

## Pacific Power - Oregon CEP External Feedback, 2023 Planning Cycle

State	Engagement	Date	Category	Feedback	Response
OR	CBIAG - Community Benefit & Impacts Advisory Group	November 2022	Energy Assistance	How are individuals finding PacifiCorp's new Low Income Discount Program (LID)? Evaluating language and demographic data in PacifiCorp's database could be used to support this work.	PacifiCorp will consider these data collection categories to support the work of the Oregon Low Income Discount Program.
OR	CBIAG - Community Benefit & Impacts Advisory Group	December 2022	Engagement	Incumbent on PacifiCorp to hear the group's goals and navigate this and PacifiCorp should make sure it is hearing members and making sure that the Integrated Resource Plan outcomes reflect our values.	PacifiCorp noted the feedback for internal reflection.
OR	CBIAG - Community Benefit & Impacts Advisory Group	December 2022	Engagement	We want this advisory group to be successful. Participant shared they live in a county where many people are not bought into clean energy processes. How will PacifiCorp incorporate these viewpoints in a way that pulls them in but doesn't stall the great work?	PacifiCorp shared that it will seek to understand and foster a safe, accessible, and inclusive space to reach shared understanding. The company's outreach and engagement efforts are in a state of evolution. Participant feedback is a key element which adds insight and promotes growth/change. PacifiCorp is committed to providing continued transparency.
OR	CBIAG - Community Benefit & Impacts Advisory Group	December 2022	Charter	Charter Language - Not sure what to do with the part about "increasing participation from communities that have not traditionally participated in utility planning processes".	It was recommended that the language change to: "inviting people to participate in the utility planning process." Make it less passive and more action oriented.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - Members proposed the use of "frontline communities" because of its use in climate focused items.	PacifiCorp noted the feedback and will work on incorporating the proposed language in a meaningful way.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - Mention the work with the disabled and importance of advocating for different communities in defining this in the charter.	PacifiCorp noted the feedback and will work on incorporating the proposed language in a meaningful way.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - Distinguish that BIPOC does not always cover "Latine". There was an expressed preference for "Environmental Justice Communities" or "Frontline Communities".	PacifiCorp noted the feedback and will work on incorporating the proposed language in a meaningful way.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - Members liked the proposed change around "givers" and "receivers". Also mentioned that they would like to focus on not giving the impression that these populations are helpless.	PacifiCorp noted the feedback.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - member provided recommendation of cutting CBIAG Charter language off at "...trust".	PacifiCorp noted the feedback.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Charter	Charter language - At the core, there is simply the need for trust between all involved parties. It was suggested to not distinguish and leave it as "meeting people where they are".	PacifiCorp noted the feedback.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Resiliency & Reliability	Customer-centric metrics can be used in conjunction with traditional metrics to deliver a more complete picture of system performance.	PacifiCorp noted the feedback for internal reflection.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Resiliency & Reliability	Another underused metric that should get more focus is Customers Experiencing Multiple Sustained and Momentary Interruptions (CEMSMI). This metric covers the number of customers experiencing more than a certain number of interruptions a year, including both momentary and sustained outages.	PacifiCorp noted the feedback for internal reflection.

OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Survey	Recognizing that we do have additional divide meaning that lot of the people who wouldn't have email or access to email they have very different answers and maybe some of your highest energy burden customers. I am curious about what PacifiCorp's methodology would be for residential surveys. I am also curious if you're looking at things like housing type, heating source, if people are heating with gas versus baseboard heaters and things like that that probably won't show up on the Census type of data.	PacifiCorp's answered yes, it is electronic, and it is based on emails. We recognize that there is a biased in that we found lower-income households tend to not reply at the levels we expect them to reply. The reason we know that is because we look at the portion of respondents that are low-income in whatever service territory we are looking at. We look at what the low-income population should be, at what proportion that is, and you look at the response rate by low-income type and it's not as high as you would expect it to be. We try to correct this bias by waiting the responses by income type. What you described is something that is certainly on our radar. You also asked about types of electric heating devices. That was initially what was driving us to develop these surveys. That sort of input is critical for the residential survey/forecast. The saturation of heating and cooling is what really got us interested in Residential surveys.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Survey	It might be worth it to share Washington's Customer Benefit Indicator (CBI) metrics with the CBIAG. Just so the group understands those metrics put in place by Washington. It might be helpful.	Washington metrics can be found in the appendix portion of this slideshow.
OR	CBIAG - Community Benefit & Impacts Advisory Group	January 2023	Survey	Encourages PacifiCorp to find more personable ways of gathering input. Such as focus groups, or face to face surveying.	Feedback noted for internal reflection.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	AllCare Health thought an item to note is the number of Pacific Powers customers that are rural and found it interesting that these communities did not resonate with "climate change", but noted the importance of factors that are related to it, such as environment, clean air, land, and water which were identified as a top priority. Noted that taking away the 'culture war' or 'buzz words' that cause people to have reactions showed that these communities are environmentalists as well.	MDC Research- Noted that this is more of a qualitative insight, talking to a lot of people throughout Oregon there is a resistance to the term "climate change" because it's too political. However, the effects of climate change are real. That's something that virtually every community has agreed with. Taking politics out of the discussion is most beneficial.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	Multnomah County voiced concerned about the finding on "clean energy is reliable", and that bridging that divide is important. It was also noted that renewables would actually result in a more reliable grid and took this point as a call to action.	The comment resonated with the broader group. PacifiCorp noted the feedback for internal reflection.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Transportation Electrification (TE)	It would be very useful to understand electric utility responsibility to encourage, install facilities, etc. to promote and facilitate transportation electrification and similar modernizations that will help improve community health and reduce air pollution. If electric utilities make it easier to switch to EVs by installing ubiquitous EV chargers and low kWh pricing, that will be a huge community benefit.	PacifiCorp has identified these key activities throughout the Oregon Transportation Electrification Plan. Within this plan, approved by the OPUC Commission in July of 2023, PacifiCorp proposes to install an additional 180 ports owned by the utility to support charging and has identified way to investigate affordable rate for low-income customers.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	In the next phase of outreach, what should be considered to ensure an equity perspective? Is there anything that comes to mind in terms of DSP as an instrument?	United Community Action Network (UCAN) mentioned having to ultimately think about the return on investment as an organization and that by working with other agencies to identify what groups should be targeted would help in reaching the intended market.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	In the next phase of outreach, what should be considered to ensure an equity perspective? Is there anything that comes to mind in terms of DSP as an instrument?	AmeriCorps touched on the Census data and suggested that overlapping GIS layers would help in showing areas to be targeted. E.g., broadband access, air quality, etc.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	In the next phase of outreach, what should be considered to ensure an equity perspective? Is there anything that comes to mind in terms of DSP as an instrument?	Community Energy Project suggested sending the survey by mail to reach areas with less access to internet, the digital divide is something that is widely seen - especially when doing community solar. It may be more thoughtful in terms of equity to offer more phone calls for customers, noting that MDC may not have done enough through this effort.

OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	What was your big takeaway from today's conversation?	Josephine County Food Bank (JCFB) echoed previous comments, especially seeing the data given in the session. JCFB is looking forward to seeing things move forward in the next survey, furthering that organizations need to get into the community more as individuals to get more results rather than just using the phones and internet. Suggested that face-to-face might be helpful in their community.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	What was your big takeaway from today's conversation?	United Community Action Network (UCAN) mentioned that in the delivery of the survey, sometimes what's important is having a trusted entity between the delivery and the respondent. Noting that CBIAG members have created that trust and should be used.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Survey	What was your big takeaway from today's conversation?	OCCA - Echoed other member's points, mentioning that it is not just the framing of the message, but also who it's coming from that is important to consider. Utilities have a really hard time with that, people either trust you or see you as a big corporation.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Community Benefit Indicators (CBIs)	What would be the community health and well-being benefit to reducing disconnections among vulnerable populations?	AllCare Health mentioned the health risks associated with disconnections, especially vulnerable individuals who have health issues. There are applications or waivers to allow electricity to remain on for those individuals, however, not everybody is aware of the resources available, which is a risk.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Community Benefit Indicators (CBIs)	What would be the community health and well-being benefit to reducing disconnections among vulnerable populations?	Rural Development Initiatives stated that in rural communities a lot of people require broadband to access emergency services- i.e., text messaging or utilizing their phones. If these customers are far out, you may be disconnected from regular service if you can't get online and so when your power is off you no longer have access to the internet you would then no longer have access to your phone services and emergency services contact.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Community Benefit Indicators (CBIs)	What would be the community health and well-being benefit to reducing disconnections among vulnerable populations?	Community Energy Project mentioned that there have been several studies that link disconnections to death rates. PacifiCorp covered a lot of the items seen in these studies in a thorough manner - Disconnections are hard and dangerous for people.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Community Benefit Indicators (CBIs)	Community Energy Project stated that the low-income discount program is not doing demographic analysis intake, they do it as an electronic follow up survey that's done after intake. So, PacifiCorp is creating their own gaps in their own programs when it comes to those blind spots.	PacifiCorp acknowledged the feedback provided and clarified that applications currently ask for race and ethnicity at the time of applications so that is information that is collected as well as the primary language spoken in the household. Agents are also trained to ask the demographic questions of customers when filling out the application with them over the phone.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Community Benefit Indicators (CBIs)	Community Benefit Indicators (CBIs) are measuring compliance with the law, and there are concerns about the usefulness of the current CBIs and how it is helping the utility prioritize. Wonders if the CBI can be revised to address the community benefits part of the conversation, rather than just complying with the law. Noted that this has been voiced by several stakeholders.	PacifiCorp responded that the utility is trying to determine a baseline at this stage, performing analysis, and begin to strategize how these outcomes can be achieved through implementing programs. PacifiCorp will be working to formalize these interim CBIs this year.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Community Based Renewable Energy (CBRE)	Will the definition of Community Based Renewable Energy (CBRE) include electric vehicle (EV) battery to grid for peak energy demand?	PacifiCorp responded that its Community Based Renewable Energy (CBRE) program will only consider "renewable energy", but that will be considered in the overall planning process for the PacifiCorp's Integrated Resource Plan and Clean Energy Plan.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Community Based Renewable Energy (CBRE)	Does it fit into planning for peak times in general, or is CBRE something else altogether? Suggested including anything that allows demand response without distribution.	PacifiCorp responded that beyond the definitions shared, the intent is specific to encouraging community engagement for renewable resource planning. PacifiCorp's Randy Baker furthered that it is a matter of scale, but in the long-term Integrated Resource Plan planning storage is being evaluated and is included.

OR	CEP - Clean Energy Plan Engagement Series	February 2023	Community Benefit Indicators (CBIs)	Chat Question: How are you thinking about demonstrating the "environmental or health benefits" associated with the "reduction of GHG emissions that is expected through the plan?" If a reduction of portfolio emissions is going to reflect those environmental or health benefits.	PacifiCorp responded that similar comments were received and PacifiCorp considering how to address them. Interim Community Benefit Indicators were leveraged from efforts implemented in WA and stakeholder input, however these CBIs are not fully formalized. This feedback will be considered and assessed.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Community Benefit Indicators (CBIs)	It seems that where the reductions take place is important to consider. Suggests that there should be a prioritization to "where", emissions are not being distributed across the state uniformly.	PacifiCorp responded that the utility is evaluating the system wide analysis and the CO2 emissions for the preferred portfolio. Randy Baker furthered that, by nature, it is a long-term plan. PacifiCorp does not and cannot know where the opportunities will materialize. Proxy resources are implemented based on the model outputs, however, once it goes to bid it will give the granular information of location and benefits. This is an evolving and continuous process.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Engagement	What was your big takeaway from today's conversation?	Community Energy Project mentioned the data and connecting with communities. E.g., do you mention climate change because it is factual and real, or do you avoid it to engage the communities and remove emotional/political knee jerk reactions to it. Frame as an opportunity. The next steps is top of mind.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Engagement	What was your big takeaway from today's conversation?	Multnomah County stated that better understanding the role of CBIAG would be helpful, noting the importance of engaging as a group. Enjoyed seeing that the group was able to comment on Distribution System Planning items and the increased engagement opportunities. Tracking to ensure they are being measured. Touched on the importance of using group connections to increase interest and efforts. It is crucial to not only understand what our perspective is across the organization but also to track outcomes and how these conversations as dialogues are actually shaping the policies and proposals from the utility.
OR	CBIAG - Community Benefit & Impacts Advisory Group	February 2023	Engagement	What was your big takeaway from today's conversation?	The Community Energy Project responded that the conversation today was great, and they liked the framing of this being a technological revolution. Focusing on more open-ended aspirational questions and values primarily is necessary.
OR	CEP - Clean Energy Plan Engagement Series	February 2023	Integrated Resource Plan (IRP)	Chat comment: Perhaps an alternative would be a commitment to a certain portion of Greenhouse Gas (GHG) reductions coming specifically from community benefitting investments.	PacifiCorp noted that the Greenhouse Gas (GHG) emissions that are assessed in any resource plan, derived from modeling, are representative of the cost impacts. They can be viewed as a proxy for different benefits and impacts, not as an isolated process where the Integrated Resource Plan is the final answer. Downstream from the IRP further investigation occurs to evaluate community impacts. The Clean Energy Plan can be seen as more specific, IRP is more general in nature.
OR	Tribal Engagement	March 2023	Engagement	Confederated Tribes of the Umatilla Indian Reservation mentioned a case study, where the tribe was not receiving credits and discovered because of tracking.	PacifiCorp noted the feedback and stated it would follow up with the Energy Trust of Oregon to elevate the issue.
OR	Tribal Engagement	March 2023	Engagement	Chat comment: Nixyaawii - The 2023 Northwest Native Economic Summit will be held at the Wildhorse Resort and Casino on October 3rd- 6th with a specific Energy breakout session. [PacifiCorp was invited to present there].	PacifiCorp appreciates the opportunity to present in these spaces.
OR	Tribal Engagement	March 2023	Engagement	Chat comment: Warm Springs Power and Water Enterprises prefers meetings that are not as lengthy, thank you!	PacifiCorp noted the feedback and will incorporate it into its Tribal Nations engagement approach.
OR	CBIAG - Community Benefit & Impacts Advisory Group	March 2023	Engagement	Chat comment: The Community Energy Project (CEP) asked why Microsoft Teams was used over Zoom? The Community Energy Project has found Microsoft Teams to not be user-friendly to those who are not working in big companies.	PacifiCorp responded that Microsoft Teams is what the company uses internally, but it would consider Zoom as an option if the majority requests it.

