Clean Energy Planning Engagement Series for Oregon Tribal Nations

April 25, 2025






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Clean Energy Planning Engagement Series for Oregon Tribal Nations
April 25, 2025, 9:00-11:00 a.m., PT

For a Better Meeting Experience

- Use Gallery View (icon at top right) when in group discussion

- For technical support, chat “Tag G-D / E Source" as recipient, and send your message
- Questions are welcome at any time

- Please mute until speaking
- Speak by clicking the "Raise Hand" in the tool bar

Agenda

TIMING	TOPIC
9:00am	Objectives and Presenters
9:10am	Check In and Closing the Loop
9:15am	***Guest Presentation:*** LID Survey Results
10:00am	Break
10:10am	Low-Income Discount Program Updates
10:25am	Updates: • Clean Energy Planning (CEP) • Community Benefit Indicators (CBIs)
10:45am	Public Comment & Closing

Today's Presenters

Christina Medina
Manager, Stakeholder Policy & Engagement

Barbara Modey
Customer Satisfaction Market Research Manager

Kevin Dixon
Escalent
Senior Insights Manager

Charity Spires
Low Income Program Manager

Tracy Moreland
Tribal Liaison

Source
Facilitation Team

Jeffrey Daigle

Morgan Westberry

Zanya Morgan

Check-In

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Check In Question

What are you grateful for today?

Closing the Loop & General Updates

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Closing the Loop from Last Meeting

March's Focus

- Communicate updates on the CBRE pilot program
- Understand current Transportation Electrification activities and dissect the upcoming TE plan
- Gain insights into Oregon regulatory processes (with Oregon Public Utility Commission staff)

Tribal Liaison Updates

WILDFIRE SAFETY & AWARENESS COMMUNITY FORUMS

- **Medford Wildfire Forum** @ Hilton Garden Inn, May 13, 2025, 5:30 - 7:30pm
- **Grants Pass Wildfire Forum** @ Josephine County Fairgrounds Floral Building, May 14, 2025, 5:30 - 7:30pm
- **Bend Wildfire Forum** @ Riverhouse Lodge, May 15, 2025, 5:30 - 7:30pm

FOR DISCUSSION

Wildfire Community Forums for Tribal Nations

National Wildfire Awareness Month event at LCT (May 1)

Meeting requests – CTWS & PacifiCorp joint meeting, (April 22)

State-Tribal Economic Development Cluster meeting at The Mill Casino & Hotel, hosted by the Coquille Tribe (May 7)

Tracy Moreland
Tribal Liaison Representative
tracy.moreland@pacificorp.com

Updates & Announcements

Please join us in welcoming Robert Meredith to this engagement space in his new capacity as Director of Regulation at Pacific Power, where he will lead regulatory activities across Oregon, Washington, and California.

Robert Meredith
Director,
Regulation

Guest Presentation: Low-Income Discount Survey

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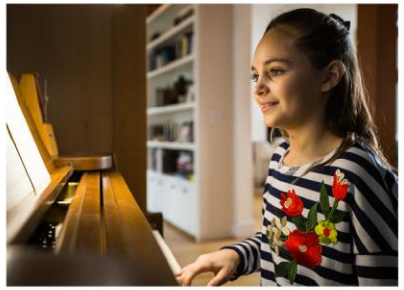
Oregon Low-Income Discount Wave 3 Report

December 2024



Prepared by

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Escalent

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Research Objectives

The **overall objectives** of this research were to:

- Gain a better understanding of Low-Income Discount enrollees to further validate equity and reach of the program.
- Evaluate the impact of the program on participants.
- Learn how Low-Income Discount participants' opinions of the program may or may not change over time.

Methodology

Target Audience

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

Methodology

- This study was conducted online and over the phone through Escalent's survey platform.
- Customers were invited to participate in online surveys via emails sent by Escalent, or they were contacted over the phone by Escalent interviewers. The customer list was provided by Pacific Power.
- One more wave is planned for Q4 2025.

	Wave 1 2023	Wave 2 2023	Wave 3 2024
Fielding period	May 4th-May 25th 2023	October 27th-November 20th 2023	October 23rd-November 20th 2024
Phone completes	*n=103*	*n=129*	*n=158*
Web completes	*n=1,433*	*n=2,006*	*n=3,187*
Total surveyed	*n=1,536*	*n=2,135*	*n=3,345*

Results

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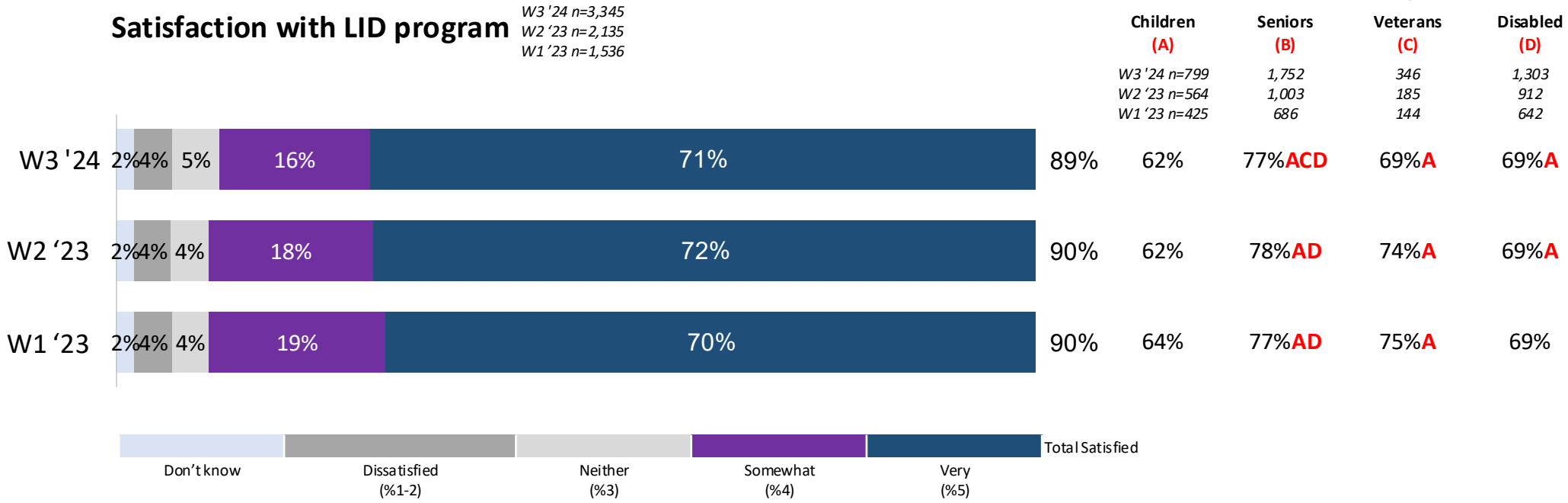
Satisfaction with LID

- Low-Income Discount Program customers continue to show high satisfaction with the program at 89% total satisfied, stable across all three waves.
- Homes with children remain the least satisfied.



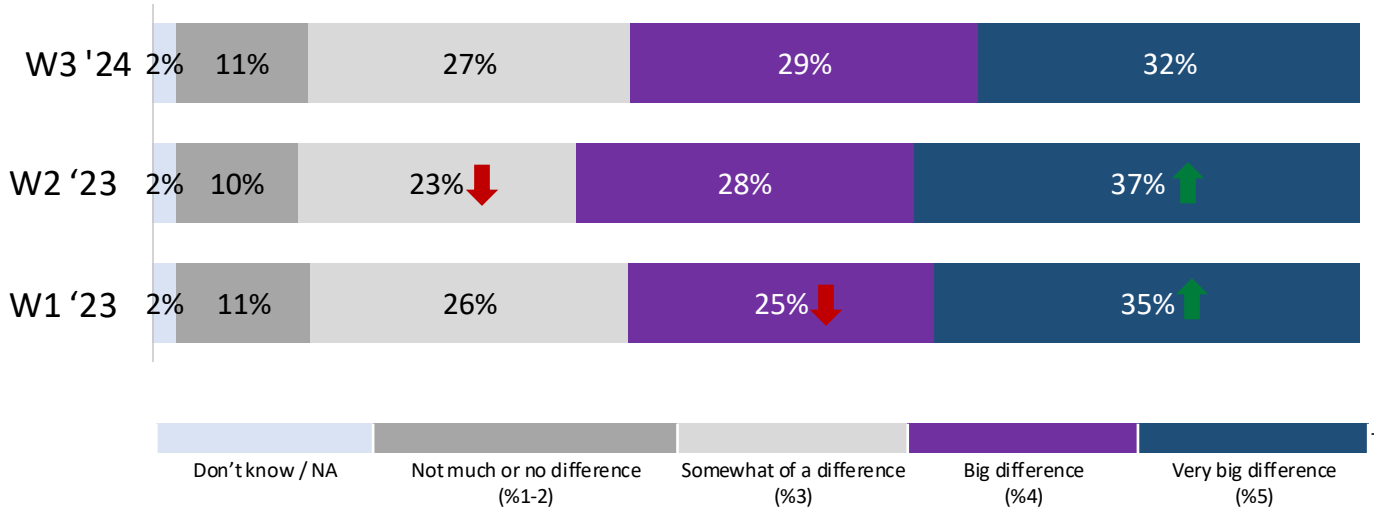
A red or green arrow indicates a significant difference from the current wave.
A/B/C/D indicates significant differences between enrollees by household inhabitants.
Q1. First, thinking about your experiences with the Low-Income Discount (LID) program, how satisfied are you with the program?

LID Impact in Ability to Pay Bills

- Participants are significantly less likely to feel the program has made a difference in their ability to pay monthly bills in W3 '24 (61%) compared to W2 ‘23 (65%).
- Homes with disabled inhabitants are most likely to feel the program has made a very big difference.

