Pacific Power Equity Advisory Group (EAG)

September Meeting Notes

September 10, 2026, 1:00 – 4:00 pm, Pacific Time

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

Executive Summary

There were 24 participants in attendance at the Washington Equity Advisory Group (EAG) meeting. To establish a cleaner and more equitable electricity system for Washington, Pacific Power formed its EAG. The EAG is intended to elevate issues of energy equity in the planning process by providing a seat at the table to affected communities. Members of the EAG are community leaders supporting underserved populations, and they provide insights into the lived experiences of Washington communities.

The meeting was hosted in a virtual setting with attendees joining via the ZOOM platform. The following is a summary of the content and feedback received during the public meeting.

2026 EAG Members	Organization
Robyn Raya	Yakama Nation
Paul Tabayoyon	Asian Pacific Islander Coalition
Norman Thiel	SonBridge
Paris Valdez	Yakama Nation Fisheries
Andy Wilson	Yakima Health District

Presenters	
Kimberly Alejandro	Regulatory Manager, Clean Energy Planning
Elise Emil	Assistant Manager, Electric Vehicle Services & Policy
Sierra Gentry	Program Manager, Customer Solutions
Rohini Ghosh	Director, Clean Energy Planning
Cara Glennon-Olsen	CBI Advisor, Clean Energy Planning
Cassandra Hales	Analyst, Stakeholder Policy & Engagement
Zachary Hymes	Senior Specialist, Regulations
Christina Kruger	Manager, Stakeholder Policy & Engagement

Annette Price	Vice President of Government Affairs
Tag Galvin-Darnieder	Facilitator, E Source
Zanya Morgan	Facilitator, E Source
Morgan Westberry	Facilitator, E Source

Pacific Power Affiliated Attendees	
Stephanie Dobberfuhl	Program Supervisor, Low-Income
Erin Isselmann	Vice President, Communications
Christian Marble	Senior Specialist, Communications
Ariel Son	Manager, Regulatory Affairs

Public Attendees	
Jenn Latu	Portland General Electric
Kristen Sheeran	Vice President of Policy & Sustainability, Portland General Electric
Samantha Thompson	Portland General Electric

Opening

Pacific Power's Christina Kruger, Stakeholder Policy and Engagement Manager, opened the meeting by greeting all attendees and thanking members for their continued participation.

E Source facilitator, Morgan Westberry, reviewed the agenda and shared meeting experience items, and introduced presenters. Meeting objectives are to 1) Learn how Customer Benefit Indicators (CBIs) are represented in filings and discuss what they tell us about community impact 2) Share program updates and customer engagement activities related to transportation electrification (TE) and 3) Hear about the frequently asked questions (FAQ) from Portland General Electric (PGE).

Check-In

E Source's Zanya Morgan "checked-in" with meeting attendees by posing the question: *What's one thing you wish decisionmakers understood about your community?*

- How important immigrants are for where we live and what we eat and drink
- That they should not make decisions without community input

Community Calendar

Zanya Morgan presented the community calendar, including the following events:

September Events –

- September 1 – Youth Mental Health First Aid @ 33 S. Second Ave. | 4:00 - 8:00pm
- September 3 – Youth Mental Health First Aid @ 33 S. Second Ave. | 4:00 - 8:00pm

- September 5 – Selah Springs Saturday Market @ Selah Springs Brewing Co | 10:00am – 3:00pm
- September 7 – Free Movie Mondays @ Level Up Walla Walla | 2:00pm
- September 9 – Milton-Freewater Farmers Market @ Orchard Park | 4:00 – 7:00pm
- September 11 – Bridge the Weekend Hunger Gap @ Blue Mountain Action Council
- September 12 – Downtown Walla Walla Farmers Market @ 106 W Main St | 9:00am – 1:00pm
- September 14 – Free Movie Mondays @ Level Up Walla Walla | 2:00pm
- September 16 – Milton-Freewater Farmers Market @ Orchard Park | 4:00 – 7:00pm
- September 18 – Bridge the Weekend Hunger Gap @ Blue Mountain Action Council
- September 19 – Downtown Walla Walla Farmers Market @ 106 W Main St | 9:00am – 1:00pm
- September 21 – Free Movie Mondays @ Level Up Walla Walla | 2:00pm
- September 23 – Milton-Freewater Farmers Market @ Orchard Park | 4:00 – 7:00pm
- September 25 – Central Washington State Fair @ 1301 S Fair Ave
- September 26 – Downtown Walla Walla Farmers Market @ 106 W Main St | 9:00am – 1:00pm
- September 28 – Free Movie Mondays @ Level Up Walla Walla | 2:00pm
- September 30 – Milton-Freewater Farmers Market @ Orchard Park | 4:00 – 7:00pm

