



Community Benefits and Impacts Advisory Group (CBIAG)

Topics shaping the 2026 Community Benefits and
Impacts Biennial Report

April 16, 2026

Biennial Report Kick-Off Session

1:00 – 4:00pm, April 16, 2026

Agenda

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



- 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



- 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
- For technical support, chat “Tag G-D/ E Source” as recipient, and send your message



- 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. Launch and orient our 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 decisions making.

Collaborators

Advisory Group Engagement Team



Christina Krüger
Stakeholder Policy & Engagement
Manager



Cassandra Hales
Community Affairs
Coordinator

Source Facilitation Team



Jeffrey Daigle



Morgan Westberry



Zanya Morgan

Collaborators

Regulation



Amira Thompson
State Regulatory
Affairs Manager



Lee Elder
Director, Pricing &
Tariff Policy



Jason Hoffman
Project Manager,
Regulatory Affairs

Resource Planning



Randy Baker
Director,
Resource Planning



Nolan Grogan
Sr. Analyst, Resource
Valuation & Planning

Clean Energy Planning



Cara Glennon-Olsen
CBI Advisor,
Clean Energy Planning

Customer Services



Barbara Modey
Market Research
Manager,
Customer Satisfaction

Customer Solutions



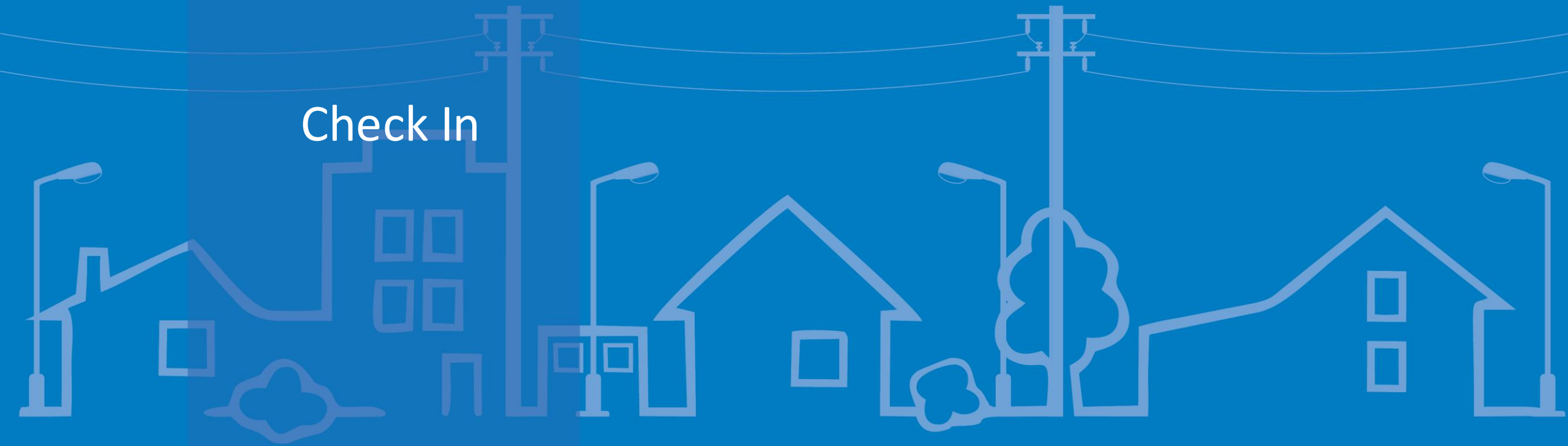
Charity Spires
Program Manager,
Customer Solutions

Guest Presenter: Escalent



Pam Cooper
Vice President,
Energy Practice

Check In



Check In

What is your favorite Spring tradition?

Closing the Feedback Loop



Closing the Loop

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

Our goals:

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

Main 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

Starting with the **“WHY”**



Purpose of bringing item to the Advisory Group

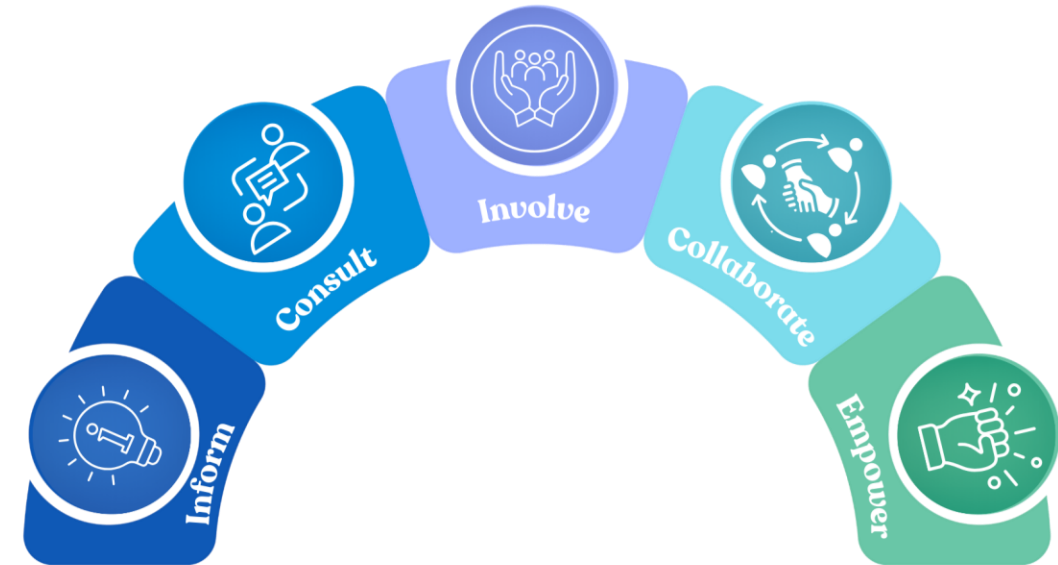


What to expect during the agenda item or what may come out of the segment

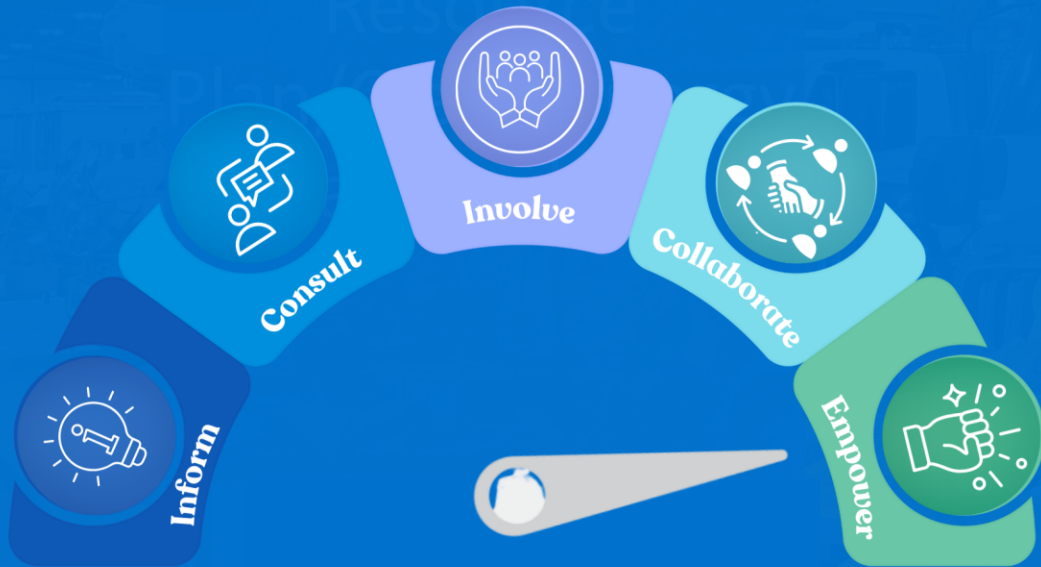


How information should be viewed or contextualized

Continuing with the **“HOW”**



Integrated Resource Plan/Clean Energy Plan Updates



Purpose of this segment:



This section will provide an update on PacifiCorp's Integrated Resource Plan (IRP) and Clean Energy Plan (CEP)



In this section we'll cover where we are in the IRP/CEP process and how policies impact the IRP and Oregon customers



This information is intended to serve as a high-level overview of the IRP/CEP process and its implications on Oregon customers

PacifiCorp's 2025 IRP, CEP and IRP Update

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 Situs 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.

Links:

- LC 85 2025 IRP/CEP: [State of Oregon: Public Utility Commission of Oregon](#)
- PacifiCorp 2025 Oregon Situs RFP: [2025 Oregon Situs RFP](#)
- PacifiCorp 2025 IRP/IRP Update: [Integrated Resource Plan](#)
- PacifiCorp 2025 CEP: [Clean Energy Plan](#)

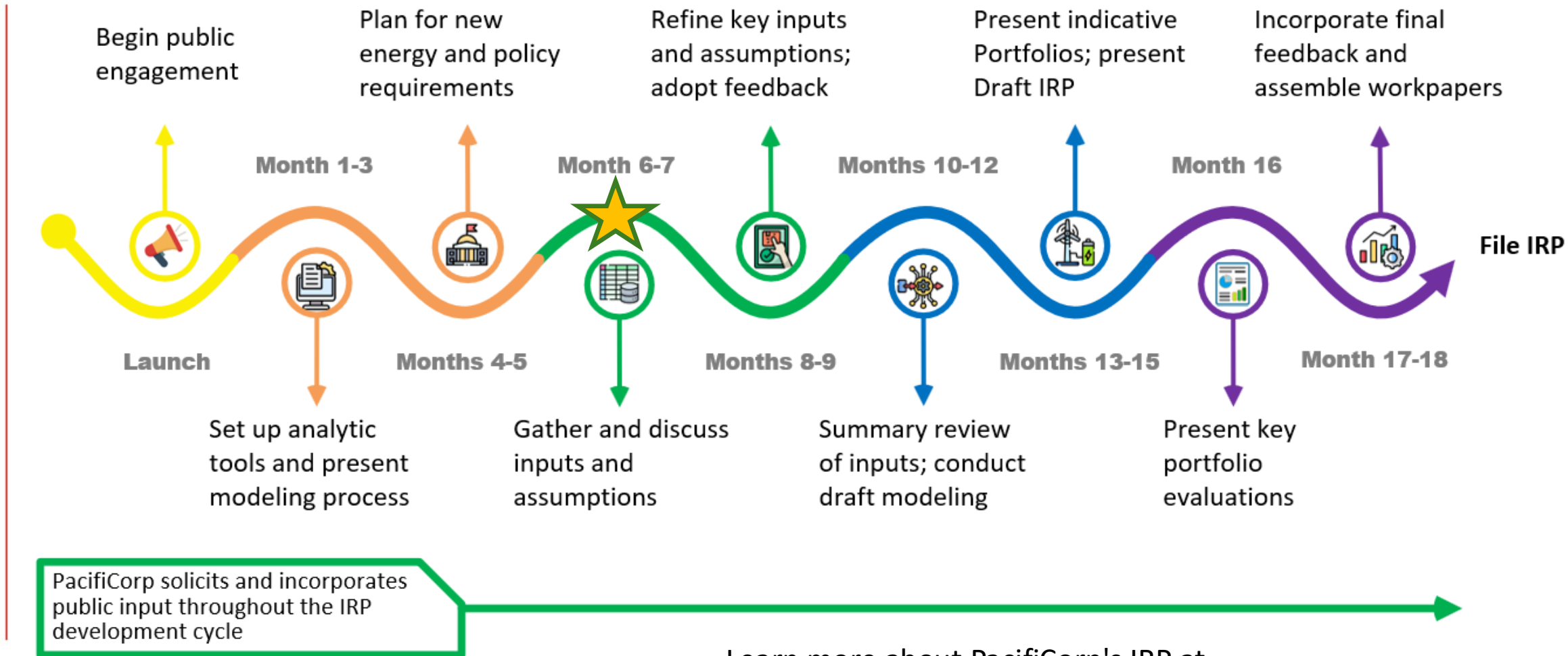
PacifiCorp's 2025 IRP, CEP and IRP Update, Continued

- 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.

Links:

- LC 85 2025 IRP/CEP: [State of Oregon: Public Utility Commission of Oregon](#)
- PacifiCorp 2025 Oregon Situs RFP: [2025 Oregon Situs RFP](#)
- PacifiCorp 2025 IRP/IRP Update: [Integrated Resource Plan](#)
- PacifiCorp 2025 CEP: [Clean Energy Plan](#)

The Integrated Resource Planning Process



Learn more about PacifiCorp's IRP at
www.pacificorp.com/irp

Oregon IRP Portfolio Outcomes: 2025 IRP/CEP/IRP Update

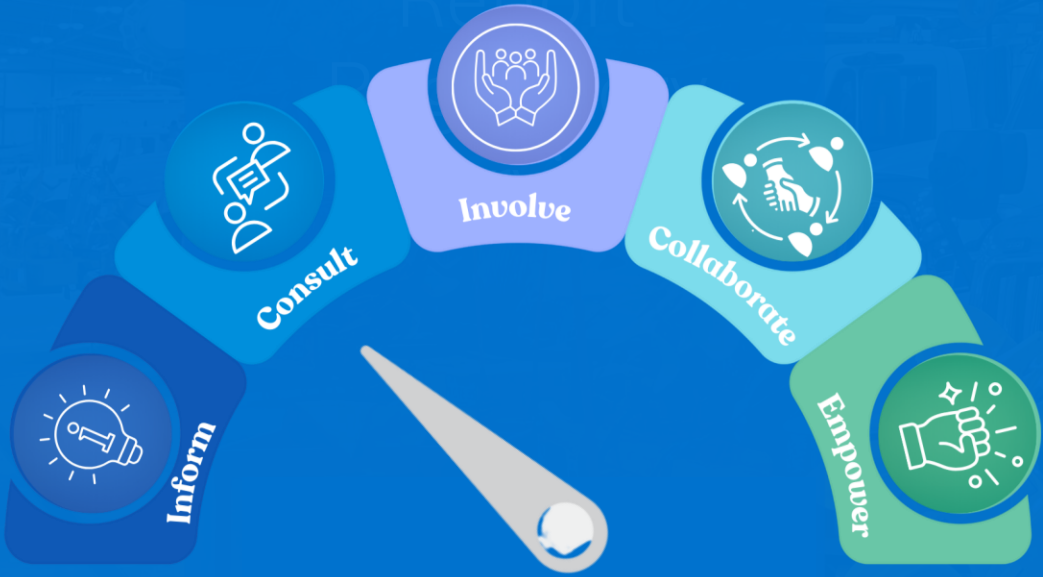
The 2025 IRP, CEP and IRP Update all identified **A LOT** of new resources needed for Oregon

- Why? Oregon policies (HB 2021, SB 1547) create a need for new resources for Oregon customers, 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**
 - Why do the resources identified change across filings?
 - For each filing, we update assumptions like our load forecast, tax credits for new resources, price curves for power and gas, etc.

	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

Biennial Report Regulatory Overview

Biennial Report



Purpose of this segment:



Contextualizes the Regulations function and the role of the Regulatory Affairs team



Explores how Regulatory Affairs supports and informs the Biennial Report



Provides Regulatory context and timeline considerations for the Biennial Report

Regulatory Affairs Team



Robert Meredith
Director, Regulation



Amira Thompson
State Regulatory
Affairs Manager



Aline Crinon
Regulatory Projects
Manager

HB 2021: Community Benefits Impact Report

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.

History of Biennial Report

Early–Mid 2024: Internal planning and framework development aligned with HB 2021 Section 6 requirements, including coordination with Community Benefits and Impacts Advisory Groups (CBIAGs).

Early - Mid 2024

Mid–Late 2024: Ongoing consultation with CBIAGs, Tribal Nations, Joint Advocates, and internal stakeholders; drafting and review of report content incorporating quantitative indicators and qualitative community input.