Difference LID program has made in ability to pay monthly bills

W3 '24 n=3,345
W2 ‘23 n=2,135
W1 ‘23 n=1,536



	Total big difference	Household inhabitants (%very)			
		Children (A)	Seniors (B)	Veterans (C)	Disabled (D)
		W3 '24 n=799	*1,752*	*346*	*1,303*
		W2 ‘23 n=564	*1,003*	*185*	*912*
		W1 ‘23 n=425	*686*	*144*	*642*
W3 '24	61%	31%	31%	28%	34%C
W2 ‘23	65%↑	34%	38%	40%	39%
W1 ‘23	60%	32%	36%	38%	37%A

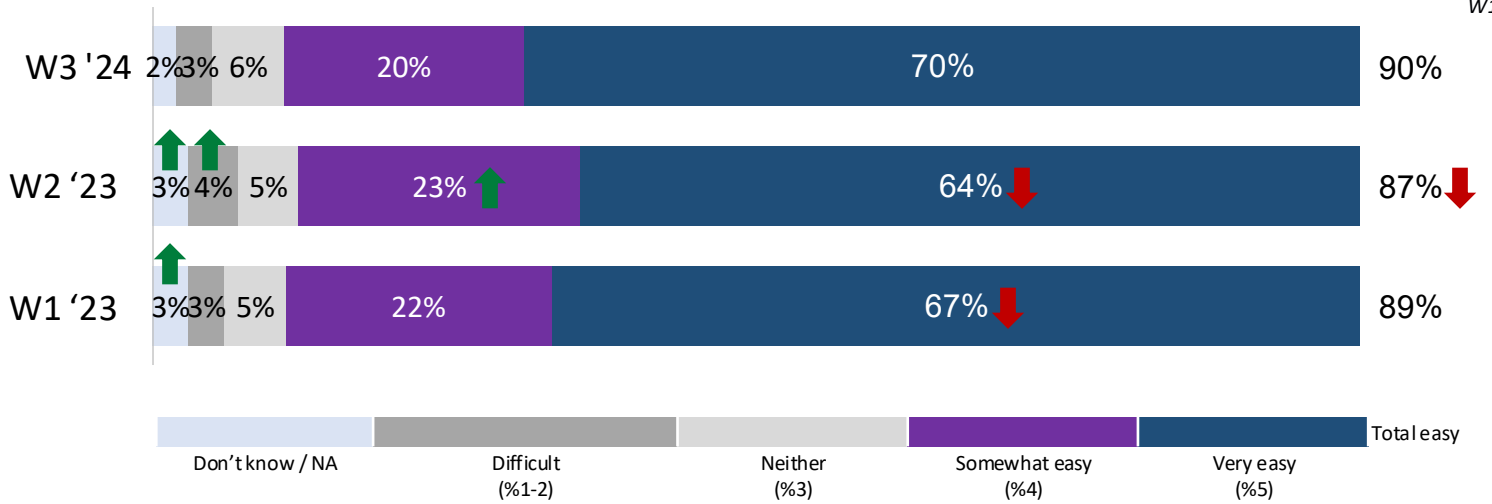
A red or green arrow indicates a significant difference from the current wave.
A/B/C/D indicates significant differences between enrollees by household inhabitants.
Q2. How much of a difference has the Low-Income Discount program made in your ability to pay all of your monthly bills, including electricity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

LID Enrollment

- Ease of enrollment is up significantly in W3 '24 compared to W2 '23 with total easy ratings at 90% compared to 87%, respectively. Very easy ratings are up significantly over W2 and W1 '23 (64% and 67%, respectively) compared to W3 '24 (70%).
- Homes with Seniors are most likely to feel it was very easy to enroll.

Ease of enrolling in LID

W3 '24 n=3,345
W2 '23 n=2,135
W1 '23 n=1,536



Household inhabitants (%very)

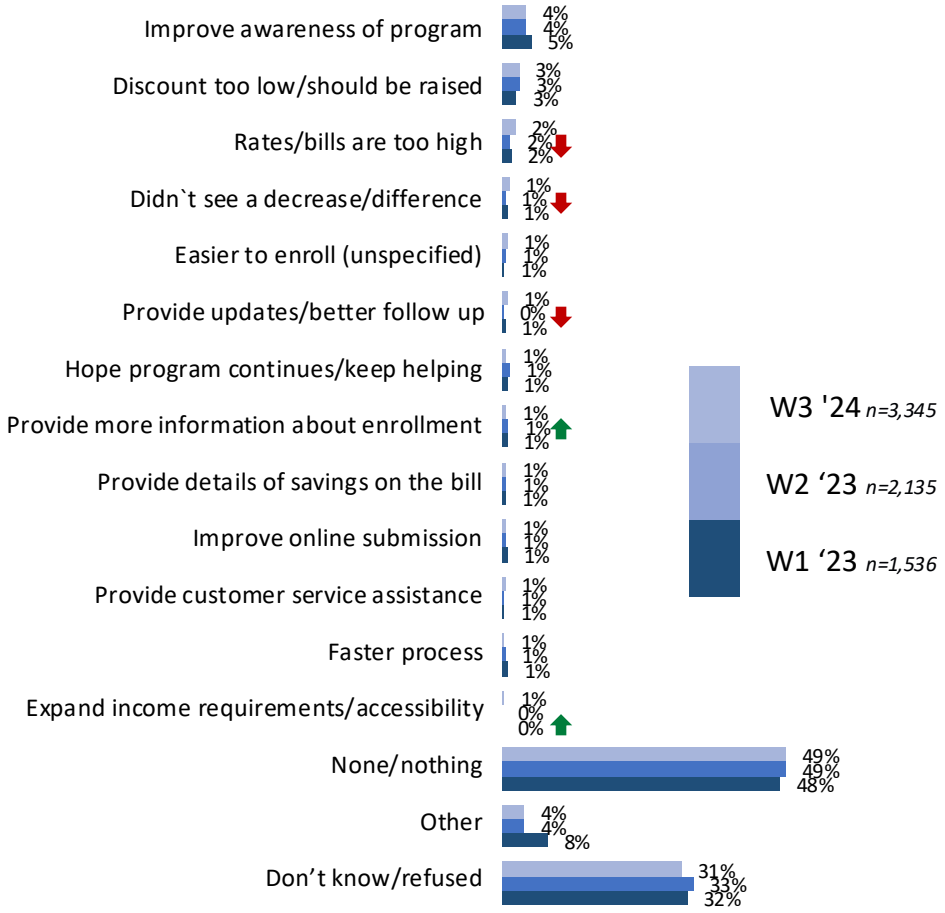
	Children (A)	Seniors (B)	Veterans (C)	Disabled (D)
W3 '24 n=	*799*	*1,752*	*346*	*1,303*
W2 '23 n=	*564*	*1,003*	*185*	*912*
W1 '23 n=	*425*	*686*	*144*	*642*
W3 '24	66%	72%ACD	67%	68%
W2 '23	61%	64%D	62%	61%
W1 '23	67%	69%D	73%D	63%

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

Recommendations to Improve Enrollment Experience

- Roughly one-half (49%) of LID participants indicate there is nothing they would recommend to improve the enrollment experience.
- The most frequent recommendation is to improve program awareness (4%) with results varying no more than a few points from W1 and W2.

Recommendations to Improve the Enrollment Experience



"Awareness of the program itself. I would have been eligible years ago had I known about it."

"Perhaps to increase awareness about the availability of the program. I discovered the program through research of utility providers for assistance with bills. It has been tremendously helpful for me."

"I would increase community awareness of the program. Far too many people have no idea that help is available."

"I wish they had informed me earlier and I wish they would keep including the fliers in the bills in low-income areas. Maybe run some radio or TV ads. If they could partner with some low-income groups so it wouldn't be their money, [ORGANIZATION] is one of them to advocate for low-income rate payers, to have low-cost public service announcements. I would like more bills to contain fliers like the one I saw; many people throw it out. They could run radio, television, and online to raise awareness that there is a program. Partner with [ORGANIZATION] that advocates for rate payers."

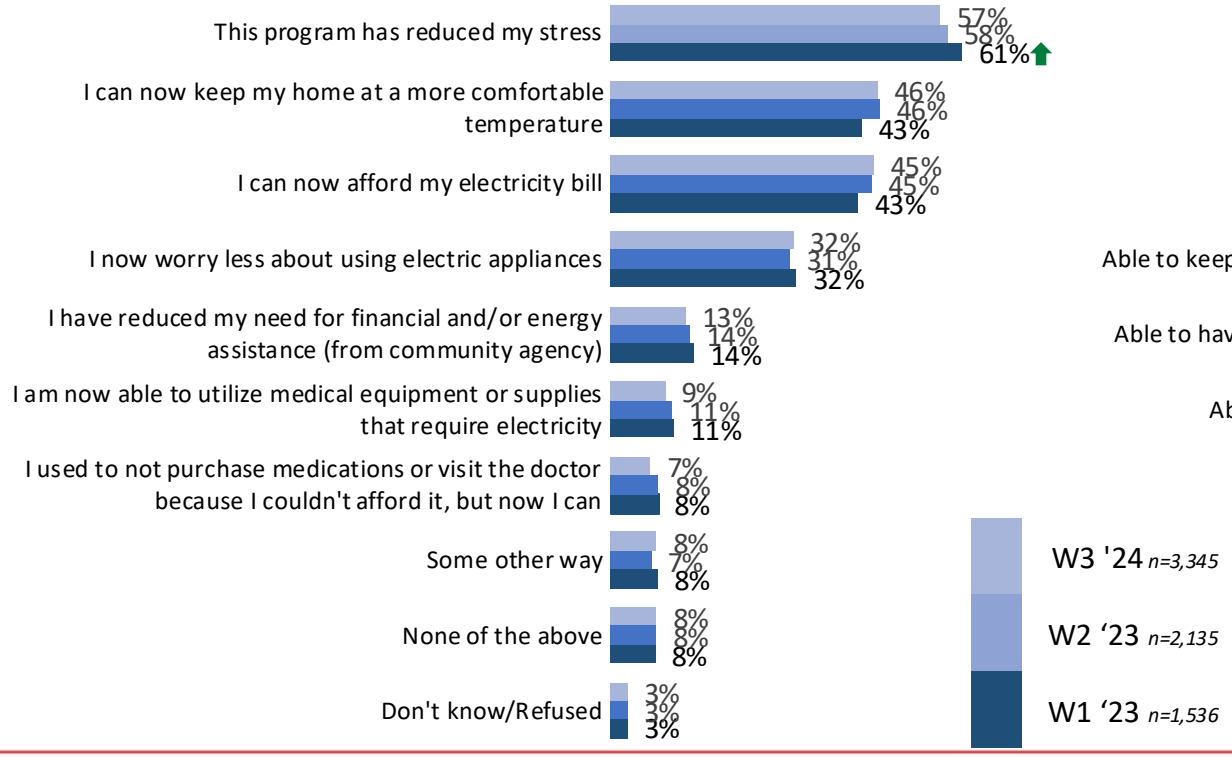
"It would be helpful if the discount was larger. We are grateful for the discount we are receiving. A little more of a discount could help with groceries."

A red or green arrow indicates a significant difference from the current wave.
Q4. Is there anything you would recommend Pacific Power do to improve the enrollment experience?