Closing the Feedback Loop

Zanya Morgan gave a synopsis of some topics the group heard and saw in the July session. Themes, feedback, and impacts arising from the meeting included:

Objectives:

- Clean Energy Implementation Plan Updates: Public Participation Plan
- Washington 2026 Clean Energy Implementation Plan Compliance Report
- Community In Person Visits: Feedback Review

Feedback Highlights:

- In thinking about representation and expanding membership, Yakama Nation asked if there are specific individuals or groups Pacific Power is seeking out to be part of the Washington Equity Advisory Group
- Blue Mountain Action Council suggested engaging the Department of Social Health and Services and Employment Security Department

Impacts:

- Cassandra Hales, former Community Affairs Coordinator, has been working to identify opportunities to onboard new members

Ms. Morgan recapped the July activity where advisors were polled on the feedback shared during in community 1:1 meetings to gauge the effectiveness of potential next steps by ranking each action as either not effective, slightly effective, moderately effective, or highly effective. A synopsis of the results is shared below, highlighting the top 1-2 suggestions for action items across three categories – engaging, empowering, and connecting:

1. Engaging
    a. Engagement & Events

        i. Expand community-facing outreach events
        ii. Pilot methods to provide topic specific workshops

    b. Communications & Materials
        i. Expand community-facing outreach events
        ii. Pilot methods to provide topic specific workshops
    c. Targeted Outreach
        i. Expand community-facing outreach events
        ii. Pilot methods to provide topic specific workshops
2. Empowering
    a. Financial Empowerment
        i. Expand community-facing outreach events
        ii. Pilot methods to provide topic specific workshops
    b. Tools & Infrastructure
        i. Maintain and expand shared tools (hub, calendar)
    c. Community-Specific Needs
        i. Tailor engagement for Tribal communities
        ii. Improve accessibility for immigrant / multilingual groups
3. Connecting
    a. Resilience
        i. Exploring backup power for vulnerable populations
        ii. Provide community education on storage and resilience
    b. Cross-Section Coordination
        i. Integrating emergency management into planning
    c. Transparency & Education
        i. Increasing transparency around rates, cost drivers, and tariffs
        ii. Explaining the "why" behind filings and the Advisory Group's role

During the July activity, advisors were also given the opportunity to suggest next steps rather than ranking items pre-determined by the utility. Advisor suggestions included:

- Work with orgs/groups that may already have a public outreach schedule – can see future opportunities for inclusion
- Review and revise highly impacted communities – then connect with targeted tools
- Partner to create games that educate and entertain (i.e., time-of-day incentives, weatherization incentives)
- Language tests for being able to include indigenous Spanish languages in central WA. Spanish (Castilian that is taught in schools are different from local Spanish use in many cases)
- Easier to read documents in different languages
- Community parter with outreach people: some organizations do not have direct employees or volunteers that do direct public outreach
- Education and training reduce dependency and overuse of resources

Advisor feedback will be used to inform the 2027 agenda and as an indication of best practices and lessons learned.

Demand-Side Management (DSM) Regulatory Updates

Zachary Hymes, Senior Regulatory Specialist, discussed upcoming draft energy efficiency filings the Washington Equity Advisory Group will be receiving and shared key dates for engagements on the filings.

The Program Change document is expected to be shared with advisors by September 16th, ahead of previewing the changes at the DSM Advisory Group meeting on September 21st. This filing details the changes in measures and incentives being offered by energy efficiency programs, as well as highlights actions to serve named community customers. The Daft Conservation (Energy Efficiency) filings will also be provided to advisory groups to seek feedback prior to filing with the Utilities and Transportation Commission. Comments are requested via email by September 30th. Both documents will become appendices to the Annual Conservation Plan filing.

The Annual Conservation Plan details PacifiCorp's energy efficiency programs, and the plans to achieve energy efficiency savings targets. The Plan also includes details on the program's efforts to serve named community customers. On October 13th, a draft plan will be sent to advisory groups.

Draft conservation (energy efficiency) filings are provided to advisory groups to seek feedback prior to filing with the Utilities and Transportation Commission, with comments requested by October 27th. The Annual Conservation Plan is likely more informative to EAG members and easier to parse the efforts to serve named community customers. The final Annual Conservation Plan will be filed in Docket UE-250825 on November 13th.