Mid - Late 2024

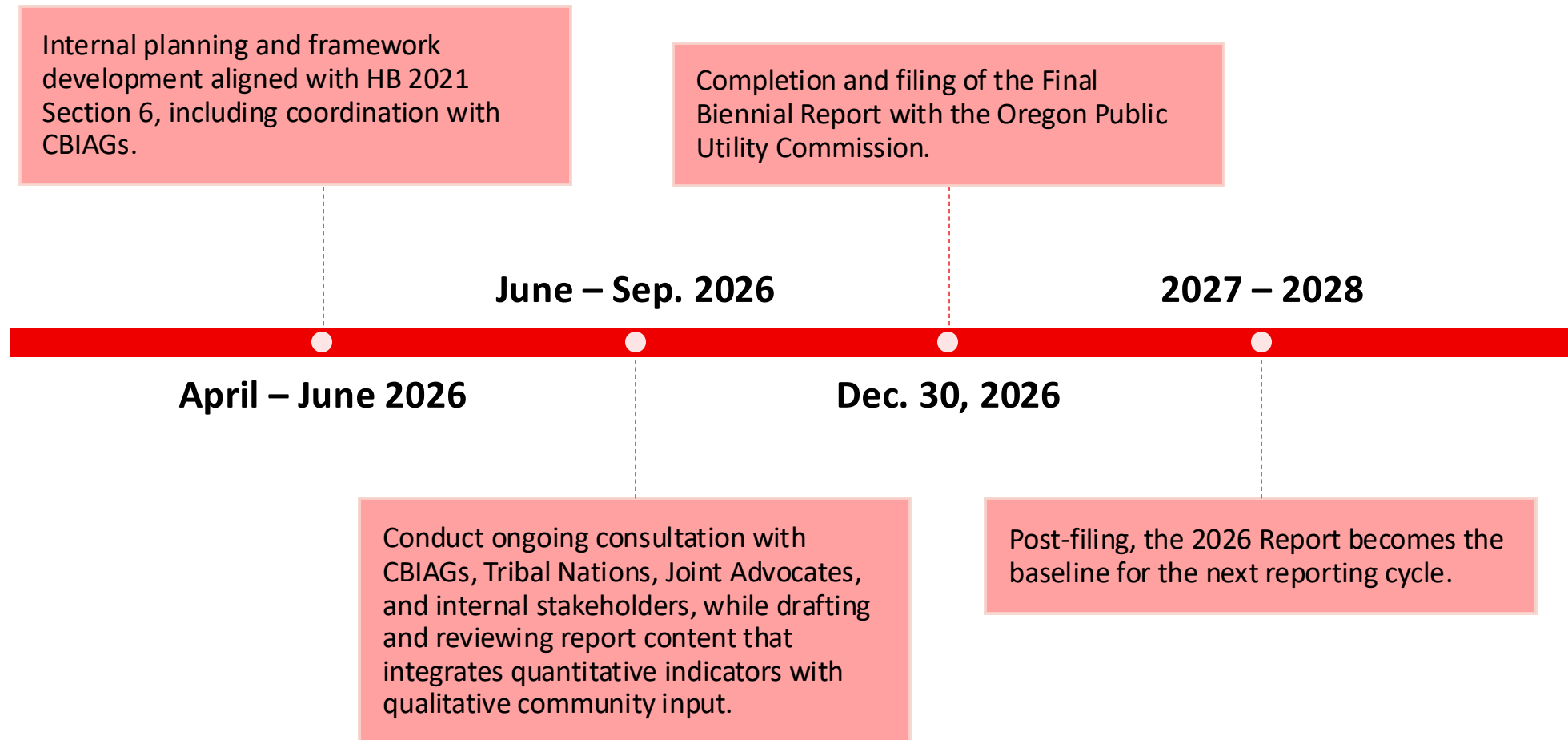
Final Community Benefits Biennial Report completed and filed with the Oregon Public Utility Commission.

Dec. 30, 2024

Post-Filing: The 2024 report serves as the baseline for the next reporting cycle, informing planning for the 2026 Biennial Report.

2025-2026

Current Process and Timeline of Biennial Report



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

HB2021; Section 6(A)

Energy burden and disconnections for residential customers and disconnections for small commercial customers

Biennial Report Discussions | What to Expect

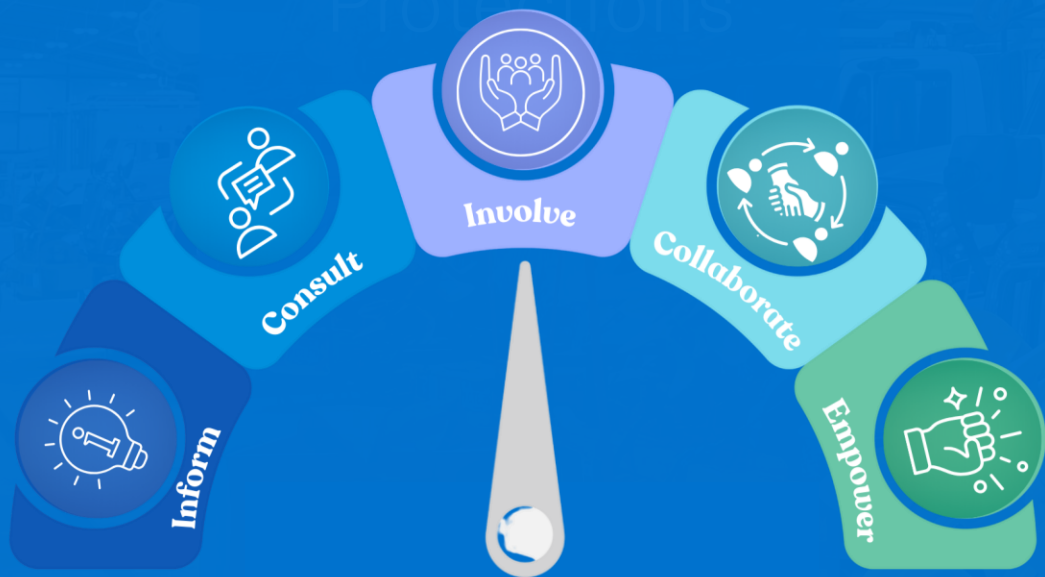


Poll Preview

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



Purpose of this segment:



Explain customer protections and why they matter for affordability, safety and equity



Share what has changed and what is coming next, including temporary and permanent protections



Invite feedback on how protections are working in practice and where gaps remain between intent and lived experience

What We Heard

- Stakeholders want **protections that prevent harm before disconnection occurs**, not just responses after service is shut off.
- There is strong support for **clear, consistent, and easy-to-understand rules**, especially for income-qualified, medically vulnerable, and crisis-impacted customers.
- Communities emphasized the growing impact of **wildfire, extreme heat, poor air quality, and cold weather** on household safety and affordability.
- Participants stressed the importance of **knowing protections exist**, confusion or lack of awareness can undermine otherwise strong policies.

What We're Doing

- Implemented **temporary protections** to provide immediate relief, including longer payment plans, extended disconnection timelines, moratoriums for income-qualified and medical customers, and targeted arrearage forgiveness.
- Established **permanent protections** that clarify eligibility, standardize definitions, and embed safeguards into regular utility operations not just during emergencies.
- Reducing **barriers to service and reconnection** by allowing alternative forms of ID, limiting reconnection fees, and limiting advance payments in qualifying circumstances.
- Strengthening **event-based moratoriums** tied to wildfire displacement and severe weather to better reflect climate-driven risks.
- Expanding **customer notification, agency coordination, website updates, and staff training** so protections are easier to access and understand.

What's Next

- Continue 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.
- Use feedback to assess how protections are **working in practice**, not just on paper identifying gaps, administrative challenges, and equity impacts.
- Keep improving **outreach and education** so customers and community partners can act early, before disconnection becomes a risk.
- **Reporting** and analysis of protections to identify where gaps might still exist.

Permanent Protections

Enhanced Protection Notification

- Must provide customers of protection options. Must be in a monthly bill insert or other materials distributed to residential customers. Must be provided in May and October of each year.
- Must notify partnering community action agencies of protections, and notice provided at least annually.
- Must include up-to-date information on the utility website.
- Train customers service representatives on all existing disconnection protections.

Permanent Protections

Emergency Medical Certificates

- Certificates must be confirmed in writing within 60 days
- Certificates may not last as long as 24 months

Refusal of Service

- May not require more than \$200 of past due balance for reconnection of LID or medical certificate customers
- Residential customers will be given six months to pay remaining balance following reconnection of service
- Company must provide 20 and 5-day notice to customers who have defaulted the six-month plan for reconnection

Arrearage Management Plan

- Utility must develop an arrearage management plan or bill relief program by August 1, 2026

Whiteboard Activity

Customer Protections

Purpose: Invite feedback on how protections are working in practice and where gaps remain between intent and lived experience.

How to

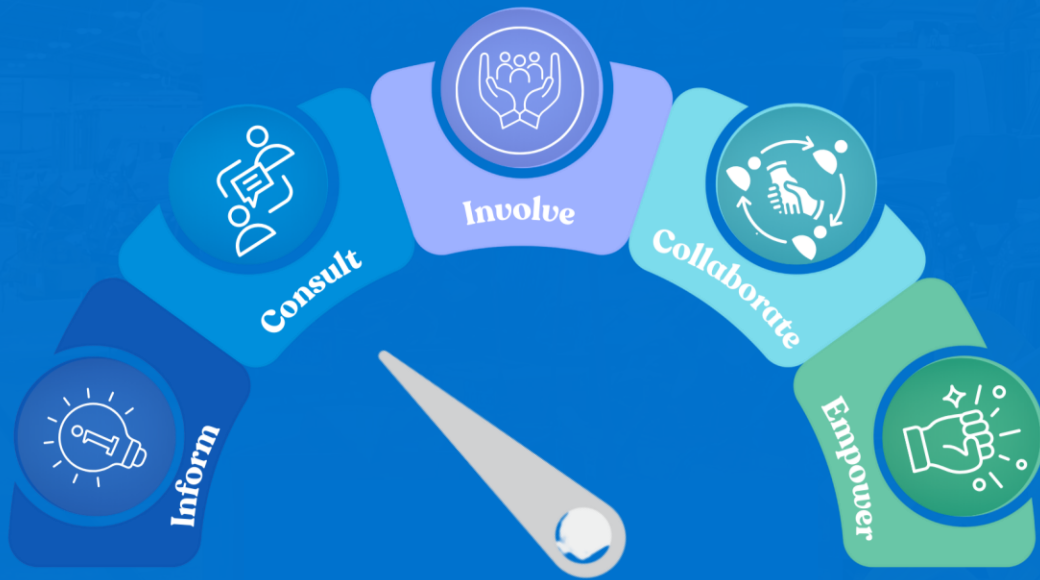
Fill in any circle with your response

Customize the circles by resizing or repositioning as needed

Customer Protections



CBI: Health & Community Well-being



Purpose of this segment:



Check whether the numbers match what customers experience



Understand how data reflects real customer and community experience



Compare metrics with lived experience

Contributing Factors: High Energy Burden

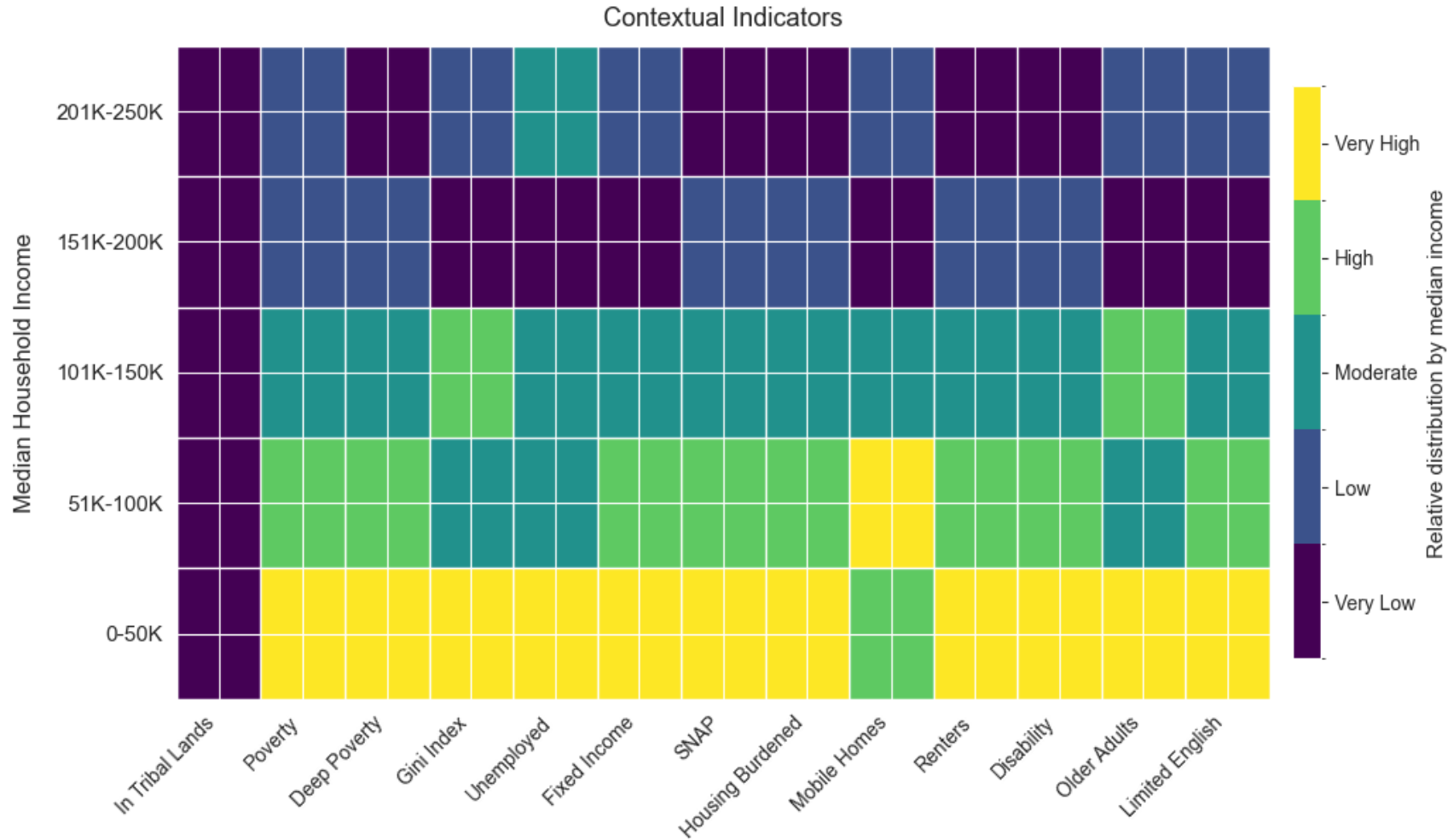
Key Takeaway:

Energy burden can look stable while households experience ongoing financial strain.

- **Energy burden doesn't 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 above 4% of household income**, even when families are struggling financially.¹
- This means **two households can look similar in the 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 income.
- **Families with the same energy burden may not have the same ability to cope** with rising bills or unexpected expenses.
- To understand real impacts, **energy burden needs to be viewed alongside other population characteristics, and what communities share about their lived experience**.

1. According to the [Oregon Department of Energy's 2024 Biennial Energy Report](#), 28% of households are energy-burdened (pp.45-46).

