impact housing and housing-related expenses. What data points can organizations look at to better assist in such situations? Community based organizations are trying to show up for immigrant communities to offer support in mitigating the economic impact as much as possible.
 - Mrs. Glennon-Olsen referenced the high energy burden heat map which pulls data from the American Community Survey. At a lower income threshold, factors like limited English, age, and disability status have a higher impact on a household's ability to afford energy.

There are other factors that can be analyzed that reflect increasing hardship, such as arrears. Arrearages can show how financial strain accumulates over time, even when energy burden appears low or unchanged. Energy burden can look stable while arrearages quietly build - often reflecting instability that the energy burden calculation alone can't show. In essence, this means that income does not equal the ability to pay, low burden does not equal no debt, volatile income drives arrears, debt can build quietly in response to income volatility, and burden does not completely reflect lived experience.

The heat map below highlights how contextual indicators like being on poverty, deep poverty, SNAP, and housing burdened can shape what **arrears** feel like in reality. Moving from left to right on the x-axis, it is possible to see how many different population characteristics can impact the lived experience of

energy burden, even when the hardship is not seen in the energy burden metric itself. The heat map shows that population characteristics shape risks, stress, and the ability to bounce back.



When looking at households receiving Supplemental Nutrition Assistance (SNAP), even though it is a proxy for lower income, it becomes less important as arrears increase. This is a specific point where the community narrative is pertinent to better understand the context of the data.

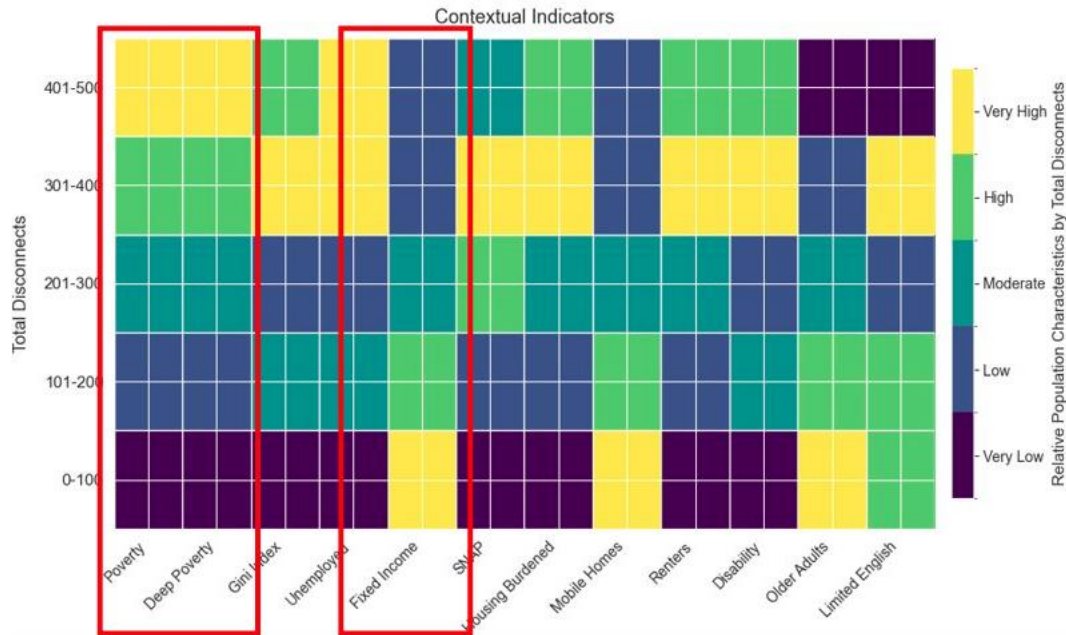
Meeting Discussion

- Anahi Segovia Rodriguez, Verde, expressed the importance of this conversation and shared a personal experience in falling behind on bills and having to receive assistance from family. However, having such a privilege is not standard across the board, and hardship can happen to anyone for a number of reasons.
 - Mrs. Glennon-Olsen resonated with this experience and the associated late fees that compound that can have a profound impact on day-to-day experiences.