OR	Tribal Engagement	March 2023	Engagement	How do you envision a clean energy future?	Oregon Native American Chamber shared that current work includes working with contractors to retrofit homes to consume less energy. By 2050, 80% of the homes that are inhabited will have been built prior to 2024. This provides a tremendous opportunity to shift to a sustainable source (beyond petroleum).
OR	Tribal Engagement	March 2023	Engagement	How do you envision a clean energy future?	A participant shared that what is considered “clean energy” is still harmful to the environment (for example hydro). Tribes are trying to find ways to be more independent with food security, clean energy, and other services that were impacted with COVID-19. The goal is to make sure to help community members and homeowners.
OR	Tribal Engagement	March 2023	Engagement	How do you envision a clean energy future?	Confederated Tribes of the Umatilla Indian Reservation echoed the previous comments. Clean energy for the environment on the reservation is hugely important. Leaving nature as it is and protecting water. Other goals would be to lower energy bills and do more in that space.
OR	Tribal Engagement	March 2023	Engagement	How do you envision a clean energy future?	Warm Springs Power and Water Enterprises mentioned bringing clean energy opportunities to homeowners/end users equitably – especially tribal. The goal is to be the first zero carbon footprint reservation, so is working to advance those goals.
OR	Tribal Engagement	March 2023	Engagement	How do you envision a clean energy future?	Confederated Tribes of the Umatilla Indian Reservation noted that the clean energy future needs to be appropriately sited to ensure the community is receiving benefits and the tradeoffs are in alignment with community values.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	It was shared by a Klamath Tribe representative that on Indigenous land, one thing to evaluate is how Federal Energy Regulation Commission (FERC) licenses a project that is outside of an urban (swan lake hydro project). PacifiCorp doesn’t have control, but they do have some weight to throw around. A Tribe should be presented information before anybody else, it is critical. The Klamath Tribe has been opposed to several projects; they don’t care who the developer is, but they do know who they are paying their power to – PacifiCorp will get the black eye. It is the tribal leadership that needs to work to mend that.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	Confederated Tribes of the Umatilla Indian Reservation appreciates all the work and excited to see where this goes.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	Confederated Tribes of the Umatilla Indian Reservation thanked PacifiCorp. Shared that they are happy to see several Tribes represented and appreciate the tribal specific setting and efforts that have gone into this.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	Warm Springs Power and Water Enterprises commented that it was a very informative session. Excited to see what can be done to better serve tribal communities across Oregon.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	Nixyaawii appreciated the conversations. Some of the work in the national scene (DOE \$20B). Native CFI industry there is a lot of potential, but it is unknown where to go next.
OR	Tribal Engagement	March 2023	Engagement	Final Thoughts Segment	Indigenous Resilience commented that the process to understand how communities find value and form meaningful promises is important. There are a lot of broken promises (not in the room, but generally), but the need exists to build the trust back. Bandwidth is a precious thing.

OR	CBIAG - Community Benefit & Impacts Advisory Group	March 2023	Charter	Charter language - Community Energy Project (CEP) shared that they are less concerned with spotlighting who the organizations are and would prefer to focus on what the CBIAG are getting done to change policy and change how things are for customers. Community Energy Project also expressed excitement about next steps to make things happen on the ground and having a better understanding of where CEP can contribute, noting that is why CEP was quiet in this meeting.	PacifiCorp followed up asking would it be helpful in future sessions to post the key topics in advance to provoke thought, provide opportunity for others to join, and foster more inclusion? Will be discussed further to ensure thoughtful discussions.
OR	CBIAG - Community Benefit & Impacts Advisory Group	March 2023	Community Benefit Indicators (CBIs)	Multnomah County asked if it is possible to include a stretch goal within the Community Based Indicator (CBI) where a percentage of non-emitting renewables come from Community Based Renewable Energy (CBRE) or other smaller resources?	PacifiCorp confirmed that PacifiCorp is including community-based projects, and this will be discussed later in today's discussion. PacifiCorp recognizes the importance of measuring the value of community and resiliency in these smaller scale projects. Because community-based projects are a smaller percentage of the overall system, it does not have as great an impact on the overall emissions and renewable goals. Therefore, it is important to create a unique metric to provide more valuable and meaningful information outside of the percent renewal footprint.
OR	CBIAG - Community Benefit & Impacts Advisory Group	March 2023	Community Benefit Indicators (CBIs)	Community Energy Project asked whether PacifiCorp is thinking that renewable energy is better for everybody. Frontline communities are more likely to be hurt. When thinking about equity, how do Integrated Resource Plans relate to Community Benefit Indicators?	PacifiCorp responded that the basis of the Integrated Resource Plan (IRP) feeds into the Clean Energy Plan (cep). The 20-year plan's purpose is to indicate in broad terms, or sometimes in more specific terms like the small-scale renewable study, the types and amounts of resources that PacifiCorp might need or be required to plug into. However, at the level of individual community action and projects, it is a level of detail PacifiCorp does not know yet in the IRP. A request for proposal is needed by going out to the market and asking who has projects available to meet the needs. After, developers bid on that process and the renewable projects and generation are examined more minutely. At that point, PacifiCorp has greater understanding of what communities are close to and the detailed benefits that are associated. There is more to this because of the equity considerations and how to investigate and assess what the potential can be. There are downstream processes that occur after producing a portfolio of resources for the CEP, and details that manifest as the process evolves.
OR	CBIAG - Community Benefit & Impacts Advisory Group	March 2023	Community Benefit Indicators (CBIs)	Multnomah County described the importance of small-scale projects having a substantial impact from a community scale and affirmed the complexities of fitting within the big machine, especially for even smaller scale than discussed here.	PacifiCorp shared one ray of hope is Oregon's state-funded programs to make these smaller projects more economic, and agreed leveraging small-scale projects is a real and valuable issue. It is also important to reassess later if these projects provided the expected value.
OR	Tribal Engagement	March 2023	Engagement	Warm Springs Power and Water Enterprises spoke on how energy is being served currently, one substation is served by PacifiCorp but there exists room for renewable and battery type projects. There was expressed interest in offsetting tribal members usage with community based renewable energy projects to lessen costs on the tribal members. The tribal administrator does not have a position capable of coordinating this but wants to work to overcome it. There is land that is close to the substation that could house that type of project.	PacifiCorp responded that it has heard that energy sovereignty is a large goal for Tribes. Our objective is to build relationships to support inclusive and equitable adaptation. Grant opportunities exist, specifically for this type of project, and some do not require that investment be made on the reservation land. PacifiCorp hopes to become a trusted partner in navigating these processes.
OR	Tribal Engagement	March 2023	Transportation Electrification (TE)	Indigenous Resilience commented that grants to help tribal nations to build the capacity around these types of projects to better realize the benefits (managing and monitoring to keep progress) is important. Indigenous Resilience has learned that some tribal nations have installed the infrastructure but need support in sustaining it.	PacifiCorp acknowledged the feedback provided and will note it for internal reflection.

OR	CEP - Clean Energy Plan Engagement Series	April 2023	Resiliency & Reliability	Participant suggested looking into a level further down from census tract. For example, Northeast Portland is a diverse area of homes and incomes which might not be captured correctly with the census tract.	PacifiCorp responded that it would take this feedback back to the team for consideration.
OR	CEP - Clean Energy Plan Engagement Series	April 2023	Resiliency & Reliability	Participant appreciates the explanations and is interested in more information on the specifics of how PacifiCorp plans to move the needle on resiliency and reliability.	PacifiCorp noted the comment in its meeting public notes and will work on incorporation content that addresses this item.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Based Renewable Energy (CBRE)	Community Energy Project noted that in working with the Oregon Community Solar Program to connect low income to projects, the biggest hurdle is often around interconnection—it is expensive with long delays that can affect financing even on smaller, urban projects.	PacifiCorp noted the comment.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Based Renewable Energy (CBRE)	Community Energy Project asked if there are any plans to make the Community Based Renewable Energy participation processes easier, or pathways to solutions, especially for community-based projects?	PacifiCorp responded there should be ways to streamline the process and affirmed Community Energy Project's frustration with the process as something experienced more broadly too. There are a variety of causes for the slowdowns and pain points. PacifiCorp is committed to providing more opportunities for conversations on this topic with communities. One way to help would be having a structure for those less experienced with solar to prevent confusion in the process.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Based Renewable Energy (CBRE)	Multnomah County added there should be subsequent conversations on total resource acquisition the utility sees and what the potential opportunity is. That discussion should address whether the resources are valued or valued more than the least-cost acquisition.	PacifiCorp agrees and looks forward to seeing the data and discussions that emerge.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Based Renewable Energy (CBRE)	Participant added that at the neighborhood level, community centers should be resiliency hubs.	PacifiCorp noted the feedback.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Warm Springs Power first reaffirmed that the biggest thing for the State to realize is that rural areas do not mean lower cost of living. There are many factors. One major factor is public transportation. Rural communities have long distances to travel, often requiring a car, fuel costs, and insurance.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	AllCare Health noted that in Southern Oregon people are aging out of construction, electrical, plumbing, and roofing professions. High schoolers in the community are not accessing these good paying professions and trade schools are not readily available in the area. As a result of COVID-19, there was a push to increase lower paying professions and for mental health agencies. However, economically this does not align with the cost of living, housing, and childcare costs that are affecting residents, especially in rural communities.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Rural Development Initiatives expanded on the growth of childcare in rural areas, RDI looked at data before building a childcare businesses and found that the entire state of Oregon could be considered a childcare desert. Taking this issue more broadly (because RDI is connected to many communities) "entrepreneurial ecosystems" are needed—the physical infrastructure (broadband, storefronts, sidewalks, etc.), community support, accessible capital, business planning, growth expertise, and peer support groups.

OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	AllCare Health commented that climate change has impacted Southern Oregon, leading to wildfires. A huge tourist attraction, the Rogue River, has been affected by the wildfires; people are not floating down it. The river was also closed at the lower road this year because it was too low. The major increase in wildfires has been throughout Oregon, Washington, and the whole West Coast, and impacts their economic situations as well.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	The United Community Action Network mentioned the impact of climate change and challenges with the trade professions and childcare. Extreme weather has taken a toll on Southern Oregon, resulting cooling centers in Grants Pass for over 40 days to assist the homeless in the community. Rural areas face challenges that are different than urban areas.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Coalición Fortaleza, stated that more economic development, more investment in Community Land Trust, and resident and community models are top of mind. Housing is a big issue right now, and those who do not have stable housing have a ripple effect on people's livelihood.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Multnomah County acknowledged that economic impact is a big issue, and stated that challenges may be different in rural areas, but the same challenges exist in urban Multnomah County – including housing.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Community Energy Project shared that it seems people in Portland have less access to and support from families for childcare. As a result, people can be paying over \$1,000 a month for childcare and others have left jobs because they were being outpaced by childcare costs.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	What areas of economic improvement would you like to see in your community?	Multnomah County stated either the costs are kept low for parents, employees are paid well, or a profit is made. It is only possible to pick one, maybe two. It is really, really challenging without public policy support.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Community Benefit Indicators (CBIs)	Oregon Public Utility Commission (OPUC) Staff asked if it is possible to include a metric across the entire workforce development, including at higher level positions with more decision-making authority, that capture diversity, equity and inclusion data.	PacifiCorp confirmed this is exactly the type of feedback and direction PacifiCorp wants to gather. PacifiCorp will want to investigate what is possible and agrees that it would be a good metric to capture.
OR	CEP - Clean Energy Plan Engagement Series	April 2023	Community Benefit Indicators (CBIs)	Participant suggested resources and encouraged PacifiCorp to be more creative in thinking about Community Benefit Indicators (CBIs), particularly environmental impact.	PacifiCorp responded that PacifiCorp will take this feedback into consideration.
OR	CEP - Clean Energy Plan Engagement Series	April 2023	Emissions	Oregon Public Utility Commission (OPUC) Staff asked about market sales treatment, specifically the factor based on PacifiCorp's generation, and how that factor would be applied. That is, removing market sales from Oregon's emission.	PacifiCorp responded that market sales are not removed, but for the purpose of the analysis and per the DEQ (Department of Environmental Quality) guidance, the default emission factor is 0.0428 for market purchases.
OR	CEP - Clean Energy Plan Engagement Series	April 2023	Emissions	Participant asked if an alternative could be building additional resources and allocating them to Oregon.	PacifiCorp explained that because Oregon prescribed an emissions standard, building additional clean sources would not result in reduced emissions. The only way to meet the target would be to turn something off.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Energy Efficiency	Community Energy Project commented that the "working together" grant application process is very easy.	PacifiCorp noted the comment.
OR	CBIAG - Community Benefit & Impacts Advisory Group	April 2023	Energy Efficiency	Warm Springs Power commented that the Energy Trust of Oregon (ETO) provides solar incentives but has caused overpricing by contractors for installation of systems. To get the incentive, an approved solar contractor must be used to install systems. This is not helping vulnerable communities.	PacifiCorp thanked Warm Springs Power for sharing the insight and feedback and suggested it connect with the Energy Trust of Oregon directly to discuss how trade allies may be able to assist and capture feedback. PacifiCorp would be happy to facilitate a connection.
OR	Tribal Engagement	May 2023	Energy Assistance Programs	It may be helpful to provide a call out on the outside of the bill to grab attention to the program and achieve greater participation.	PacifiCorp noted the suggestion, stating that it is a great idea as a lot of customers don't open their paper bills.



OR	Tribal Engagement	May 2023	Energy Assistance Programs	We are interested in learning about the types of projects tribes here are looking to develop so that we can be targeted in the funding we seek to source.	PacifiCorp continued with additional information differentiating the Tribal Low Income Home Energy Assistance Program (LIHEAP) funds and non-tribal LIHEAP funds. The Tribal LIHEAP funds are dedicated to those who live on tribal trust land; however, tribal members that do not qualify can apply for the LIHEAP program through community action agencies to deliver the assistance. That is, they would not be disqualified if the customer qualifies because of income restrictions.
OR	Tribal Engagement	May 2023	Energy Assistance Programs	Social media can be a great platform to reach customers. Furthering that groups can share links and posts easily on these platforms.	PacifiCorp responded that social media is currently used, but there may be methods to expand this and reach customers through storytelling on social media.
OR	Tribal Engagement	May 2023	Energy Assistance Programs	A request was made to share slides with individuals who were not able to join the call.	PacifiCorp responded that the materials will be sent with the follow up items after the meeting.
OR	Tribal Engagement	May 2023	Energy Assistance Programs	It would be great if your slides and marketing materials were depicting the folks you're seeking to provide information/services to (i.e., Native American communities, Tribal, etc.). This would include pictorial items within your presentations here so that when we pass this information on it is representative of our people.	Ahead of its Tribal Nations engagement meeting, PacifiCorp staff worked on included graphics that were relevant to its audience for the session. The company recognizes that there is more work that can be done to advance comprehensive pictorial representation in marketing and informational materials provide by PacifiCorp.
OR	CBIAG - Community Benefit & Impacts Advisory Group	May 2023	Engagement	Having a live document for notes may be helpful to the group to capture the different perspectives within the group and ensure that nothing is missed to have transparency.	PacifiCorp responded that a lot of work is currently being done to ensure feedback is captured and implemented to better interface with these concepts. The feedback has been noted and is appreciated.
OR	Tribal Engagement	May 2023	General	A tribal representative shared of an event where a contractor declined completing an energy project because it was located on a Reservation.	PacifiCorp responded that a similar barrier was overcome in Washington, where PacifiCorp was able to act as a passthrough entity to ensure the project was completed. PacifiCorp is eager to help. One pathway could be tackling workforce development and working to secure a tribal specific solar installing agency. Additionally, PacifiCorp would like to follow up on this directly.
OR	Tribal Engagement	May 2023	General	A current effort is to develop contractors statewide, which has been a challenge, but would be eager to discuss further and work to continue funding and developing these opportunities to the tribes.	PacifiCorp responded that through conversations with the Conservation Advisory Council Energy Trust, additional funds may be available to develop a more robust system.
OR	CBIAG - Community Benefit & Impacts Advisory Group	May 2023	Survey	A suggestion was made to share generic goals of the survey to allow for co-creation. It was also mentioned that it will be important to benchmark the demographics, as there is vulnerability if it isn't considered. PacifiCorp and Portland General Electric (PGE) should show a shift to start thinking about low income needs assessments to inform these spaces to give that more granular data from kind of an objective outreach perspective.	PacifiCorp responded that in terms of sampling, as well as the bias and questions, high precision results for Oregon is the goal. PacifiCorp is asking about, and wants, to put these considerations in front of this group and get their feedback on them. Demographics like income, age, and other statistics that can be compared back to the US Census tracts to track all customers are reached.
OR	CBIAG - Community Benefit & Impacts Advisory Group	May 2023	Survey	It was suggested to conduct some in person outreach efforts to fill gaps in particular demographics.	PacifiCorp responded that a targeted approach is a great idea and may be able to be done next year.
OR	CBIAG - Community Benefit & Impacts Advisory Group	May 2023	Survey	A comment was made on the importance of wording, proving an example of the difference between reactions to the verbiage of "climate change" verses "clean energy".	PacifiCorp noted comment and responded that the feedback will be considered in development.
OR	CEP - Clean Energy Plan Engagement Series	June 2023	Resiliency & Reliability	How will community members or organizations be included in this process? How will their perspectives on resilience be implemented into the plan?	PacifiCorp responded that PacifiCorp uses a few different forms to communicate. The Clean Energy Plan Engagement Series is one example, but PacifiCorp has also met with the Community Benefits Indicators Advisory Group (CBIAG) to get input and feedback and are always looking for additional opportunities to go out into the community to actively seek input from stakeholders in the community. Regarding implementation, it initiates with documenting and reviewing the feedback received compared to the objectives and timelines defined in the Clean Energy Plan, and then incorporates that in based on where the process is.