Contributing Factors: High Energy Burden



Moving from left to right on the x-axis, it is possible to see how much different population characteristics **can impact the lived experience of energy burden**, even when **we don't see the hardship in the energy burden metric itself.**

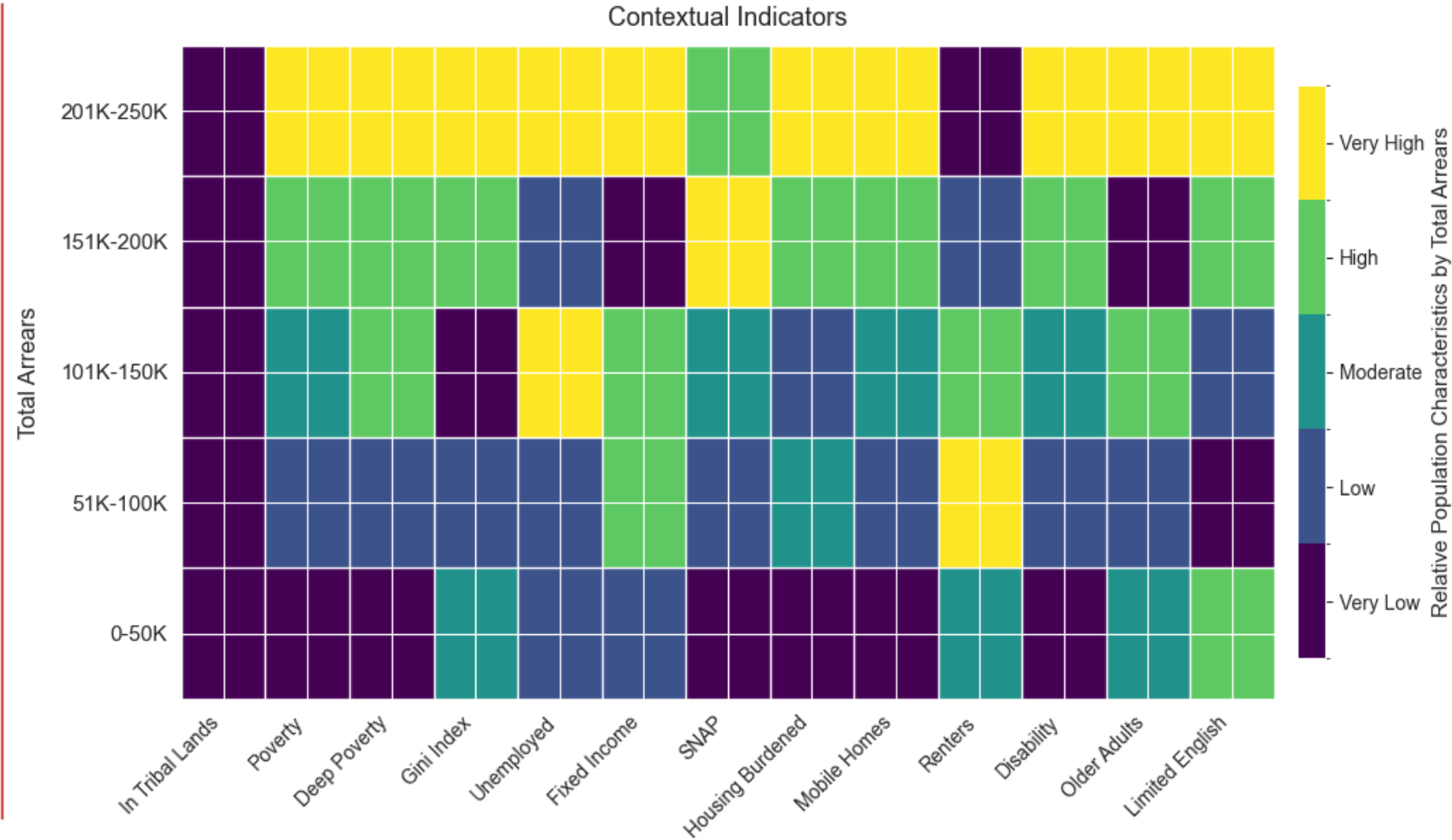
Key Takeaway:

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 \neq ability to pay
- Low burden \neq no debt
- Volatile income drives arrears
- Debt can build quietly in response to income volatility
- Burden does not completely reflect lived experience





Moving from left to right on the x-axis, it is possible to see how arrears can be:

- Shaped by income stability.
- Influenced by income volatility and irregular earnings.
- Present even when energy burden remains relatively modest.

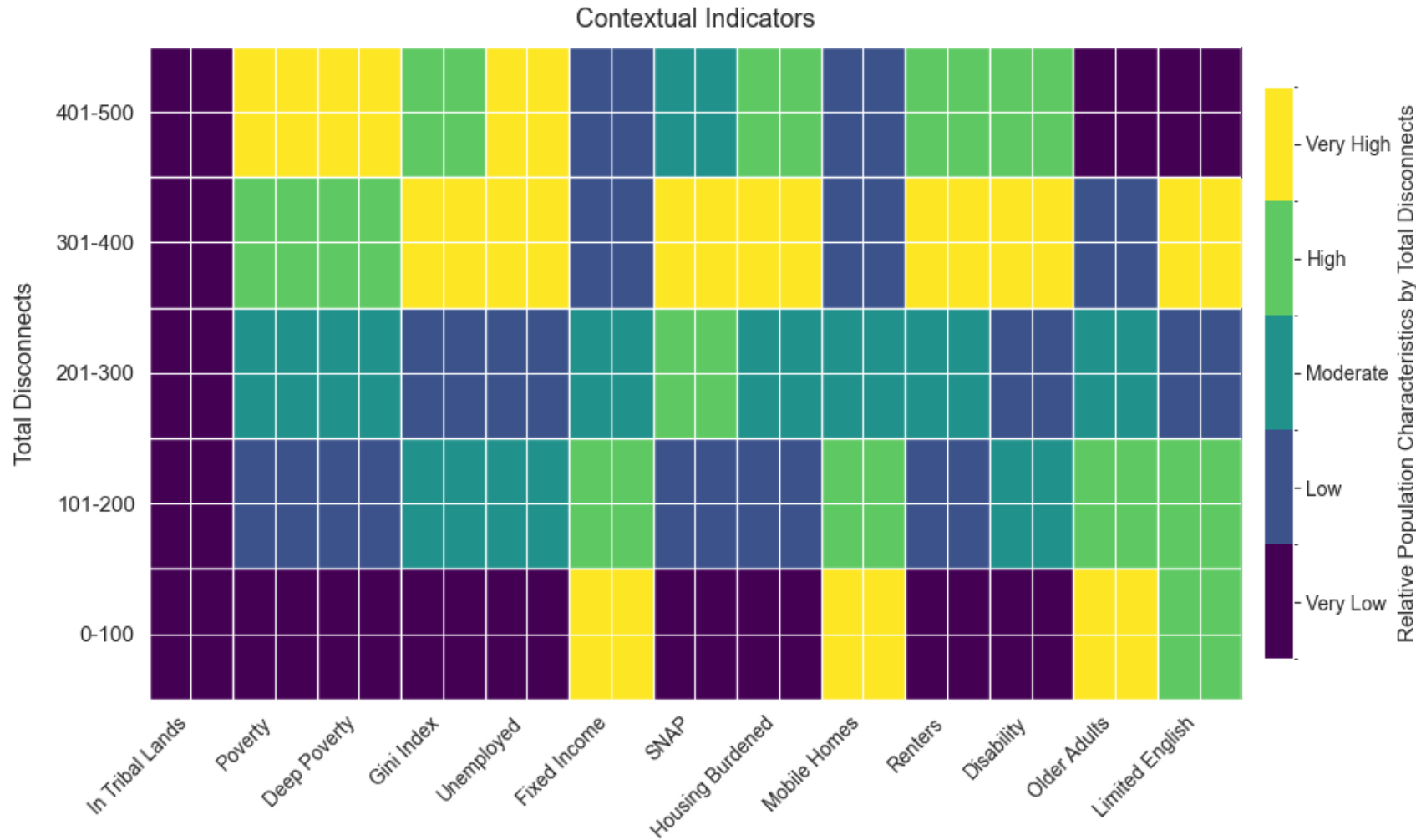
Contributing Factors: High Energy Burden

Key Takeaway:

Disconnections 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.

Contributing Factors: Disconnections



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.
- Vary based on housing conditions, language access, and other household characteristics.

Assessing Energy Burden

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

Assessing Disconnection

Pacific Power 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

Seeing the full picture

- Energy burden reflects ongoing household strain
- Arrears reflect compounding hardship
- Disconnections reflect a breaking point

Each metric captures part of the story, community context is needed to understand the whole



Poll Opportunity

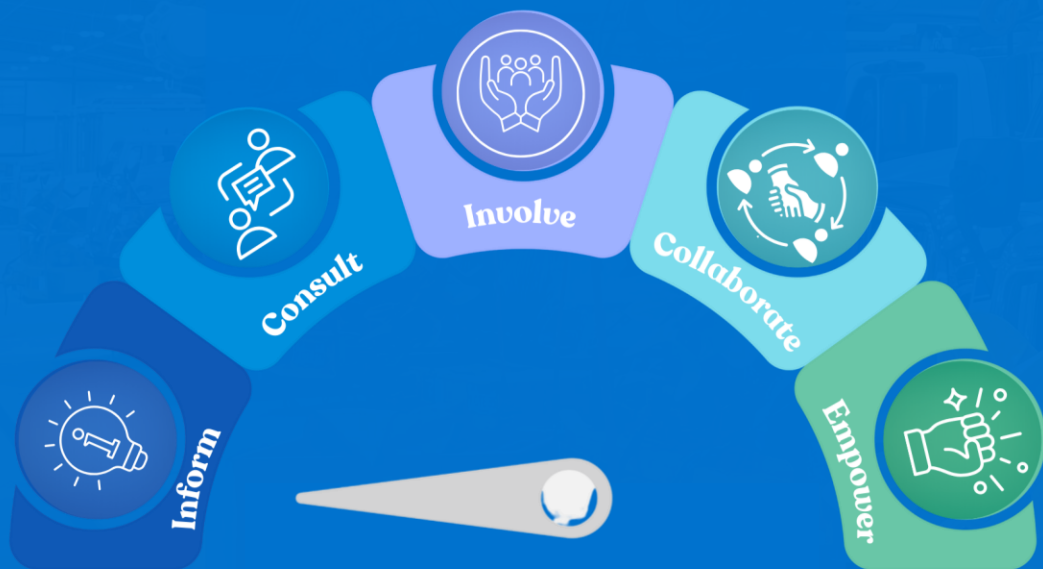
What would you measure to show improvement not just in numbers but in lived experience?

How should we report back to communities on progress or changes?

Break



Customer Experience



Purpose of this segment:



Understanding the background tied to LID program surveys



Share customer and agency survey results



Leverage data to grow enrollment in LID program

Survey - Background

Background:

UE 409 Order No. 22-317

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:
 - a. Be optional
 - b. Include questions on demographics and energy affordability
 - c. Have results trackable by income level declared at the time of self-verification.
 - d. 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.

Oregon Low-
Income
Discount:
Customer Survey



Research Objectives

The **overall objectives** of this research 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.
- New for 2025: Evaluate the impact of the addition of an 80% discount tier.

Methodology

Target Audience

- Residential Oregon Low-Income Discount enrollees.
- Eighteen years of age or older.

Methodology

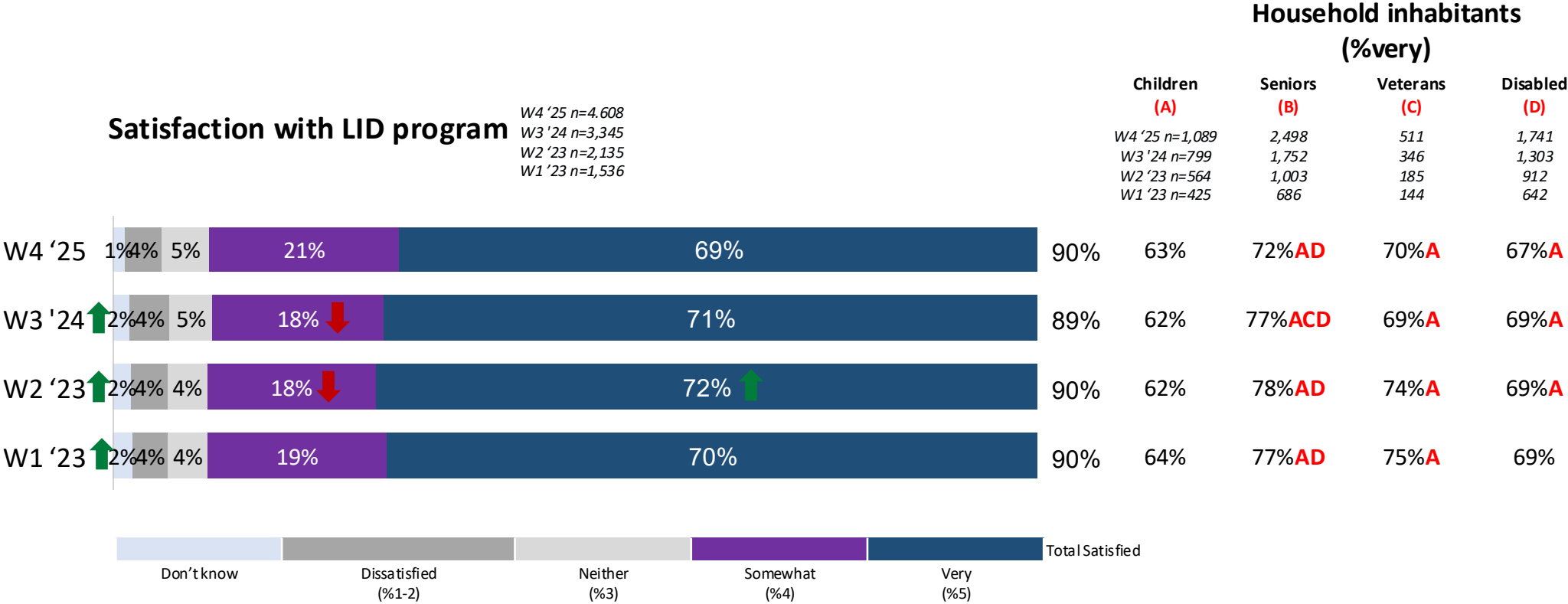
- This study was conducted online and over the phone through Escalent’s survey platform.
- Customers were invited to participate in online surveys via emails sent by Escalent, or they were contacted over the phone by Escalent interviewers. The customer list was provided by Pacific Power.
- Additional waves of research are planned for 2026, 2027, and 2028.

	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=103</i>	<i>n=129</i>	<i>n=158</i>	<i>n=189</i>
Web completes	<i>n=1,433</i>	<i>n=2,006</i>	<i>n=3,187</i>	<i>n=4,419</i>
Total surveyed	<i>n=1,536</i>	<i>n=2,135</i>	<i>n=3,345</i>	<i>n=4,608</i>

Results

Satisfaction with LID

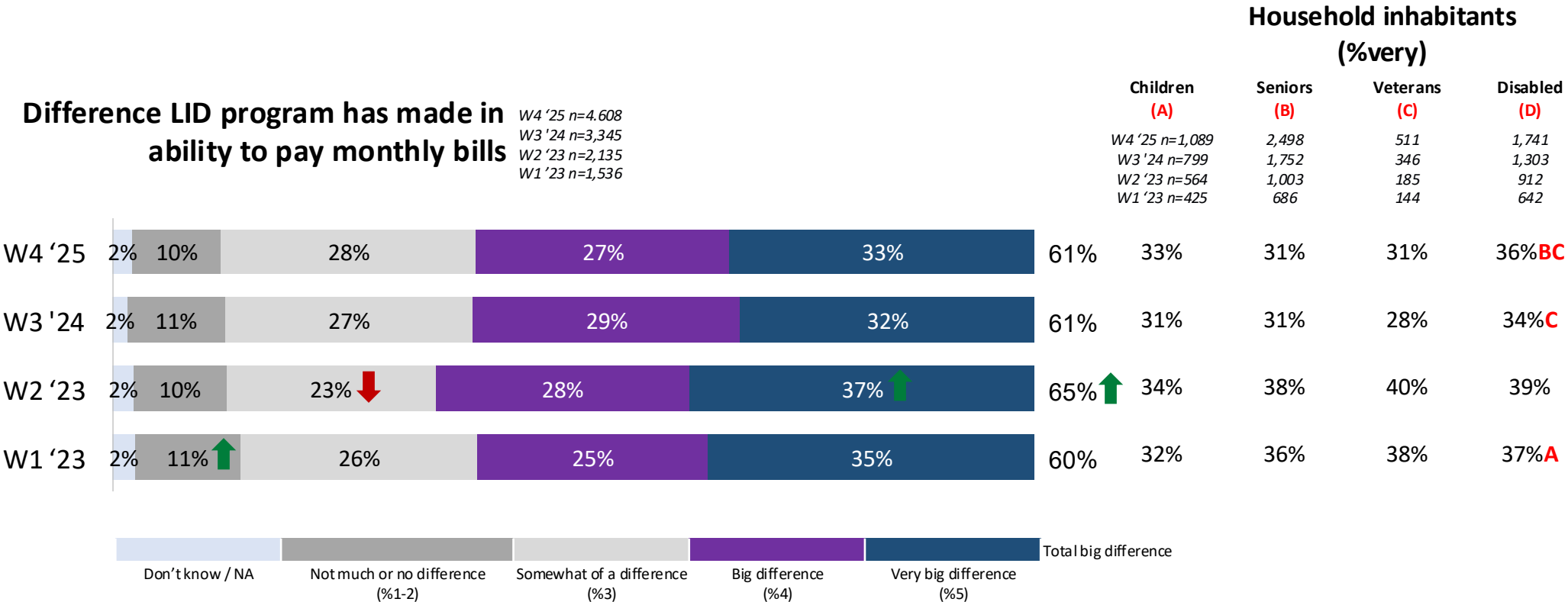
- Low-Income Discount Program customers continue to show high satisfaction with the program at 90% total satisfied, stable across all four waves.
- Homes with children remain the least satisfied.



