



Pacific Power Special Session: Environmental Justice Community Framework Meeting Public Notes

Tuesday, January 27, 2026, 1:00 – 4:00 p.m., Pacific Time

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

Executive Summary

This Environmental Justice Community Framework Special Session was held on January 27, 2026, from 1:00-4:00 p.m. PDT. The meeting provided an opportunity for Oregon advisory groups and other interested parties to better understand the characteristics of environmental justice communities. Advisory group input helps PacifiCorp understand whether indicators are telling the right story or missing something important and informs how to measure benefits and impacts in 2026 and beyond.

2025 AG Members / Joint Advocates	Organization
Nikita Daryanani	Coalition of Communities of Color
Jim Deason	Attorney for Confederated Tribes of the Umatilla Indian Reservation
Alessandra de la Torre	Northwest Energy Coalition
Tim Lynch	Multnomah County of Sustainability
Alma Pinto	Northwest Energy Coalition
Rose Reeser	ACCESS
Silvia Tanner	Multnomah County of Sustainability
Angie Uribe	ATNI-DC
Sherrie Villmark	Community Energy Project
Sara Wallach	Community Energy Project
Christina Zamora	Klamath and Lake Community Action Services
Presenters	
Cara Glennon-Olsen	Community Benefit Indicator Advisor, Clean Energy Planning
Cassandra Hales	Coordinator, Community Affairs
Christina Kruger	Manager, Stakeholder Policy & Engagement

Jeffrey Daigle	E Source, Facilitation Team
Zanya Morgan	E Source, Facilitation Team
Morgan Westberry	E Source, Facilitation Team

Public Attendees

Robin Brown	Energy Trust of Oregon
Paul Hawkins	City of Portland
Lauren Kolojechick-Kotch	Community Action Partnership of Oregon
Jenn Latu	Portland General Electric
Joy Lark	IVCanDo
Charles Lockwood	Oregon Public Utility Commission
John Maddalena	Attorney
Maleek McKenzie	Sierra Club
Ana Molina	Oregon Just Transition Alliance
Natalia Ojeda	Energy Trust of Oregon
Michelle Scala	Oregon Public Utility Commission
Benedikt Springer	Oregon Public Utility Commission
Amy Webster	NewSun's
Kate Wellington	Oregon Public Utility Commission
Sarah Wochele	Oregon Citizens' Utility Board

PacifiCorp Affiliated Attendees

Kimberly Alejandro	Regulatory Manager, Clean Energy Planning
Mark Fogleman	Senior Analyst, GIS
Omar Granados	Senior Specialist, Communications
Ryan Harvey	Program Manager, Customer Innovations
Laura James	Senior Project Manager, Customer Solutions
Amira Thompson	State Manager, Regulatory Affairs
Tag Gavin-Darnieder	E Source, Facilitation Team

Meeting Notes

Welcome & Introductions

PacifiCorp's Christina Kruger opened the Special Session: Environmental Justice Community Framework meeting by welcoming the attendees, introducing presenters, and thanking stakeholders for their continued participation. Member and public perspectives are essential to achieving meaningful impacts on communities.

Ms. Kruger provided an overview of the agenda and objectives, and reviewed meeting experience items including options for technical support and instructions on how to engage. The team is thankful to the

advisory groups for working to better understand the characteristics of environmental justice communities. Advisor input helps to understand whether indicators are telling the right story or missing something important and informs how the team will measure benefits and impacts in 2026 and beyond.

Advisors can stay engaged by participating in office hours, workshops with advisory groups, attending the Community Benefits and Impacts Advisory Group meetings, and via direct contact for further discussion.

During the meeting, advisors should keep the following questions in mind:

1. What information is most helpful for you to engage on this topic?
2. Where do current indicators align (or not) with lived experience?
3. What impacts matter most that do not show up in standard metrics?

The journey to this point began in 2022 – 2023 with the launch of advisory groups and ongoing monthly meetings to discuss and develop interim indicators or Community Benefit Indicators (CBIs). By 2023, interim indicators were finalized and included in the 2025 Clean Energy Plan. This included CBI baselines which will lay the groundwork for the Environmental Justice Framework. Still to come this year and in 2027, is the initial Environmental Justice Framework development, a finalized Environmental Justice Framework, the 2027 CEP, and the recalculation of CBI baselines.