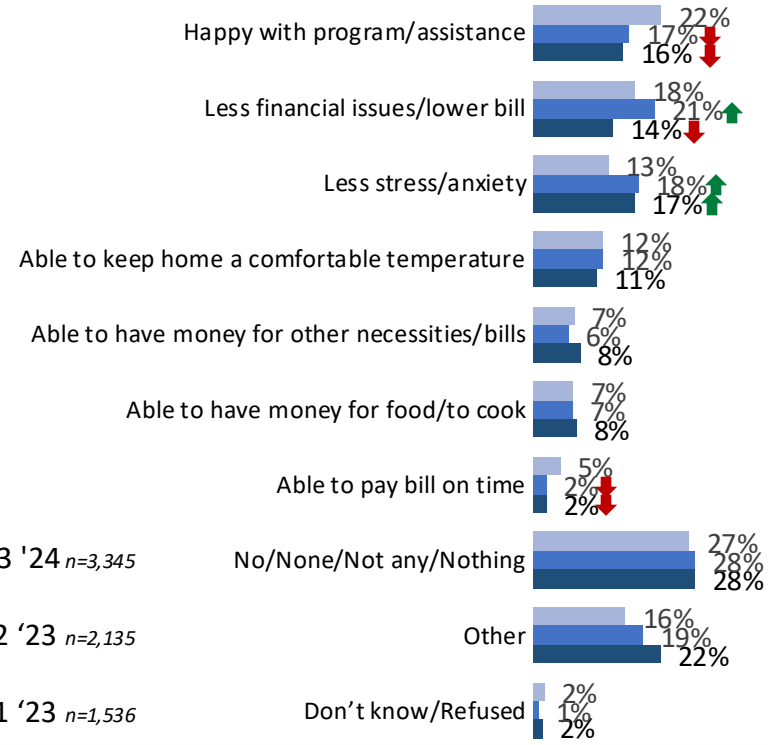
Impact and Meaning of Program

- Reducing stress (57%), keeping home at a comfortable temperature (46%), and being able to afford their electricity bill (45%) continue to be the greatest impacts from the LID program on customers' lives. Only Reducing stress shows a significant difference, down from W1 '23 (61%).
- When asked what the program meant for themselves/family, participants provide some variation from previous waves with significant changes in W3 '24 compared to W1 and W2 '23 across Happy with program/assistance, Less financial issues/lower bill, Less stress/anxiety and Able to pay bill on time.

How LID Program has Impacted Life



What LID has Meant for Self/Family

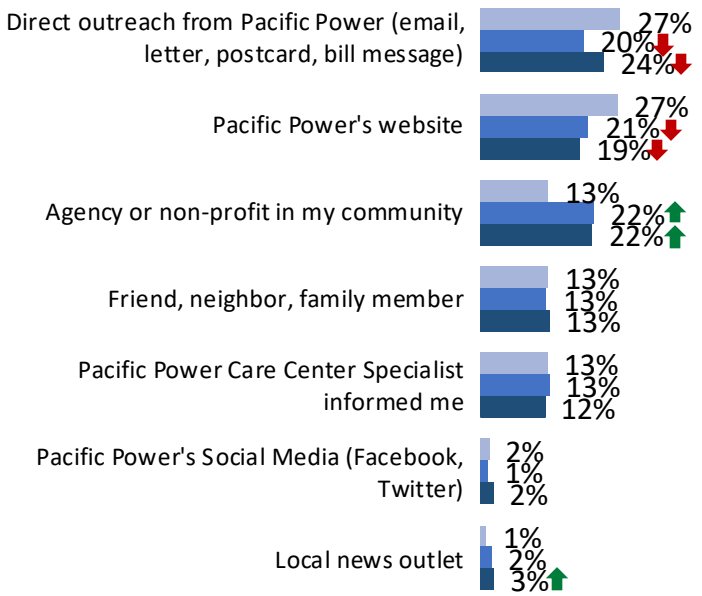


A red or green arrow indicates a significant difference from the current wave.
Q5. In which of the following ways, if any, has the Low-Income Discount program impacted your life?
Q6. Will you share, in your own words, what the LID has meant for you and or your family?

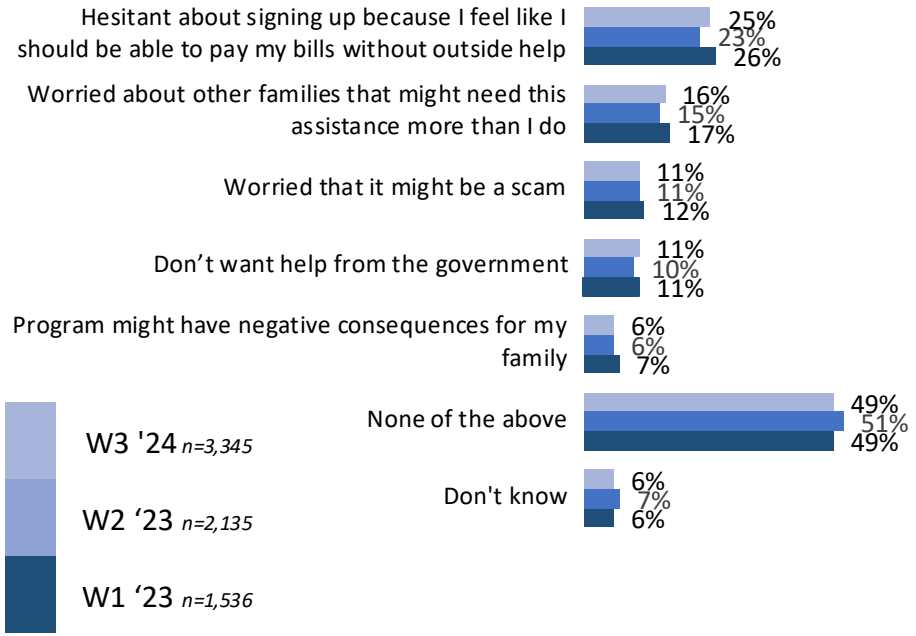
Learning of LID Program and Enrollment Method

- Direct outreach from Pacific Power (27%) and Pacific Power's website (27%) are the most common sources of learning about the LID program. Mentions of Direct outreach from Pacific Power and Pacific Power's website both increased significantly in W3 '24 compared to W1 and W2 '23 while mentions of an Agency or non-profit in their community declined significantly compared to prior waves.
- After learning of the program, customers continue to report hesitancy about signing up because they should be able to pay their own bills (25%), stable compared to prior waves.
- Enrollment most often happens via the website. However, due to a change in response options, enrollment method trend results should be viewed with caution.

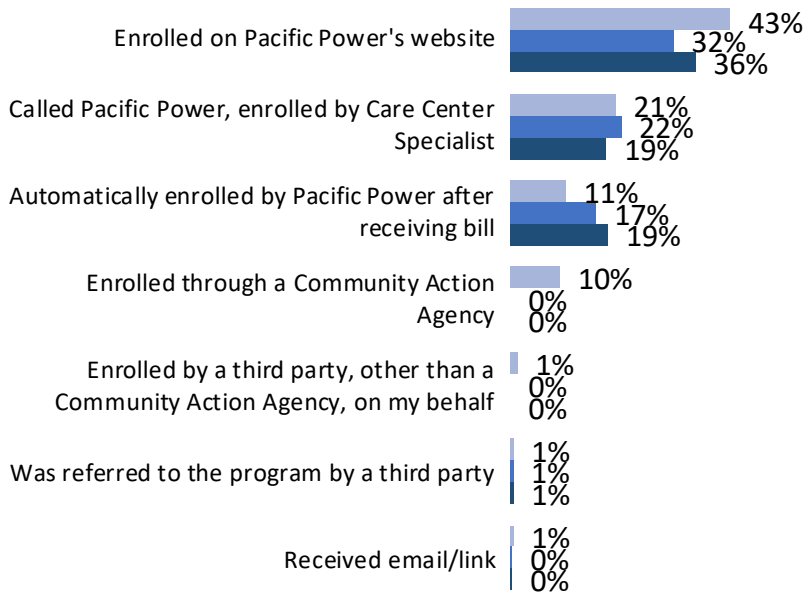
Learned about the LID Program Through…



Feelings After Learning of LID Program



Enrollment Method*

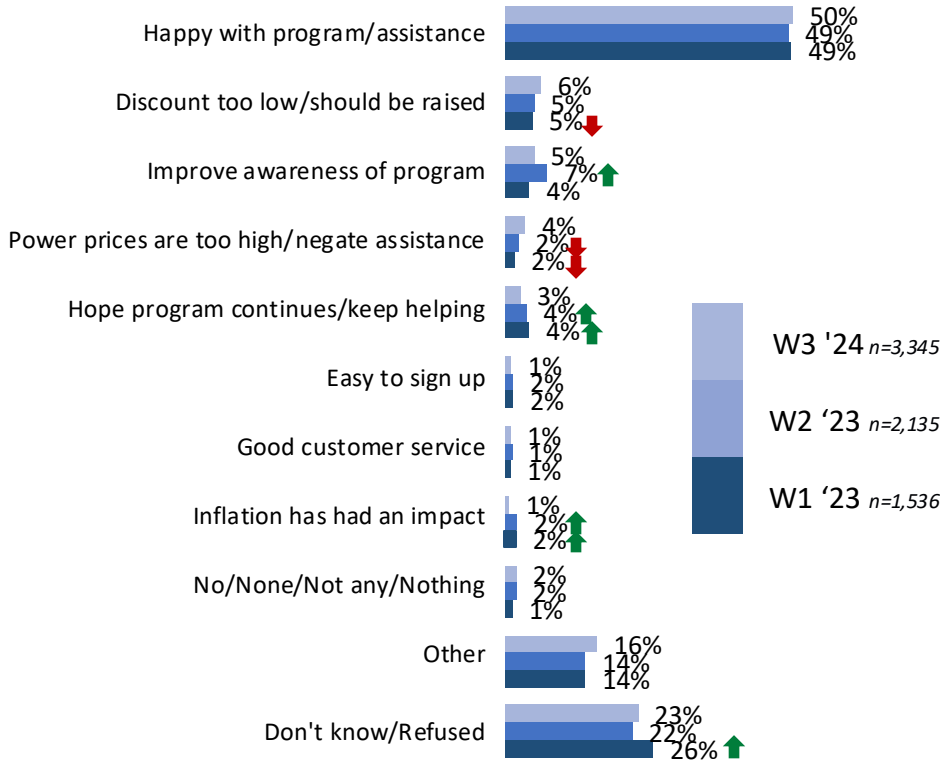


A red or green arrow indicates a significant difference from the current wave.
Q7. How did you enroll in the Low-Income Discount program?
Q8. How did you learn about the Low-Income Discount program?
Q8A. When you learned about the Low-Income Discount program, did you experience any of the following feelings?
*Response list was adjusted in W3 '24, interpret trended results with caution, significance testing is unavailable.

Thoughts, Feedback, or Suggested Improvements

One-half (50%) of customers want to share that they are happy with the program. Discount too low/should be raised, Improve awareness of the program, Power prices are too high/negative assistance, Hope program continues/keeps helping, and Inflation has had an impact, all showed significant changes in the current wave compared to W1 and/or W2 ‘23 .

