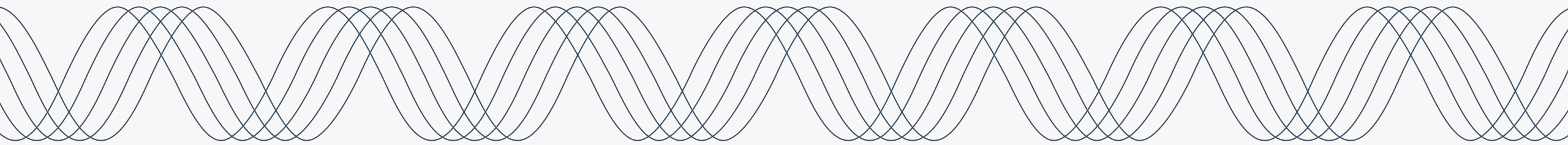


PGE's CBIAG Meeting #20

January 22, 2025





Virtual Meeting Participation Tips

- Thank you for joining us today!
- Please join audio by either phone or computer, not both.
- We encourage CBIAG members to turn on your video.
- Please keep your audio on mute when not speaking.
- Observer = you are not a CBIAG member, facilitator or speaker.
- If you experience technical difficulties, please contact program staff at: (823) 535-0731



In-Person Meeting Participation Tips

- We are happy to see those who could join us in-person today!
- Take care of your needs (feel free to stand, move around, etc.)
- Facility logistics (restrooms, exits, allergies, etc.)
- Avoid cross talk and please be mindful of hybrid challenges
- Remember to say your name before you speak so that virtual participants know who is speaking



Facilitation Style & Group Agreements

- Take care of your personal needs as they come up, let facilitator know if you need to step away
- This is a learning space for everyone
- Participate by sharing your responses in the chat, taking written notes, or by raising your hand to speak
- Welcome diverse perspectives; it's okay to disagree
- Facilitator will call on people to speak. This will be done in a way that centers our equity priority communities and not in first come, first serve
- I will use facilitator's privilege and may need to gently interrupt to have you close out your comments and move the meeting forward
- Move up your talking or move up your listening
- Assume and have good intentions
- You do not need to have perfect/fully formed thoughts to share and discuss your ideas with the group
- **These meetings will be recorded with the agreement that access is for CBIAG members, PGE, and third-party facilitators.**
- Any others you all want to add?





AGENDA

- Welcome and Orientation
- Introductions
- Updates / Feedback Loop
- Temporary Winter Protections
- CBRE RFO
 - Refresher on CBIAG Review Process and Scorecard
 - Q&A
- Announcements
- Closing and Next Steps

Meeting Objectives

- Learn about our hosting organization
- Provide updates on PGE projects and activities presented and discussed in previous meetings to ensure feedback loop
- Share information about temporary winter protections for customers and next steps
- Provide a refresher and discuss CBIAG Review Process and Scorecard Community Based Renewable Energy (CBRE) Request for Offer (RFO)
- Orient the group to what they can expect in CBIAG meetings in the coming months



Welcome and Introductions



Please state your name and pronouns (if you choose)



Please share what organization(s) you represent, if any



Check In Question:
What's the last place you went to for the first time?

This Month's Host Organization



Metropolitan Family Service helps people move beyond the limitations of poverty, inequity, and social isolation.

We embrace innovation to create sustainable solutions that address disparities, promote equity, and demonstrate respect for all individuals.

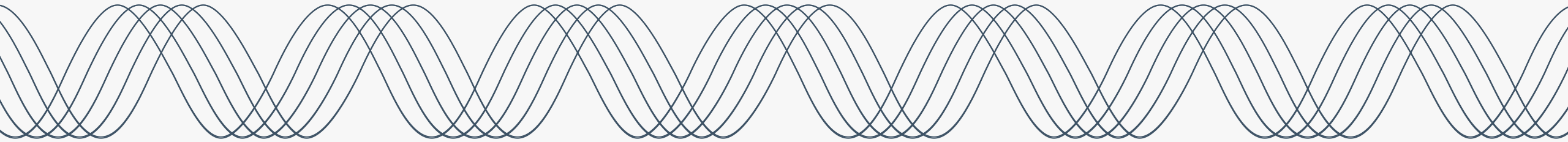
Updates / Feedback Loop

- General Rate Case
 - [PGE Rates: Your Dollars at Work | PGE](#)
- Income Qualified Bill Discount (IQBD) program expansion to single metered buildings