Understanding Environmental Justice Communities

Christina Kruger kicked off the segment with a poll asking the following questions to set the stage:

- Who in your community faces the greatest barriers to meeting basic needs, and why?
- What conditions make it harder for some residents in your communities to recover from everyday disruptions or stressors?
- Are these conditions evenly distributed across your community, or are they concentrated in certain places and why?

Cara Glennon-Olsen, CBI Advisor, reviewed the history of Environmental Justice. Section 1(5) of HB 2021 defines Environmental Justice Communities broadly as: “communities of color, communities experiencing lower incomes, tribal communities, rural communities, coastal communities, communities with limited infrastructure and other communities traditionally underrepresented in public processes and adversely harmed by environmental and health hazards, including seniors, youth and persons with disabilities.” The goal is to narrow down the definition to have clear objectives, making it easier to outline what success will look like and really understand what it means to be an Environmental Justice community. Doing so will help PacifiCorp get the most out of community investments, improve collaboration between all stakeholders, and set the stage for measuring success.

Building an Environmental Justice (EJ) Community framework that geographically identifies vulnerable communities in PacifiCorp service area supports the effort to ensure that the benefits and burdens of policies and decisions around HB 2021 are distributed equitably. An Environmental Justice Framework can promote fair access to the benefits of the transition to clean energy, strengthen community trust and engagement, deliver customer support programs in ways that are more targeted, efficient, and impactful, meet regulatory requirements, and support long term community resilience.

Currently, it is already well understood that vulnerability encompasses several different factors and is a complex concept that can greatly impact the effectiveness of programs. For example, housing quality and neighborhood infrastructure can directly shape environmental exposure and resilience. Low-income communities may be more likely positioned next to highways or industrial areas and have a higher wildfire risk. Older, poorly maintained homes that lack insulation may also lack ventilation, increasing vulnerability to heat and coal. Inefficient appliances may raise energy burden and can reduce indoor comfort. Aging infrastructure can worsen the impact of emergencies and slow recovery. Renters and mobile home residents often cannot make home improvements, such as weatherization. Having lower socioeconomic status can limit access to transportation, internet, and other emergency services causing isolation from emergency services during crises.

Health is another key factor in how communities are able to respond to environmental health hazards. Chronic conditions such as asthma, diabetes, and heart disease increase sensitivity to pollution, extreme temperatures, and poor air quality. Children and older adults face heightened risks. In general, poor health reduces a person's ability to cope with extreme weather and long duration outages. Another consideration is demographics, which can reveal who is disproportionately impacted and who has fewer resources to adapt. For example, communities of color face higher pollution exposure due to historic discriminatory practices. Non-English speakers and recent immigrants face barriers to receiving critical information. Rural communities often lack transportation, broadband, and nearby health. Tribal lands and Indigenous communities face unique environmental justice challenges rooted in historical and ongoing injustices. Weather is another factor of consideration because rising temperatures due to climate change increase cooling needs, energy costs, and increase energy burden. Events like heat waves and wildfires disproportionately impact people with health conditions like disabilities or other age-related vulnerabilities.

The Environmental Justice community index is intended to summarize complex indicators to clearly show the differences between communities, help to better understand communities that may face compounded environmental and social barriers, and enable consistent, transparent comparisons of communities across PacifiCorp's service area. The index will be used to identify areas that may need deeper investigation and support equitable planning and engagement as one input among others in decision making. The index will not make final determinations about program eligibility, nor will it replace community engagement and stakeholder input.

The Environmental Justice framework is a composite index that combines social, health, and environmental indicators to identify “disadvantaged” or Environmental Justice (EJ) communities to enhance CBI outcome evaluation by asking:

- Are the benefits of grid investments (resilience and modernization) reaching EJ communities?
- Where could utility investments in customer support yield the most equitable return for EJ communities?
- What are communities’ capacity to benefit from utility actions tied to planning and procurement?

