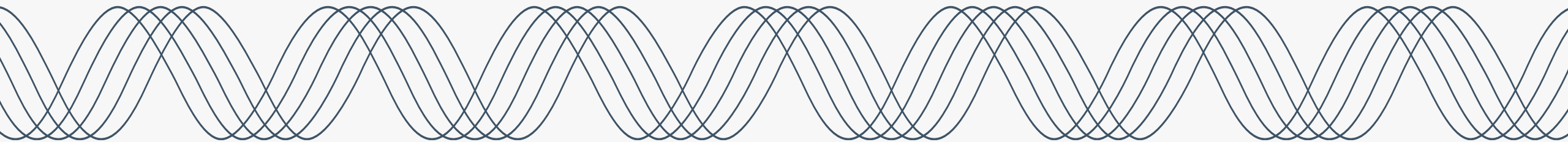


PGE's CBIAG Meeting #9

January 24, 2024





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



AGENDA

- Welcome
- Agenda
- Introductions
- Member update and Self Assessment Results
- One on One's – Report Out & What's Next
- Follow-ups and Updates
 - Medical Battery Support
 - Income Qualified Bill Discount (IQBD)
- Announcements
- Closing & Next Steps
 - CBRE pre-work



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
- Use of 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?



Meeting Objectives

- Review and discuss CBIAG member self-assessment results.
- Understand and discuss CBIAG participation feedback.
- Provide an overview of 2024 topics that meetings will involve.
- Share information about our long-term approach for demonstrating how CBIAG feedback is considered and/or incorporated.
- Provide a follow up on Medical Battery Support roll out and Income Qualified Bill Discount



Welcome and Introductions



Please state your name and pronouns (if you choose)



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



Check In Question:
If you could wake up tomorrow with one skill instantly mastered (no effort required), what would it be?



PGE CBIAG Members (as of 1/19/24)

	Member Name	Organization Affiliation
1.	Christine Chin Ryan	Asian and Pacific Islander Community Coalition of Oregon (APICCO)
2.	Ebony Foreman	Metropolitan Family Services (MFS)
3.	Glenna Hayes	UCP Oregon
4.	John Maddalena	Self Enhancement, Inc. (SEI)
5.	Jovana Bustamante	El Programa Hispano Catolico (EPHC)
6.	Jules Martinez Plancarte	CAPACES
7.	Mak Yim	Immigrant & Refugee Community Organization (IRCO)
8.	Maria Elena Guerra	Farmworker Housing Development Corporation (FHDC)
9.	James Cador	National Association for Minority Contractors (NAMC)
10.	Sabrina Wilson	Rosewood Initiative
11.	Sherrie Villmark	Community Energy Project (CEP)
12.	Timur Holove	Slavic Community Center of NW



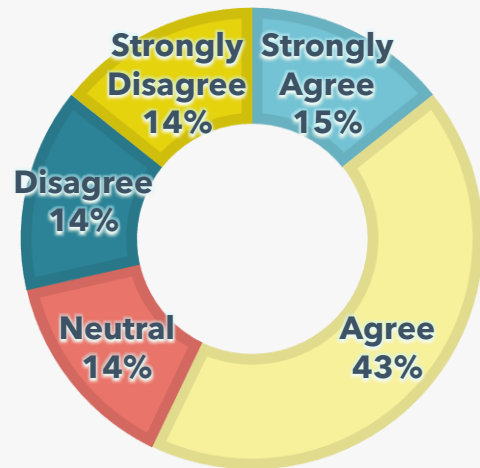
CBIAG Member Self-Assessment Results

	BASELINE	MONTH 6
Survey dates	April 2023	September 2023
# of CBIAG members	11	12
# of survey responses	7	6
Total response rate	64%	50%



I feel confident about my knowledge of energy concepts.

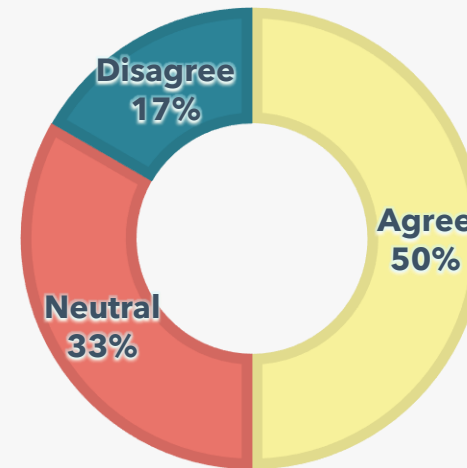
BASELINE



58% Agreement

28% Disagreement

MONTH 6

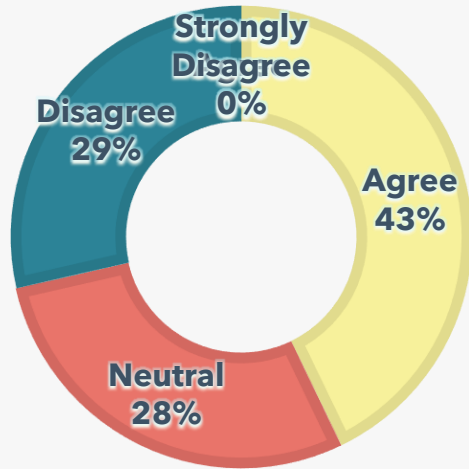


50% Agreement

17% Disagreement

I feel confident about my knowledge of how electric utilities operate and serve customers.