Temporary Winter Protections

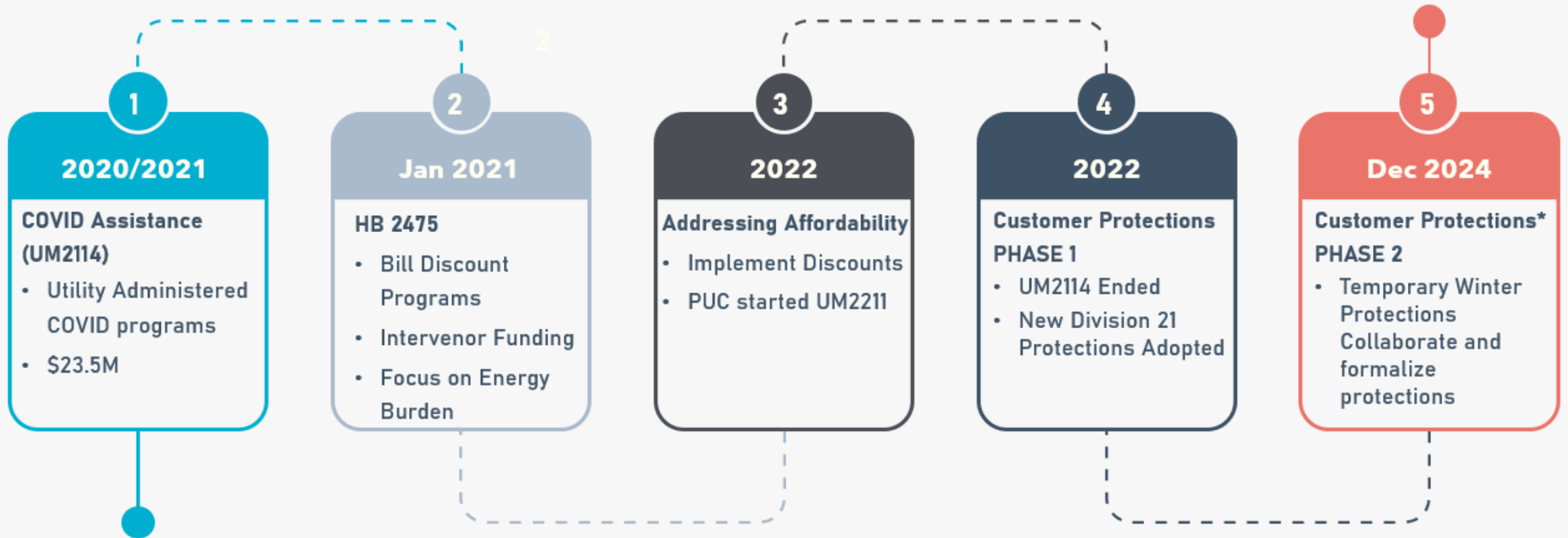
Elisa Carrasco
(she, her)

Tyler Richardson
(he, him)



Temporary Protections Timeline

2021-2025



*Effective 12/18/2024-5/18/2025



Phase 1 Protections

Severe Weather

No credit disconnections when:

- Temperature is below 32 degrees or severe weather advisory between (Nov. 1–Mar. 31)
- Air Quality Index is above 100
- Heat advisory

Fees/Adjustments (IQBD Only)

- Waive the first 2 reconnection fees each calendar year
- Waive all late pay fees
- Waive the first field visit fee in a calendar year