Potential Applications

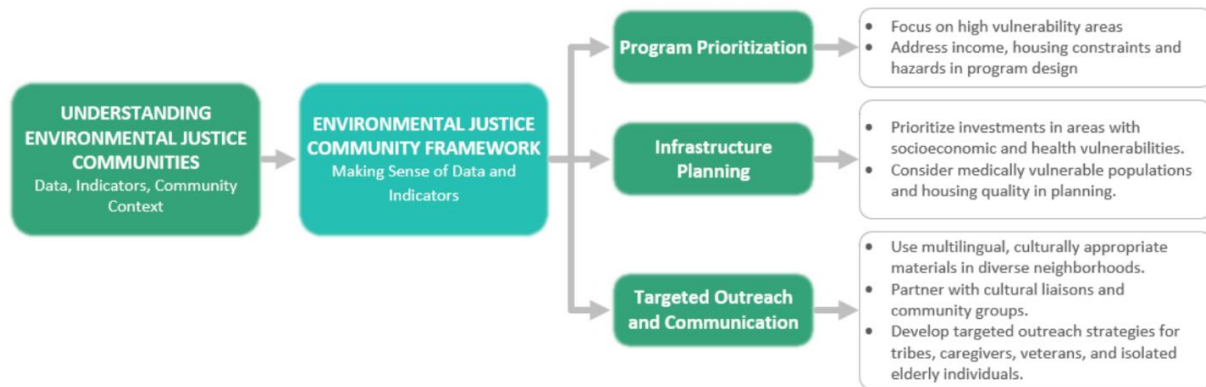
Cara Glennon-Olsen kicked off the segment with a poll asking the following questions to set the stage:

- How can the index results shape program design elements?
- How should index scores influence how resources are distributed across communities?
- In what ways can the index be used to assess whether programs are reaching the intended communities?

It is important to understand metrics because vulnerability factors are directly tied to the benefits communities receive from utility programs and investments. Metrics support understanding of program effectiveness, like improved access to customer support or enhanced resilience. Looking at metrics alongside vulnerability factors helps to ensure community benefits are reaching those who need them most. Understanding what it means to be an EJ Community will help PacifiCorp get the most out of community investments and set the stage for effectively measuring success.

The framework will provide a consistent method to identify environmental justice communities, standardize equity data presented in regulatory filings by establishing a transparent, repeatable process, support equitable evaluation of impacts and mitigation of risk to impacted communities, integrate equity indicators into customer support program planning and coordination, and enable equity-weighted resource procurement decisions.

The diagram below illustrates what an EJ Community Framework *could* look like in practice.



An application of this approach in practice could be a case study of Low-Income Discount Program participation using the Plan, Do, Check, Act methodology. For example, if feedback is received indicating that program information may not be reaching all eligible customers, the EJ Community Framework can be applied to improve LID participation through development and distribution of program postcards to targeted areas.

Plan:

- Identify target mailing list (eligible or likely eligible households).
- Design postcard content to ensure clarity and accessibility.
- Translate materials into priority languages

Do:

- Print and distribute postcards to the targeted areas.

Check:

- Track enrollment metrics.
- Collect feedback on customer communications.
- Compare participation levels against the starting point

Act:

- Explore adding bill inserts/onserts to expand outreach at a lower cost

Data Perspectives & Context I

Cara Glennon-Olsen kicked off the segment with a poll asking the following questions to set the stage:

- What is vulnerability, and how might that change depending on the context?
- How do multiple factors, like income, housing, health, and environment interact to impact vulnerability?
- What aspects of vulnerability are visible in data, and which are experienced and more difficult to measure?

Vulnerability is so complex because it is not just one thing; it analyzes a mix of factors such as access to resources, exposure to risk, resilience, the ability to recover from hazards, and stability over time (income, employment, etc.). Each can be measured in different ways, and none of them tells the full story. If we look at each factor individually, or only look at a select few, we miss how they interact with each other. When everything matters, it is hard to see what matters the most and meaning can get buried in the noise. This can make it difficult to compare people and places fairly, explain the analysis clearly, and see overall patterns.

