



Clean Energy Plan (CEP) Engagement Series (Special Session on Engagement)

November 2024 Meeting Notes

Tuesday, November 20, 2024, 1:00 - 2:30 pm Pacific Time

These notes were synthesized and summarized by E Source, PacifiCorp's meeting facilitation partner.

Executive Summary

There were 40 people in attendance, including members of the public and PacifiCorp representatives, at the third iteration of the Clean Energy Plan Engagement Series meeting this year. The virtual meeting, which was hosted via the Zoom platform, aims to provide an integrated lens on clean energy planning with expanded learning opportunities to foster a deeper understanding of programs and outreach while gathering public input.

To maximize accessibility, the meeting was recorded for those who could not attend and Spanish and ASL interpretation/translation were provided.

The following is a summary of the content and feedback received during the 3-hour public meeting.

Session Objectives

1. Share Pacific Power's approach to engagement
2. Review engagement survey highlights
3. Solicit feedback from participants
4. Align on next steps

Opening

Pacific Power's Director of Clean Energy Planning Regulatory Manager, Kimberly Alejandro, opened the CEP meeting by welcoming the attendees and thanking the public for continued participation. Public perspectives are essential to achieving meaningful impacts on communities. E Source's Jeffrey Daigle reviewed meeting experience items and provided an overview of the agenda and objectives. Ms. Alejandro reviewed the engagement timeline per [Order 24-073](#). In accordance with the order, the Clean Energy Planning (CEP) team shared relevant updates at the engagement meeting and conducted a field engagement survey in October. In November, the survey results were analyzed and Pacific Power met with peer utilities to strategize engagement. This meeting will serve as a working session to further

discuss engagement with members of the public and other interested parties. Looking ahead, the CEP team will prioritize actionable improvements from the survey and working session, incorporating the feedback into the engagement plan filing updates.

Pacific Power's Engagement Ecosystem

Christina Medina, Manager of Stakeholder Policy and Engagement, highlighted engagement opportunities to foster a greater understanding of the communities served and to allow for input into Pacific Power's planning processes. These engagement opportunities include:

- Community Benefits and Impacts Advisory Group (CBIAG)
- Integrated Resource Plan (IRP) Public Input Meetings
- Distribution System Planning (DSP) Local Stakeholder Workshops
- Clean Energy Plan (CEP) Engagement Series
- Transportation Electrification (TE) Workshops
- Tribal Nations Engagement Series
- Wildfire Informational Series

Pacific Power has also developed consolidated information hubs where interested parties can access details on engagement opportunities, stakeholder comments and company responses, key issues, definitions, and other related materials. These dedicated webpages for Pacific Power's CEP and Tribal Nations Engagement will host embedded links to resources and other information broken out by specific topics related to the CEP including DSP, the IRP process, and transportation electrification, and Tribal Nations Engagement.

The company remains committed to advancing stakeholder engagement. Pacific Power's stakeholder engagement spaces will continue to adapt to foster inclusion, accessibility, and collaboration for diverse participating audiences. Equity in planning and program implementation includes addressing barriers to participation and promoting equity and inclusion through partnerships and actions.

Ways aimed at increasing engagement:

- Focusing on accessibility (hybrid meetings, translation of resources for certain spaces, using plain language)
- Removing obstacles to participation within spaces (reimbursement for travel for advisory group members, technology support for Zoom, etc.)
- Open-door policy for connecting with subject-matter experts
- Post-meeting surveys for advisory groups

2024 Clean Energy Plan Engagement Survey Highlights

Ms. Alejandro provided an overview of the Clean Energy Plan Engagement Survey, reviewing questions asked, audience, and results. The survey was open for several weeks with multiple reminders sent out to allow for as much feedback as possible.

The survey asked the following questions:

- What are key priorities (or priority areas) for you?
- Which of the following Pacific Power engagement spaces do you participate in?

- Participants were asked to rate their experiences in respective engagement spaces from very dissatisfied to very satisfied.
- How do you generally learn about Pacific Power's upcoming engagement meetings?
- Do you feel there are sufficient communications on engagement opportunities to support your participation?
- Are there communities or organizations that you feel need to be invited to Pacific Power's engagement meetings that are not currently participating? Please explain your answer.
- Do you feel that Pacific Power's engagement opportunities are accessible enough?
- What types of meetings can we design to best support your learning and participation?
- What additional accessibility considerations should Pacific Power keep top of mind when conducting external engagement?