Phase 2 Protections

Severe Weather

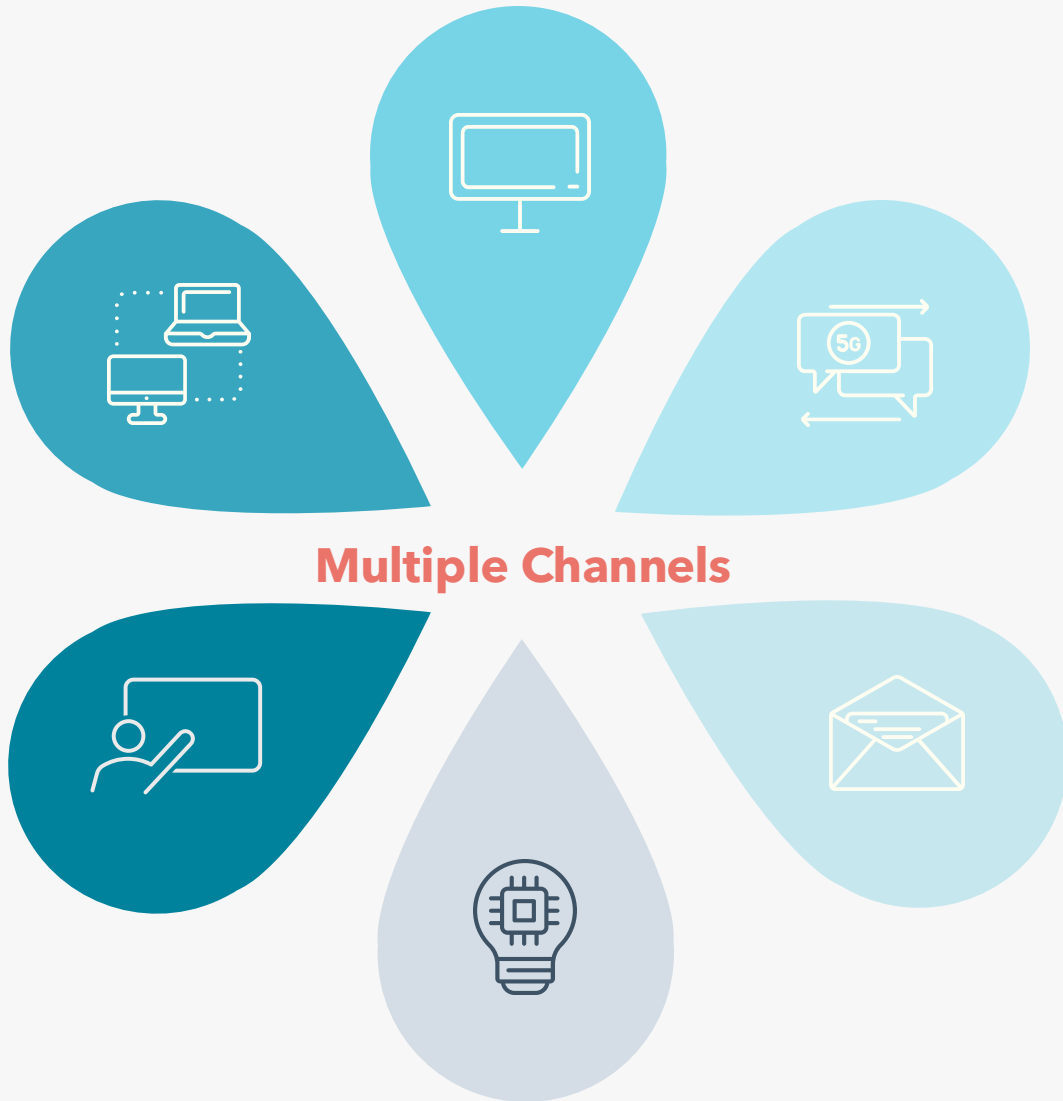
No credit disconnections when:

- Temperature is below 32 degrees or severe weather advisory day of and day before (12/18/2024–5/18/2025)
- Customer enrolled in IQBD or Medical Certificate (until April 1st)*
- Air Quality Index is above 100
- Heat advisory

Fees/Adjustments (IQBD Only)

- Waive all reconnection fees*
- Waive all late pay fees
- Waive the first field visit fee in a calendar year
- IQBD 60% Tier One-Time Bill Assistance*





Webpage created for customer protections

<https://portlandgeneral.com/help/help-topics>

Updated customer notifications

- 20-day past due notice
- 5-day disconnection notice
- 2-day final notice text
- Disconnection complete text
- Door hanger
- IQBD welcome letter

Letter sent to all IQBD & Medical Certificate Customers

Notifying eligible customers of the one-time bill assistance and all customers of the disconnection moratorium

Training for Customer Service Advisors

Training on the protections as well as notifications and scripting to help make customers aware of the protections

Provided updates for Community Action Agencies

Shared information with all Community Action Energy Assistance staff in PGE's territory

- Also shared with Mult. Co. sub-agencies (SEI, Latino Network, IRCO, etc.)

Next Steps

1

OPUC Staff workshop on expectations and plans for reporting & outreach

2

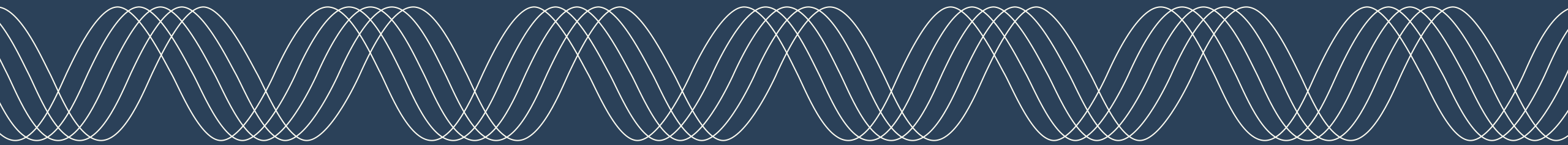
Energy Burden Metric Reporting finalization