Having multiple indicators shows that many are related, and some tell the same story in different, but equally meaningful ways. Indicators work with energy burden to capture underlying conditions the latter misses. Energy burden can help us understand who is struggling right now, but on its own, does not tell us why and misses the underlying drivers of energy equity. Understanding energy equity also involves consideration of housing quality, health sensitivity, race/ethnicity, climate exposure, and hazard risk. Energy burden can be volatile and context-dependent fluctuating with weather; climatological changes or extreme weather can alter energy costs, and fuel, market volatility and fuel types of impact customers downstream. Energy equity requires taking a broader, multidimensional perspective. Energy burden is just one part of that perspective and should be considered alongside other indicators.

In short, when looking at several indicators, it is clear they are useful, but when combined it can be overwhelming and often do not provide meaningful information. On its own, energy burden does not provide a complete or stable picture of vulnerability. The solution is to simplify the data without eliminating important information.

Break

Data Perspectives & Context II

Cara Glennon-Olsen kicked off the segment with a poll asking the following questions to set the stage:

- In what ways can combining multiple indicators together improve our understanding of cumulative vulnerability?
- What is the role of weighting, normalization, and aggregating in shaping results?
- At what geographic scale does the data most accurately capture vulnerability?

To approach a data driven solution, the first step is to look at all the indicators together, then conceptualize the ways that vulnerability, or the factors that combine to create an Environmental Justice community interrelate. With this data, the next steps are then to create a small number of summary views or dimensions of vulnerability (economic, health hazards, etc.) and combine related indicators (mathematically) to identify the most prominent relationships.

Indicators are selected based on combined research, community input, reviewed key public indices, CBIAG listening sessions, evidence-based, and selected locally relevant indicators and are aligned to 2020 census tracts for consistency. Reliability and methodological considerations include using indicators that change slowly over time or relying on multi-year data and reducing short term fluctuations to create more stable local estimates.

Data sources are outlined below:

Socioeconomic and Demographic Data (ACS)

- Income, household makeup, and housing information from ACS 5-Year Estimates
- Widely trusted for understanding local population and economic conditions
- Reflects long-term community conditions that align well with other data sources

Health Outcomes and Behaviors

- Drawn from reliable state and national sources, like the Oregon Health Authority and CDC
- Shows how existing health conditions can increase vulnerability to stressors
- Multi-year averages strengthen reliability for smaller communities
- Based on the Behavioral Risk Factor Surveillance System, or BRFSS — the largest ongoing health survey in the world

Healthcare Access

- County-level information on provider availability and facility distribution (AHRF)
- Highly reliable, with routine federal quality checks
- Highlights how limited health care access can increase other health risks

Temperature Extremes (PRISM)

- Temperature data comes from long-term climate averages
- Daytime maximum and nighttime minimum temperature show limited overnight cooling, which increases health risks
- Using both daytime and nighttime heat helps capture overall heat exposure, not just extreme events

Air Pollution Burden (Center for Air, Climate, and Energy Solutions)

- Air pollution indicators (PM_{2.5}, NO_x, SO₂, CO) come from the Center for Air, Climate, and Energy Solutions (CACES).
- These pollutants were chosen because they are known to affect heart and lung health and come from a mix of major sources, traffic, and general area emissions.
- The data combines readings from EPA monitors, satellite information, modeling, and local land-use factors.