A red or green arrow indicates a significant difference from the current wave.
 A/B/C/D indicates significant differences between enrollees by household inhabitants.
 Q1. First, thinking about your experiences with the Low-Income Discount (LID) program, how satisfied are you with the program?

LID Impact

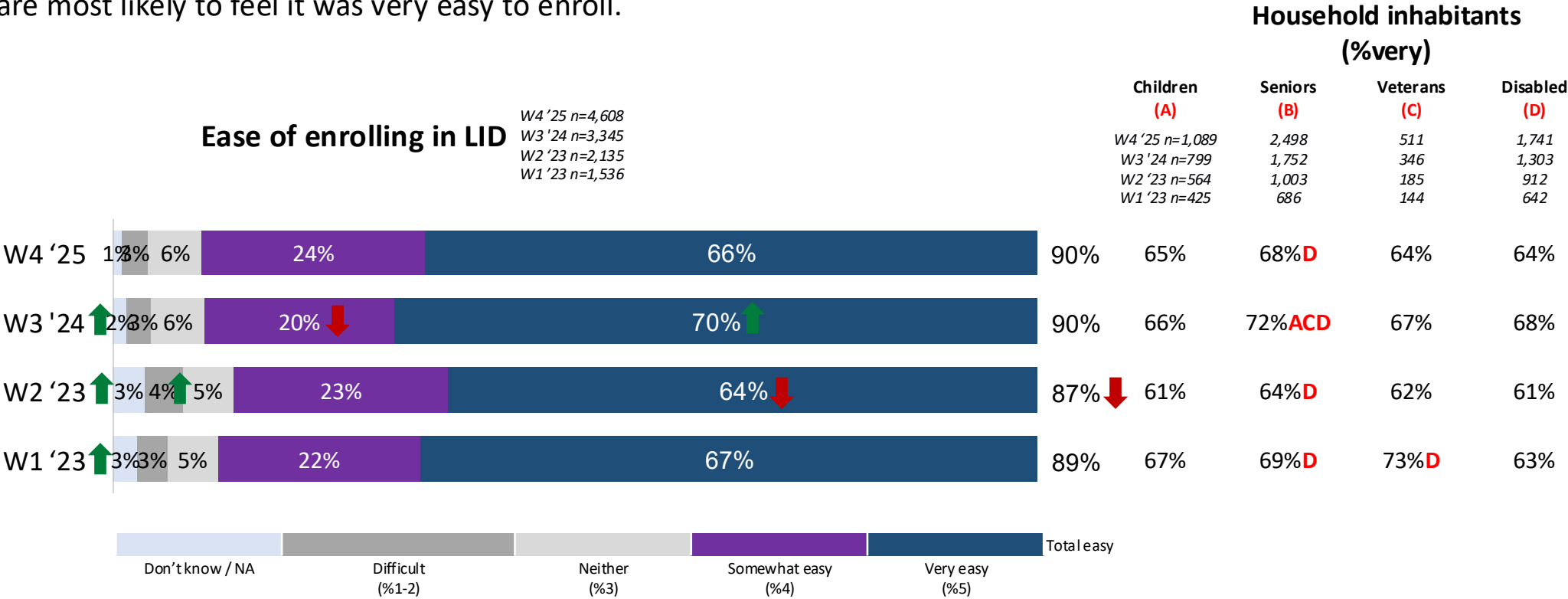
- 61% of current year participants indicate that the LID program has made a big or very big difference in their ability to pay monthly bills. This is consistent with most other waves, but significantly lower than W2 2023.
- Homes with disabled inhabitants are most likely to feel the program has made a very big difference.



A red or green arrow indicates a significant difference from the current wave.
 A/B/C/D indicates significant differences between enrollees by household inhabitants.
 Q2. How much of a difference has the Low-Income Discount program made in your ability to pay all of your monthly bills, including electricity and others?

LID Enrollment

- Ease of enrollment total easy ratings are stable in W4 '25 (90%) compared to W1 '23 (89%) and W3 '24 (90%), but the current rating is significantly higher than W2 '23 (87%). Very easy ratings in W4 '25 (66%) are down significantly from W3 '24 (70%) but up significantly compared to W2 '23 (64%).
- Homes with Seniors are most likely to feel it was very easy to enroll.

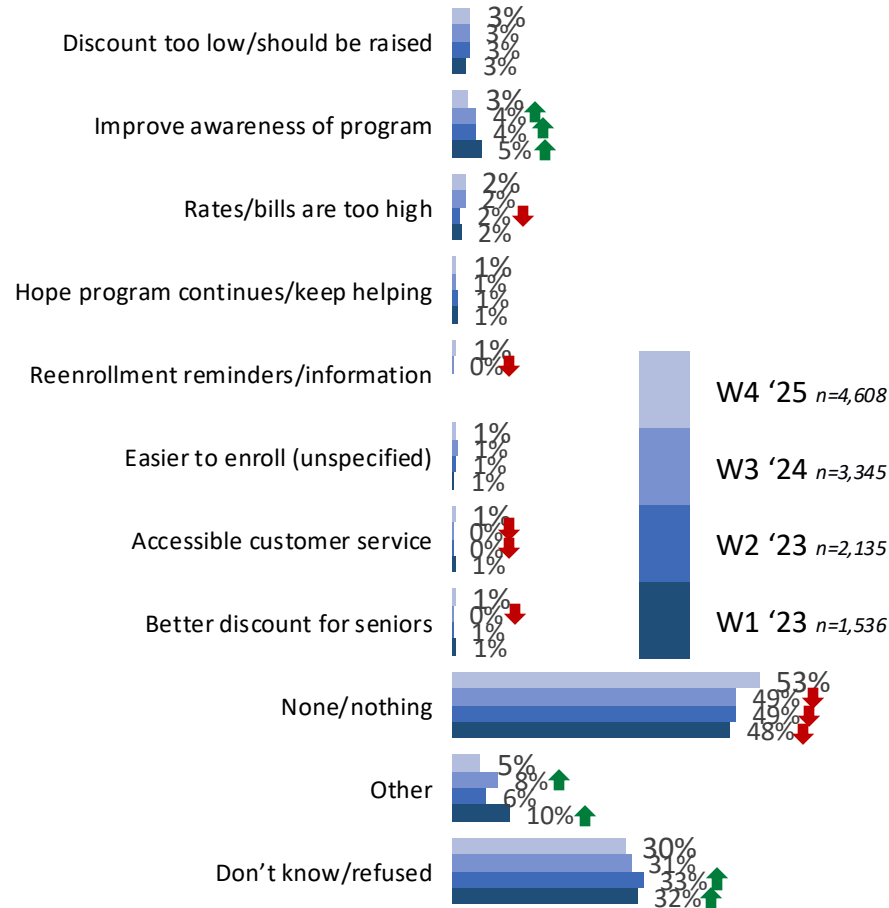


A red or green arrow indicates a significant difference from the current wave.
 A/B/C/D indicates significant differences between enrollees by household inhabitants.
 Q3. How easy or difficult was it to enroll in LID?

Recommendations to Improve Enrollment Experience

- Over one-half (53%) of LID participants indicate there is nothing they would recommend to improve the enrollment experience.
- The most frequent recommendation is to raise the discount (3%).

Recommendations to Improve the Enrollment Experience



"It would be nice to know how much per month is discounted. To be honest, I wasn't sure if I was or still get the LID discount, as it isn't clear in the monthly statement, but [I] assume that I am."

"Offer for a bigger discount. Electricity these days is so expensive we can't afford it."

"First, make people aware of the program. I was likely eligible for a year or two before finding out about the program, which cost me a lot of money at a time when I had no money coming in, was still using electric heat, and the bills were extremely high. When I did enroll, it was one of the extremely nice and wonderful customer care ladies that walked me through the process. It wasn't really hard, but I was glad that she helped so that I didn't make any errors. I am very grateful to that lady."

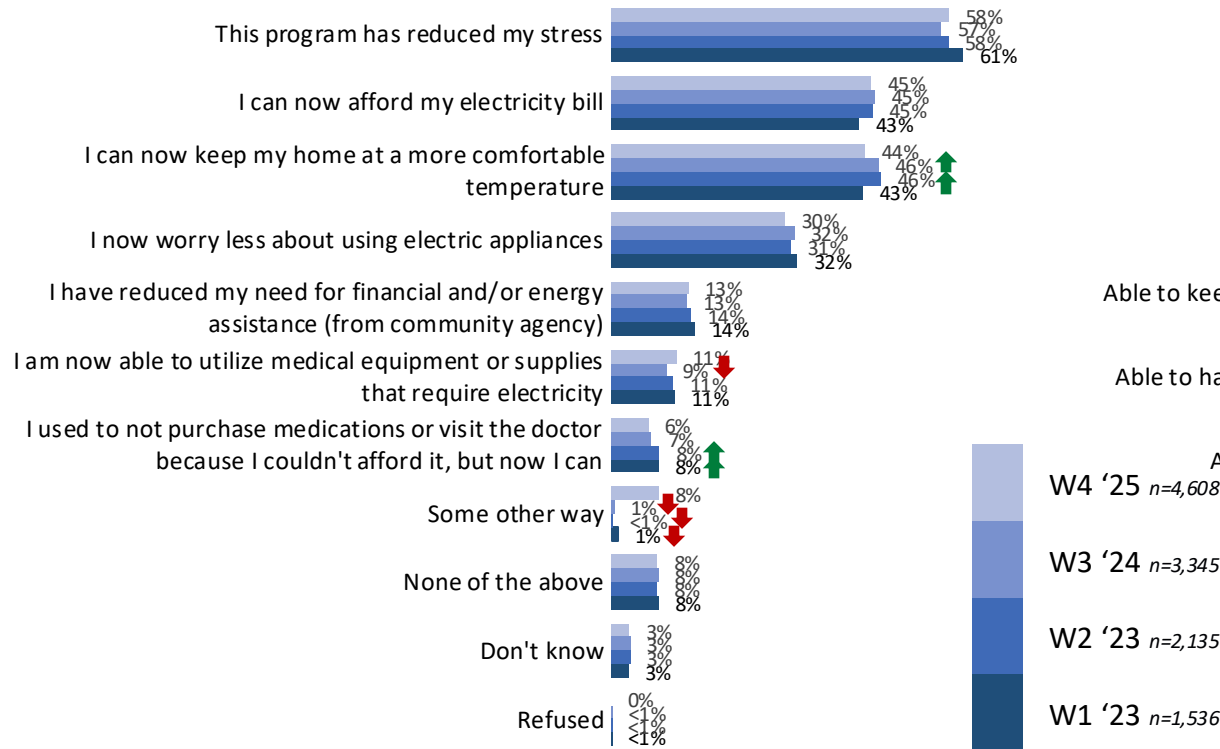
"I do think that customer service reps should let people know it's available. I had talked to several different reps prior to the one who actually signed me up and was never made aware of the program until then."

"The only thing I can think of is to advertise the program better. I was unaware of it until [a] friend told me."

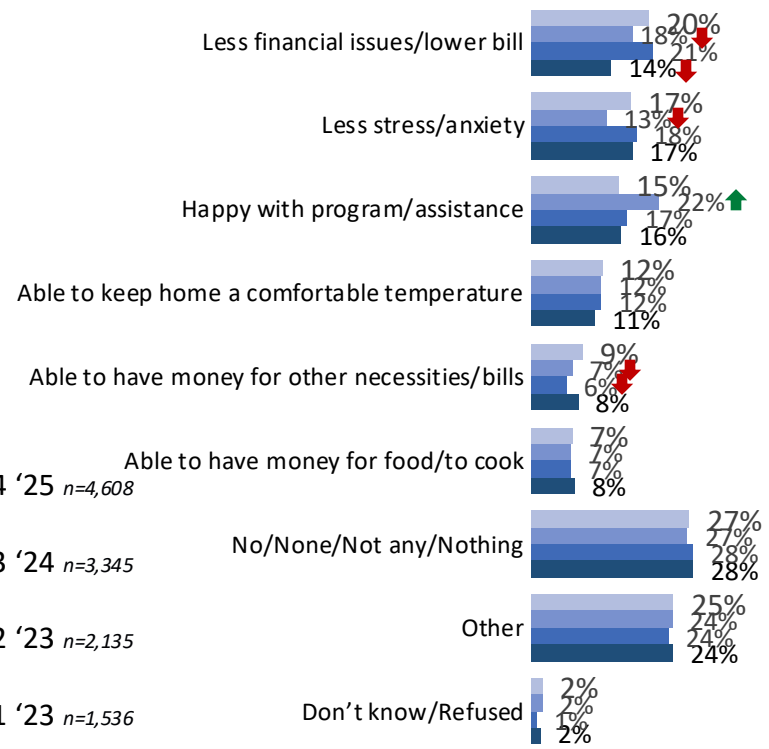
Impact and Meaning of Program

- Reducing stress (58%), being able to afford their electricity bill (45%), and keeping home at a comfortable temperature (44%) continue to be the greatest impacts from the LID program on customers' lives. Keeping home at a comfortable temperature shows a significant decline from W3 '24 and W2 '23 (46% each).
- When asked what the program meant for themselves/family, participants provide some variation from previous waves with significant changes in W4 '25 compared to W3 '24 with higher mentions of Less financial issues/lower bill, Less stress/anxiety, and Able to Have money for other necessities/bills. W4 '25 shows significantly less mentions of Happy with program/assistance compared to W3 '24.