Thoughts, Feedback, or Suggested Improvements for LID



“Make sure that the people who need this assistance are aware of this program.”

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

“It could be better advertised. I found LID on your website almost by accident. Program doesn't receive the fanfare it ought to.”

“Inform customers when it is time to review the monthly charge. I did not realize until I got a bill that went up almost $20.”

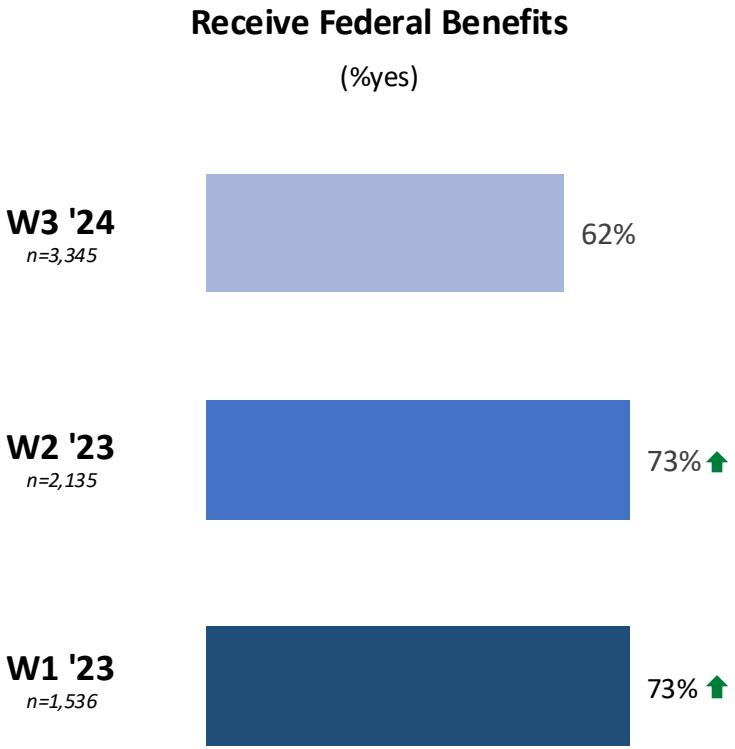
“Maybe give an estimate of what we would be paying vs what we are with the discount. Also letting a customer know when they are approved for the LID program would be nice.”

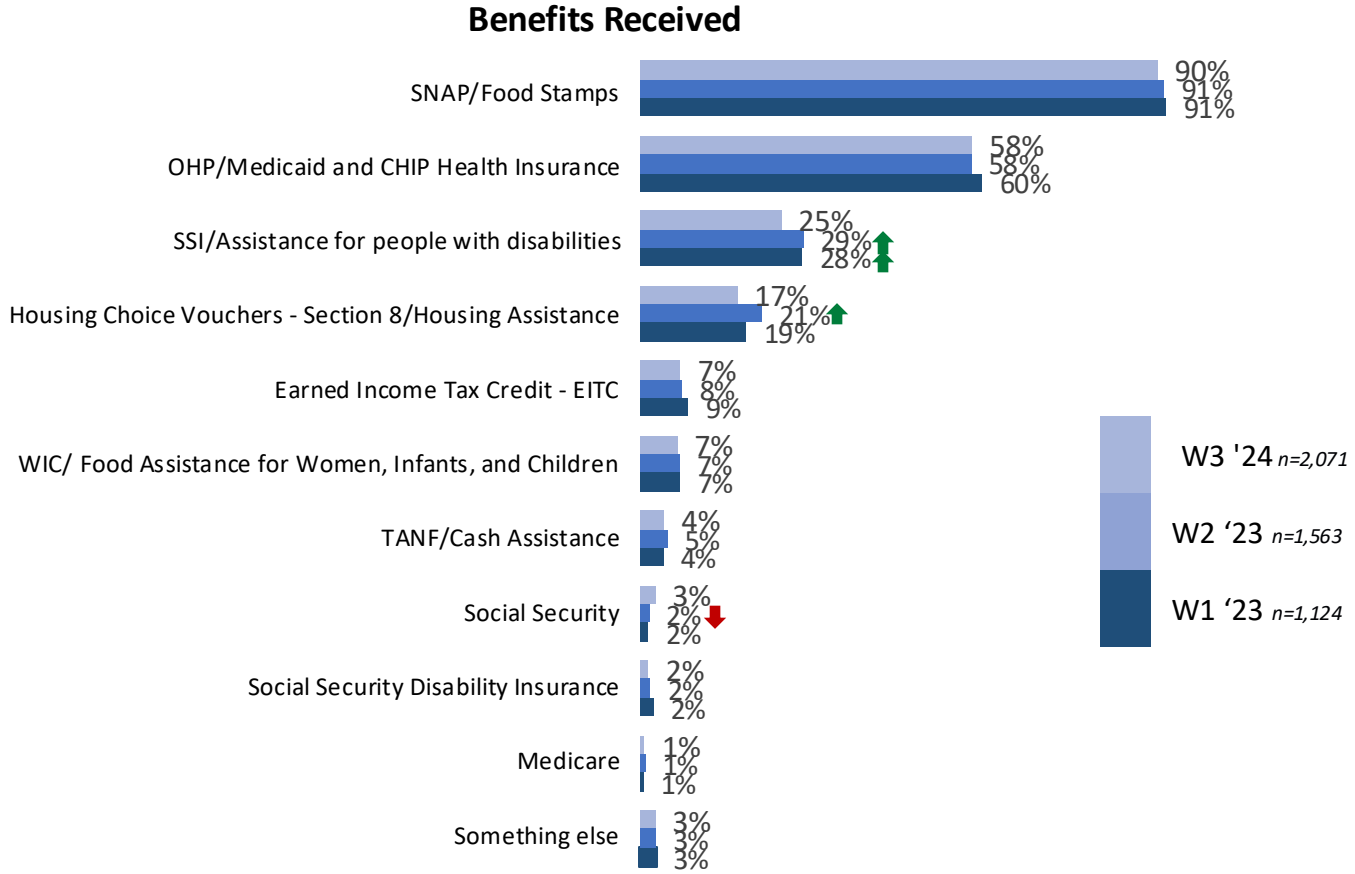
“I believe I was automatically signed up after receiving energy grants from a supporting agency. As a single parent, the combination of discounts have been a blessing for our mental health in these challenging financial times.”

A red or green arrow indicates a significant difference from the current wave.
Q9. Please share any additional thoughts, feedback, or suggested improvements for the Low-Income Discount program.

Federal Benefits

At 62%, the proportion of respondents who receive federal benefits declined significantly in W3 '24 compared to W1 and W2 '23 (73% each). SNAP/food stamps continues to be the most widely received benefit among those who receive any.



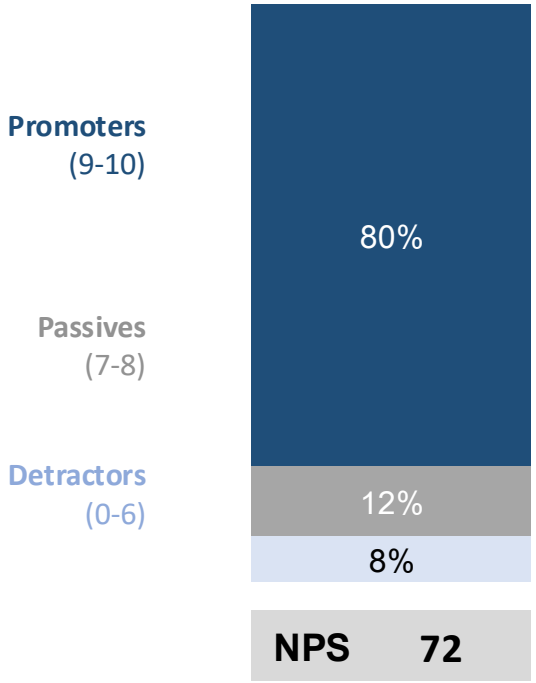


A red or green arrow indicates a significant difference from the current wave.
Q19. Do you receive any state or federal benefits (i.e. SNAP, food stamps, etc.)?
Q20. Which of the following state or federal benefits do you currently receive?

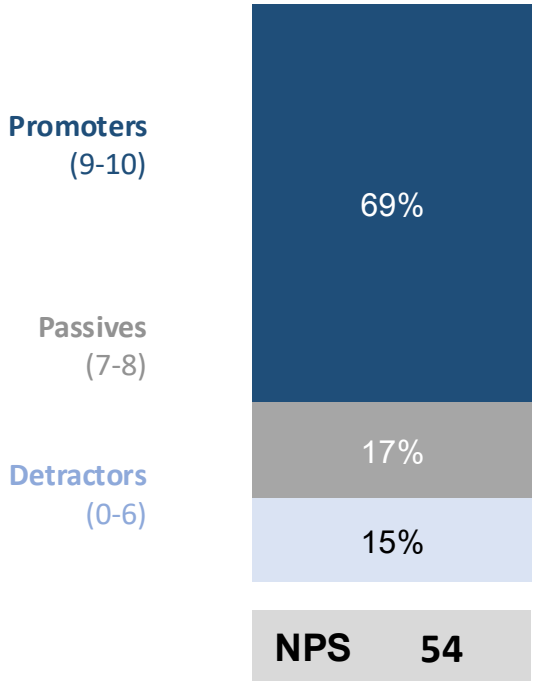
LID Program and Pacific Power NPS

While the Pacific Power NPS score of 54 is respectable, the LID program has a much higher NPS score at 72.

Likelihood to recommend LID to others



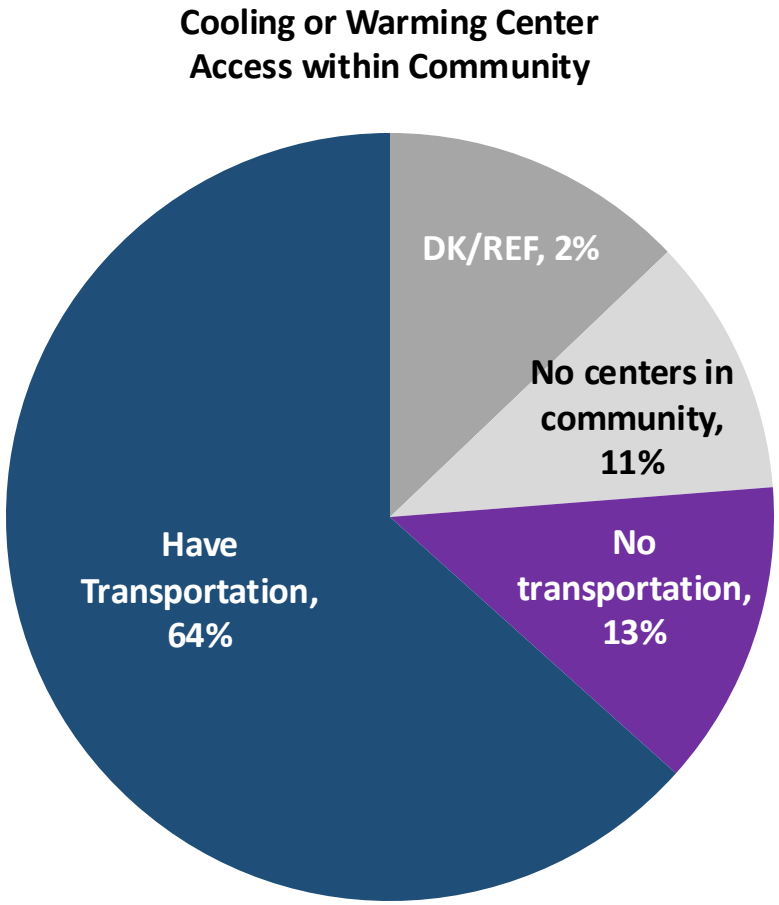
Likelihood to recommend Pacific Power to others



NPS1. How likely would you be to recommend the Low-Income Discount (LID) program to others?
NPS2. If you had a choice of electric providers, how likely would you be to recommend Pacific Power to a friend, relative or colleague for their residential electric service?