Disconnections are another key factor that can be analyzed to reflect increasing hardship. Disconnections, or shut offs, can help indicate when ongoing financial strain intensifies and becomes harder to manage across communities. Disconnections are often described as an endpoint, but they're really a signal of deeper, ongoing instability. Disconnections can also reflect more than unpaid bills - they can also indicate payment challenges caused by job loss, communication barriers, illness, disability, and/ or other life factors. The likelihood of disconnection is shaped, at least in part, by population characteristics - income stability, household composition, and health status, among others. Looking only at total disconnections can mask whether some communities are experiencing disconnections more often or more severely than others. Understanding disconnections through both data and lived experience can help us identify where protections, outreach, and early interventions could be the most impactful.

The heat map below highlights how contextual indicators like being on poverty, deep poverty, and fixed income can shape what **disconnections** feel like in reality. Moving from left to right on the x-axis, it is

possible to see how disconnects can be shaped by income stability and health factors and vary based on housing conditions, language access, and other household characteristics.



Lee Elder, Director of Pricing and Tariff Policy, recounted an assessment of energy burden and disconnections based on prior Biennial Report stakeholder input and outcomes from the Biennial Report. Pacific Power currently has a community benefit indicator of “Decrease Proportion of Households Experiencing High Energy Burden.”

Prior Biennial Report Energy Burden Stakeholder Input:

- Continue development of the low-income discount survey
- Increase program awareness by distributing flyers in senior and disability service centers, providing additional bill inserts and creating incentives and materials for referrals from friends
- Offer resources to participants with children to reduce energy use
- Update marketing materials to include customers in community that participate in the program
- Initiate stakeholder engagements for development of EBA metrics
- Coordinate EBA metrics with other utilities across the state of Oregon
- Provide results of EBA to Commission staff no later than October 2024

Outcomes from Biennial Report Energy Burden Input:

- Low-income discount survey and program distribution methods adapted from input
- Expanded outreach to include additional postcards, emails and social media

Pacific Power also currently has a community benefit indicator of “Decreasing Residential Disconnections.”

Prior Biennial Report Disconnection Stakeholder Input:

- Received positive feedback regarding the company's efforts to provide outreach, work conducted with customers to connect them with resources including the company's low-income discount program (LID) and providing contact with local energy assistance agencies

Outcomes from Biennial Report Disconnection Input:

- Pacific Power has continued to work with parties in Docket UM 2211 to address concerns with disconnections for residential customers that includes an assessment of outreach, administrative rules, programs and efforts to help reduce energy burden, and arrearage management plans
- Pacific Power has continued to work with small commercial customers on a case-by-case basis to make extended payment arrangements and has a dedicated group of customer service representatives that can work with commercial customers on issues such as collections while addressing high bill concerns and reducing energy usage

PacifiCorp recognizes that energy burden reflects ongoing household strain; arrears reflect compounding hardship, and disconnections reflect a breaking point. Each metric captures part of the story, but community context is needed to understand the whole picture.

Customer Experience

Charity Spires, Low Income Program Manager, and Pam Cooper, Vice President of Energy Practice at Escalent, shared customer and agency survey results and the background tied to Low-Income Discount (LID) program surveys to leverage the data and increase enrollment in the LID program.

Order No. 22-317 of UE 409 provided instructions on how PacifiCorp must administer the LID survey stating:

1. With input from Stakeholders, develop a short survey offered to participants at or around the time of enrollment and in regularly scheduled increments thereafter. The survey may be administered, and data stored, by the Company, Community Action Agencies (CAAs), or third-party, as deemed appropriate. The survey should:
 - i. Be optional
 - ii. Include questions on demographics and energy affordability
 - iii. Have results trackable by income level declared at the time of self-verification.
 - iv. Omit or encrypt personal identifiable information (PII)
2. Develop and administer an annual short survey offered to CAAs enrolling clients in the energy discount for the purposes of evaluating overall experience administering the program and effectiveness at helping clients.
3. Share survey findings and participant attributes with Staff and Stakeholders during post-implementation engagement.

The research objectives of the Oregon Low Income Discount Customer Survey were to gain a better understanding of Low-Income Discount enrollees to further validate equity and reach of the program, evaluate the impact of the program on participants, learn how Low-Income Discount participants' opinions of the program may or may not change over time, and (new for 2025): evaluate the impact of the addition of an 80% discount tier.