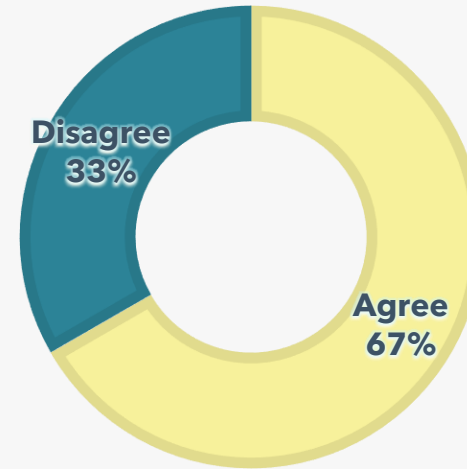
BASELINE



43% Agreement

29% Disagreement

MONTH 6



67% Agreement

33% Disagreement



CBIAG One on One Input

Completed

- 9 CBIAG members provided input verbally
- 2 CBIAG member provided input in writing

Key Themes

- Shared goals held by CBIAG members
- Topics of interest
- Challenges
- Recommended actions





CBIAG One on One Input – Key Themes

Q: What drew you to become a CBIAG member? What were some of your initial goals?

- Learn more about PGE's work and impact across communities.
- Advocate for marginalized communities living in the region.
- Grow and supplement professional connections.

Q: In your experience as a CBIAG member, what has felt most supportive and engaging?

- Thoughtful foundation setting as the group was launched.
- Well facilitated discussions & diverse perspectives represented.
- Positive group cohesion.
- Consistent and thoughtful participation by PGE staff.
- Recap emails following the meetings.





CBIAG One on One Input – Key Themes

Q: What do you see as the most important topics the group has covered so far?

- Renewable energy initiatives
- Contracting processes and Disadvantaged Business Enterprise (DBE) goals
- Housing related considerations for programs and services
- Financial barriers for PGE customers
- Accessible information for PGE customers
- Strategies for reaching marginalized community members and groups
- Energy conservation programs





CBIAG One on One Input – Key Themes

Q: What challenges have you experienced as a CBIAG member?

- Navigating a broad scope
- Dealing with time constraints for discussing concepts and ideas
- Adjusting to the meeting spaces
- Understanding the flow of information and decision-making processes
- Gaining insight into how PGE technical processes impact communities directly

Q: What recommendations do you have to make the group more effective, engaging, or supportive?

- Enhance clarity in defining goals, objectives and measurable outcomes for improved project focus
- Review and reaffirm desired outcomes and commitments from PGE with CBIAG
- Provide CBIAG members with advance outlines of what is coming up
- Where possible, consider minimizing the length of PGE presentations
- Form subcommittees by sector or topic
- Create structured opportunities for networking among CBIAG members