The survey was sent out to Community Benefits and Impacts Advisory Group members, Clean Energy Plan Engagement Series for Oregon Tribal Nations members, Environmental Justice Communities, Oregon Public Utilities Commission staff, peer utilities, members of the public, and other interested parties.

Survey participation is as follows:

Clean Energy Plan (CEP) Engagement Series Meetings	13
Community Benefits and Impacts Advisory Group Meetings (CBIAG)	2
Clean Energy Plan Engagement Series for Oregon Tribal Nations Meetings	2
Distribution System Planning (DSP) Community Workshops	5
Integrated Resource Plan Public Input Meetings	7
Other	1

The survey asked members to rate their engagement space satisfaction. Members of the Clean Energy Plan (CEP) Engagement Series Meetings indicated the highest rate of satisfaction at 63%, Community Benefits and Impacts Advisory Group (CBIAG) and Distribution System Planning (DSP) Community Workshops respondents indicated a 60% satisfaction rate. Integrated Resource Plan Public Input meeting respondents indicated a 58% satisfaction rate with Clean Energy Plan Engagement Series for Oregon Tribal Nations members following behind at 50%. Suggested areas of improvement for engagement included providing onsite opportunities, especially when engaging with Tribal Nations and providing workshop opportunities. Survey results suggest engaging additional community groups, multi-family housing organizations, tenant groups, local government staff, and economic development districts.

Additionally, the survey prompted respondents to rank their priorities from most important to least important. The key priority for 23.64% of respondents is affordability/rates followed by community-

based renewable energy at 21.82%. Procurement/clean energy resources, environmental justice, equity followed at 18.18%, 16.36%, and 14.55%, respectively. Ranked the lowest on the priority list was micro grid development, emissions reductions, and grid reliability and adequacy all at 1.82% each.

Dr. Rohini Ghosh, Director of Clean Energy Planning, analyzed the intersectionality of affordability/rates and clean energy planning, clarifying the distinction between planning and rate setting. The Clean Energy Plan focuses on planning with the Integrated Resource Plan to identify long-term resource needs, whether meeting basic demand or compliance. From there, the team goes into an actual acquisition process and issues a request for proposals (RFP) and then actual power costs and resource additions are recovered in rate cases. CEP and IRP focus on long term planning, forecast out over 20 years using simplified assumptions. These assumptions do not represent all real-world costs that end up going into the revenue requirement or rate base. The IRP and the CEP represent a plan, but it is always changing to include the latest information. Rate setting, on the other hand, is a far more detailed account and analysis of actual costs, done for up to two years at a time. Until a supply side resource is already built into operations and considered useful, the company cannot begin recovering costs in a rate case filing. The goal of rate case filings is to align those rates with customer benefits and prevent those undue burdens, so the burden is on the company to really show prudence in decisions to get recovery and protect customers. In the 2025 planning cycle, the company aims to do a better job illustrating relative cost impacts from actions complying with clean energy targets and offering a more robust set of comparative cost analytics to really illustrate the relative cost of different pathways towards compliance or different levers that can be.

Ms. Alejandro highlighted additional engagement insights from the survey, illustrating meeting socialization, engagement sufficiency, accessibility, and technical expertise levels. 53% of respondents indicated receiving meeting details via email, 27% via social media, 13% via other forms, and 7% via word of mouth. Email is the preferred method of communication as it allows for calendar holds with reminders. Meetings are open to all, which often result in members sharing details with their networks and other interested parties. At this time, social media presence continues to grow and is being further developed to widen the company's reach.

Regarding engagement sufficiency, just over 60% of individuals that took the survey found current engagement strategies to be sufficient. On the other hand, accessibility was evenly split, half stating that their accessibility needs were met and the other half suggesting the company could do more to increase accessibility. Regarding technical expertise, half of the respondents rated the content as more technical and a quarter as somewhat technical. Fewer respondents rated the content as average or very technical. In recalling meeting content, the team understands some content is more technical than others in nature. Having numerous meeting spaces allows the public to engage in the appropriate spaces to find the level of technical expertise that best aligns with what their needs.

Meeting Discussion:

- Nikita Daryanani of Coalition of Communities of Color asked 1) which organization survey respondents are from? Community groups? Local government? 2) Where are conversations around low income happening? 3) Is the feedback tracker being updated and kept in a central location?