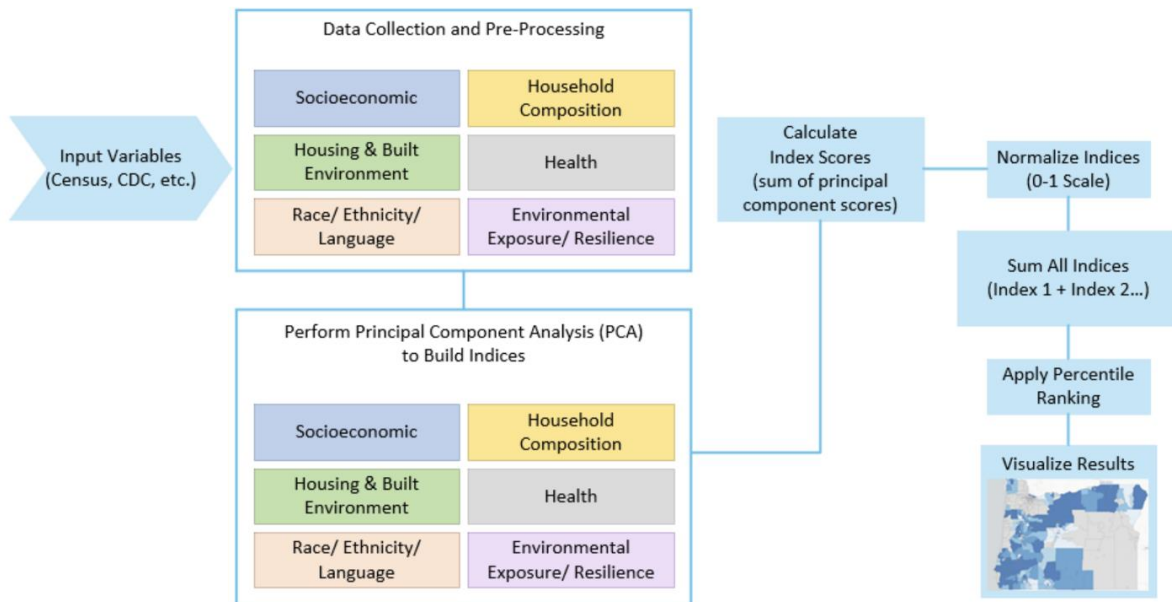
Hazard Exposure (National Risk Index)

- Hazard data comes from FEMA's National Risk Index, which shows how likely different natural hazards are and how severe they could be.
- It's being used here to better understand what types of hazards shape a community's resilience needs.
- The dataset is widely used, well-documented, and built using federal hazard models and demographic data.
- This provides consistent, reliable comparisons across regions, even where local hazard data is limited.

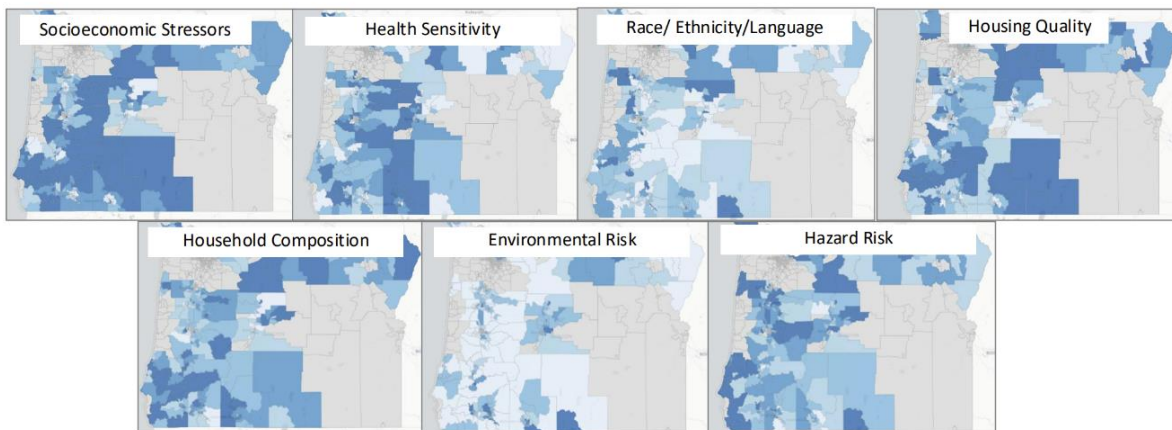
The Environmental Justice framework index using the Principal Component Analysis (PCA) to look at data from different angles, then combines the correlations that capture the most structure by creating a set of principal components. This does not change the data, but it does change how it is analyzed. Vulnerability depends on multiple related factors (income, health, housing, race/ ethnicity) and PCA helps to combine them in a way that doesn't duplicate information. There are several benefits to using a PCA; there is not

a need to choose one factor as the main outcome, it brings consistency to the understanding of what vulnerability or being an EJ community means, the results are easy to explain and visualize, it works when the data is not perfect or limited, and the process prioritizes transparency and reproducibility and avoids subjective prioritization of vulnerability factors. PCA is widely used, making the results trusted and comparable.

The diagram below illustrates the PCA approach.