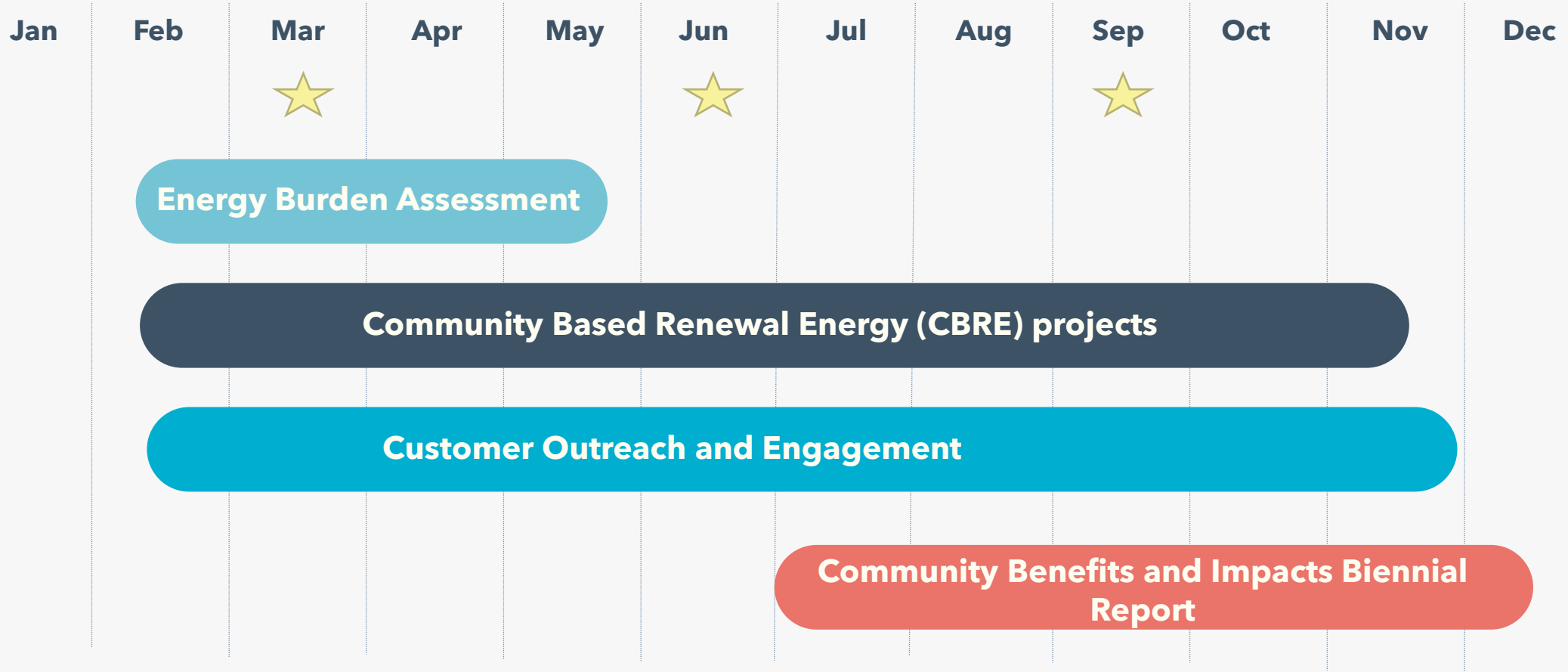


CBIAG One on One Input – What's Next

- Beginning in March 2024 , a dedicated section in at least one meeting each quarter intended to formalize the feedback loop between CBIAG and PGE
 - Goal is to share updates on efforts previously discussed including how CBIAG feedback was considered and/or incorporated
- Espousal Strategies and PGE will work together to create an action plan in response to feedback collected from CBIAG One on One's
 - This plan will be presented to the CBIAG during the March meeting and updates will be provided as appropriate

2024 Overview

Topics for upcoming CBIAG meetings



★ Meeting will include Feedback Loop as an agenda item



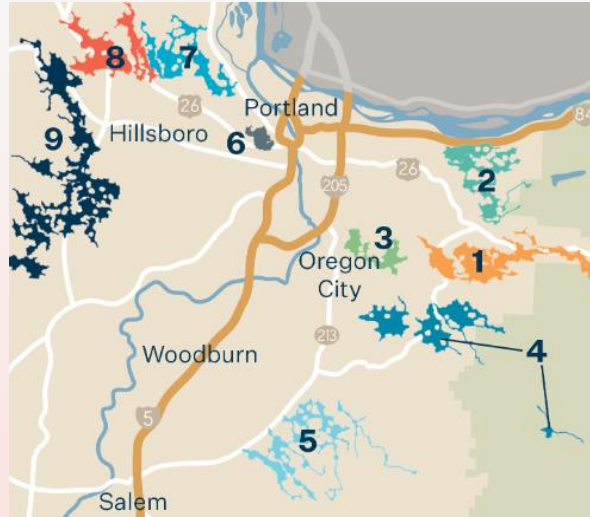
Medical Battery Support

Kali Levy, PGE

January 2024 CBIAG



Medical Battery Support



Wildfire risks are becoming more common

Worsening environmental events of the last few years highlight the resiliency needs of those **disproportionally harmed** by environmental health hazards.

Sep 2020

PGE calls first Public Safety Power Shutoff (PSPS)

Sep 2022

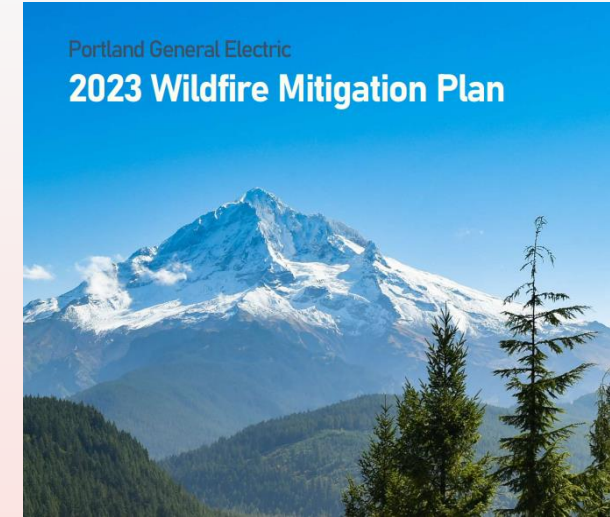
PGE calls for PSPS in all 10 Zones



Customers are asking for support during PSPS events

65% of customers dependent on electricity state it would take a lot of effort and **might not be possible or would be difficult to leave home during an outage.**

55% of customers dependent on electricity state they are **unprepared or not prepared at all** for a critical outage.