The methodology targeted residential Oregon Low-Income Discount enrollees 18 years or older. This study was conducted online and over the phone through Escalent’s survey platform. Customers were invited to participate in online surveys via emails sent by Escalent, or they were contacted over the phone by Escalent interviewers. The customer list was provided by PacifiCorp. Additional waves of research are planned for 2026, 2027, and 2028.

The table below details the results from waves 1 & 2 in 2023 and waves 3 & 4 in 2024 and 2025.

	Wave 1 2023	Wave 2 2023	Wave 3 2024	Wave 4 2025
Fielding period	May 4 th -May 25 th , 2023,	October 27 th -November 20 th , 2023,	October 23 rd -November 20 th , 2024,	October 17 th -November 18 th , 2025,
Phone completes	<i>n</i> =103	<i>n</i> =129	<i>n</i> =158	<i>n</i> =189
Web completes	<i>n</i> =1,433	<i>n</i> =2,006	<i>n</i> =3,187	<i>n</i> =4,419
Total surveyed	<i>n</i> =1,536	<i>n</i> =2,135	<i>n</i> =3,345	<i>n</i> =4,608

Key findings from the Low-Income Discount Customer Survey showed that:

- PacifiCorp’s website and direct outreach were the top two sources for program awareness in wave 4
- Direct outreach was down significantly from wave 3
- Enrollment most often happens via the website
- 90% of participants felt that enrollment was easy (up significantly from wave 2, unchanged from wave 3) and over half continued to say nothing was needed to improve
- 90% of participants are satisfied with the LID program (stable with waves 1, 2, and 3 at 89-90%)
- Households with seniors continue to show the highest levels of very satisfied ratings (72% vs 63% - 70% for other groups)
- Demographics show a handful of significant changes from prior waves. Home ownership, single family home residence, and heat pump usage increased significantly in wave 4 in 2025 compared to waves 1 and 2 in 2023 and wave 3 in 2024
- Enrollees living in a duplex/triplex/apartment and those using wall heaters as a primary heat source declined significantly in wave 4 compared to previous waves
- Enrollees are most likely to have seniors (54%) and/or persons with a disability in their home
- Over half receive federal benefits (56%, down significantly from waves 1 -3)
- Over 4/5 (82%) are white or Caucasian, followed by 6% Latino or Hispanic, 3% Native American and/or Alaskan, 2% Black or African American, and 2% Asian
- 61% of enrollees feel that LID has made a big to very big difference in their ability to pay monthly bills, unchanged from W3 '24 but down significantly from W2 '23 (65%)
- In addition to lowering stress/anxiety and less financial issues/lower bill, enrollees continue to report that the program lets them keep their home at a more comfortable temperature
- The top two constructive suggestions to improve the program are to increase the discount (6%) and improve awareness of it (5%), consistent with prior waves

- Repeat survey respondent results are stable between W3 '24 and W4 '25 across program satisfaction; difference program has made in ability to pay monthly bills, and ease of enrollment. Repeat respondents provide similar responses between waves in how the program has impacted their life and what the program has meant for their family
- Length of enrollment shows no significant differences across program satisfaction and the difference the program has made in their ability to pay monthly bills. However, ease of enrollment has been significantly higher among recent enrollees (in the past 0-6 months) compared to those enrolled earlier.

The recommendations include:

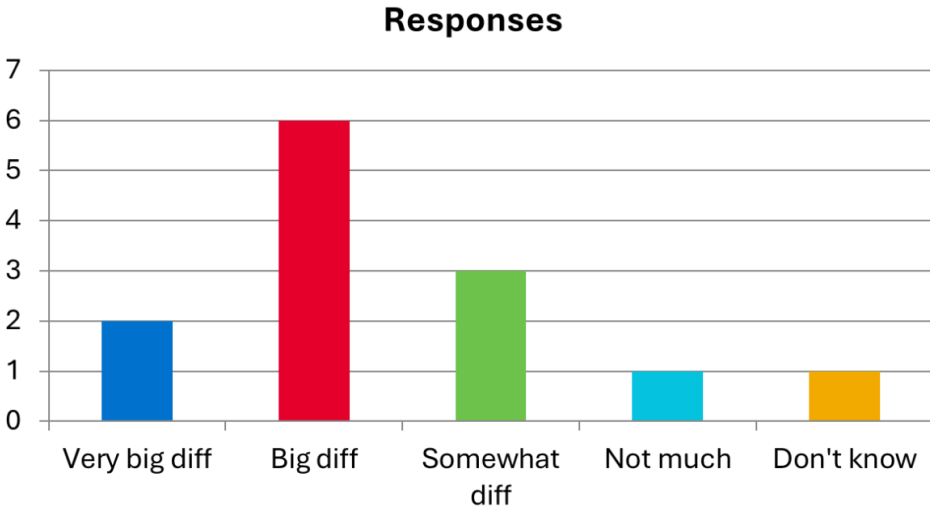
- The proportion of participants receiving federal benefits continues to decrease for the second wave in a row, making their financial situations more challenging.
 - For example, emergency SNAP benefits enacted during the pandemic ended in early 2023.
 - The federal government shutdown affected the availability of benefits in late 2025.
 - When requesting funding for future LID continuation and/or expansion, consider recent and upcoming changes to the federal benefits rules and how those may affect LID participants.
- Partnering with local agencies or non-profits could increase awareness of the program. This source of awareness significantly decreased in mentions in W3 '24 and again in W4 '25.
 - Direct outreach and the Pacific Power website have been effective in promoting awareness.
- Consider options for adding or increasing awareness of cooling/warming centers and transportation to them in geographies where LID customers currently self-report that they do not have access.
 - These top zip codes would cover 32% of LID customers without any local cooling/warming centers if ones were provided there: 97523, 97420, **97526**, 97754, 97625, 97501, 97537, **97603**, 97367, 97386, 97457, **97504**.
 - These top zip codes would cover 32% of LID customers without transportation to cooling/warming centers: 97220, 97501, **97526**, **97504**, **97603**, 97322, 97470, 97527.
 - Zip codes in bold font above are top locations for both not having cooling/warming centers and not having transportation to a cooling/warming center.
- PacifiCorp should consider reevaluating customers who have been in the program the longest (2+ years) as it is likely that more may qualify for Tier 3 than those who are currently assigned to it.
- Households with children still lag other households in satisfaction with the program and other metrics.
 - Consider exploring the root causes of this difference and co-creating solutions with participating customers. Escalent offers several options to meet this need.
- Considerations should be made to improve and simplify the reenrollment process as a notable portion of those who were previously enrolled but are no longer enrolled mentioned that they did not reapply in time, or it was too hard to reapply.

Meeting Discussion

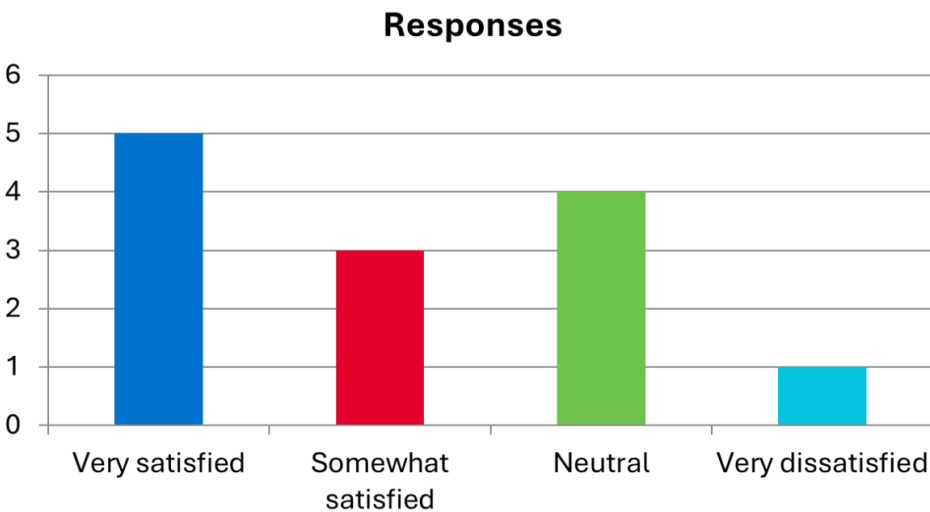
- Tim Lynch, Multnomah County Office of Sustainability, questioned if the demographics listed above are the best understanding of the demographics of the total participants. Are certain groups overrepresented in the survey responses? If so, how is that balanced?
 - Ms. Cooper explained that it is possible that there are some differences between the actual program enrollee population and the people that respond to surveys. Escalent often sees that older individuals are more likely to respond to surveys than younger individuals across lots of different research. PacifiCorp does not have another way to measure the demographics of the total LID program population.
- Dahveed Saenz, Community Solar, questioned if re-enrollment in the LID program is every year or every two years and offered a suggestion to partner with CBO during the re-enrollment period to increase bill support options for customers.
 - Ms. Cooper cited the re-enrollment timing as biennial.
 - Regarding partnership with CBOs, the team will take this feedback back for larger discussion and follow up at a later meeting.
- Anahi Segovia Rodriguez, Verde, is interested in further discussing the statistic that customers did not reapply because it was too hard or they missed the deadline. Additionally, it may be helpful to see the LID program application.
 - Ms. Cooper is open to sharing the application and doing an audit of the application process to ensure it is accessible via audio for those with disabilities or in multiple languages for those who speak limited English. Regarding customers not reapplying, the top reasons were 1) did not have time 2) no longer qualifying.
- Tim Lynch, Multnomah County Office of Sustainability, expressed appreciation for the information gathered and shared but questioned if the data will be included in the UM2211 process.
 - Ms. Westberry will clarify with the LID program team and provide an update when available.