OR	CEP - Clean Energy Plan Engagement Series	June 2023	Small-Scale Renewable	Does the all-source request for proposal provide consideration on location in or proximity to Oregon? If not, it could be something to look into.	PacifiCorp responded that the all-source request for proposal is exclusive to the system. It does not favor weight or discriminate based upon the state of location. HB2021 does not require any of the resources to be located in Oregon, and PacifiCorp would also appreciate guidance on the topic.
OR	CBIAG - Community Benefit & Impacts Advisory Group	June 2023	Transportation Electrification (TE)	Pertaining to equity and the equitable distribution of transportation electrification, there must be tax incentives for new and used electric vehicles. Most of the targeted communities are not buying new vehicles.	PacifiCorp happily shared that there are incentives for new and used electric vehicles purchased. Depending on the buyer's income, those incentives range from \$2500-500. Additionally, there is a tax incentive of \$7500 for new and used vehicles.
OR	CBIAG - Community Benefits & Impacts Advisory Group	July 2023	Resiliency & Reliability	From our community perspective, when we think about resilience, what we are thinking about is trees falling across a line. Needing to repair lines to prevent forest fires, etc....I think what would be useful in presenting this in the world is to go a little deeper. What is the utility doing to protect our lines? If it is buried in the 3 data sets, we do not know what you are doing.	There is an opportunity to dig into reliability a bit more. PacifiCorp acknowledged the feedback provided and will reflect on it internally to improve how it presents information externally.
OR	CBIAG - Community Benefits & Impacts Advisory Group	July 2023	Demographics	In addition to utility infrastructure, something else that comes up is transportation and broadband access to cell signal. There are some components that make communities more vulnerable. This is something to consider with utility infrastructure.	PacifiCorp shared it is grateful for the input provided and finds it helpful.
OR	Tribal Engagement	July 2023	Engagement	How might Pacific Power engage on the resiliency formula grants from the Bipartisan Infrastructure Law?	A continued dialogue is encouraged and welcomed as an opportunity for engagement in trying to figure out how to best partner, hold up, and propel these communities. There are a lot of opportunities that exist out there and we are looking forward to hearing from the communities themselves as to what would be helpful for starting and completing.
OR	Tribal Engagement	July 2023	General	One of the biggest barriers experienced in tribal communities is a lack of funding for staffing support. It was noted that it would be most helpful to have PacifiCorp lead a conversation on this topic. PacifiCorp has a good step in and needs to take it one step further in being able to properly do that for the tribes.	This is not the first time hearing this, and it is very much on PacifiCorp's radar, specifically with the collaboration of tribes. PacifiCorp is working to surface and share opportunities around grant funding and/or program design, development and participation with Tribal Nations and respective support organizations.
OR	CBIAG - Community Benefits & Impacts Advisory Group	August 2023	Communications	On the topic of feedback, how will feedback be reported back to the Community Benefits and Impacts Advisory Group? Receiving presentation materials to review in advance of the meeting would be valuable to formulating meaningful thoughts and feedback.	PacifiCorp asked if this feels like something members can meaningfully engage in, or does it leave members too 'in the weeds'? A resounded "yes" from the group.
OR	CBIAG - Community Benefits & Impacts Advisory Group	August 2023	Communications	A member posed the idea to have flyers printed to have on hand and share at tabling events and with the food boxes that are currently being distributed.	This is a great idea, and vowed to print and ship materials to all Community Benefits and Impacts Advisory Group (CBIAG) members that would like to have the program collateral.
OR	CBIAG - Community Benefits & Impacts Advisory Group	August 2023	General	Interested in learning more about the outlined training programs. Love that the grassroots skills training, bringing a greater skill to people who may not have the opportunity to get a high paying job or develop a specific skillset. When we talk about fire mitigation, that's important to us, and want to learn more about it because we talk about it internally and hear it from our members. It is not just the clean air work that is being done, it is so much bigger.	PacifiCorp plans to include training in its 2024 meeting content.
OR	CBIAG - Community Benefits & Impacts Advisory Group	September 2023	General	Operationally, it would be great to share notes in an editable document; a way to add feedback and accessibility.	E Source responded that the best channel will be shared with the group to address this request.
OR	CBIAG - Community Benefits & Impacts Advisory Group	October 2023	Planning - Focus Areas	Interested to hear more about the categories specific to why this community benefit group is together. Of particular interest is learning more about wildfire safety and emergency preparedness, energy assistance programs, net metering and other renewable energies.	PacifiCorp noted feedback for internal reflection.

OR	CBIAG - Community Benefits & Impacts Advisory Group	October 2023	Planning - Focus Areas	Interested in hearing more about public safety power shut offs (PSPS) and how community involvement is part of that specific planning. Would like to also better understand CBIs and their impact in long term planning. Would like to also learn more about low-income or expanded income program opportunities, metering projects, and about tribal related interests.	PacifiCorp noted feedback for internal reflection.
OR	CBIAG - Community Benefits & Impacts Advisory Group	October 2023	Planning - Focus Areas	A focus on resiliency hubs, community engagement, and emergency preparedness would be helpful. With the resiliency hubs, it would be good to hear how Pacific Power is part of that conversation.	PacifiCorp agrees with this feedback.
OR	CBIAG - Community Benefits & Impacts Advisory Group	October 2023	Planning - Focus Areas	Additional information on energy assistance resources and information was also requested.	PacifiCorp noted the feedback and will plan to provide additional time in the CBIAG meeting space to cover the information more thoroughly.
OR	CEP - Clean Energy Plan Engagement Series	October 2023	Small-Scale Renewable	Echoed previous comments of appreciation for offering this space and that it would be helpful to have a deeper dive on the interconnection topics, especially where things currently stand and the hurdles that are consistently being faced in similar projects.	PacifiCorp explained the compliance obligation piece of this, and that projects will be developed as a backstop. It is preferable to have PPAs in place for these type of projects because of how labor intensive it is. The primary objective is to lean into feedback from these spaces, as well as with developers, to gauge interest and prepare for the Request For Proposals (RFP).
OR	CEP - Clean Energy Plan Engagement Series	October 2023	Small-Scale Renewable	Chat comment - I don't think anybody would object to the same support for everybody, but it seems that with long interconnection queues that more support is needed. You also have a CBIAG you could probably work with to discuss equitable and fair access to interconnection. With this level of expansion, status quo may not get us where we need to go!	PacifiCorp noted the feedback provided.
OR	CEP - Clean Energy Plan Engagement Series	October 2023	Small-Scale Renewable	On the complexity of small scale renewable projects (SSRs), it was encouraged to work with advocacy groups to identify and overcome existing obstacles, which could help with smaller developers in this space. PacifiCorp mentioning the possibility of an alternative pathway for these smaller developers, for example, that is great.	PacifiCorp noted the feedback for internal reflection.
OR	CEP - Clean Energy Plan Engagement Series	October 2023	Community Based Renewable Energy (CBRE)	Noted that it would be helpful to see a 'strengthening' of the Community Based Renewable Energy (CBRE) approach, including the grant pilot, so that community needs may be more urgently addressed. Seeing more muscle behind this would be great, as an event has different consequences for different customers. The difference between Portland General Electric's approach to CBREs was brought up and a suggestion to look deeper at whether PacifiCorp can fulfil some of the Small Scale Renewable (SSR) requirements with CBREs to better support some of the communities served.	PacifiCorp said that this is fantastic feedback and offered to meet to further discuss these ideas.
OR	Tribal Engagement	December 2023	Partnerships	Chat comment - Thank you all for this series. For many Tribal employees we fall into this energy space due to capacity challenges, and so having in-depth conversations helps us to also be able to help our communities. #EMPOWERING	PacifiCorp acknowledged the comment provided.
OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Biennial Report	Regarding the "community summary of PacifiCorp's Community Benefits and Impacts Biennial Report, it was recommended that PacifiCorp identify actions that it will take and move beyond a "check the box" approach and feeling.	PacifiCorp responded that the engagement team has been pushing the importance of this report. There is the law, but from a human level the Biennial Report is a significant body of work that aims to memorialize the input of all the members and to really exemplify how the CBIAG has integrated the voice of the external person. It will also be PacifiCorp's inaugural report, so it was acknowledged that it is both exciting but also uncharted territory.

OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Biennial Report	Regarding the "community summary" of PacifiCorp's Community Benefits and Impacts Biennial Report, it was expressed that a formal acknowledgement of BIPOC access to these processes in general was desired.	PacifiCorp responded that the engagement team has been pushing the importance of this report. There is the law, but from a human level the Biennial Report is a significant body of work that aims to memorialize the input of all the members and to really exemplify how the CBIAG has integrated the voice of the external person. It will also be PacifiCorp's inaugural report, so it was acknowledged that it is both exciting but also unnavigated territory.
OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Biennial Report	Regarding the "community summary" of PacifiCorp's Community Benefits and Impacts Biennial Report, it was recommended that PacifiCorp provide information on what didn't go well, as much as what did go well - 'we tried this but it didn't work because of xyz'.	PacifiCorp noted the recommendation and will explore the incorporation of such information in its Biennial Report.
OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Biennial Report	A CBIAG member shared that the information provided in this space is great, but we would like more solution-oriented advice. If this is a safe space, then PacifiCorp should be supported by CBIAG members too, and that feeling is not there yet but I would like to get to that point.	PacifiCorp noted that it is an extremely healthy conversation to be having and that the team is putting a lot of thought into its Biennial Report so it can be a document that captures that change is happening, but there must be a starting point. PacifiCorp wants to have the voice of its communities shared and capture the lessons that the CBIAG has learned.
OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Biennial Report	Regarding "member consent" portion within PacifiCorp's Community Benefits and Impacts Biennial Report, CBIAG members agreed that being attributed was appropriate, with ample review and check points to ensure language is reflective of the input given.	PacifiCorp acknowledged the feedback provided and will work to ensure there is adequate opportunity for review and input within its Biennial Report process.
OR	CBIAG - Community Benefits & Impacts Advisory Group	February 2024	Integrated Reso	A CBIAG member commented that planning seems to be siloed, even though the Integrated Resource Plan touches many areas. How does PacifiCorp ensure that the right people are in the room?	PacifiCorp acknowledged the feedback provided and expressed that it is committed to bringing subject matter experts to its engagement spaces as associated topics are raised for discussion and consideration.
OR	Tribal Nations	February 2024	Rates	A Tribal CBIAG member shared that the actual cost of going green doesn't seem to be broadly discussed in legislation and policy making, which means Oregon is being pushed to cleaner energy but there is nothing that assigns a cost to making those changes. Rural areas are especially impacted by this, and the justification isn't always sound.	PacifiCorp acknowledged the feedback provided and appreciates the additional perspective that detail rural community impacts.
OR	Tribal Nations	February 2024	Planning - Focus	The Tribal CBIAG shared the following topics of interest: - Overcoming transportation barriers - Tribal energy projects that can help the entire reservation (net metering) - Grants & cost sharing assistance - Shared understanding on Policy - existing and new	PacifiCorp documented the feedback provided and is committed to continuing to elevate topics that are important to Tribal Nations engagement participants.
OR	Tribal Nations	February 2024	Community Based Renewable Energy (CBRE)	Regarding barriers to participation in Community Based Renewable Energy (CBRE) opportunities, it was shared that there is a big capacity obstacle in participating in projects and managing projects. Connecting partnerships that could assist in this would allow for more of the Inflation Reduction Act (IRA) funding to be used by Oregon Tribes.	PacifiCorp acknowledged the feedback provided and appreciates the additional perspective. The information shared was passed along to Pacific Power staff working on Community Based Renewable Energy (CBRE) initiatives.
OR	Tribal Nations	February 2024	Engagement	A Tribal CBIAG member shared that it would be helpful to have PacifiCorp develop its engagement space (with tribal input) to include state staff and the Energy Trust of Oregon to address some of the issues that have been experienced and obstacles that are felt by tribes.	PacifiCorp acknowledged the intentionality of formalizing the space to provide structure and to provide additional input on the elements that need to be included. Energy Trust of Oregon has started joining engagement sessions more frequently. Oregon Department of Energy also joined the space. Oregon Public Utility Commission Staff has not yet. We will note for 2025 planning partners - as a recommendation. The generous feedback is also critical to developing the work being carried out.