Washington Equity Advisory Group members interested in participating in future DSM Advisory Group meetings for deeper involvement in energy efficiency programs are invited to reach out to PacifiCorp's Advisory Group leads for more information.

Meeting Discussion:

- Morgan Westberry, Facilitator, asked if these updates are part of an annual process or are changes being made for a specific reason, like keeping up with inflation for example.
    - Mr. Hymes noted that this is an annual process for all programs. Incentives detailed in the filings are in line with savings changes that are coming out of the Regional Technical Forum, part of the Northwest Power Council.

CBIs & the 2022-2025 CEIP Compliance Report

Cara Glennon-Olsen, CBI Advisor, contextualized how Customer Benefit Indicators (CBIs) appear in the 2022 – 2025 CETA compliance report and provided an overview of the data and discussed trends observed during the reporting period to connect how CBIs tie back to specific actions.

Regulatory guidance for the clean energy transformation requires all utilities to pursue all cost-effective, reliable, and feasible conservation and efficiency resources, and demand response resources, to maintain and protect the safety, reliable operation, and balancing of the electric system, to ensure that all customers are benefitting from the clean energy transition, and be able to demonstrate progress toward 1, 2, and 3 at the lowest reasonable cost. What that ultimately meant is for the Clean Energy

Implementation Plan (CEIP), PacifiCorp needed to establish a set of CBIs that could support tracking outcomes tied to company actions toward maximizing cost-effective energy conservation and efficiency opportunities, reducing emissions, risk, and costs while improving public health, and maintaining a safe, reliable, and resilient grid.

The process of doing so was split into 4 steps: act, measure, learn, and refine.

1. Act: Implement programs, outreach, and other investments
2. Measure: Use CBIs and metrics to observe participation, affordability, reliability, etc.
3. Learn: Look across multiple years to identify trends, differences between communities, data limitations, and areas that warrant further investigation
4. (Potentially) Refine: Where it is supported by the evidence, leverage findings to identify opportunities to adjust program delivery, outreach, targeting, incentives, or other specific actions

The table below intends to translate formal CBIs and their underlying metrics into practice customer outcomes.

No.	CBI	The Metrics	What They're Getting At
3	**Increase participation in company energy and efficiency programs**	• Participation in energy efficiency, demand response, and behavioral programs • Spending on energy efficiency, demand response, and behavioral programs • Appliance and equipment rebates issued	• Ensuring that all customers have equal access to the benefits of energy efficiency and incentive programs • Helping homes and small businesses use energy more efficiently
4	**Increase efficiency of housing stock and small businesses, including low-income housing**		
6	**Decrease households experiencing high energy burden**	• Customer energy burden • Participation in bill assistance and low-income weatherization programs	• Doing what's possible to keep energy costs affordable for our customers
8	**Reduce frequency and duration of energy outages**	• Outage frequency and duration (SAIDI and SAIFI) • Outage restoration time (CAIDI) • Customers experiencing multiple outages (CEMI-4)	• Providing dependable electric service for households, businesses, and communities.
9	**Reduce residential customer disconnections**	• Residential disconnections for non-payment • Residential and commercial past due balances	• Supporting reliable energy access for all customers, especially those facing greater challenges.
10	**Increase named community clean energy**	• Distributed clean energy and energy storage in named communities[1] • Energy efficiency savings in named communities	• Doing what we can to encourage adoption of renewable power generation and storage resources in vulnerable communities.

2022-2025 provides an emerging baseline for understanding customer outcomes over time as four years of reporting allows us to begin looking beyond annual values. Energy burden, reliability, and DER adoption illustrate different dimensions of the customer experience: including affordability, what share of income is going toward electricity and which customer segments are most impacted, reliability, how frequently and for how long are customers experiencing outages, and clean-energy participation, where are energy efficiency program participation and customer-sited generation and storage the most concentrated. At this stage, the data does not tell PacifiCorp what decision to make, but what it can do is help identify where there may be something worth understanding better.

CBI 6 tells the story of energy burden by measuring the share of household income devoted to electric service, tracking energy burden and excess energy burden. The report shows that affordability is relatively consistent over the reporting period, but there is an important distributional finding: income-qualified and Tribal communities continue to experience comparatively higher energy burden. From this data, PacifiCorp learned that systemwide averages can obscure important differences in the customer experience.