- Alignment with utilities, additional reporting for transparency

3

Incorporate your feedback into PUC workshops to modify, if needed, temporary rules to make regular rules (UM2211)

Questions / Feedback

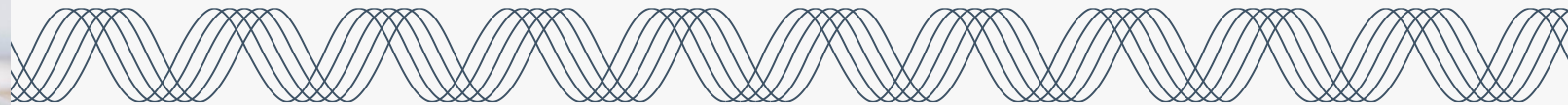




CBIAG Evaluation Kick-off: Community Based Renewable Energy (CBRE) project Request For Offer (RFO)

Stasia Brownell (she,her)

January 2025



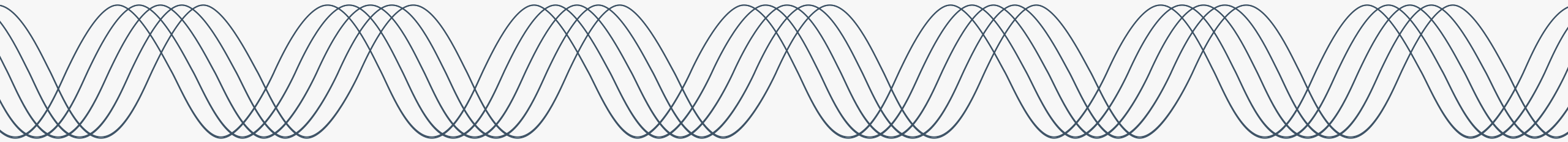
Breakout Room Discussion

- Refresher
- Process
- Scorecard
- Q&A



2025 TOPICS / CHARTER PREVIEW

Josh Todd, Espousal Strategies
(he, him)



Lookahead: 2025 CBIAG Meeting Topics

Ongoing

- Affordability and energy burden
- Customer engagement
- Community Based Renewable Energy (CBRE) project Request for Offers (RFO)
- Community Benefits and Impacts Biennial Report

New

- PGE's efforts to increase contracting with businesses owned by women, veterans or Black, Indigenous, or People of Color
- PGE's wildfire mitigation efforts and investments
- PGE's annual customer satisfaction surveys
- PGE's Community Benefit Plans within federal grants and infrastructure projects

CBIAG Charter Review - Preview

In our next meeting, the CBIAG will discuss potential updates to the following components of the charter:

- Membership terms
- Meeting modality and cadence (hybrid/in-person frequency)
- Participation requirements
- Roles and responsibilities

CBIAG Charter Discussion - Preview

Charter review topics for discussion:

- Participation
 - Defining participation and requirements
 - Potential barriers or challenges to participation
- Membership and recruitment
- Meeting cadence and modality
 - Expectations and requirements related to attendance (in-person)
 - Potential barriers or challenges to attendance (in-person)
- Subcommittees



Announcements



PGE Community Engagement Upcoming Outreach Events

IRCO Family Resource Night (SE Portland)

Friday, January 24, 5-7 p.m.

REACH Community Development Lunar New Year (SE Portland)

Thursday, February 6, 5-6:30 p.m.

Central City Concern Resident Resource event (SE Portland)

Friday, February 7, 1:30-3:30 p.m.

Northwest Senior & Disability Services (Woodburn)

Tuesday, February 11, 9-10 a.m.

Gilbert House Children's Museum Legacy of Play Day (Salem)

Monday, February 17, 10 a.m.-2 p.m.

IRCO Resource Night (Tigard)

Thursday, February 20, 5-7 p.m.

Community Services Network East County Learn, Share, Do (Gresham)

Saturday, February 22, 10 a.m.-2 p.m.

Next Steps

What to expect after this meeting
in preparation for next month's
meeting

- A high-level recap of the meeting and **post meeting survey** will be sent to CBIAG members
- Presentation slides will be made available on CBIAG webpage (portlandgeneral.com)
- Send announcements to CBIAG@pgn.com
- Next meeting is **February 26th**
 - In-person attendance option for February:
Community Energy Project
2705 E Burnside St
Portland, OR



Thank you