Charity Spires, Low-Income Program Manager, reviewed the results of the LID Community Action Agency Survey. The survey was sent to partner agencies on January 2nd with a timeline of 2 weeks to respond and share with staff that assist LIHEAP or OEP customers. A total of 13 responses were gathered to gauge the overall perception of the LID program, satisfaction with the LID program, ease of customer self-enrollment, and third-party enrollment awareness.

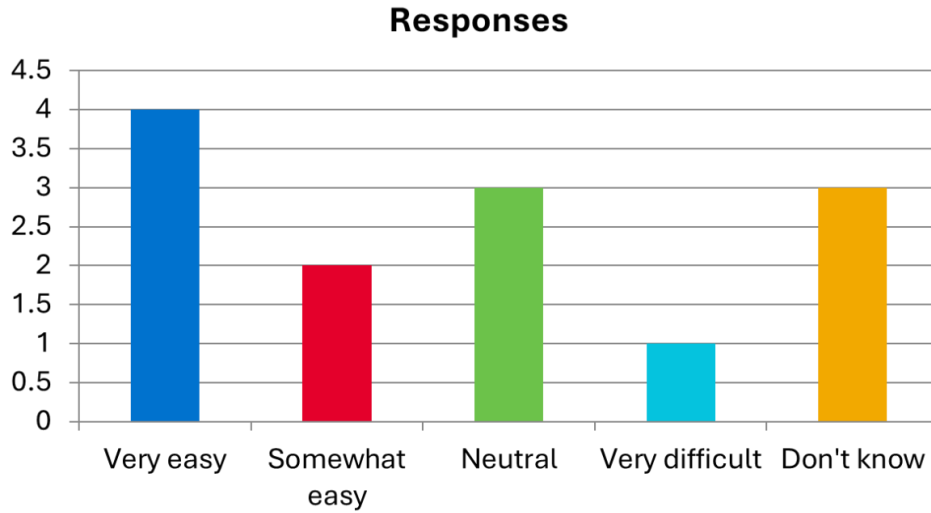
The graph below illustrates **Overall Perception of the LID program** indicating that most customers see a big difference in their bill. Out of 13 customers, only one noted there is not much of a difference.