CBI 9 tells the story of affordability by analyzing arrears and disconnections rather than participation in assistance programs, because while it is apparent that assistance is reaching more customers, other affordability indicators are showing persistent financial hardship. Low-Income Bill Assistance (LIBA) participation increased over the reporting period, showing greater utilization of customer support programs. Arrears and disconnections provide a different lens by capturing customers who are struggling to keep their accounts current. Together, they show both sides of the affordability picture for the customers we serve including use of available assistance and persistence of financial hardship.

CBI 8 captures reliability metrics through the System Average Interruption Duration Index (SAIDI), the System Average Interruption Frequency Index (SAIFI), and Customer Average Interruption Duration Index (CAIDI) data. SAIDI measures the time the average PacifiCorp customer experiences a power outage for over five minutes (a "sustained outage") each year. SAIFI is the number of times the average Pacific Power customer experiences a sustained outage each year. CAIDI is the average outage duration of any given customer experience. SAIDI and SAIFI data show that customers experienced more frequent sustained interruptions over the reporting period because SAIDI and SAIFI numbers, excluding major events, increased. However, CAIDI data shows that restoration times improved because the numbers declined over the reporting period.

Meeting Discussion:

- Paul Tabayoyon, Asian and Pacific Islander Coalition, cited loss of easements in Yakima where most power lines are located as a concern and questioned what the cost for this loss is in Yakima. Power lines found in easements need to be maintained 2-3x/annually and are not, which also increases the fire risk. Also, does PacifiCorp have a line of sight into what may have caused an outage?
    - Mrs. Glennon-Olsen offered to gather more information on maintenance of easements and come back to share her findings. The subject matter experts that work on reliability metrics are different than the vegetation management group. On outage causes, incidents are categorized using outage cause codes which will show why an outage occurred.

CBI 10 tells the story of Distributed Energy Resource (DER) adoption to create a stronger foundation for understanding future trends. Generation and Storage Distributed Energy Resources (DER) increased in

Highly Impacted Communities (HICs) and Vulnerable Populations, however improvements to data quality, record validation, active-record identification, and other factors can affect year-over-year comparability. So, the conclusion should not be that "DER adoption increased in named communities." Instead, it should be that DER adoption showed significant activity in named communities – but improvements in underlying data quality are better viewed as an emerging baseline, rather than as evidence of a year-over-year growth rate.

CBIs 3 and 4 details the progress of energy efficiency program participation, which is currently moving in a positive direction. Energy Efficiency (EE) program participation increased over the reporting period with positive movement, especially notable in Highly Impacted Communities and Vulnerable Populations. These trends suggest that the company's EE programs are reaching more customers in named communities. Participation is growing – and the CBI data helps see who is sharing in that progress.

The Clean Energy Implementation Plan connects customer outcomes, or CBIs, to implementation.

- Energy Efficiency (EE) for Residential and Business Customers
    - Enhanced incentives for windows in multi-family units on residential rate schedules
    - Direct install residential lighting in multi-family units and manufactured homes
    - Manufactured home direct install duct sealing
    - Higher incentives for small businesses, targeting the smallest businesses

- Demand Response
    - Launch programs that provide incentives for:
        - Residential customer load reductions for heating, cooling and water heater loads
        - Commercial and industrial customers who are willing to provide curtailment for a specified number of hours
        - Agricultural irrigation customers who reduce their irrigating or soil drain pumping loads

Meeting Discussion:

- Paul Tabayoyon, Asian and Pacific Islander Coalition (AAPI), explained that majority of homes in overburdened communities do not have heat pumps or air conditioning, so because of the age of these HVAC systems, the energy efficiency programs do not apply or would not create a more efficient system. CBIs 3 & 4 apply to middle-income homes that have those issues. Renters often do not have air conditioning systems, and if they do, it's wall air conditioning, so it is not controlled through any form of device; it is manual.
    - Stephanie Dobberfuhl, Weatherization Program Manager, shared that PacifiCorp offers weatherization services to low-income qualified customers at no cost. This program always pays for ducted or ductless heat pumps, which can also include air conditioning.
        - AAPI had been promoting that program only to find that there was a backlog of 100s of people due to OIC being underfunded, causing the timeline to get into the program being around a month. There are other organizations managing similar programs; however, they do not actually go into the community to do outreach. Community members are interested in signing up for these programs. However, without a program representative to speak to directly, customers are relying on the website which does not always show a functional, linear path to signing up.
            - Mrs. Dobberfuhl explained that PacifiCorp does not have a cap on annual spending on weatherization programs. OIC and similar organizations may have funding constraints related to their other funding sources.