Access to Cooling or Warming Centers

Nearly two-thirds (64%) of participants have transportation to heating or cooling centers within their community. Notably, 11% indicate that they have no centers in their community and 13% indicate that they have no transportation.



Q17A. Do you have the ability to travel to a cooling or warming center in your community during extreme weather events?

Repeat Respondent Analysis

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Repeat Respondent Analysis

- Repeat respondent results show slight variations but nothing of statistical significance across program satisfaction, difference program made in ability to pay monthly bills, and ease of enrollment.

Satisfaction, Impact, and Enrollment

	W2 '23	W3 '24	Difference wave 3 – wave 2
Satisfaction with LID program	*n=609*		
Total satisfied (4 to 5)	92%	91%	-1%
Very satisfied	75%	74%	-1%
Somewhat satisfied	17%	17%	0%
Neutral	4%	4%	0%
Total dissatisfied (1 to 2)	3%	4%	1%
DK/REF	2%	1%	-1%
Difference LID program has made in ability to pay monthly bills	*n=609*		
Total big difference (4 to 5)	67%	66%	-1%
Very big difference	37%	35%	-2%
Big difference	30%	30%	0%
Somewhat of a difference	23%	25%	2%
Total not much or no difference (1 to 2)	8%	8%	0%
DK/REF	2%	1%	-1%
Ease of enrolling in LID	*n=609*		
Total easy (4 to 5)	89%	92%	3%
Very easy	67%	72%	5%
Somewhat easy	22%	20%	-2%
Neutral	6%	4%	-2%
Total difficult (1 to 2)	2%	3%	1%
DK/REF	2%	1%	-1%

- Impact of the program on the respondent's life is stable with reduced stress, being able to keep home at a more comfortable temperature and being able to afford the electricity bill being the most mentioned. The meaning of the program for the respondent and their family saw some shifts with mentions of being happy with the program increasing significantly along with being able to pay bill on time/not make arrangements.

Impact and Meaning of LID Program

	W2 '23	W3 '24	Difference wave 3 – wave 2
How has the Low-Income Discount program impacted participant's life	*n=609*		
This program has reduced my stress	59%	58%	-1%
I can now keep my home at a more comfortable temperature	50%	49%	-1%
I can now afford my electricity bill	43%	45%	2%
I now worry less about using electric appliances	31%	34%	3%
I have reduced my need for financial and/or energy assistance (from community agency)	11%	10%	-1%
I am now able to utilize medical equipment or supplies that require electricity	9%	10%	1%
I used to not purchase medications or visit the doctor because I couldn't afford it, but now I can	8%	9%	1%
Other	8%	9%	1%
None of the above	7%	7%	0%
What the LID has meant for participant and their family	*n=609*		
Happy with program/assistance	17% ↓	26%	9%
Less financial issues/lower bill	23% ↑	16%	-7%
Able to keep home a comfortable temperature	16%	15%	-1%
Less stress/anxiety	19% ↑	13%	-6%
Able to have money for food/to cook	8%	7%	-1%
Able to have money for other necessities/bills	7%	7%	0%
Able to pay bill on time/not make arrangements	3% ↓	5%	2%
Small reduction in cost	3%	3%	0%
Other	17%	19%	2%
Nothing	24%	22%	-2%

A red or green arrow indicates a significant difference from the current wave.

People in Household and Enrollment Length

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People in Household and Enrollment Length

- The number of people in the household has an inverse relationship with LID program satisfaction and difference made in ability to pay monthly bills; as number of people increases, total positive ratings decline.

Satisfaction, Impact, and Enrollment

People in household	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)
Satisfaction with LID program	*n=1,471*	*867*	*346*	*251*	*270*
Total satisfied (4 to 5)	91%	90%	88%	88%	87%
Very satisfied	75%DE	72%E	70%E	66%	60%
Somewhat satisfied	16%	18%	18%	22%A	27%ABC
Neutral	4%	5%	5%	4%	5%
Total dissatisfied (1 to 2)	3%	4%	6%A	6%A	6%A
DK/REF	2%C	1%	0%	2%C	3%C
Difference LID program has made in ability to pay monthly bills	*n=925*	*555*	*230*	*150*	*201*
Total big difference (4 to 5)	63%	60%	62%	60%	59%
Very big difference	34%B	29%	36%B	29%	31%
Big difference	29%	30%	27%	31%	27%
Somewhat of a difference	26%	28%	24%	27%	28%
Total not much or no difference (1 to 2)	9%	10%	14%AB	12%	13%
DK/REF	2%C	2%C	0%	1%	1%
Ease of enrolling in LID	*n=925*	*555*	*230*	*150*	*201*
Total easy (4 to 5)	92%C	91%	87%	90%	90%
Very easy	72%	70%	68%	67%	66%
Somewhat easy	20%	21%	19%	23%	23%
Neutral	4%	5%	8%A	7%	8%A
Total difficult (1 to 2)	3%	2%	3%	2%	2%
DK/REF	2%	1%	1%	2%	1%

- While total program satisfaction is high across enrollment lengths, significantly more respondents enrolled 0-6 months are satisfied compared to those enrolled for 20-24 months (91% vs. 88%, respectively). Additionally, recent enrollees (0-6 months enrolled) provide the highest ease of enrollment ratings.

Satisfaction, Impact, and Enrollment

Length of Enrollment (months)	0-6	7-12	13-19	20-24
	(A)	(B)	(C)	(D)
Satisfaction with LID program	*n=900*	*1,011*	*476*	*958*
Total satisfied (4 to 5)	91%D	89%	90%	88%
Very satisfied	73%	70%	70%	70%
Somewhat satisfied	17%	19%	20%	18%
Neutral	4%	5%	5%	5%
Total dissatisfied (1 to 2)	4%	4%	4%	5%
DK/REF	2%	2%	1%	2%
Difference LID program has made in ability to pay monthly bills	*n=900*	*1,011*	*476*	*958*
Total big difference (4 to 5)	58%	61%	62%	63%
Very big difference	30%	32%	35%A	33%
Big difference	28%	29%	27%	30%
Somewhat of a difference	30%D	27%	25%	25%
Total not much or no difference (1 to 2)	11%	10%	11%	10%
DK/REF	1%	2%	1%	2%
Ease of enrolling in LID	*n=900*	*1,011*	*476*	*958*
Total easy (4 to 5)	93%BD	90%	90%	88%
Very easy	75%	68%	69%	67%
Somewhat easy	18%	21%	21%	22%
Neutral	4%	6%	6%	7%A
Total difficult (1 to 2)	2%	3%	3%	3%
DK/REF	1%	1%	2%	2%AB

A/B/C indicates significant differences between enrollees by difference made.

Respondent Profile

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Residential Participant Profile

	Total			Difference LID has made		
				Big/ Very Big	Somewhat	No/little
	W1 '23	W2 '23	W3 '24	(A)	(B)	(C)
Household ownership	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
Own/buying	46%	45%	52%	50%	58%**AC**	51%
Rent	53%	54%	48%	50%**B**	42%	48%**B**
Other	0%	0%	0%	0%	0%	1%
Type of Home	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
A single-family home	46%	44%	49%	47%	54%**AC**	48%
A duplex or triplex	8%	8%	8%	8%	8%	9%
An apartment	24%	26%	22%	24%**B**	17%	21%
A condominium or townhome	2%	2%	3%	3%	3%	3%
A manufactured or mobile home	18%	18%	16%	16%	16%	17%
Some other type of home	2%	2%	2%	2%	2%	1%
Primary Heat Source	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
Electric	74%	74%	70%	72%**B**	66%	69%
Natural Gas	18%	18%	21%	20%	23%**A**	22%
Wood	4%	4%	5%	4%	7%**A**	6%
Types of Electric Heat	*n=1,140*	*N=1,588*	*2,357*	*1,476*	*595*	*244*
Baseboard	12%	13%	11%	10%	10%	14%
Space heaters	12%	13%	11%	10%	11%	13%
Wall heaters	27%	25%	27%	29%**B**	21%	26%
Furnace	14%	16%	14%	13%	16%	17%
Heat pump	27%	26%	31%	30%	37%**AC**	26%
Air Conditioning	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
Yes	64%	65%	65%	66%**C**	65%	60%
Weatherized	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
Yes	14%	13%	13%	14%**C**	13%**C**	8%
Ages in Household	*n=1,536*	*n=2,135*		*2,037*	*900*	*354*
Children (under age 18)	28%	26%	24%	23%	24%	32%**AB**
Seniors (age 65+)	45%	47%	52%	54%**C**	53%**C**	43%
Veterans	9%	9%	10%	10%	10%	12%
Person living with disability	42%	43%	39%	40%**B**	36%	37%
None of the above	11%	9%	10%	10%	12%	10%

	Total			Difference LID has made		
				Big/Very Big	Somewhat	No/little
	W1 '23	W2 '23	W3 '24	(A)	(B)	(C)
Receive Federal Benefits	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
Yes	73%	73%	62%	65%**B**	56%	63%**B**
Ethnicity	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
White or Caucasian	81%	80%	82%	81%	84%**A**	82%
Latino or Hispanic	6%	7%	7%	8%**B**	4%	5%
Native American and/or Alaska Native	4%	4%	3%	3%	3%	3%
Black or African American	3%	2%	2%	2%	1%	2%
Asian	2%	2%	2%	2%	1%	1%
Mixed race	1%	1%	1%	1%	1%**A**	1%
Slavic	<1%	<1%	1%	<1%	1%	1%
Native Hawaiian and/or Pacific Islander	1%	<1%	<1%	<1%	<1%	<1%
African	1%	1%	<1%	<1%	<1%	1%
Middle Eastern	<1%	<1%	<1%	<1%	<1%	<1%
Something else	<1%	<1%	<1%	<1%	-	-
Prefer not to say	2%	3%	2%	2%	3%	4%
Preferred language	*n=1,536*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
English	98%	97%	97%	97%	98%	98%
Spanish	1%	2%	2%	3%**B**	1%	1%
Chinese - Cantonese	<1%	-	<1%	<1%	<1%	-
Vietnamese	-	<1%	<1%	-	<1%	-
Chinese - Mandarin	-	<1%	<1%	<1%	-	-
Korean	-	-	<1%	<1%	-	-
Russian	-	-	<1%	-	<1%	-
Somali	-	-	<1%	<1%	-	-
Some other language	<1%	<1%	<1%	<1%	-	1%**A**
Number of people in household	*NA*	*n=2,135*	*n=3,345*	*2,037*	*900*	*354*
1	-	43%	44%	45%**C**	42%	38%
2	-	26%	26%	25%	27%	24%
3	-	11%	10%	11%	9%	14%**B**
4	-	7%	8%	7%	8%	8%
5+	-	9%	8%	8%	8%	10%

A red or green arrow indicates a significant difference from the current wave.
A/B/C indicates significant differences between enrollees by difference made.