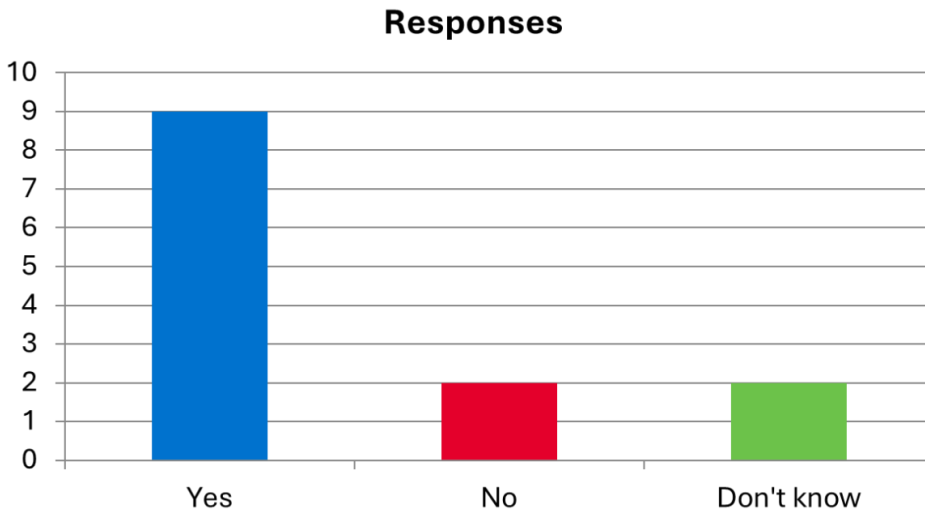
The graph below illustrates **Satisfaction with the LID program** indicating that the majority of customers are very satisfied with the program, with just one customer being dissatisfied.



The graph below illustrates **the Ease of Customer Self-Enrollment** indicating that the majority of customers are finding it very easy to self-enroll, with just one customer having extreme difficulties. Several customers did not know about the ease of self-enrollment, likely due to the option for third party enrollment.



The graph below illustrates **Third-Party Enrollment Awareness** indicating that many customers are aware that a third-party can submit an application on their behalf as long as the customer authorizes it. Each month PacifiCorp receives a list of LIHEAP and/or OEAP participants from Oregon Housing and Community Services (OHCS). This information is used to place customers into the correct LID tier based on household income and size.



Barbara Modey, Market Research Manager of Customer Satisfaction, detailed the Oregon LID outreach efforts based on the recommendations in the Customer Survey. Per survey results, LID participants are very satisfied and recommend making more customers aware of the discount. Using census data, PacifiCorp found 6,644 customers not enrolled in the LID program who may qualify. Emails were sent in English or Spanish based on customer language preference to targeted list. Additionally, simple dual-language postcards were sent to 1,627 customers without an email on file in January 2025 of which 28 enrolled. By December 2025, the LID program was at 71,118.

The table below details the date emails went out, quantity, unique open rate, as well as click-thru rate. Additionally, it captures the number of postcards mailed and the number and percentage of customers that applied based on email and postcard outreach.

Date	Emails Sent	Unique Open Rate	Click-thru Rate	Postcard Mailed	Applied	% Applied
Nov-25	6,644	26%	4%		159	2.4%
Jan-26				1,627	28	1.7%
					187	2.3%

In February 2026, there was another LID promotion using State Median Income census data filtered for 4-person household income and top 20% of energy users, excluding current enrollees. About 14,000 customers were identified as not enrolled but may qualify. The promotion used tracking codes from email to website and learned many revisit the email up to 10 days later to submit the application. Since engagement was so high, reminders were sent two weeks later. This resulted in 206 applications submitted in English and 7 in Spanish. By the end of March, enrollment was at 74,267 totaling enrollment growth of 3,150 in 2026.

The table below details the February LID promotion, organized by the date emails went out, quantity, unique open rate, as well as click-thru rate to capture the number and percentage of applications.

Date	Emails Sent	Unique Open Rate	Click-thru Rate	Applied	% Applied
2-5-26	10,882	29%	7%	163	1.5%
2-19-26	10,789	22%	3%	50	0.1%
				213	1.6%

Public Comment

Morgan Westberry opened the floor for public comments and concluding thoughts asking *what was your biggest takeaway from today's conversation?*

- Dahveed Saenz, Community Solar Program Coordinator, thanked the team for organizing the meeting and is looking forward to attending the Tribal Nations CBIAG engagement. If anyone is open to connecting, Mr. Saenz is available via email at solar@communityenergyproject.com

Next Steps

PacifiCorp's Amira Thompson closed the meeting by sharing agenda items for next month's Joint CBIAG meeting including items such as regulatory filings, equitable distribution of benefits, data frameworks, and emergency management.

The [Joint CBIAG](#) will be held on May 20, 2026, from 1:00 – 4:00pm online via ZOOM.

For more information:

[Oregon Clean Energy Plan Updated Engagement Strategy](#)

Email comments to:

ORCBIAG@pacificorp.com

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