OR	Tribal Nations	February 2024	Engagement	Warm Springs Power & Enterprise would like to know PAC's end goal so it goes beyond saying 'participate because we're required to do this'. Past experiences in similar meetings weren't helpful to the tribe because nothing of substance comes out of it. At Warm Springs, 80-85% of the residents are PAC customers, and the reservation has had conversations with PAC on projects that didn't provide the details needed. These things should be to clearly define what PAC is looking at, the role of tribal participants, and what the end goal is, which would provide a clear picture. Answering 'what will ultimately be eligible for tribal nations?'	PacifiCorp shared that feedback is not just valuable, it's integral to the company's process. Feedback will be shared from each session internally. That said, some actions to address feedback may go beyond the scope of this advisory group work. A version of the feedback is also reflected somewhat in PacifiCorp's Biennial Report.
OR	Tribal Nations	February 2024	Engagement	It would be helpful to have Pacific Power develop something with tribal input on to go to the state and Energy Trust of Oregon to address some issues that have been experienced and obstacles that are felt by tribes.	PacifiCorp acknowledged the intentionality of formalizing the space to provide that structure and provide additional input on the elements that need to be included. The generous feedback is critical to developing the work being done.
OR	CBIAG - Community Benefits & Impacts Advisory Group	March 2024	Disconnections	Regarding customer disconnections, CBIAG members suggested customers sign a waiver to allow data sharing which could provide a disconnect list allowing third parties to step in with bill payment and other assistance. This suggestion came after 100+ people showed up to a local community organizations' office after being disconnected. It was recommended that Pacific Power improve communications between Community Based Organizations and itself.	PacifiCorp acknowledged the feedback provided. The recommendations were noted and shared with other PacifiCorp staff for their consideration. The company shared it is committed to further developing its partnerships and communications with Community Based Organizations to ensure resources and program opportunities are readily available to all that need them.
OR	CBIAG - Community Benefits & Impacts Advisory Group	March 2024	Engagement	Regarding education and training opportunities, Rural Development Initiatives (RDI) suggested Pacific Power cater to children in engaging ways such as theater to further educate them on how electricity works, what it does, and the potential dangers of electricity. Engaging children in an interactive way would also serve as an opportunity to re-educate parents and to begin building trust within communities.	PacifiCorp acknowledged the feedback provided. As new educational and training opportunities emerge and partnerships are considered, Pacific Power will consider conducting more targeted activities to reach children and more broadly families to provide energy and electricity education. Pacific Power also sees its online webpages as a source to valuable general information.
OR	CBIAG - Community Benefits & Impacts Advisory Group	March 2024	Low-Income Discount/Disconnections	The Community Energy Project believes that customers that do not believe any agency would care about their circumstances, therefore, the confidence to reach out is nonexistent. Low-income customers are also unaware that it is possible to ask for exceptions and extensions because it is a culturally foreign concept that typically only middle-income customers understand.	PacifiCorp acknowledged and thanked the Community Energy Project for the perspective provided and recorded the information within the March 2024 CBIAG public notes document.
OR	CBIAG - Community Benefits & Impacts Advisory Group	April 2024	Community Benefit Indicators/Resilience	A CBIAG member shared that customers are hesitant to sign up for Low-Income Bill Discount programs because of the belief that customers within the program will not be prioritized for restoration in the event of an outage and requested clarity on this activity.	PacifiCorp acknowledged the perspective provided and shared that it does not prioritize outage restoration based on customer programs.
OR	CBIAG - Community Benefits & Impacts Advisory Group	April 2024	Community Benefit Indicators/Resilience	The Community Energy Project asked Pacific Power how it is advertising medical exemptions? Does the company provide examples or a guide to customers that they can then talk to providers about? It was shared that doctors may not be very savvy in talking about medical conditions as they relate to electricity and sees this as an opportunity for Pacific Power.	PacifiCorp shared that it is having conversations with community business teams and groups to find ways to share and collect that information without violating the Health Insurance Portability and Accountability Act (HIPAA). PacifiCorp will continue to explore communication and outreach opportunities with trusted community partners.
OR	CBIAG - Community Benefits & Impacts Advisory Group	April 2024	Community Benefit Indicators - Resilience	<del>The Energy Trust of Oregon asked Pacific Power if it has a graduated visual representation for just CAIDI or any of the other measures (SAIDI, SAIFI)?</del>	<del>Kevin Benson - Circle back PacifiCorp replied that while there is not a map currently, it can be created. The closest PacifiCorp could get would be tabular data in the annual reliability report.</del>
OR	CBIAG - Community Benefits & Impacts Advisory Group	April 2024	Wildfire Mitigation	AllCare Health suggested that it will be helpful to provide information that shows which community members are potentially impacted by an outage. Is there a way AllCare Health can get more information or schedule a more in-depth conversation?	PacifiCorp acknowledged and noted the feedback provided related to community impacts of outages. PacifiCorp staff will be following up with AllCare Health to ensure they are connected to the information they need and to discuss challenges and potential opportunities for better information sharing of community outage events.

OR	Tribal Nations	April 2024	Transportation Electrification (TE)	Representatives of the Klamath Tribe shared that there are difficulties navigating the number of calls received from vendors at truck stops to try and set up appointments with Pacific Power. They would like to partner with Pacific Power to receive education and training about transportation electrification and charging stations.	PacifiCorp's Transportation Electrification team and Tribal Liaison are actively meeting with Oregon Tribal Nations representatives to conduct transportation electrification needs assessments. This information will help refine the company's approach and offerings and improve usability and accessibility for tribes and their communities.
OR	Tribal Nations	April 2024	Transportation Electrification (TE)	Warm Springs Power and Enterprise shared that when customers look at their bills, they do not see a breakdown of what is impacting rate changes. It would be helpful to be more transparent about the costs that are impacting increased rates.	PacifiCorp is working on providing more transparency around costs and rates. Sharing information within advisory group settings is one of several ways that Pacific Power can connect customers and interested persons to this information.
OR	Tribal Nations	April 2024	Regulation	A Warm Springs representative acknowledged that while fuel may be free, construction costs for wind resources are more, and even if there is not a direct fuel cost, there is an associated cost that must be considered. Pacific Power must be mindful of sharing the message in its entirety and not tidbits.	PacifiCorp acknowledged the feedback provided and is committed to providing transparent and easy to understand information. PacifiCorp will continue to explore methods to further develop how it shares information and has document the feedback provided in its April 2024 Tribal Nations Engagment Meeting Public Notes to refer back to as needed.
OR	Tribal Nations	April 2024	Transportation Electrification (TE)	Warm Springs Power and Enterprise noted that when customers look at their bills, they do not see a breakdown of what is impacting rate changes. It is helpful to be transparent about the costs that are impacting increased rates.	PacifiCorp shared appreciation for this feedback as the conversation surrounding what goes on a customer's bill has been challenging and difficult for the industry to agree on but it is important to be transparent.
OR	Tribal Nations	April 2024	Engagement	Umpqua Indian Utility Cooperative is advocating for programs in more rural areas as the focus the company caters to.	PacifiCorp acknowledged the feedback provided and is committed to providing equitable access to its programs. Pacific Power also works closely with the Energy Trust of Oregon and will continue to hold conversations with the organization to ensure there are rural program opportunities and focused outreach.
OR	Tribal Nations	May 2024	Tribal Challenge	Warm Springs Power and Enterprise recommended that Pacific Power look at all the viable options for decreasing energy bills, such as getting Bonneville Power Association (BPA) tier one power sources to the reservations.	PacifiCorp acknowledged the feedback and noted it for internal reflection.
OR	Tribal Nations	May 2024	Tribal Challenge	Tribal representatives shared their communities are experiencing high energy bills; high energy burden; can encounter some difficulty working with utilities.	PacifiCorp acknowledged the feedback provided and shared that it asked Empower DataWorks to consider tribal lands/communities within its Oregon Low Income Needs Assessment. Regarding challenges that may arise from working with utilities, Pacific Power is committed to refining its tribal engagement strategy to ensure that the relationship and work with each Tribe is as easy and transparent as possible.
OR	Tribal Nations	May 2024	Tribal Challenge	It was shared by Tribal CBIAG members that businesses located in remote areas have more outages; may have more extended outages; getting communications into remote areas during extended outages. Tribal One shared difficulties tribal businesses face trying to navigate energy related needs and reach a result of resolution can be overwhelmed with the abundance of options as opposed to one clear path. Umpqua added specific struggles with system impact studies and the time it takes to do that with a timely turnaround. Business expansion can serve as learning opportunities for PacifiCorp.	Information was shared internally with the appropriate team for consideration and input in their operations.
OR	Tribal Nations	May 2024	Tribal Challenge	Regarding tribal reservation programs it was shared that programs are not equitable to members living off reservation land. Energy programs may reduce power but does not always reduce costs. Finding contractors to come to more rural reservation lands is hard, meaning it is not going to work in some instances. It could be beneficial to work and implement resources on a larger scale/reservation wide. Reservations (or other disadvantaged communities) do not have the opportunities because of locations (i.e., jobs) Programs must be utility led.	PacifiCorp shared that many Tribes with means have a social services or community outreach office dedicated to supporting lower-income households with rent, utilities, groceries, and other living expenses. PacifiCorp would consider exploring partnerships with Tribal governments. Some Tribes have more resources than others. While PacifiCorp cannot take on the entire cost of needed programs, there exists opportunities to ensure access and information on existing resources for greater impact.