Summary

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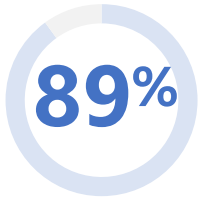
Low-Income Discount Program Key Findings

Direct outreach from Pacific Power and Pacific Power's website are the top 2 sources of program awareness in W3. Both are up significantly from W1 and W2.

Enrollment most often happens via the website.

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

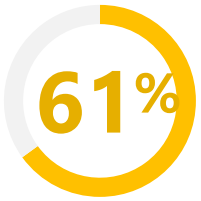


Are satisfied with the Low-Income Discount Program, stable with W1 and W2 (90% each). Households with Seniors continue to show the highest levels of very satisfied ratings (77% vs. 62% to 69%).

Demographics show a handful of significant changes from prior waves. Home ownership, single-family home residence, natural gas primary heating, heat pump usage, and seniors aged 65+ all increased significantly in W3 '24 compared to W1 and W2 '23. Children under the age of 18 in the home and electric primary heat source declined significantly in W3 '24 compared to W1 and W2 '23.

Enrollees are most likely to have Seniors (52%) and/or person(s) with a disability (39%) in their home, and roughly three-in-five receive federal benefits (62%). Over four-in-five (82%) are white or Caucasian, followed by 7% Latino or Hispanic, 3% Native American and/or Alaskan, 2% Black or African American, and 2% Asian.

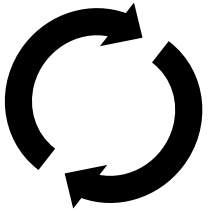
Low-Income Discount Program Key Findings (cont.)



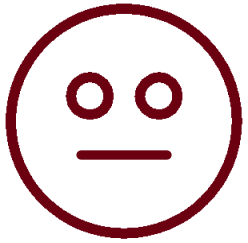
Of enrollees feel that LID has made a big to very big difference in their ability to pay monthly bills, down significantly from W2 '23 (65%).

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

The top two constructive suggestions to improve the program are to increase the discount (6%) and improve awareness of it (5%).



Repeat survey respondent results are very stable between W2 '23 and W3 '24 across program satisfaction, difference program has made in ability to pay monthly bills, and ease of enrolling. Repeat respondents are significantly more likely to mention they are happy with the program/assistance compared to W2 '23.



Enrollees who are new to the program (0-6 months) provide significantly higher total satisfied ratings of the program compared to those who have been enrolled for 20-24 months (91% vs. 88%).

Recommendations

- Low Income Discount W3 ’24 participants perceive a lower effect of the program on their ability to pay monthly bills compared to W2 ’23. Two likely factors contributing to this are:
  - Discount amounts not keeping up with residential rate increases for Pacific Power customers: **Consider evaluating the discount amount in the context of changing customer bill amounts.**
  - A significantly smaller portion of the W3 ’24 participants receive federal benefits, making their financial situations more challenging. For example, emergency SNAP benefits enacted during the pandemic ended in early 2023. **When requesting funding for future LID expansion, consider recent and upcoming changes to the federal benefits rules and how those may affect LID participants.**
- **Partnering with local agencies or non-profits could increase awareness of the program.** This source of awareness significantly decreased in mentions in W3 ’24.
  - Direct outreach and the Pacific Power website have been effective in promoting awareness.
- **Consider options for adding cooling/warming centers and transportation to them in geographies where LID customers currently do not have access.**
  - These **top zip codes would cover 37% of LID customers without access** to cooling/warming centers if ones were provided there: 97420, 97501, 97526, 97504, 97601, 97603, 97756, 97330, 97470, 97220, 97355, 97527, 97322. This is largely South/Southwest Oregon (Roseburg, Grants Pass, Medford, Klamath Falls) and Central Willamette Valley Oregon (Albany/Lebanon/Corvallis)
- **Continue with any enrollment process changes enacted in 2024** – they have been improving ease of enrollment.
- Households with children still lag other households in satisfaction with the program and other metrics.
  - **Consider exploring the root causes of this difference and co-creating solutions with participating customers.**

Break

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Low-Income Discount Program

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Agency Survey

Objectives:

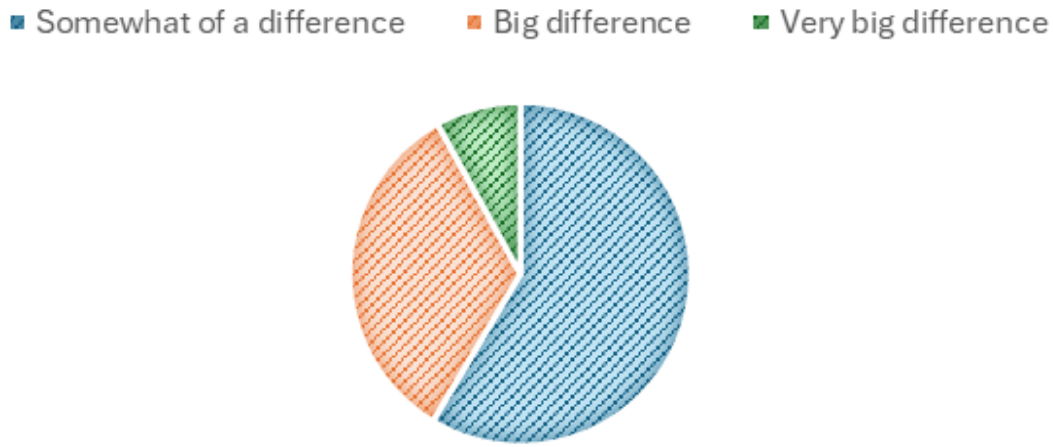
- Understand the overall perception, satisfaction, and ease of use for Low-Income Discount enrollees
- Gauge the value of current language options and the addition of alternative options
- Evaluate the enrollment process for third parties

Methodology:

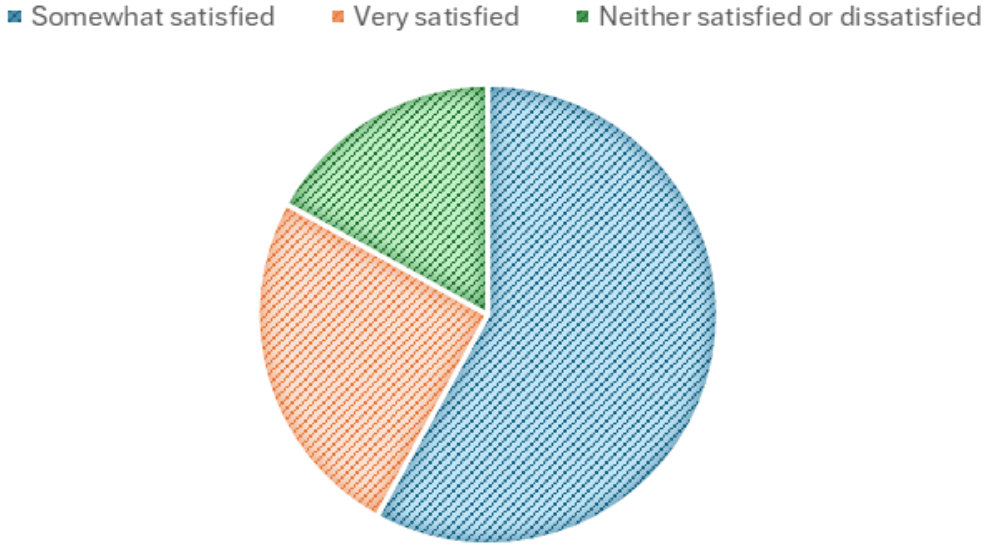
- Conducted online through 14 Community Action Agencies
- Participants surveyed via email
- Surveys available in English only
- 80% response rate