Equity looks different depending on the lens because no single map captures all burden. Each dimension highlights real vulnerability, but patterns vary across dimensions. The maps below highlight different vulnerabilities across the same area.



Next Steps

1. Continue Engagement with Advisory Groups
 - a. Build credibility - Ensure the index reflects lived experience and local knowledge
 - b. Strengthen trust - Show transparency in equity decisions
 - c. Improve accuracy - Find blind spots or misalignment with lived experience
 - d. Guide action - Create a stronger base for program targeting and planning
2. Assess Scalability
 - a. Check if patterns hold or shift across geographies
 - b. Reveal local inequities hidden at broader scales
 - c. Confirm framework stability
3. Evaluate Predictive Capability
 - a. Goal - Assess alignment with program reach
 - b. Link program participation to community equity
 - c. Use findings to guide targeting, outreach, and equity-focused planning

Questions

- Sarah Wochele, Oregon Citizens' Utility Board, asked what are the potential risks of using PCA over another approach? Were other approaches considered that were not used? If so, what made PCA stand out?
 - Mrs. Glennon-Olsen identified a few different methods, such as machine learning methods and predictive models. However, with an incomplete data set, the data must be fabricated to work. In comparison, PCA was more effective in terms of unpacking data that might be incomplete and has been tested and peer reviewed.
- Amy Webster, New Sun, asked if this analysis has shaped the index and if this is something that will be repeated for every CEP cycle? What will the process look like for refreshing the data?
 - Mrs. Glennon-Olsen noted that the current index is preliminary as the team continues to gather input from advisory groups and other stakeholders to understand whether the selected indicators are correct and an accurate representation of the unique needs of communities within the service territory. As data sets are updated, the index will reflect the changing demographics.
- Silvia Tanner, Multnomah County Office of Sustainability, asked how anticipated changes at the federal level will impact the EJ Community Framework?
 - Mrs. Glennon-Olsen is aware of the risk and is taking it into consideration. Some data sets are better obtained at the state level and other sources from the American Hospital Association, for example, which fill the gaps left by the federal government. Most data sets predate the current administration.
- Michelle Scala, OPUC, expressed appreciation for highlighting the fact that the index is not replacing the individual indicators. Based on past experiences reviewing PCA approaches, given that it is identifying patterns, isn't it possible that it is focused more on where indicators move together? If there are indicators that may be a policy priority, the PCA score may be misaligned.

- Mrs. Glennon-Olsen acknowledged the risks with the PCA approach, which is why it is not intended to replace community engagement and local knowledge and experience. Using a purely mathematical approach only devalues community priorities.
- Silvia Tanner, Multnomah County Office of Sustainability, questioned how the company is planning to use the EJ community framework? Why is this work being done?
 - Mrs. Glennon-Olsen aims to better understand how to leverage the CBI framework to help support communities served. PacifiCorp serves close to 1,000,000 customers in Oregon, and it can be difficult to assess all community needs. Ultimately, program participation will be linked to community equity, and the findings will inform outreach targets and equity focused planning.
- Tim Lynch, Multnomah County Office of Sustainability, noticed that the conversation has been largely centered around how to use these models and the data to prioritize investments, but the data can also be used to demonstrate the expansive need that exists in Oregon communities and how the CBOs and PacifiCorp are using the data to advocate for a greater pool of resources. We're missing a bigger part of the conversation, which is that the needs of communities are not being met with the available resources.
- Silvia Tanner, Multnomah County Office of Sustainability, highlighted the gentrification happening in parts of Portland which has created pockets of neighborhoods that would rank high in vulnerability metrics surrounded by new, expensive homes.
 - Mrs. Glennon-Olsen has seen this particular scenario across Portland and recalled an earlier point about the appropriate level of spatial granularity. In some cases, census block group data may be the most appropriate for evaluating, whereas in other cases, census tract or county level data may be the most appropriate. This input from the advisory groups helps to make the best decision.
- Sarah Wallach, Community Energy Project, would like to know if the team is planning to share the methodology and results and when interested parties can submit feedback?
 - Mrs. Glennon-Olsen recommended reviewing the technical documentation which shares the details of the methodology including why it was chosen, how it compares to other widely used indices, and how the stability of the index was assessed. Feedback is always welcome, at any time!