- AAPI would encourage PacifiCorp to go out to these entities and go through that linear process for clarity and understanding, so if there is an actual hitch, it gets identified as soon as possible. Mr. Tabayoyon would personally like to have somebody from PacifiCorp or Portland General Electric visit his office and go through that entire linear process step by step, to better serve customers and the community members.
    - Mrs. Dobberfuhl shared her contact information to further connect with Mr. Tabayoyon offline.

To review the Clean Energy Implementation Plan and Compliance Report, please visit: Final_PacifiCorp_2025_Washington_CEIP.pdf & 2026_Clean_Energy_Implementation_Plan_Compliance_Report.pdf. For more information on regulatory guidance, please review: Clean Energy Transformation Act (CETA) – Washington State Department of Commerce, WAC 480-100-610:, and WAC 480-100-640:.

Break

Transportation Electrification

Sierra Gentry, Customer Solutions Program Manager, provided program updates related to electric vehicles and mobility, shared information on community grants, and heard from advisors on how the company can better work with partners to place infrastructure.

Currently, Pacific Power is negotiating with a potential new vendor for program management and implementation support. The focus on expanding program participation includes simplifying application processes, increasing engagement with interested parties, and additional self-service tools on the website to empower customers. The Communities Grants are an example of projects in place to support the advancement of transportation electrification in underserved communities. The Communities Grants can be used to support the purchase & installation of EVSE for multifamily, workplace, or public use, electric vehicle purchase for community benefit, electric bus purchase for schools and transit agencies, micromobility (e-bike programs), and education and outreach focused on e-mobility. The Communities Grant application window opens early Q4 of 2026. Interested parties can apply here: https://www.pacificpower.net/savings-energy-choices/electric-vehicles/charging-station-grants.html.
The outreach plan to increase program participation will target underserved communities, named communities, areas with low access to EV charging infrastructure, municipalities, and businesses with high community touchpoints.

Meeting Discussion:

- Norman Thiel, SonBridge, asked for examples of communities or entities that have done something involving e-bikes.
    - Ms. Gentry cited e-bike voucher programs as popular in Oregon where organizations support income qualified customers in applying for a voucher of $1,500 – $2,000 to go toward the purchase of or help offset the cost of an e-bike. Those programs typically include safety training, helmets, and locks. There have also been programs available for customers interested in renting an e-bike for short-distance deliveries.
- Paul Tabayoyon, Asian and Pacific Islander Coalition (AAPI), asked the Transportation Electrification team would be willing to do local presentations and have customers connect

directly with the representatives that run the programs? Also, has PacifiCorp asked local governments to participate in this program? Yakima has unique struggles that would make participating in an e-bike program largely difficult or unsafe. The areas that would be safe and recommended are owned by the city, meaning the government would have to apply for the grant and oversee the process.

- Morgan Westberry, Facilitator, thanked advisors for their feedback and noted potential future agenda items coming out of suggestions and concerns.
  - AAPI volunteered to host a community group that is interested in transportation electrification program and safety education in partnership with PacifiCorp.
  - Ms. Gentry agreed with some of the unique struggles associated with cities owning and maintaining transportation electrification infrastructure. PacifiCorp works with cities in the service territory, though permitting issues and low interest can make progress hard.

Commercial Prescriptive Incentives is another program aimed at incentivizing the adoption of transportation electrification, specifically by offsetting the cost of the charger, not the infrastructure itself. This program provides per-port incentives for AC level 2 and DC fast chargers, making it a good option for projects with minor infrastructure upgrades with a lower projected cost or faster timelines by filling the gap between projects that may not be well suited for larger grants or custom incentives. The program is still pending Commission approval, but the launch is slated for late 2026.

Elise Emil, Assistant Manager of Electric Vehicle Services and Policy, detailed the public infrastructure buildout. Currently, in Yakima, Washington at the Hilton there are public chargers available; however, there are still gaps in the market. PacifiCorp is soliciting feedback on recommended or requested locations for more public chargers in the Washington service territory. To review the list of current public EV chargers, please visit: https://www.pacificpower.net/savings-energy-choices/electric-vehicles/find-charging-stations.html. To recommend a location for more public chargers, please reach out to the TE team at PacificPowerEV@clearesult.com.