How LID Program has Impacted Life



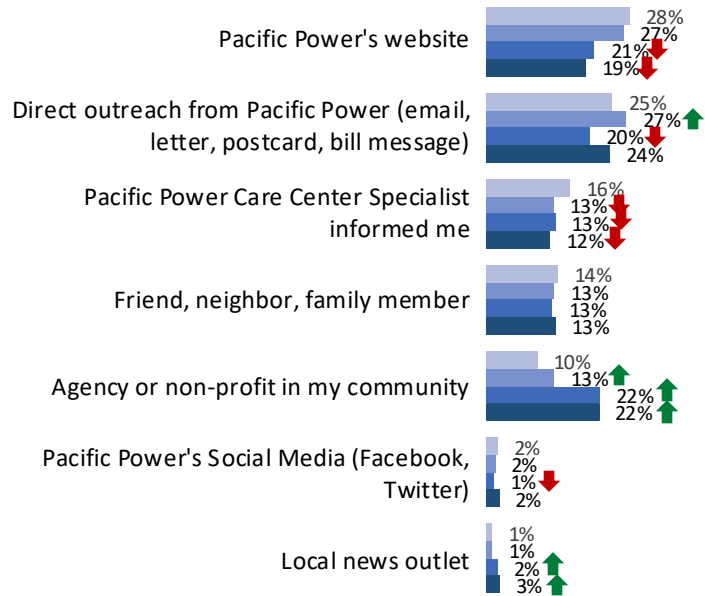
What LID has Meant for Self/Family



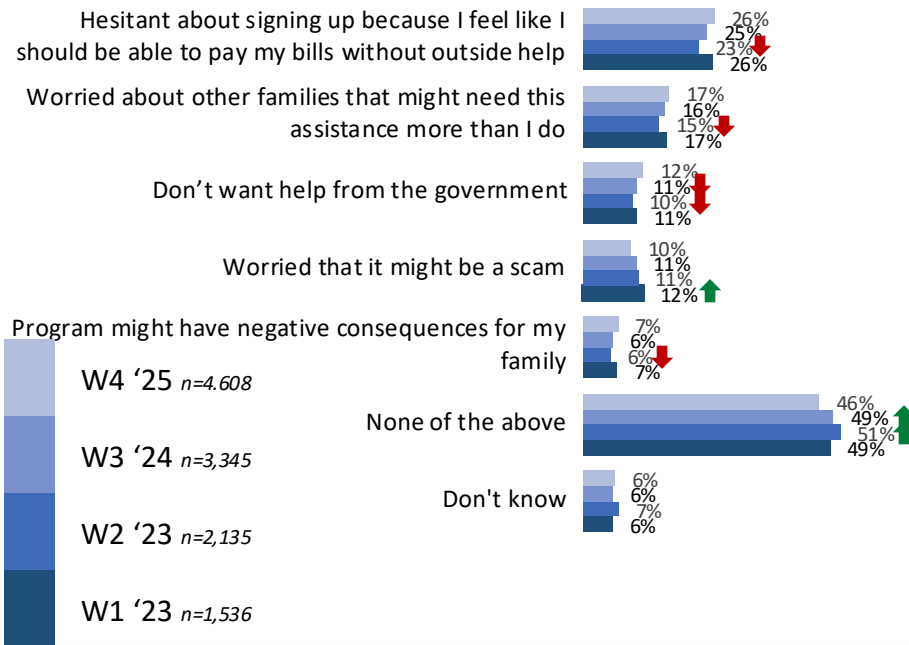
Learning of LID Program and Enrollment Method

- Pacific Power’s website (28%) and direct outreach from Pacific Power (25%) and are the most common sources of learning about the LID program. Mentions of awareness via a Care Center Specialist are up significantly in W4 '25 (16%) compared to prior waves (12% to 13%) while awareness through an agency or non-profit are down significantly in W4 '25 (10%) compared to prior waves (13% to 22%).
- After learning of the program, customers continue to report hesitancy about signing up because they should be able to pay their own bills (26%), generally stable compared to prior waves.
- Enrollment most often happens via the website. However, due to a change in response options, enrollment method trend results prior to W3 '24 should be viewed with caution. Care Center-assisted enrollments are up significantly in W4 '25 (28%) compared to prior waves.

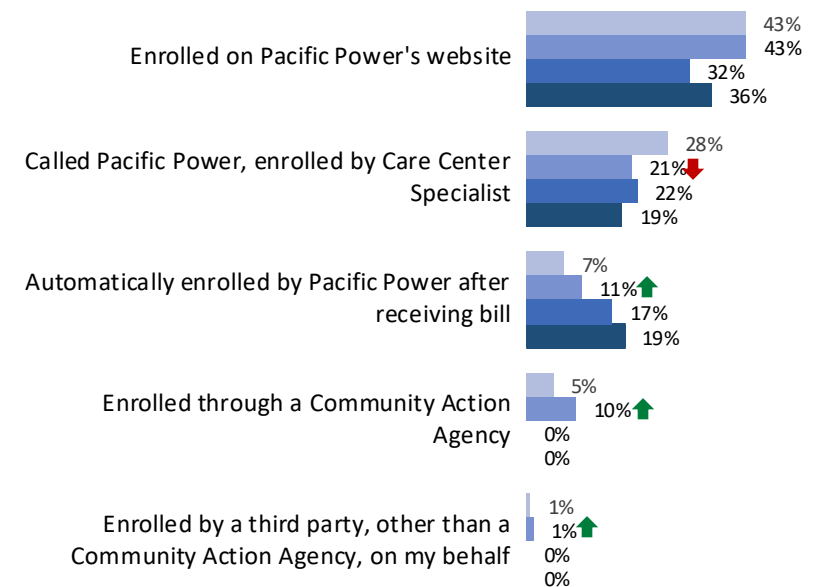
Learned about the LID Program Through...



Feelings After Learning of LID Program



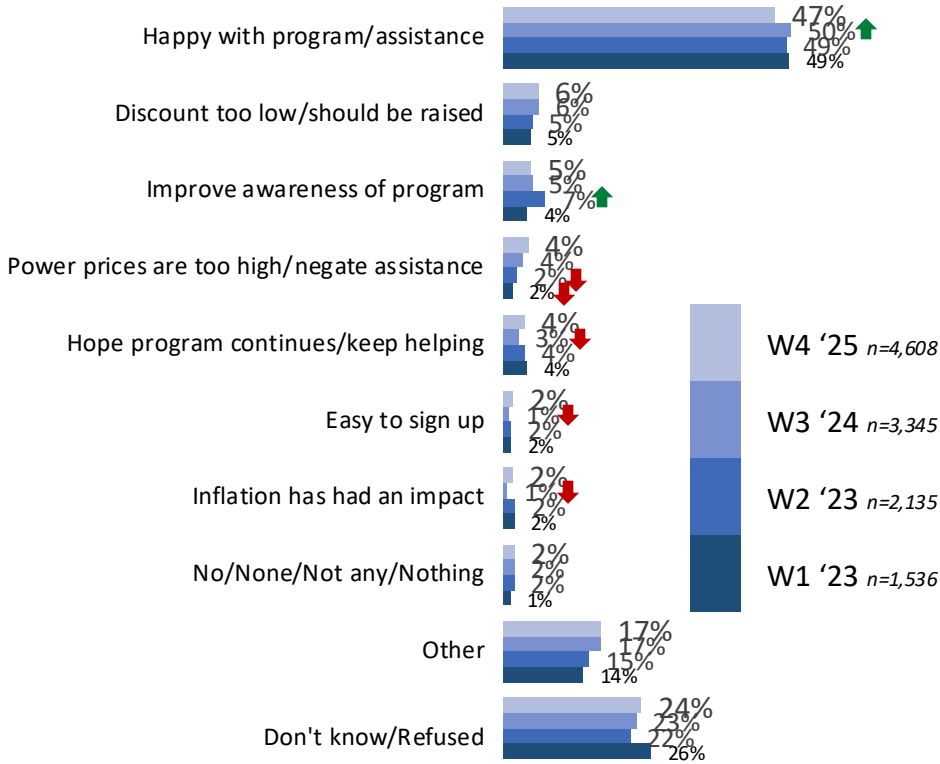
Enrollment Method*



Thoughts, Feedback, or Suggested Improvements

- Nearly one-half (47%) of customers want to share that they are happy with the program. Otherwise, Discount too low/should be raised, Improve awareness of the program, Power prices are too high/negate assistance, and Hope program continues/keeps helping are the most frequently mentioned thoughts.

Thoughts, Feedback, or Suggested Improvements for LID



"I just wish it helped more. Electric has become so expensive, we may just have to start freezing and burning from the heat."

"I truly appreciate the help in providing me affordable power so I can better pay for my prescriptions I am required to take and helping me afford being a bit more comfortable in using my home electricity."

"I would like more of a heads up on any upcoming assistance sign up events. The staff in my building come and go; not all are tapped into these things."

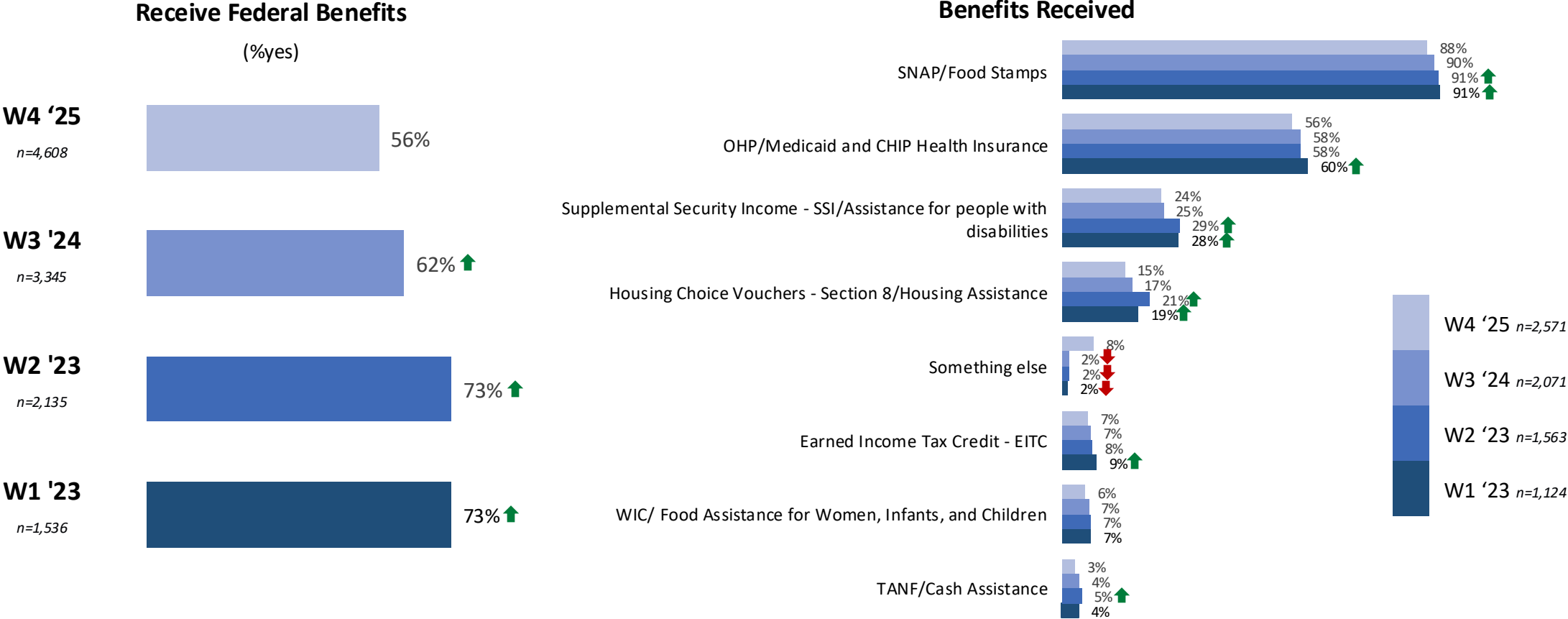
"Overall, we are very grateful to receive the Low-Income Discount. The only improvement I can think of is to make the renewal process smoother, by not sending automate[d] messages to sign up when you have already renewed. It made me think that something was wrong when it wasn't."

"Absolutely invaluable savings to me, as well as way less worry during the months I use air conditioning and heating, which drive my utility bill up a lot. I do worry about recent rumors from my housing folks that the discount program may be suspended in the near future."

"I had no idea how much my life could be changed by a major medical event like cancer. Without this kind of support and financial assistance, it's staggering to discover just how bad things can get and how fast it can all fall apart."

Federal Benefits

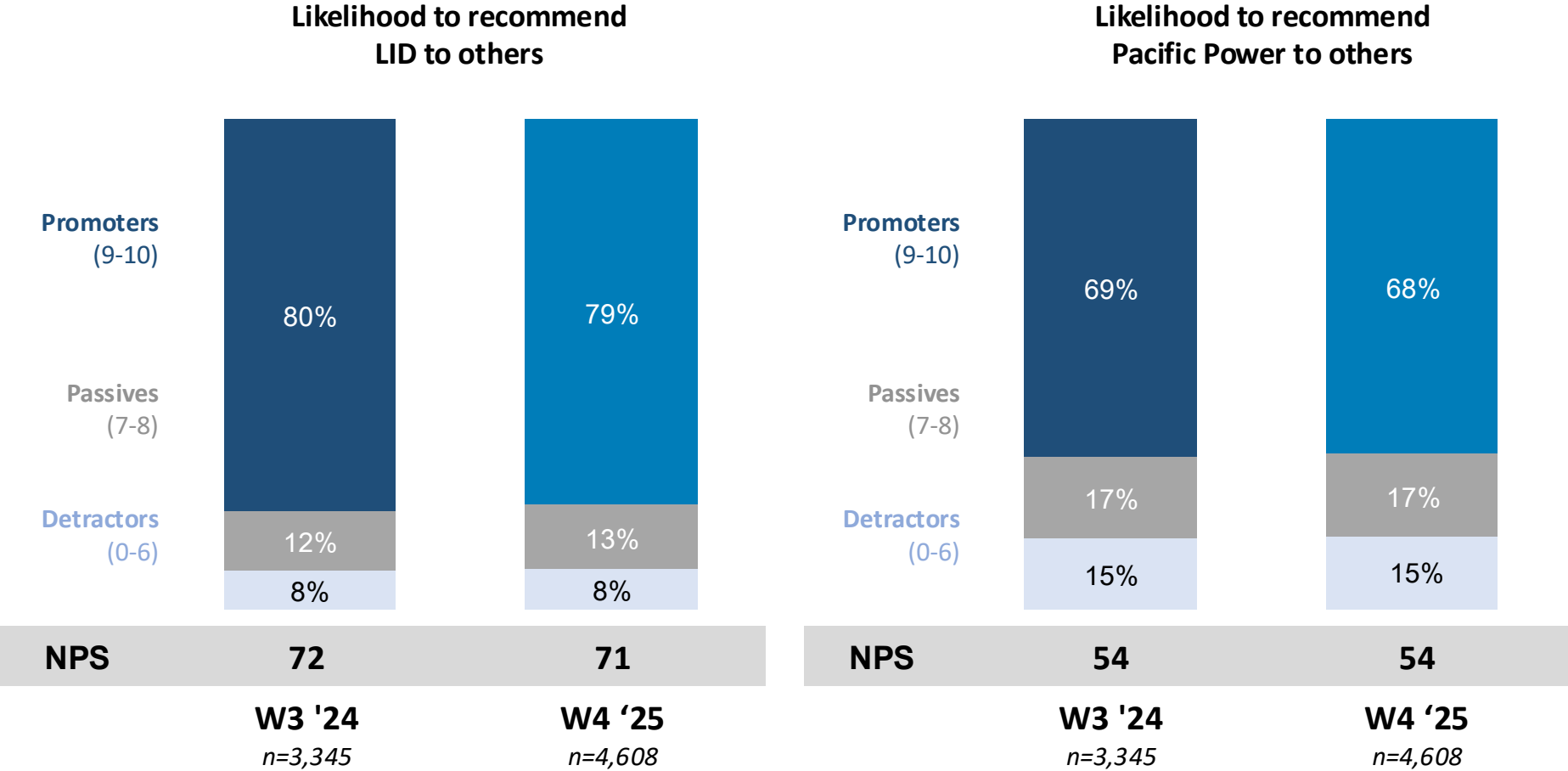
- At 56%, the proportion of respondents who receive federal benefits declined significantly in W4 '25 compared to each prior wave (62% to 73%). SNAP/food stamps continues to be the most widely received benefit among those who receive any.
- Changes to national benefit availability during the survey data collection period may have temporarily lowered the W4 '25 benefits numbers (a federal government shutdown took place).



61 A red or green arrow indicates a significant difference from the current wave.
 Q19. Do you receive any state or federal benefits (i.e. SNAP, food stamps, etc.)?
 Q20. Which of the following state or federal benefits do you currently receive?