- In response to question 2, Jeffrey Daigle shared that low-income conversations have come up in Oregon amongst the CBIAG and Tribal Nations group with respective subject matter experts presenting in those spaces.
- In response to question 1, Kimberly Alejandro referenced the earlier information shared to highlight the several types of groups. In reference to the feedback tracker, the spreadsheet is being updated and will include follow-up activities resulting from feedback. The tracker is slated to be posted by the end of the year.
- In response to question 2, Rohini Ghosh explained that the survey was sent out to the meeting spaces distribution lists including the IRP, CBIAG, and CEP. Additionally, members of Commission staff and intervening parties received the survey. Members of the public can join any distribution list as requested. Survey participants may represent the groups mentioned but they could also represent themselves and have personal interest.
- Christina Medina acknowledged the substantial progress within the Low-Income Discount program and the feedback received throughout the process.

Facilitated Discussion

Members were asked 2 questions: 1) What do you believe is the biggest strength in Pacific Power's approach to engagement? 2) What do you believe is the biggest opportunity for Pacific Power to improve its engagement? To promote equity of time, facilitators set a timer for each speaker before questions and dialogue. After each speaker, there was time set aside for those seeking clarity and those wanting to further specific dialogue. The group had an hour to bring awareness to any topics or concerns lingering, provide feedback on the current process and engagement space, and make suggestions for moving forward.

- 1) What do you believe is the biggest strength in Pacific Power's approach to engagement?
 - a. Alma Pinto of Northwest Energy Coalition expressed appreciation for the company's website constantly being updated with engagement meeting details and notes to allow context and clarity to those who may have missed any meetings.
 - b. Pat Detaquil of Metro Climate Action Team believes the biggest strengths are Pacific Power's public service responsibility and organizational expertise. Using these strengths to find the most cost-effective solutions for the community and not just money-making solutions for the company is important. The company must dissect what is the best thing to do from a societal perspective versus what is the best thing to do from a utility ownership perspective?
- 2) What do you believe is the biggest opportunity for Pacific Power to improve its engagement?
 - a. Shelley Beaulieu of Dragonfly Consulting thanked the team for sending out the survey beforehand and analyzing the results during the meeting with transparency around the feedback. To improve engagement, Pacific Power should offer more language support. It is noted that this meeting did not have interpretation services nor did the emails that lead to the call which reduces engagement. If the company is trying to engage more audiences and stakeholders, different methods of socialization should be implemented.
 - i. Kimberly Alejandro explained that individuals can request translation services before a meeting, but the team does not receive many requests. Across the

engagement spaces, meeting materials are translated in Spanish and interpreted live in American Sign Language and Spanish. If there are other languages members would like available, please reach out.

- b. Sherrie Villmark of Community Energy Project noted being a Pacific Power customer and receiving lots of surveys but not being able to complete them each time due to the language being overly technical. There may be benefits in working with the CBIAG to analyze the language and length of the surveys. The team may have higher response rates with shorter, less technical surveys.
- c. Pat Delaquil would like to see resilience and reliability as a topic more as communities shift towards electrification of transportation and buildings. It would be helpful to explore the connections between spaces like the IRP and Distribution Planning teams.
- d. Alma Pinto noted a gap in how information is shared with the CBIAG. Members want to bring outside voices, other than Pacific Power employees, to the space to be better informed of the positions of the community.
- e. Nikita Daryanani agreed with Mr. Delaquil's point of exploring the connections between various groups across multiple engagement spaces and suggested sharing feedback across the spaces.
 - i. Christina Medina shared end of year planning ideas the team has been brainstorming to better table set before meetings such as adding a technical indicator to let members know the nature of the space.
 - ii. Rohini Ghosh added that the teams are rethinking how mission and intent is set for each space and try to be duplicative in sharing materials. As requirements and filings evolve over the year, materials are shared for members to better understand and choose the appropriate engagement area accordingly.
- f. Alessandra de la Torre questioned how community members can be invited to a space to give feedback to Pacific Power.
 - i. Ms. Medina explained that Oregon advisory groups are all open to the public, however, the distribution list focuses on members that have built a relationship with the company. The CBIAG team is working on stakeholder mapping tools to better communicate with interested parties.

2024 Engagement Opportunities

Community Benefits and Impacts Advisory Group Meeting (CBIAG) (ONLINE)

When: December 19, 2024,

Time: 1:00 pm – 4:00 pm

Online: <https://esource.zoom.us/j/89480837514?pwd=IFL9wLP7JcEBjfwYBUS3doZoY8AA.1>

Clean Energy Plan Engagement Series for Oregon Tribal Nations Meeting (ONLINE)

When: December 20, 2024,

Time: 9:00 am – 11:00 am

Online: <https://esource.zoom.us/j/86504887024?pwd=2vYvppV0ay39W75nuS06i5HPOawYzp.1>