Portland General Electric - Introductions & FAQ

Christina Kruger, Manager of Stakeholder Policy & Engagement, updated advisors on PacifiCorp's sale of Washington-based assets to Gem Sub LLC, a yet-to-be-named affiliate of Portland General Electric (PGE). Under the terms of the agreement, PGE will acquire three Washington-located generating facilities: Goodnoe Hills wind farm (94 MW), Marengo I and II wind farm (243 MW), and Chehalis natural gas facility (477 MW). The transaction also includes approximately 4,000 miles of distribution and 500 miles of transmission lines that serve approximately 137,000 Washington customers and approximately 800 MW of peak load.

This transaction represents a targeted and necessary step towards strengthening PacifiCorp's financial stability and ensuring the continued delivery of safe, reliable power to our customers. PacifiCorp has also filed for state regulatory approval of the transaction in all six states and plans to file with the Federal Energy Regulatory Commission this month. PacifiCorp and PGE filed a Joint Application for approval of the transaction with the Washington Commission under Docket UE-260208.

As outlined in the application and supporting testimony, the transaction will maintain continued provision of safe, reliable electrical service while supporting long-term investments to meet customer needs and advance public goals.

The engagement team leaders Christina Kruger, Manager of Stakeholder Policy & Engagement, and Cassandra Hales, Clean Energy Planning Analyst, compiled a list of questions previously asked by EAG advisors during 1:1 in-community visits, at monthly meetings, or offline via email.

Kristen Sheeran began sharing background about Portland General Electric (PGE), a vertically integrated investor-owned utility based in Oregon owning and operating generation, transmission, and distribution for over 135 years. PGE serves 900,000+ customers across 7 Oregon counties and 51 cities, a service area of approximately 2,000,000 residents, making PGE Oregon's largest utility and electrical supplier. About 50% of the power used to serve Oregon customers comes from non-emitting resources such as hydro, wind, and solar power. Additionally, PGE operates a substantial battery fleet in Oregon as well as generation facilities across the Northwest including Tucannon Wind Farm in Washington. PGE regularly transacts for power in Washington, both buying and selling, and has a local employment base there.

PGE works with similar regional stakeholders in Oregon through their Community Benefits and Impacts Advisory Group (CBIAG), which was created out of legislation that PGE and PacifiCorp worked on together modeled after the Washington EAG. PGE will continue to work with PacifiCorp to share information as it becomes available and will continue to listen and learn from stakeholder perspectives while maintaining that strict focus on reliability, affordability, excellence in customer service, and community engagement throughout the process.

Annette Price (AP): What is the expected timeline for this regulatory review? Are there key milestones? What do you think the effective date will be?

Kristen Sheeran (KS): The proposed transaction remains subject to review and ultimately, approval by multiple regulatory agencies across multiple states. PGE and PacifiCorp have submitted required applications and are actively participating in those ongoing proceedings. PGE and PacifiCorp have requested approval no later than March 1st, 2027, with closing on the transaction to occur then after the required conditions are satisfied or waived. Final timing really remains dependent upon regulatory review and other closing conditions, but the goal is Spring 2027

AP: Is there a defined transition process? Is there anything you can share about that plan?

KS: It is very much underway through various work streams involving both PGE and PacifiCorp. PGE has established an acquisition project management office to coordinate the workflows. Current planning is focused on a safe, reliable, and orderly transition for customers, the employees, and the communities served. Some details will continue to be refined as we go through regulatory review and transition planning progresses.

AP: Christina and Cassie have been working with this to keep EAG members informed. What do you foresee in that effort continuing? PGE staff has been listening in on the conversations, but is there anything else to add to that?

KS: It is a dynamic process. PGE recognizes and understands the EAG's interest in having greater clarity on timing and sequencing of decisions. PGE and PacifiCorp are committed to working together to

coordinate sharing the information at meaningful milestones and identifying who the clear points of contact may be for follow-up questions.

AP: So, in other words, we are going to stay in touch as this transaction evolves over the next several months. How will the transaction affect customer rates, including short and long-term impacts?

KS: There are three important things to convey here. 1) Affordability absolutely remains a priority. 2) The transaction is designed in such a way that Washington and Oregon customers are not going to be impacted by the cost associated with executing the acquisition and any transaction financing. 3) Recognizing that any future rate increases for the Washington utility will remain subject to review and approval by the Washington Utilities and Transportation Commission, just as they are today.

AP: That's good to hear; it is something that both our companies care a lot about. What are the protections and commitments that are in place to help mitigate or manage customer impacts?