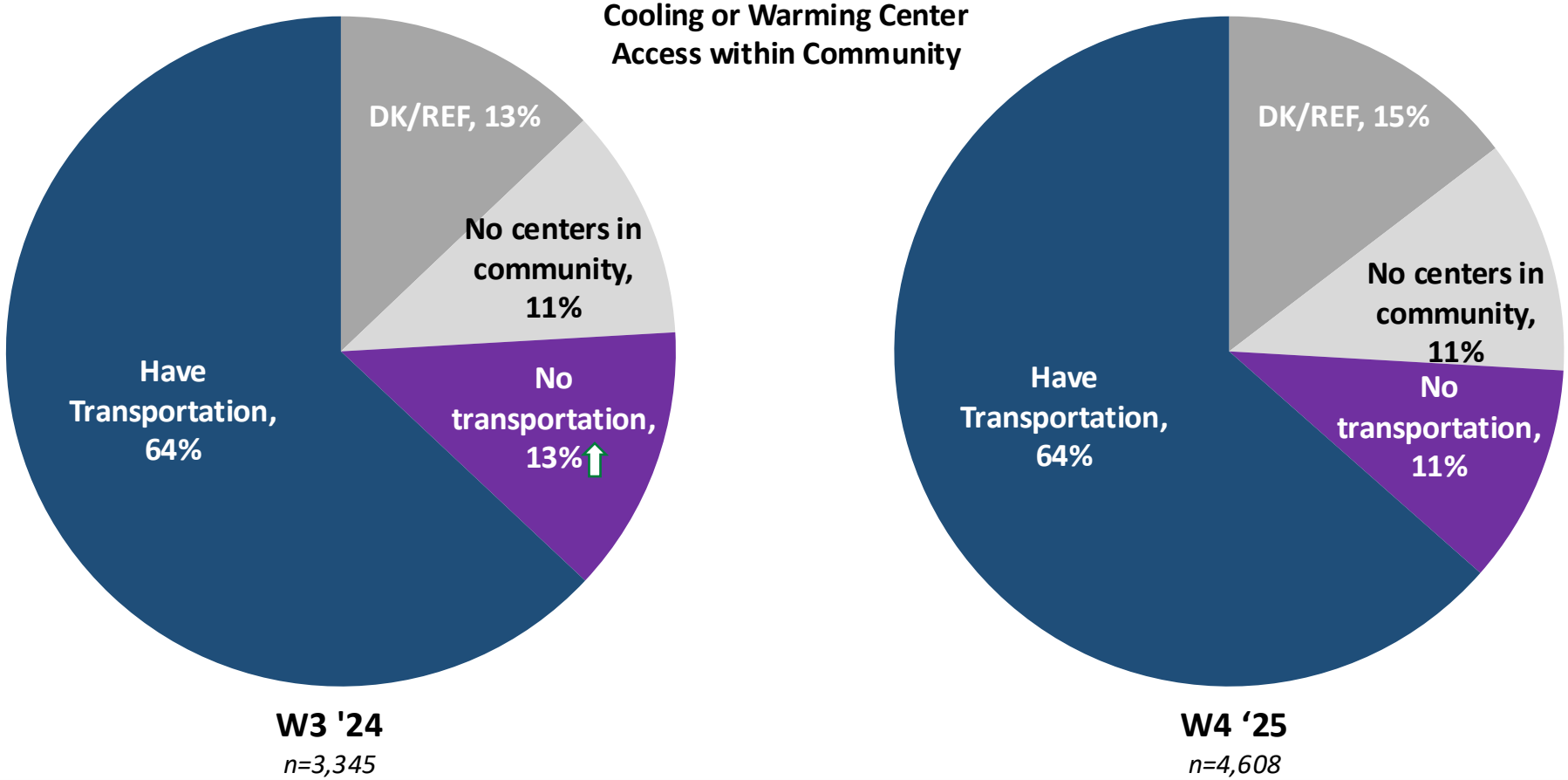
LID Program and Pacific Power NPS

- While the Pacific Power NPS score of 54 is respectable, the LID program has a much higher NPS score at 71 in W4 '25. Both NPS scores are stable with W3 '24.



Access to Cooling or Warming Centers

- Nearly two-thirds (64%) of participants have transportation to heating or cooling centers within their community in W4 '25, unchanged from W3 '24.
- Notably, 11% indicate that they have no centers in their community and 11% indicate that they have no transportation, with the latter decreasing significantly from W3 '24 (13%).



Repeat Respondent Analysis

Repeat Respondent Analysis

- Repeat respondent results show little variations between W3 2024 and W4 2025 across Satisfaction with program, Difference program has made, and Ease of enrollment. A small proportion of LID participants shifted their responses from “big difference” to “very big difference” in their ability to pay monthly bills between W3 2024 and W4 2025.
- Impact of the program on the respondent’s life is stable with reduced stress, being able to keep home at a more comfortable temperature and being able to afford the electricity bill being the most mentioned. The meaning of the program for the respondent and their family saw some shifts with mentions of being happy with the program declining slightly while comments about less stress/anxiety increased slightly.

Satisfaction, Impact, and Enrollment

	W3 '24	W4 '25	Difference wave 4 – wave 3
Satisfaction with LID program <i>n=954</i>			
Total satisfied (4 to 5)	92%	92%	0%
Very satisfied	74%	75%	1%
Somewhat satisfied	18%	17%	-1%
Neutral	4%	4%	0%
Total dissatisfied (1 to 2)	3%	3%	0%
DK/REF	1%	0%	-1%
Difference LID program has made in ability to pay monthly bills <i>n=954</i>			
Total big difference (4 to 5)	61%	64%	3%
Very big difference	30%	36%	6%
Big difference	31%	27%	-4%
Somewhat of a difference	28%	26%	-2%
Total not much or no difference (1 to 2)	9%	9%	0%
DK/REF	2%	1%	-1%
Ease of enrolling in LID <i>n=954</i>			
Total easy (4 to 5)	93%	92%	-1%
Very easy	75%	70%	-5%
Somewhat easy	18%	21%	3%
Neutral	5%	5%	0%
Total difficult (1 to 2)	1%	3%	2%
DK/REF	1%	1%	0%

Impact and Meaning of LID Program

	W3 '24	W4 '25	Difference wave 4 – wave 3
How has the Low-Income Discount program impacted participant’s life <i>n=954</i>			
This program has reduced your stress	61%	61%	0%
You can now afford your electricity bill	44%	47%	3%
You can now keep your home at a more comfortable temperature	46%	46%	0%
You now worry less about using electric appliances	34%	34%	0%
You have reduced your need for financial and/or energy assistance from a community agency	9%	12%	3%
You are now able to utilize medical equipment or supplies that require electricity	8%	8%	0%
You used to not purchase medications or visit the doctor because you couldn't afford it, but now you can	6%	6%	0%
Some other way	7%	7%	0%
None of the above	7%	7%	0%
What the LID has meant for participant and their family <i>n=954</i>			
Less financial issues/lower bill	20%	21%	1%
Less stress/anxiety	13%	18%	5%
Happy with program/assistance	23%	17%	-6%
Able to keep home a comfortable temperature	11%	13%	2%
Able to have money for other necessities/bills	6%	9%	3%
Able to have money for food/to cook	7%	7%	0%
Program has no impact/rates have increased	4%	4%	0%
Helpful/easier to budget	1%	4%	3%
Other	19%	17%	-2%
Nothing/DK/REF	26%	27%	1%

People in Household and Enrollment Length

People in Household and Enrollment Length

- The number of people in the household has an inverse relationship with LID program satisfaction and difference made in ability to pay monthly bills; as number of people increases, total positive ratings decline.
- Total program satisfaction is high across enrollment lengths with no significant differences. However, participants enrolled for more than two years provide significantly lower very satisfied ratings compared to those enrolled for 19-24 months. Additionally, recent enrollees (0-6 months enrolled) provide the highest ease of enrollment ratings.

Satisfaction, Impact, and Enrollment

People in household	1 (A)	2 (B)	3 (C)	4 (D)	5+ (E)
Satisfaction with LID program <i>n=1,850</i>					
Total satisfied (4 to 5)	91% E	90%	90%	89%	87%
Very satisfied	74% BCDE	70% CE	64%	68% E	60%
Somewhat satisfied	18%	20%	27% AB	21%	27% AB
Neutral	4%	4%	5%	6%	6%
Total dissatisfied (1 to 2)	3%	4%	4%	4%	6% A
DK/REF	1%	2% C	<1%	1%	1%
Difference LID program has made in ability to pay monthly bills <i>n=1,850</i>					
Total big difference (4 to 5)	64% BE	60%	62% E	60%	55%
Very big difference	36% BE	31%	37% BE	35%	28%
Big difference	28%	29%	25%	25%	27%
Somewhat of a difference	26%	29%	26%	28%	32% AC
Total not much or no difference (1 to 2)	9%	9%	11%	11%	10%
DK/REF	2%	2%	1%	2%	3%
Ease of enrolling in LID <i>n=1,850</i>					
Total easy (4 to 5)	92% CE	91%	88%	91%	88%
Very easy	70% BE	65%	67%	67%	62%
Somewhat easy	22%	26% A	22%	25%	26% A
Neutral	4%	6%	7% A	4%	7% A
Total difficult (1 to 2)	3%	2%	5% AB	3%	4%
DK/REF	1%	1%	<1%	1%	1% C

Satisfaction, Impact, and Enrollment

Length of Enrollment (months)	0-6 (A)	7-12 (B)	13-18 (C)	19-24 (D)	25-36 (E)
Satisfaction with LID program <i>n=768</i>					
Total satisfied (4 to 5)	89%	90%	91%	90%	89%
Very satisfied	70%	70%	70%	70% E	66%
Somewhat satisfied	19%	20%	21%	20%	23%
Neutral	5%	5%	5%	5%	5%
Total dissatisfied (1 to 2)	5% D	4%	4%	3%	5% D
DK/REF	1%	2% C	1%	2% C	1%
Difference LID program has made in ability to pay monthly bills <i>n=768</i>					
Total big difference (4 to 5)	62%	62%	59%	61%	59%
Very big difference	35% D	35% D	32%	31%	34%
Big difference	27%	27%	26%	31% E	26%
Somewhat of a difference	27%	29%	29%	28%	27%
Total not much or no difference (1 to 2)	9%	7%	10%	8%	12% ABD
DK/REF	2%	2%	2%	3% E	1%
Ease of enrolling in LID <i>n=768</i>					
Total easy (4 to 5)	92% BE	89%	91%	91%	89%
Very easy	70% BE	65%	66%	67%	64%
Somewhat easy	22%	24%	24%	24%	25%
Neutral	5%	5%	6%	6%	6%
Total difficult (1 to 2)	2%	4%	3%	3%	4%
DK/REF	<1%	2% ACD	<1%	1%	1%

Discount Tiers

Discount Tiers

- Discount tiers have a positive correlation with LID program/Pacific Power NPS, LID program satisfaction, and difference program has made to pay monthly bills – as the discount tier rises, so do the scores across these metrics.
- Notably, newer enrollees are significantly more likely to be in Tier 3.


Discount Tiers	
Discount Tier	Total
Tier 1 – 20%	77%
Tier 2 – 40%	15%
Tier 3 – 80%	8%

Discount Tiers by Selected Metrics

	Total	Tier 1 – 20% (A)	Tier 2 – 40% (B)	Tier 3 – 80% (C)
NPS	<i>n=4,608</i>	3,530	714	361
LID Program NPS	71	69	74A	81A
Pacific Power NPS	54	51	58A	72AB
Satisfaction with LID program	<i>n=4,608</i>	3,530	714	361
Total satisfied (4 to 5)	90%	89%	92%A	95%A
Very satisfied	69%	66%	74%A	87%AB
Somewhat satisfied	21%	23%BC	18%C	8%
Neutral	5%	6%BC	4%C	2%
Total dissatisfied (1 to 2)	4%	4%	4%	3%
DK/REF	1%	2%B	0%	-
Difference LID program has made in ability to pay monthly bills	<i>n=4,608</i>	3,530	714	361
Total big difference (4 to 5)	61%	55%	74%A	88%AB
Very big difference	33%	26%	49%A	67%AB
Big difference	27%	29%BC	25%	21%
Somewhat of a difference	28%	31%BC	18%C	9%
Total not much or no difference (1 to 2)	10%	11%BC	6%C	3%
DK/REF	2%	2%C	1%	1%
Ease of enrolling in LID	<i>n=4,608</i>	3,530	714	361
Total easy (4 to 5)	90%	90%	89%	93%B
Very easy	66%	65%	68%	72%A
Somewhat easy	24%	25%	22%	21%
Neutral	6%	6%	7%	5%
Total difficult (1 to 2)	3%	3%	4%	2%
DK/REF	1%	1%B	0%	0%

Discount Tiers by Months Enrolled

	Total	Tier 1 – 20% (A)	Tier 2 – 40% (B)	Tier 3 – 80% (C)
Months Enrolled	<i>n=4,608</i>	3,530	714	361
0 to 6 Months	17%	15%	23%A	20%A
7 to 12 Months	17%	16%	16%	23%AB
13 to 18 Months	16%	17%B	12%	14%
19 to 24 Months	23%	24%B	20%	21%
25 to 36 Months	27%	27%C	28%	19%
Mean	18	18C	18C	16



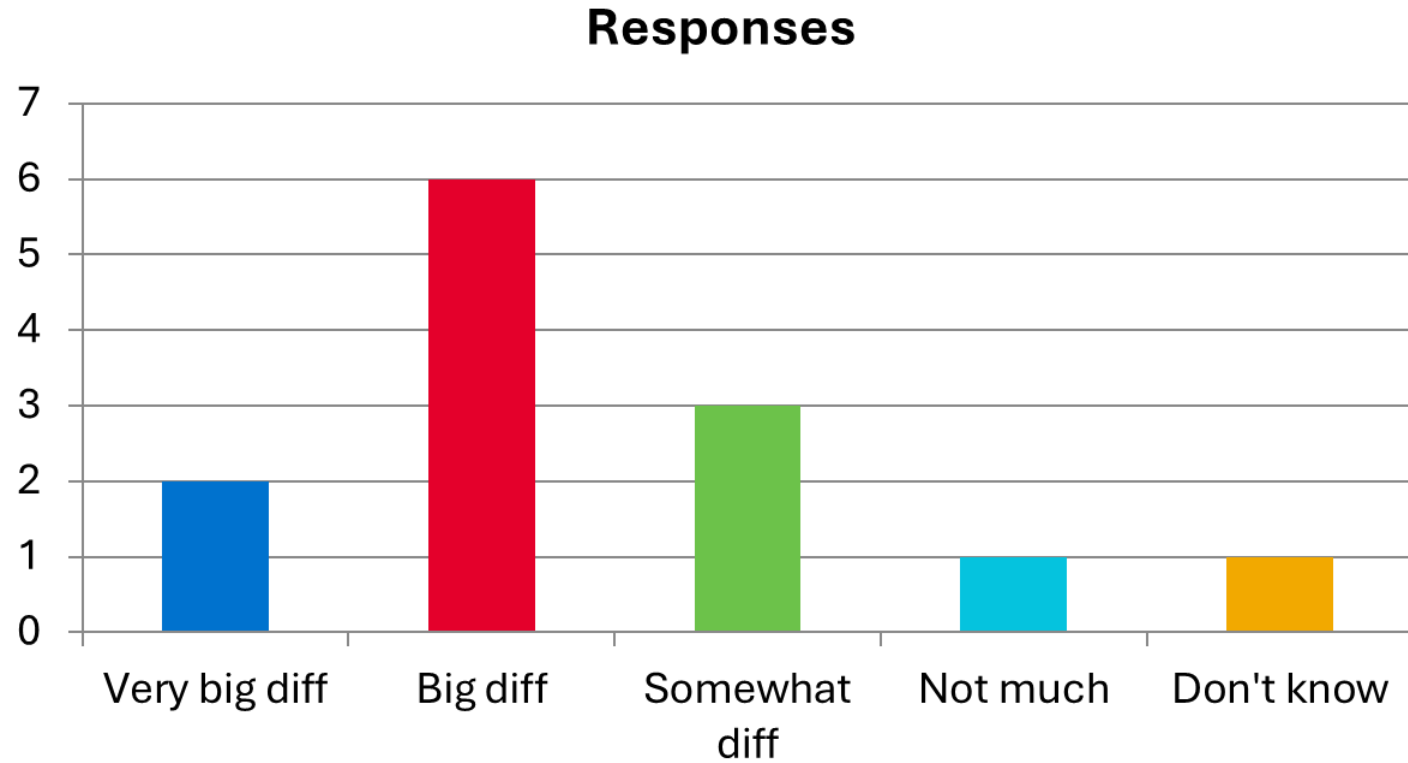
Oregon Low-
Income
Discount:
Community
Action Agency
Survey