Survey Breakdown

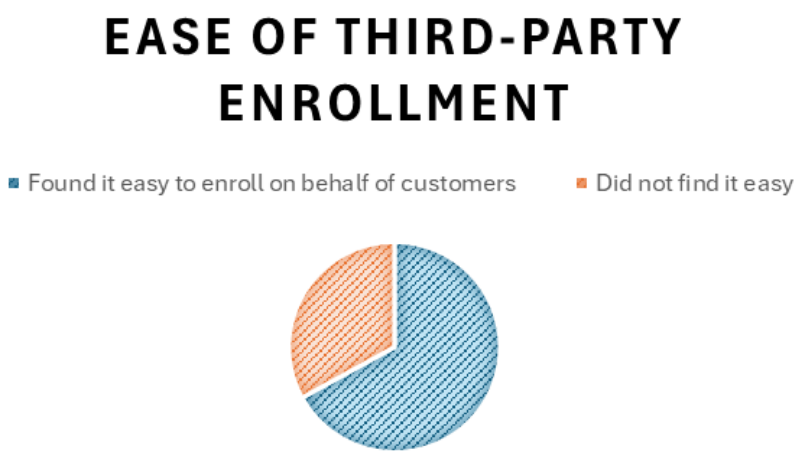
OVERALL PERCEPTION OF LID PROGRAM

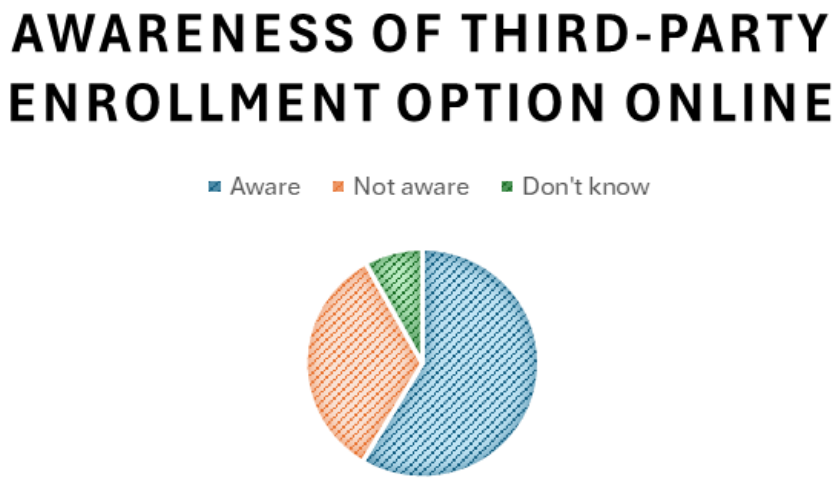


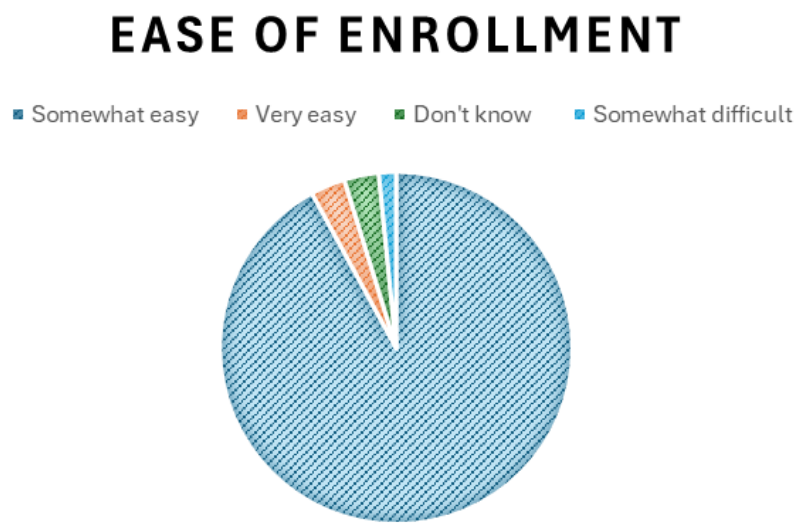
SATISFACTION



Enrollment Opportunities

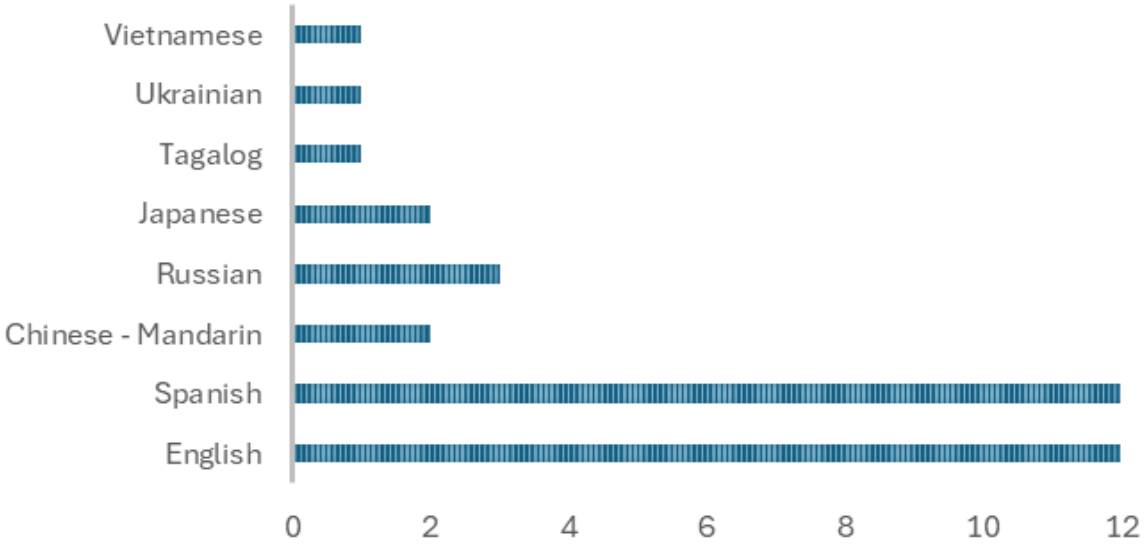






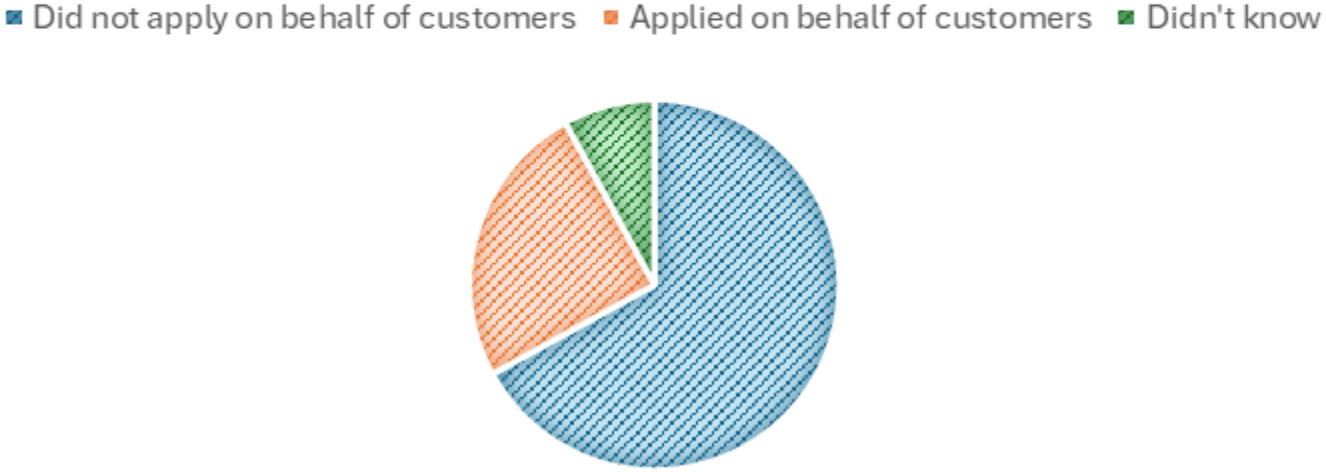
Survey Breakdown

LANGUAGE OPTIONS TO REACH COMMUNITY



100% of customers were referred to apply online or contact customer center to apply

STAFF APPLY ON BEHALF OF CUSTOMERS



Suggested outreach strategies:

- Handouts
- Newsletters/bill inserts
- Local organization partnerships
- Direct outreach (email, letter, postcard, bill message)
- Local news
- Social media

Program Updates

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Low-Income Discount (LID) program

Discount Tiers Update

Discount level	Income guidelines	Enrollment 02/25/25
Tier 1 – 20%	≥21% to ≤60% SMI	52,247
Tier 2 – 40%	≥6% to ≤20% SMI	10,134
Tier 3 – 80%*	**≤5% SMI**	**5,056**
	Total	**67,437**

*Addition of Tier 3 - 80% discount effective January 1, 2025, for households with income between 0 to 5% of state median income

Pacific Power identified existing LID program participants eligible for the Tier 3 discount and moved them to the discount rate in January 2025.

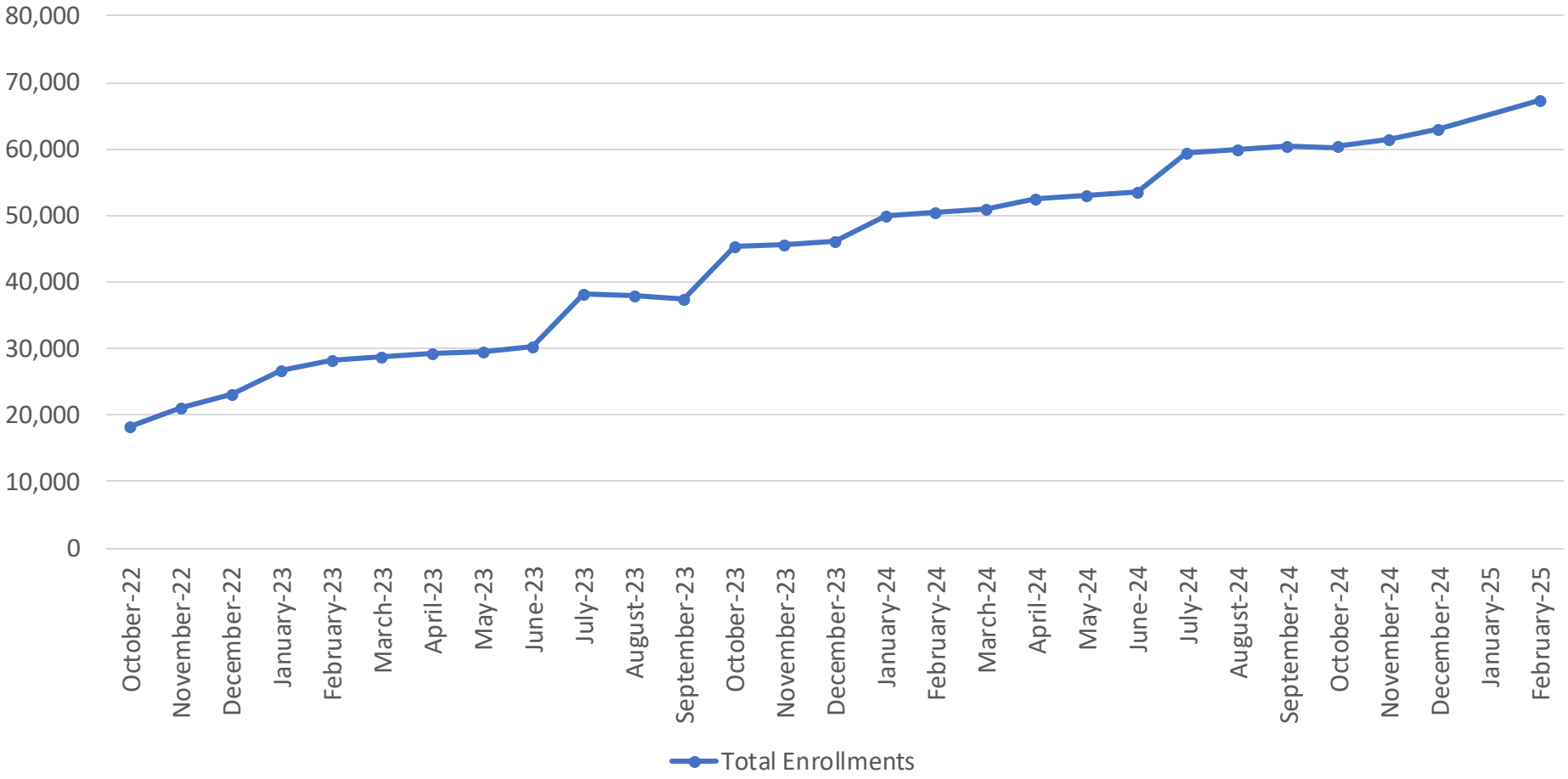
Participation Rate

Estimated program participation rate based on Energy Burden Assessment (EBA) completed in August 2024