KS: The transaction includes regulatory oversight and commitments that address customer and community interest. If you look at some of the existing materials that have been filed with the UTC, you'll see that includes commitments towards supporting highly impacted communities and vulnerable populations. Those commitments also clearly state that investment in environmental, low-income, and community initiatives will not be reduced. Specific customer benefit commitments filed as part of that regulatory process include like maintaining the existing customer demand response, the energy efficiency, the low-income programs that are currently offered by PacifiCorp, and not modifying them without first engaging commission staff and community representatives. Another commitment, for example, is that within 90 days of the close of the transaction, we're committing to initiating a collaborative effort to engage with representatives of existing advisory groups, such as the EAG as well as the CEIP, and the IRP engagement forums, in order to help identify potential impacts on highly impacted communities and vulnerable populations before implementing any new programs in order to enable diverse perspectives for program improvements. There's a whole long list of other commitments that are part of the proposed transaction that maintain continuity for customers, the continuity of our engagement, and our investment in communities. I am happy to go into some of those further if folks are interested.

AP: I know from my experience with Portland General Electric, your commitment to impacted communities in the state of Oregon runs wide and deep, and we certainly appreciate the efforts here. This will continue to be a priority and work that we roll up our sleeves to get done. So, thank you for that response. How will program funding or benefits shift?

KS: So, as part of those commitments, we've made and filed with the UTC for approval, program specific funding, and benefit decisions in the future will still to be evaluated, but what we are committed to is maintaining those existing customer programs that are currently offered to Washington customers by PacifiCorp and to not modifying them without that engaging the commission for approval as well as community representatives.

AP: You touched upon an important part here, and we can't underscore it enough, candidly, and that is that commission process. We are in the beginning to middle of that, with testimony being filed and that is a public process. To Kristen's point, there are a number of items that will be addressed in a very public fashion in that regulatory process. So, there are a lot of opportunities and there is transparency there. You referenced this a moment ago, but can you further expound on if the EAG will continue and will

current members be retained?

KS: PGE recognizes the value of local community input and the importance of the EAG's continuity and the interest of its current members in continuity. We have committed to maintaining PacifiCorp's existing equity, low-income, demand response, customer advisory groups, the Clean Energy Implementation Plan, the integrated resource planning engagement forums, and of course, the EAG. Then again, very explicitly convening those groups within 90 days of the close of said transaction to engage in a collaborative effort with those existing members to help identify if there were potential impacts on highly impacted communities and vulnerable populations before implementing any new programs or looking at changes to make sure that we have those diverse perspectives.

AP: As you mentioned, today is basically a follow up to many discussions that our team has had. I want to make sure I thank the Pacific Power employees of Christina Kruger and Cassandra Hales, as well as Morgan Westberry, for all the work that they have done with the group and getting comments and structuring the meetings. I think folks will be pleased with how PGE will continue the structure going forward. Kristen, anything else to add about that structure?

KS: No, not at this point in time. We will maintain the current structure. Continuity is important in this transition.

AP: Do you want to talk a little bit about the continuity of programs and services?

KS: A key principle that both PGE and PacifiCorp have subscribed to in this transaction is continuity for customers, that means beginning from current state operations. What that means more practically is that existing processes, programs, engineering standards, and ways of working are expected to continue from day one, unless there is a deliberate decision in the future made to change them which will be subject to appropriate regulatory oversight and review. Program specific decisions in the future may require further business and regulatory review. We would expect any affected customers to receive clear communication before any confirmed changes take effect. Again, the goal from day one is for the transition to be seamless and uneventful for our customers by maintaining those current state operations.

AP: Uneventful is a terrific word. As I mentioned, this stuff is extremely complicated; I am sure folks can appreciate that the companies are diligently working through it. We do not have all the decisions made as we are in the middle of the process. Rest assured, we are working diligently to Kristen's point about the "what's next?" What happens to the Blue-Sky program?

KS: Big picture, longer term program specific determinations have not been made. Continuity and no changes in program offerings from day one is the goal. PGE is familiar with PacifiCorp's Blue-Sky Program, the analog that they own and operate is here in Oregon. Most importantly, PGE has both experience and enthusiasm offering similarly structured customer voluntary renewable energy programs here in Oregon.

AP: With what PGE has done in the past, they have a great history of delivering on these types of programs. The other component of this is eligibility, enrollment, and funding changes. Any words of advice there?

KS: Those details have not been finalized across programs. PGE will share program specific information only after eligibility, enrollment, funding, and communications are finalized. More to come on that front

but again, that continuity of experience for customers from day one is how both utilities are approaching this transaction.