PACIFIC POWER
A DIVISION OF PACIFICORP

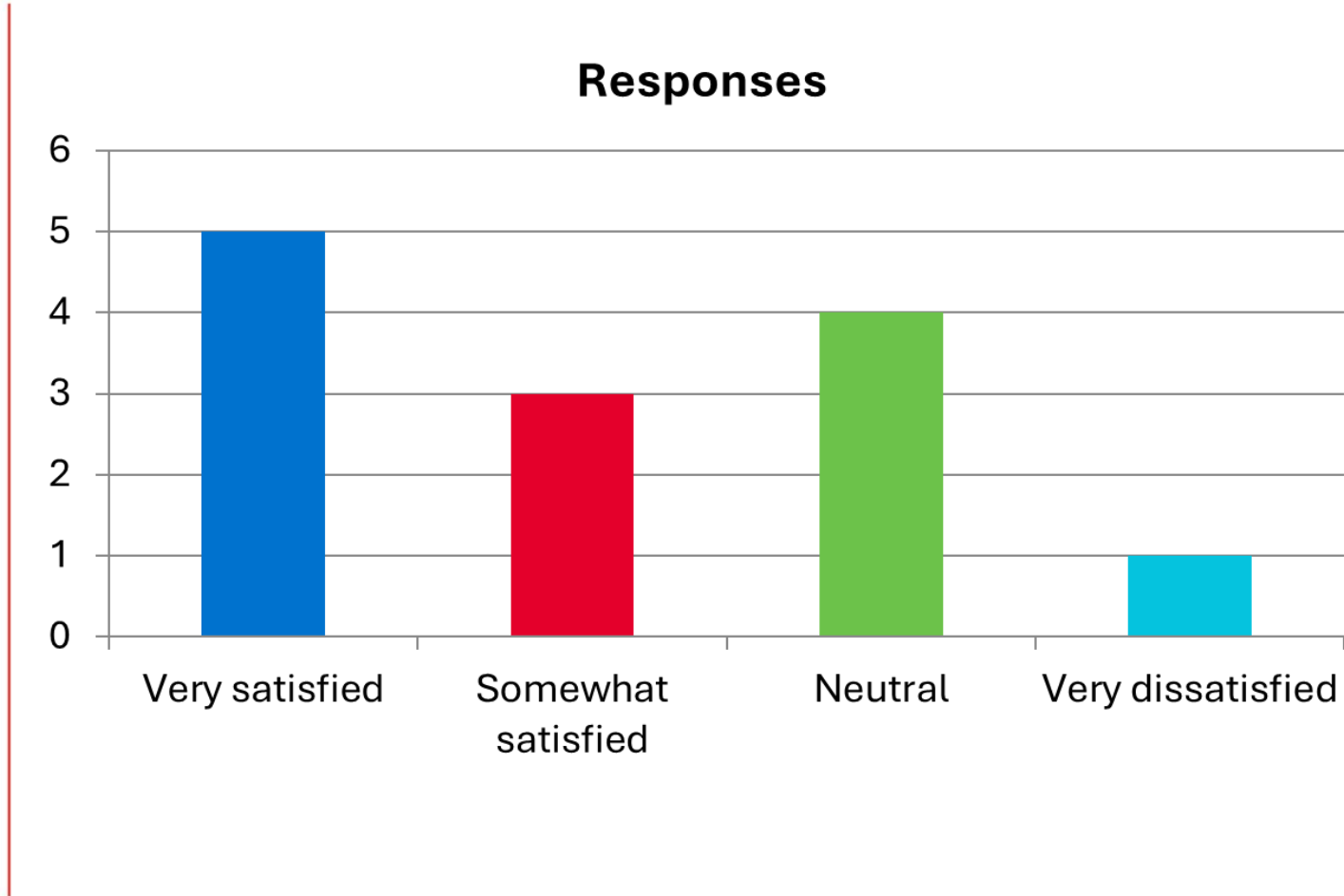
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USDOT 026931

Overall Perception of the LID Program

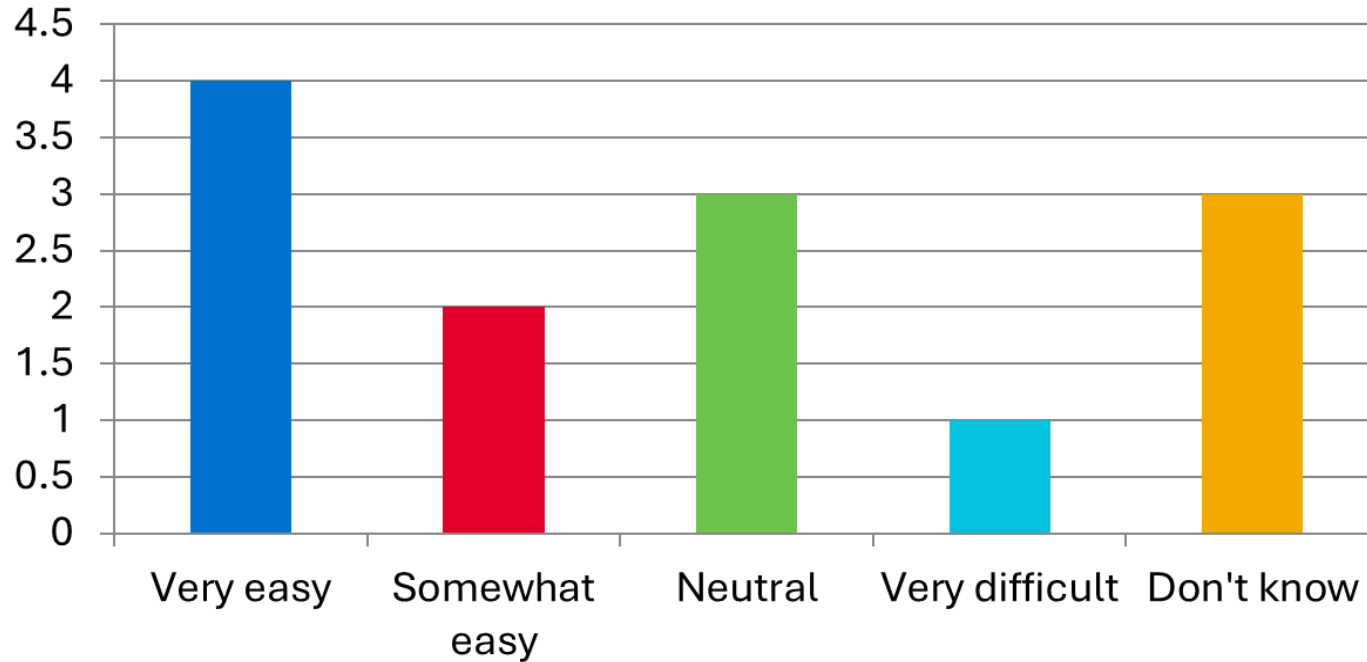


Satisfaction with the LID Program

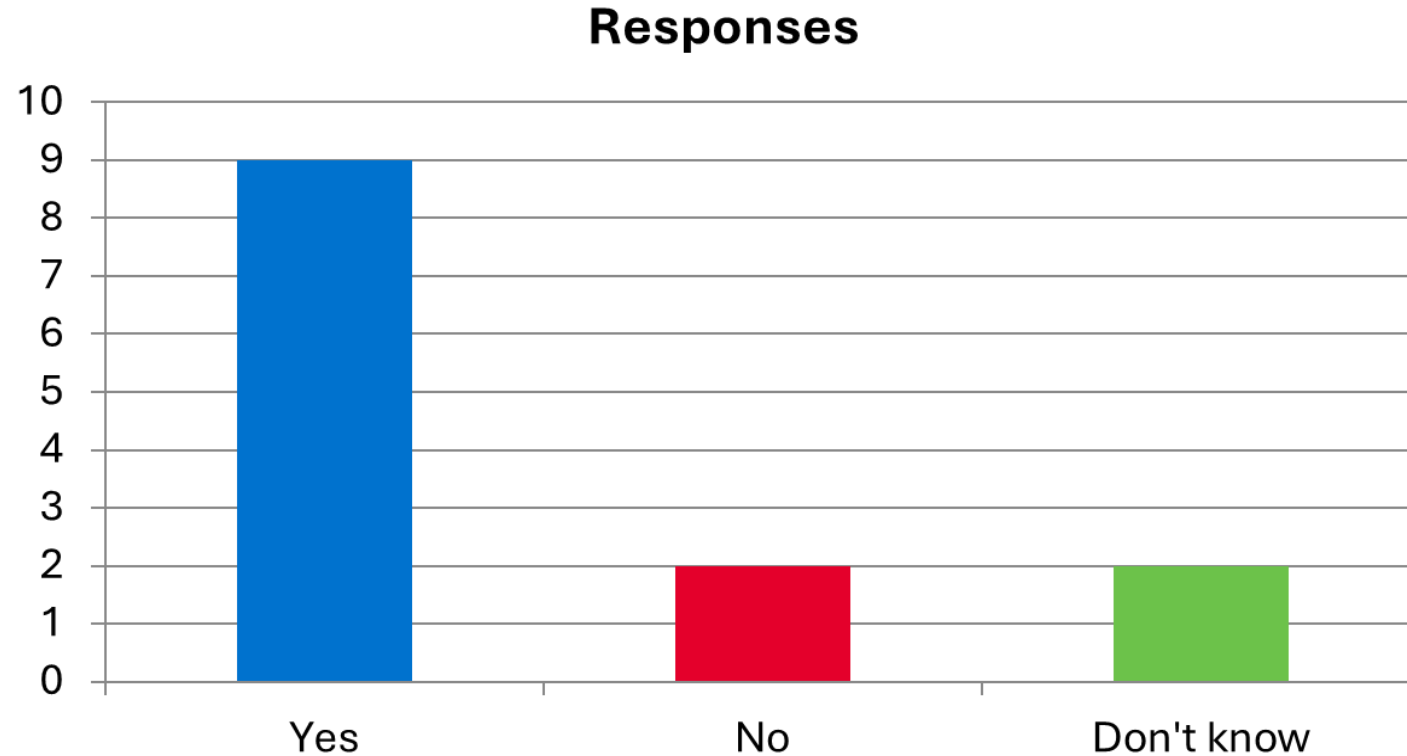


Ease of Customer Self-Enrollment


Responses



Third-Party Enrollment Awareness



Each month, Pacific Power 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.



Oregon Low-
Income
Discount:
Customer
Experience
Outreach

PACIFIC POWER
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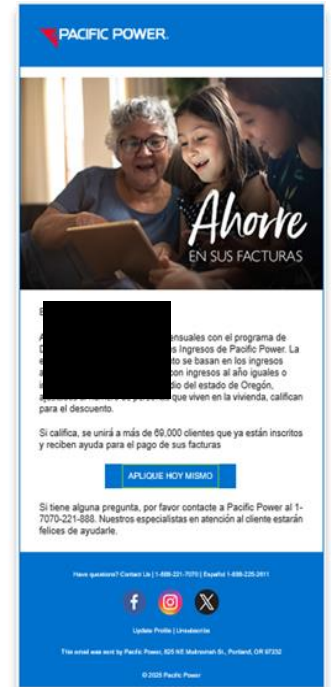
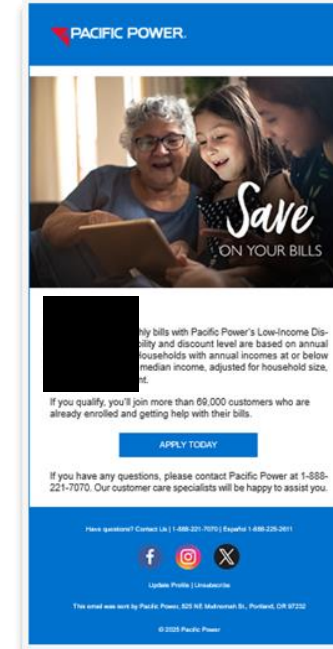
Oregon Low Income Discount Outreach

Per survey results, LID participants are very satisfied and recommend making more customers aware of the discount

Email – Using census data, we found 6,644 customers not enrolled in the LID program, but who may qualify. Sent emails in English or Spanish based on customer language preference to targeted list

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%

Postcard – mailed simple dual-language postcard to 1,627 customers without email in January 2026, of which 28 enrolled Dec. 2025, enrollment at 71,118



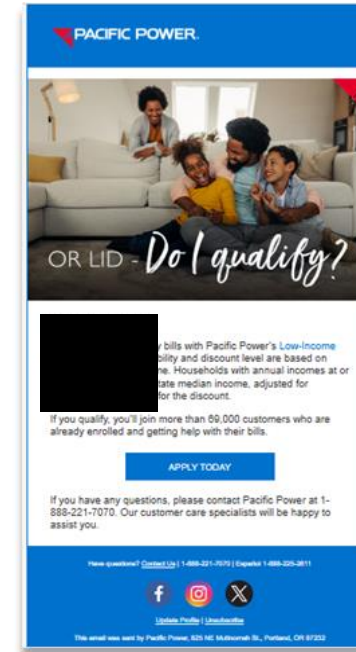
February LID Promotion

Targeting 4-person households

Using State Median Income census data filtered for 4-person household income and top 20% of energy users; excluding current enrollees

- ~14,000 customers not enrolled but may qualify
- Used tracking codes from email to website – learned many revisited the email up to 10-days later to submit the application
- Because engagement was high, sent a “reminder” two-weeks later

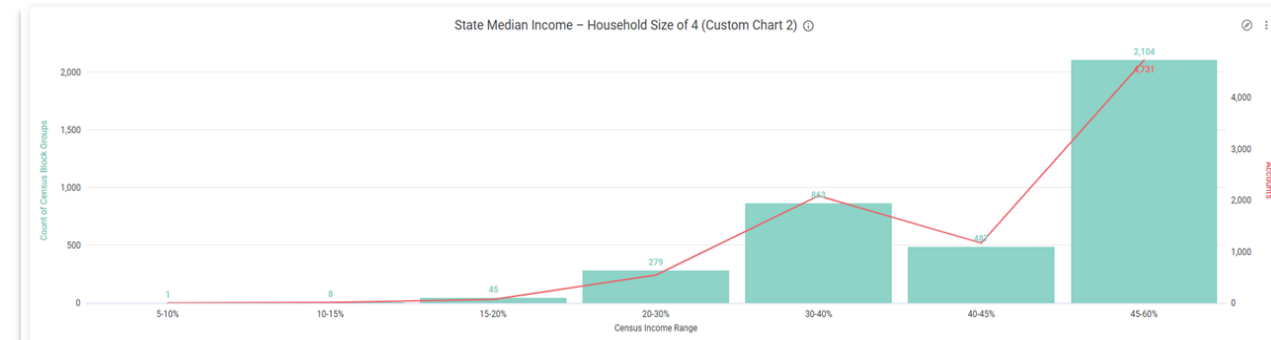
Date	Emails Sent	Unique Open Rate	Click-thru Rate	Postcard Mailed	Applied	% Applied
2-5-26	10,882	29%	7%		163	1.5%
2-19-26	10,789	22%	3%		50	0.1%
					213	1.6%



Applications submitted:
English 206 + Spanish 7 = 213

Enrollment end of March at 74,267

Enrollment growth ~3,150 in 2026



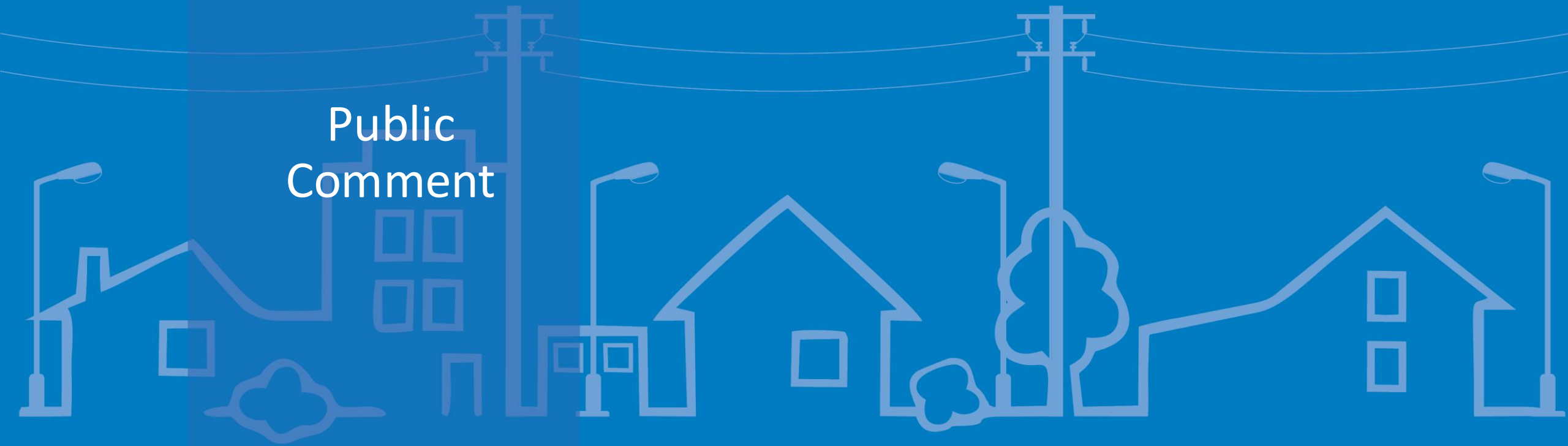
Open Discussion

How can we better engage your communities to increase enrollment in the Low-Income Discount program for income-eligible customers?