Households	Count	Estimated Participation Rate
Low Income Households under 60% SMI	**~166k ± 10%**	**~41%**
Low Income Households High Burden Households	**~80,000**	**~84%**

Program Enrollment

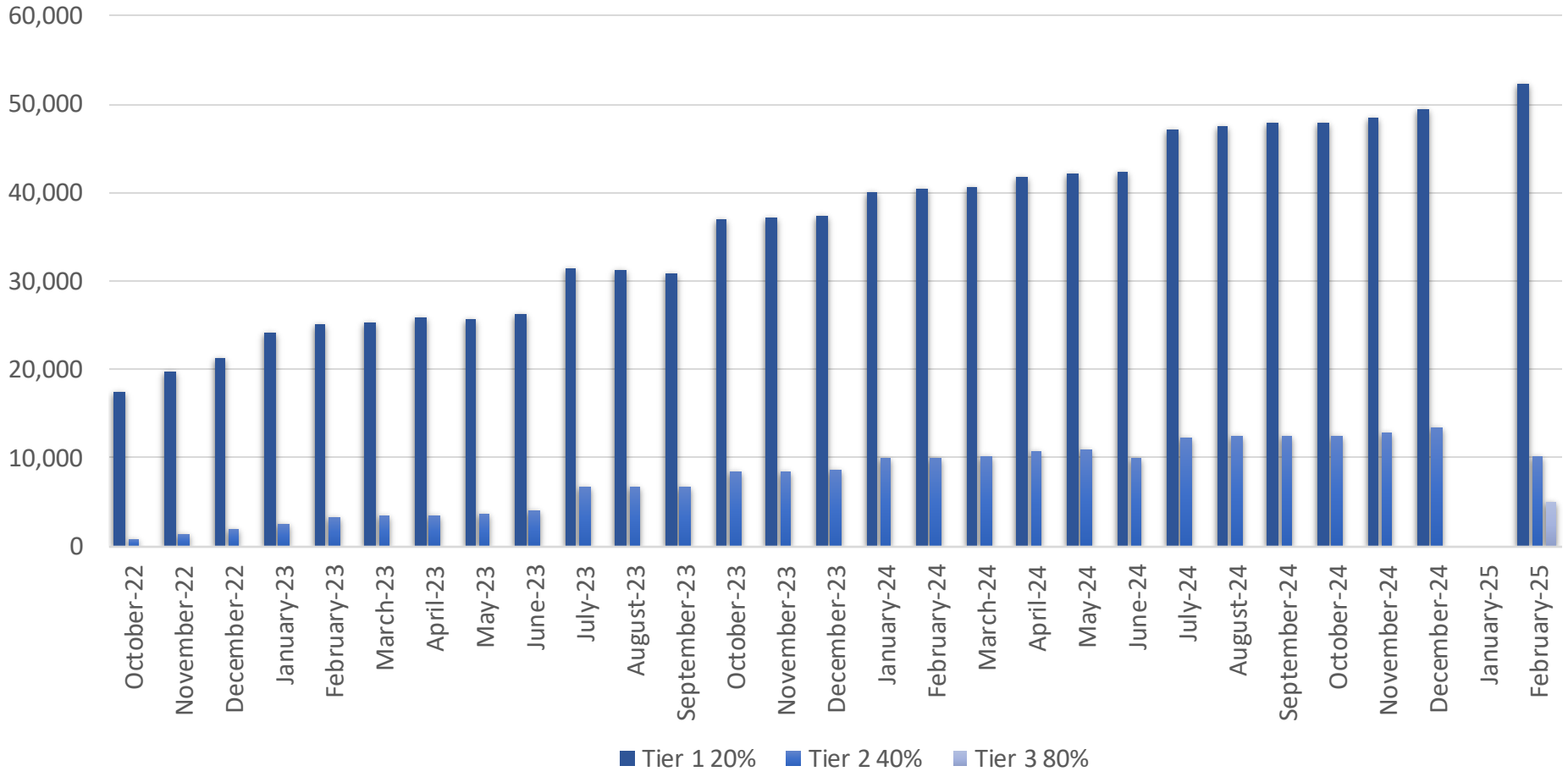
Residential



General Service

- Master Meter (Affordable Housing) – 2 properties enrolled

Program Enrollment By Tiers



Re-Enrollment Plans

Oregon Schedule 7

Re-enrollment will be required every two years. Customers receiving LIHEAP/OEAP will automatically be re-enrolled for two years following receipt of LIHEAP/OEAP funds.

- Re-enrollment Notification Plans:
  - Auto-enrollments
    - Notification – 60 days letter or email based on billing preference
    - Extend certification date by two years

  - Re-enrollments:
    - 1st Notification – 60 days letter (English and Spanish)
    - 2nd Notification – 30 days letter/email notification (English and Spanish)
    - 3rd Notification – 15 days phone call
    - 4th Notification – Removal Notification (English and Spanish)

- Company paused re-enrollment process through March 1, 2025.
- 1st Notification (60day letter) mailed February 28, 2025. Includes removal date of May 30, 2025

Re-enrollments

Auto Re-enrollments	Counts
March	86
April	118
May	132
Total	336

Program certification date ending between October 2024 and March 2025 extended two years from current certification date.

Re-enrollments	Counts
March	3928
April	555
May	721
Total	4868

Certification date extended to March 31, 2025, for those customers with certification date ending between October 2024 and March 2025

Clean Energy Plan

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PacifiCorp's 2025 Clean Energy Plan

- PacifiCorp originally filed a motion for extension of its 2025 Clean Energy Plan (CEP) by 180 days on December 20, 2024
- The Public Utility Commission of Oregon (OPUC) discussed the request with both joint parties and with PacifiCorp
  - PacifiCorp offered that an extension of just 90 days would be acceptable, and OPUC staff then made their recommendation to the Commission in their memo, to target the CEP filing date for June 30, 2025
  - The issue was heard at the OPUC Public Meeting on March 4, 2025, where a decision was made
- **PacifiCorp's 2025 Clean Energy Plan will be filed by June 30, 2025**

Source: Docket No. LC 82 PACIFICORP 2023 INTEGRATED RESOURCE PLAN (IRP) AND CLEAN ENERGY PLAN (CEP)

Date / Time / Meeting Format	Proposed Agenda Topics*
January 2025	No meeting
Date: February 19, 2025 (Wednesday) **Time:** 9 a.m. - 12 p.m. (PST) **Format:** Zoom | Online	Clean Energy Plan Engagement Series Meeting #1 • Integrated Resource Plan Updates Oregon Sensitivities • Proposed (New!) Customer Benefit Indicator: SO2 and NOx • Transportation Electrification Presentation • Small-Scale Renewables (SSRs) • Community-Based Renewable Energy (CBREs)
March 2025	No meeting
April 2025	No meeting
Date: May 28, 2025 (Wednesday) **Time:** 9 a.m. - 12 p.m. (PST) **Format:** Zoom | Online	Clean Energy Plan Engagement Series Meeting #2 • Integrated Resource Plan Updates • 2025 Clean Energy Plan Updates • Procurement Updates
June 2025	No meeting
July 2025	No meeting
Date: August 20, 2025 (Wednesday) **Time:** 9 a.m. - 12 p.m. (PST) **Format:** Zoom | Online	Clean Energy Plan Engagement Series Meeting #3 • Community-Based Renewable Energy (CBREs) • Integrated Resource Plan Updates • "Listening Session"
September 2025	No meeting
October 2025	No meeting
Date: November 19, 2025 (Wednesday) **Time:** 9 a.m. - 12 p.m. (PST) **Format:** Zoom | Online)	Clean Energy Plan Engagement Series Meeting #4 • Overview of PacifiCorp's filed Clean Energy Plan (tentative) • Integrated Resource Plan Engagement Roadmap
December 2025	No meeting

Open to all!

PacifiCorp's Clean Energy Plan Engagement Series 2025 Meeting Schedule

If you have questions, feedback, or would like to be added to PacifiCorp's Oregon Clean Energy Plan distribution list, please email us at **OregonCEP@PacifiCorp.com**.

*Proposed agenda topics and timing may be subject to change
**Leading up to each session, meeting information can also be accessed here: Oregon Clean Energy Plan

Next Steps

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Final Thoughts...?

Oregon Tribal Nations Engagement Series 2025 Meeting Schedule (Present/Future)

Date / Time / Meeting Format	Proposed Agenda Topics*
January 31, 2025 (1:00 – 4:00PM PT)	BiRep CEP & Tribal Nations Roadmaps DR TE
March 20, 2025 (1:00 – 4:00PM PT) Online	Community-Based Renewable Energy Low-Income Discount Transportation Electrification OPUC: Kate Ayres
April 25, 2025 (1:00 – 4:00PM PT) Online	Wildfire Mitigation Webinar Highlights Community Benefit Indicator Overview Low Income Discount Survey
May	**No Tribal Nations Engagement Meeting** due to **Clean Energy Plan Engagement May 28**
June 27, 2025 (1:00 – 4:00PM PT) Online	Community Benefit Indicator Series Clean Energy Plan Filing update
July 25, 2025 (1:00 – 4:00PM PT) Online	Community Benefit Indicator Series Program Updates Energy Trust of Oregon Updates* **2025 CEP Filing: Document In Review**
August	**No Tribal Nations Engagement Meeting** due to **Clean Energy Plan Engagement Aug 20**
September 26, 2025 (1:00 – 4:00PM PT) Online	TBD
October 31, 2025 (1:00 – 4:00PM PT) Online	Regulatory Updates
November	**No Tribal Nations Engagement Meeting** due to **holidays**
December 19, 2025 (1:00 – 4:00PM PT) Online	Year in Review 2026 Planning

***Proposed agenda topics and timing may be subject to change**
****Items highlighted in yellow are new updates**

Community Benefits and Impacts Advisory Group for Oregon Tribal Nations Calendar

There will be no Tribal Nations Meeting in **May** due to the **Clean Energy Planning Engagement Series**

June 27, 2025, 9:00 – 11:00am (PST)

Meeting Code:	Password:
889 9754 0444	348977

For more information, please visit: Tribal Relations

Email comments to: TribalRelations@PacifiCorp.com

Pacific Power Stakeholder Engagement

Please join us for the **Clean Energy Planning Engagement Series Meeting**
May 28, 2025, 1 – 4pm (PST)

For more information, please visit:
Oregon Clean Energy Plan