EAG advisor in chat: Can you please share when do you anticipate the closing of the proposed transaction?

- AP: The transaction date is targeted on March 1, 2027. There will potentially be some residual work to be done after that, but March 1 right now is the is the target date, barring any regulatory pieces that might push it to a later date.

AP: In Washington, we have service areas, not service territories. With the service area acquisition, what do you see as the local impacts? What does the transaction mean for customers and local partnerships and program delivery?

KS: Our priority is a smooth and orderly transition with no disruption to customers. We want to maintain the same excellent service to customers in Washington that they've come to expect from PacifiCorp. We intend to bring our long-term experience in operating reliably, prioritizing safety, excellence in customer service, community investment, commitment to clean and renew successful renewable integration, grid modernization, and of course, wildfire risk mitigation. We're going to bring all of that, which we have serving our customers well in Oregon, to utility operations in Washington. That means stepping into local partnerships to begin cultivating those further, and we'll continue to evaluate additional partnerships and program delivery details as we move through more of the details of the transition planning.

AP: What does the transaction mean for Tribal communities and the communities represented by the EAG members?

KS: PGE certainly recognizes the importance of meaningful engagement with Tribal governments and affected communities. Tribal perspectives, local knowledge, community and priority, community priorities will inform our engagement during both the regulatory review and the transition planning and will be central to how we communicate with and continue to refine how we serve customers in Washington moving forward.

AP: Will there be coordination between PacifiCorp and incoming utilities?

KS: PGE and PacifiCorp have established some transition work streams that are intended to support our coordinated planning and an orderly handoff. As we continue to work through those details, they will be shared as available.

AP: How will PGE and PacifiCorp maintain communication and transparency?

KS: We certainly recognize how critically important timely, clear, and consistent communications will be throughout this sort of lengthy regulatory review and transition planning process. Our commitment is that our stakeholders, current and future will receive updates whenever significant milestones are reached and when information is sufficiently developed to be able to share it with a degree of accuracy and fidelity. And recognizing, again, all of this is subject to regulatory review, which puts this very much sort of in the realm of sort of public processes where there is public input that is both invited and brought into the formal process.

AP: What opportunities will EAG members have to provide input?

KS: Conversations like the ones that we're having today and the ones that I think gave rise to some of the questions that we're addressing today are sort of a great example of how we can specifically hear the concerns of EAG members. I encourage you to ask your questions and then we'll be working with PacifiCorp on how we follow up.

AP: Will engagement be targeted towards certain specific stakeholder groups?

KS: At PGE, we are committed to stakeholder engagement. My colleague Jenn Latu is here on the call with me because she leads the community engagement work at PGE. We recognize that different stakeholders, including Tribal governments, local governments, public health entities, community-based organizations, and customers, all may have very different questions and needs as it relates to this transaction, the transition and what happens moving forward. Our plan, as is always the case when we engage in engagement with our stakeholders, will be to tailor it accordingly, while making sure to stay aligned with regulatory requirements, as well as making sure that PGE and PacifiCorp are both are communicating in lockstep.

EAG Advisor in chat: Will you be placing physical local locations for customer service and program service operations?

- AP: We'll need to get back to the EAG on involving the status of customer service and programs and physical locations. I know we're still working through that between the two companies, so we will need to follow up on those questions.

Public Comment

There was no public comment. Advisors participated in a post meeting poll answering the following questions:

1. Overall, how satisfied were you with the EAG engagement? (Please rate with one being least satisfied and five being most satisfied)
    a. The average rating was 4.5
2. Overall, did you find the content shared to be helpful in understanding the topics and relevant to the objectives? (Please rate with one being the least helpful and five being the most helpful)
    a. The average rating was 4.8
3. Is there anything that you would like to share about your experience at the engagement or suggestions you have to improve future engagements?
    a. Not at this time
    b. Great meeting, enjoying seeing all the sharing of ideas

Next Steps

October 8, 2026, | 1:00 – 4:00pm PT
Online via Zoom: https://esource.zoom.us/j/89041611254?pwd=i3kaM7IXSAixmnaWRlFHvVutc4Hd4L.1
Meeting ID: 89041611254
Passcode: 288762
There will not be an engagement session in November. The group will reconvene in December.

Meeting materials can be found online on PacifiCorp's Washington Clean Energy Transformation Act webpage. Spanish materials will also be available following each session.

For more information:
Washington Clean Energy Implementation Plan

Washington Energy Resource Center:
Energy Resource Center (pacificpower.net)