Next Steps



Public Comment



Reminder | May Joint Session Core Topics

Regulatory Filings

- CEP
- Biennial Report
- Organizational Adaptations

Equitable Distribution of Benefits

- Tribal Outreach
- Energy Trust of Oregon
- TE/DR/CBRE

Data Frameworks

- CBI's
- Energy Justice Framework

Emergency Management

- Wildfire mitigation
- Emergency management
- Access & Functional Needs

MAY		
TUES	WED	THURS
19	20 <i>Joint CBIAG Meeting</i>	21

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 19, 2026 (No session)

March 19, 2026 (No session)

April 16, 2026

May 20, 2026 (Joint Session) New Zoom Code

June 18, 2026

July 16, 2026

August 2026 (Joint Session) New Zoom Code

September 17, 2026

October 15, 2026

November 2026 (No Session)

December 17, 2026

Pacific Power Stakeholder Resources

For more information:

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

Email comments to:

ORCBIAG@pacificorp.com

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

Appendix



Temporary Protections

- Provide residential customers with the option to enter into a 24-month payment plan through May 1, 2026.
- Provide residential customers who self-attest to economic hardship a 30-day extension on disconnection for non-payment through March 1, 2026.
- Implement a disconnection for non-payment moratorium for income-qualified and medical certificate customers through March 1, 2026.
- Provide a one-time arrearage forgiveness credit to residential customers whose SMI is 0-15%, up to \$500.

Permanent Protections

Definitions

- Changed definition of "low-income" to "income-qualified"
- Created definitions for weather related events:
 - Severe Air Quality – AQI forecast to be at or above 100
 - Severe Heat Event – Heat Warning, Heat Watch, & Heat Advisory
 - Severe On-Season Event – 32°F or below from November 1 through April 30
 - Severe Off-Season Event - 32°F or below and high of 60°F from May 1 through October 30

Permanent Protections

Establishing Service

- A passport or consular identification card can be used to establish service in lieu of social security or Oregon driver's license number.

Reconnection Fees

- May not assess reconnect fee if the company can remotely reconnect service
- May not assess reconnect fee to LID customers
- May not assess reconnect fee to medical certificate customers
- May not require reconnect fee paid in advance to reconnect service when reconnection is due to weather (also may not require past due balance)

Permanent Protections

Establishing Service

- A passport or consular identification card can be used to establish service in lieu of social security or Oregon driver's license number.
- Reconnection Fees
- May not assess reconnect fee if the company can remotely reconnect service
- May not assess reconnect fee to LID customers
- May not assess reconnect fee to medical certificate customers
- May not require reconnect fee paid in advance to reconnect service when reconnection is due to weather(also may not require past due balance)

Permanent Protections

Wildfire Displacement Protection

- Moratorium on disconnection of service for non-payment to residential and commercial customers affected by a level 2 or 3 wildfire evacuation notice or order.
- 24-hour moratorium after notice or order is lifted for commercial customers
- 48-hour moratorium after notice or order is lifted for residential customers

Severe Weather Moratoriums

- No disconnect when a severe weather event occurs, which includes: AQI, heat, on-season, or off-season event
- No disconnect 24 hours prior to a heat event or on-season cold event
- No disconnect 48 hours after a severe weather event for residential customers
- If forecast with less than 24-hour notice before the event, the utility will make best efforts to prevent disconnection for non-payment.

Permanent Protections

Reconnection of Service

- **Wildfire:** Upon request, the utility must make best efforts to reconnect service when a residential or commercial customer who has been disconnected within the previous 7 calendar days to a level 2 or 3 evacuation notice or order is issued. The request for reconnection must be made within seven calendar days after notice or order has been lifted.
- **Severe Weather:** Upon request, the utility must make best efforts to reconnect service for residential and small commercial customers if request for reconnect is made within seven calendar days after a severe weather moratorium for:
 - Residential customers disconnected within the previous seven calendar days of a severe weather event; and
 - Small commercial customers disconnected within the previous 72 hours of a severe weather event

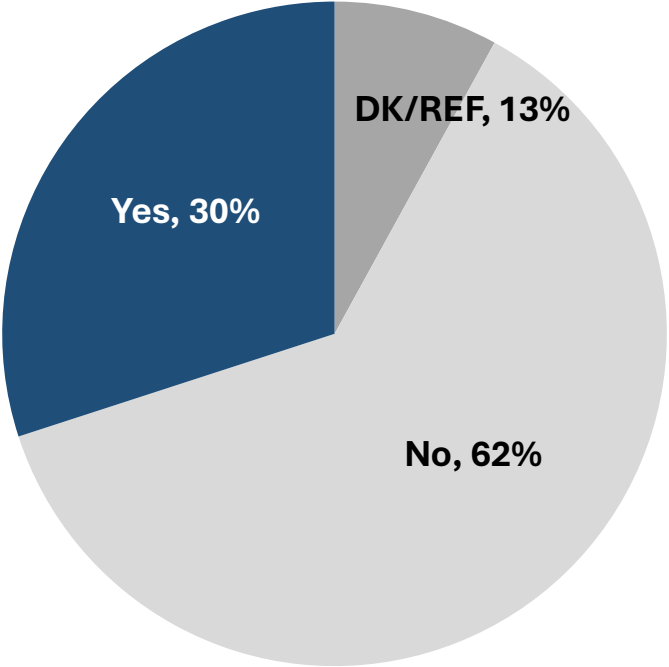
Appendix – Previous Enrollment

Previous Enrollment

- Among respondents who indicated that they weren't enrolled in the program and were unqualified to take the survey, 30% mentioned that they had previously been enrolled.
- Among those who had been previously enrolled and were no longer enrolled, they most often mentioned no longer qualifying (28%), did not reapply in time (17%), and too hard to reapply (6%).

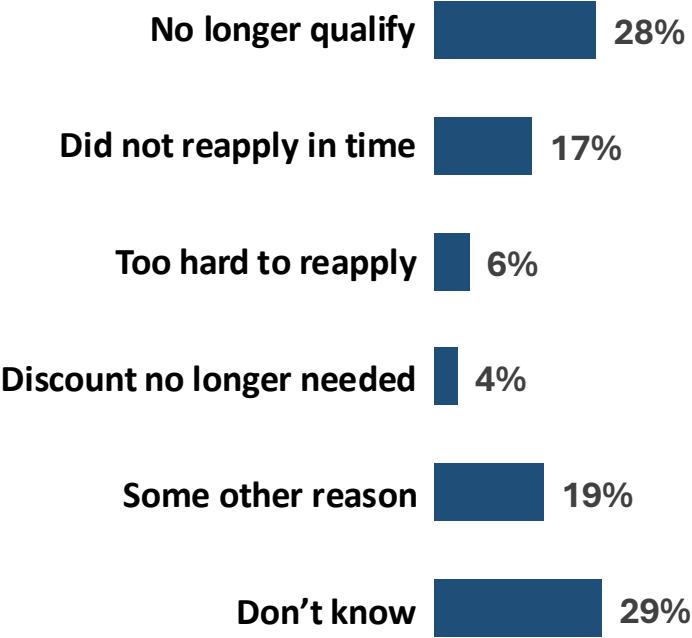
Previously Enrolled

(among those who are not current participants; n=437)



Previously Enrolled

(among those who were previously enrolled; n=129)



Respondent Profile

Residential Participant Profile

	Difference LID has made							
	Total				Big/ Very Big (A)	Somewhat (B)	No/little (C)	
	W1 '23	W2 '23	W3 '24	W4 '25				
Household ownership	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Own/buying	46%↓	45%↓	52%↓	57%	54%	63% A	60% A	
Rent	53%↑	54%↑	48%↑	42%	46% BC	36%	40%	
Prefer not to say	<1%	<1%	<1%	<1%	<1%	<1%	<1%	
Type of Home	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
A single-family home	46%↓	44%↓	49%↓	53%	51%	57% A	54%	
A duplex or triplex	8%↑	8%↑	8%↑	6%	7% B	5%	6%	
An apartment	24%↑	26%↑	22%↑	18%	20% BC	15%	15%	
A condominium or townhome	2%	2%	3%	3%	3%	2%	2%	
A manufactured or mobile home	18%	18%	16%	18%	17%	19%	20%	
Some other type of home	2%	2%	2%	2%	2%	2%	2%	
Primary Heat Source	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Electric	74%↑	74%↑	70%	68%	70% B	65%	67%	
Natural Gas	18%↓	18%↓	21%	22%	21%	25% AC	20%	
Wood	4%	4%	5%	5%	4%	6% A	7% A	
Types of Electric Heat	n=1,140	N=1,588	n=2,357	n=3,156	1,960	827	299	
Baseboard	12%	13%↑	11%	10%	10%	10%	9%	
Space heaters	12%	13%↑	11%	11%	11%	11%	13%	
Wall heaters	27%↑	25%↑	27%↑	22%	23%	20%	19%	
Furnace	14%	16%	14%	15%	14%	16%	15%	
Heat pump	27%↓	26%↓	31%↓	36%	34%	38%	38%	
Air Conditioning	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Yes	64%↓	65%	65%	67%	68%	67%	64%	
Weatherized	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Yes	14%	13%	13%	13%	13%	13%	11%	
Ages in Household	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Children (under age 18)	28%↑	26%↑	24%	24%	23%	24%	27%	
Seniors (age 65+)	45%↓	47%↓	52%	54%	54%	56% C	51%	
Veterans	9%	9%↓	10%	11%	11%	12%	10%	
Person living with disability	42%↑	43%↑	39%	38%	39% B	36%	40%	
None of the above	11%	9%	10%	11%	11%	10%	9%	

	Difference LID has made							
	Total				Big/ Very Big (A)	Somewhat (B)	No/little (C)	
	W1 '23	W2 '23	W3 '24	W4 '25				
Receive Federal Benefits	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
Yes	73%↑	73%↑	62%↑	56%	58% B	52%	56%	
Ethnicity	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
White or Caucasian	81%	80%↓	82%	82%	82%	83%	82%	
Latino or Hispanic	6%	7%↑	7%	6%	6%	5%	4%	
Native American and/or Alaska Native	4%↑	4%	3%	3%	2%	3%	4%	
Black or African American	3%	2%	2%	2%	2%	1%	1%	
Asian	2%	2%	2%	2%	2%	2%	1%	
Native Hawaiian and/or Pacific Islander	1%	<1%	<1%	<1%	<1%	1%	1%	
African Slavic	1%	1%	<1%	<1%	<1%	<1%	<1%	
Middle Eastern	<1%↓	<1%↓	0%↓	<1%	<1%	-	<1%	
Mixed race	1%↑	1%↑	1%↑	-	-	-	-	
Something else	<1%	<1%	<1%	5%	4%	5%	5%	
Prefer not to say	2%	3%	2%	<1%	<1%	1%	1%	
Preferred language	n=1,536	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
English	98%	97%	97%	98%	97%	98%	99%	
Spanish	1%	2%	2%	2%	2%	2%	1%	
Vietnamese	<1%	<1%	<1%	<1%	<1%	<1%	-	
Swahili	-	-	-	<1%	<1%	-	-	
Tagalog	-	<1%	-	<1%	<1%	-	-	
Burmese	-	<1%	-	<1%	-	-	<1%	
Chinese - Cantonese	<1%	-	<1%	<1%	-	<1%	-	
Chinese - Mandarin	-	<1%	<1%	<1%	-	<1%	-	
Farsi	-	-	-	<1%	-	<1%	-	
Some other language	<1%	<1%↑	<1%↑	<1%	<1%	<1%	<1%	
Number of people in household	NA	n=2,135	n=3,345	n=4,608	2,791	1,273	446	
1	-	43%	44%	40%	42% BC	38%	36%	
2	-	26%	26%	27%	26%	28%	26%	
3	-	11%	10%↓	11%	11%	10%	12%	
4	-	7%	8%	8%	8%	8%	9%	
5+	-	9%	8%	9%	9%	11% A	9%	

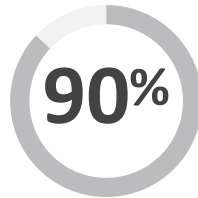
Summary

Low-Income Discount Program Key Findings

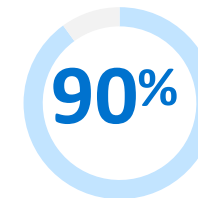


Pacific Power's website and Direct outreach from Pacific Power are the top 2 sources of program awareness in W4. Direct outreach is down significantly from W3.

Enrollment most often happens via the website.



Feel enrollment was easy (up significantly from W2, unchanged from W3) and over one-half continued to say nothing was needed to improve it.



Are satisfied with the Low-Income Discount Program, stable with W1, W2, and W3 (89% to 90%). Households with Seniors continue to show the highest levels of very satisfied ratings (72% vs. 63% to 70%).



Demographics show a handful of significant changes from prior waves. Home ownership, single-family home residence, and heat pump usage increased slightly in W4 '25 compared to W1 '23, W2 '23, and W3 '24. Enrollees living in a duplex/triplex/apartment and those using wall heaters as a primary heat source declined significantly in W4 '25 compared to W1 '23, W2 '23, and W3 '24.

Enrollees are most likely to have Seniors (54%) and/or person(s) with a disability (38%) in their home, and over one-half receive federal benefits (56%, down significantly from W1 '23, W2 '23, and W4 '25). Over four-in-five (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.

Low-Income Discount Program Key Findings (cont.)

61%

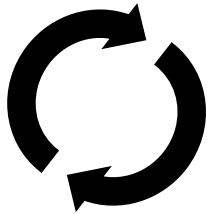
Of enrollees feel that LID has made a big to very big difference in their ability to pay monthly bills, unchanged from W3 '24 but down significantly from W2 '23 (65%).



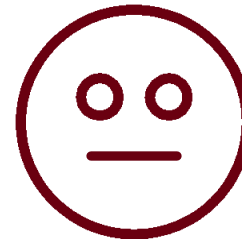
In addition to lowering stress/anxiety and less financial issues/lower bill, enrollees continue to report that the program lets them keep their home at a more comfortable temperature.



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 enrolling. 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 is significantly higher among recent enrollees (in the past 0-6 months) compared to those enrolled earlier.

Recommendations

- 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.

Recommendations

- 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.