OR	Tribal Nations	May 2024	Tribal Challenges	Warm Springs Power and Enterprise expressed that human capacity is needed in vulnerable communities to do the work, for example a partnership between the utility and tribal government. There are programs for insulation, but more programs must be fully funded by the utility with no cost share that goes along with it.	PacifiCorp acknowledged the feedback provided and shared that the Energy Trust of Oregon, partly funded by PacifiCorp, is one great resource for customers/communities seeking insulation at little to no cost in some instances.
OR	Tribal Nations	May 2024	Tribal Challenge	Warm Springs Power and Enterprise shared that there are difficulties associated with being in a rural community, as it requires more transportation and travel. Because of this, electric vehicle (EV) programs do not work in rural communities. Charging stations are being put in place, but there is a failure to utilize them.	PacifiCorp acknowledges the feedback provided. It was shared that Pacific Power's Transportation Electrification Team and Tribal Liaison are working together and conducting tribal community needs assessments to better understand barriers to electric vehicle (EV) adoption and potential opportunities.
OR	Tribal Nations	May 2024	Tribal Challenge	It was shared that rural customers have the added burden of additional costs that urban customers do not associated with having vehicles (for example fuel, insurance, and maintenance costs). These factors should be considered during equity conversations.	PacifiCorp acknowledges the feedback provided. It was shared that Pacific Power's Transportation Electrification Team and Tribal Liaison are working together and conducting tribal community needs assessments to better understand barriers to electric vehicle (EV) adoption and potential opportunities.
OR	Tribal Nations	May 2024	Tribal Challenge	It was shared that when a utility is tasked with creating equity for shareholders but also tasked with ensuring communities have fair and equitable access to energy, the missions conflict. An example of this is seen in rate case increases. If rates are increased, customers need acknowledgement and promise that resources will be used differently and will not continue seeing rate increases moving forward.	PacifiCorp shared that in general, the company has control of some of its costs, but does not have control over other costs. Costs that PacifiCorp does not have control over include those associated with the wholesale market and fuel costs (to provide two examples). These have been a big driver of increases in recent years. Shareholders do not earn on those costs. In the long run, all are better off when our customers' electricity is reliable, safe, and affordable. PacifiCorp exists to serve its customers and strives to serve them better everyday.
OR	Tribal Nations	May 2024	Tribal Challenge	The Northwest Native Chamber explained that the burden in tribal communities is amplified due to food systems affected by climate change and priority levels. It is important to uphold those voices when having these conversations.	PacifiCorp shared that all meetings are documented by way of public notes. The hope is that report filings such as the Biennial Report help to amplify the voices and feedback received in the engagement space. Pacific Power hopes to expand engagement to foster relationships and partnerships, yielding more community benefits and impact opportunities for tribal communities.
OR	Tribal Nations	May 2024	Tribal Challenge	Umpqua Indian Utility Cooperative believes available programs may be missing the mark. If PacifiCorp lets tribes administer a community solar project and gave the tribes an incentive, for example, the output from the project can be net metered equally to the Tribal members. This approach could be applied to a variety of different projects.	PacifiCorp acknowledges the feedback provided and it has been shared with program teams.
OR	Tribal Nations	May 2024	Tribal Challenge	Warm Springs Power and Enterprise reiterated the importance of making programs as accessible as possible to capture the diversity of economic and health circumstances since most do not have the capacity to manage these programs outside of their normal course of work.	PacifiCorp acknowledged the feedback provided and stated it is committed to providing equitable access to its programs. Pacific Power also works closely with the Energy Trust of Oregon and will continue to hold conversations with the organization to ensure there is a continued focus on addressing barriers to participation.
OR	Clean Energy Plan (CEP)	June 2024	Community Based Renewable Energy/Resilience Hubs	Alessandra de la Torre asked if the data shared can be added to the Resilience Hub metrics to show where and how many hubs the company is investing in to show an increase in community resilience to highlight PacifiCorp's efforts, past and present to track program success.	Initial Community Benefit Indicators (CBIs) and metrics have materialized over time and as things evolve, an idea like that would make a lot of sense. PacifiCorp is taking the feedback under advisement.
OR	Clean Energy Plan (CEP)	June 2024	Community Based Renewable Energy/Resilience Hubs	Multnomah County Office of Sustainability asked if Pacific Power is starting to look at 2025 CBI development and suggested having data backing up programs that are supported by the company to provide data outlining how resilience is increasing overtime based on company community programs. Other green investments can be used to support improving resiliency metrics.	PacifiCorp acknowledged the feedback provided and will take it under advisement as it considers Community Benefit Indicator (CBI) development in 2025.

OR	Clean Energy Plan (CEP)	June 2024	Community Based Renewable Energy/Resilience Hubs	Alessandra de la Torre questioned if/how high-risk zones (based on PacifiCorp's wildfire data) are considered in resilience scores? If not, can it be considered?	High fire risk zones are not directly incorporated into the risk zone analysis, as the company primarily looks at how the customer data and the outage data, susceptibility to specific hazards comes from community resilience characteristic data such as evacuation and preparedness. The question does raise a good point about further data and maps could be incorporated where available such as earthquake risk maps, this idea can be taken back to the team.
OR	Clean Energy Plan (CEP)	June 2024	Community Based Renewable Energy/Resilience Hubs	Multnomah County Office of Sustainability asked if the definition of critical facilities may be more expansive to include community accessibility spaces	PacifiCorp shared that the company is in the draft stages of the filing proposal and are using a definition that includes nontraditional facilities that communities would find critical such as a corner store or spaces that can be used to provide food, water while also acting as a place to gather and receive information.
OR	Clean Energy Plan (CEP)	June 2024	Community Based Renewable Energy/Resilience Hubs	Alessandra de la Torre asked when thinking of PacifiCorp's long-term investments and smaller components of resiliency, can the company consider more niche instances related to preparedness such phone charging stations at the local hospital in the event of an emergency.	E Source offered to circle back on this topic with the appropriate PacifiCorp subject matter experts.
OR	Community Benefits Indicator Group (CBIAG)	June 2024	Community Benefit Indicators (CBI)	Multnomah County Office of Sustainability suggests PacifiCorp explore more Oregon-specific environmental based Community Benefit Indicators; would like more responsive outcomes and metrics.	Feedback is being considered for additional agenda items and topics for discussion in the 2025 engagement year.
OR	Community Benefits Indicator Group (CBIAG)	June 2024	Customer Generation Programs/Net Metering	Multnomah County Office of Sustainability suggests PacifiCorp explore changes and financial barriers to net metering as Portland General Electric has done the same.	PacifiCorp is open to addressing barriers to customer generation adoption in as much as any actions do not increase costs or impact reliability for non-participating customers.
OR	Community Benefits Indicator Group (CBIAG)	June 2024	Customer Generation Programs/Net Metering	AllCare Health urges PacifiCorp to consider inviting and incentivizing homeowners who have rentals to utilize solar, rather than relying on their landlords.	PacifiCorp acknowledged and thanked AllCare Health for the feedback provided. PacifiCorp has noted the feedback in its June 2024 meeting public notes and will surface the information as it conducts ongoing conversations with the Energy Trust of Oregon and other solar program staff.
OR	Tribal Nations	June 2024	Community Benefit Indicators (CBI)	Warm Springs Power and Enterprise believes there is a need for tribal associates on reservations to step in and initiate programs available.	This feedback was shared with Energy Trust of Oregon regarding program delivery contractors available in Tribal Communities.
OR	Tribal Nations	June 2024	Community Benefit Indicators (CBI)	Warm Springs Power and Enterprise is advocating for transparency in information going out to customers.	Meeting notes and materials are shared online for added transparency and access. PacifiCorp is also considering additional input and communications methods to improve reach and participation in our engagement sessions.
OR	Tribal Nations	August 2024	Rural Mobile Training Units	The Cow Creek Tribe shared that they have seven journeymen electricians and they want to spur interest from their members about the pre-apprenticeship program offered by PacifiCorp.	PacifiCorp acknowledged the feedback provided and will connect it back to the internal staff that organize and manage apprenticeship programs. PacifiCorp recognizes this to be a topic of ongoing conversation and consideration.