PGE offered 2023 Medical Battery Support

PGE is provided a **no-cost portable battery** to a small number of qualified customers to help support them through an outage.


Eligibility: PGE residential customers living in PSPS Zones who are medically reliant on electricity and enrolled in the Income-Qualified Bill Discount Program

This offering's goal is to provide life-saving resources to our most vulnerable customers and equip PGE to develop more resilience products.

DESIRED OUTCOME	MEASUREMENT
 <p>CUSTOMERS REPORT INCREASED FEELINGS OF PREPAREDNESS</p>	<p>Increase from 2021 measurement of 55% of customers reporting feeling unprepared or not prepared at all for an outage.</p>
 <p>DEVICES PROVIDE ADEQUATE AND EXPECTED BACKUP POWER DURING AN OUTAGE</p>	<p>Post-outage surveys to measure if customers were successful in using their devices for medical backup.</p>



PGE Website

 Search Español

[My Account](#) [Outages & Safety](#) [Clean Energy Choices](#) [Save Money](#) [About Us](#) [Help](#) [Working With PGE](#)

Home > PGE Medical Battery Supp...


PGE Medical Battery Support

Because preparing for power outages is always a good idea.

While we do everything we can to prevent them, sometimes power outages happen. In the winter, storms are often the cause. And in the summer wildfire season, when extreme weather conditions warrant, we may proactively turn off power in what's called a Public Safety Power Shutoff (PSPS).

Pre-qualified customers will receive a no-cost battery in 2023

For our Medical Certificate customers, we realize an outage of any length can be serious. To help prepare, PGE is providing Medical Certificate customers who are income-qualified and live in a high fire-risk area with a no-cost portable, backup battery device.



Full breakdown of the process

Learn more about the Goal Zero Yeti 1500X Portable Power Station [↗](#)

- Step 1: Register and sign the liability waiver
- Step 2: Your new backup battery gets delivered.
- Step 3: Familiarize yourself with your new device.
- Step 4: Create a comprehensive outage plan.

Frequently Asked Questions (FAQs)

- Am I in a high fire-risk area?
- Am I enrolled in the Medical Certificate Program?
- What do I owe PGE?
- Will PGE make money from my purchase?
- What does this backup battery do?

Enrollment Forms

Medical Battery Support Registration

Once you sign up with us, we will process your application and have the battery shipped to you. This process may take a few weeks. We will provide a tracking number for the battery once it has shipped. If you have questions about this process, please email us at medicalbattery@pgn.com.

Customer information

Name *

First Name

Last Name

Phone Number *

Please enter a valid phone number.

Email *

example@example.com

*

Read the [terms and conditions](#)

I have read and understand the terms and conditions.

Delivery

The battery will be shipped to the address that you are currently receiving service at.

Current PGE service address *

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Please select each of the options below indicating that you have read and understand the following: *

- I understand that PGE will share my current PGE service address and my name for the purposes of shipping the device.
- I understand this device is not intended to replace a comprehensive outage plan. Need help creating an outage plan? Check out ready.gov for guidance!
- I understand that it is my responsibility to review the specifications of the battery and will be aware of its limitations and uses before use. Check out the Goal Zero support page at goalzero.com/pages/faq for details on your new device.
- I understand these batteries are heavy (about 50 lbs!) and will be delivered to my doorstep. Make sure you have a plan to get it inside and set up in your desired location.
- If I have questions about my battery, I understand I can contact Goal Zero at support@goalzero.com or call 1-888-794-6250 Mon. – Fri. 8 a.m. – 4 p.m. PST

Questions about signing up?

Call PGE Customer Service at 503-612-3838 or email us at medicalbattery@pgn.com.

Questions about the battery?

Call the manufacturer at 1-888-794-6250 Mon. – Fri. 9 a.m. – 5 p.m. MST or email support@goalzero.com

Submit



“Thank you! I appreciate
...everything PGE does to
help us seniors with medical
issues who need electricity
to stay alive! I really
appreciate the gift of the
power bank to help me, it is
something I could never
afford.”

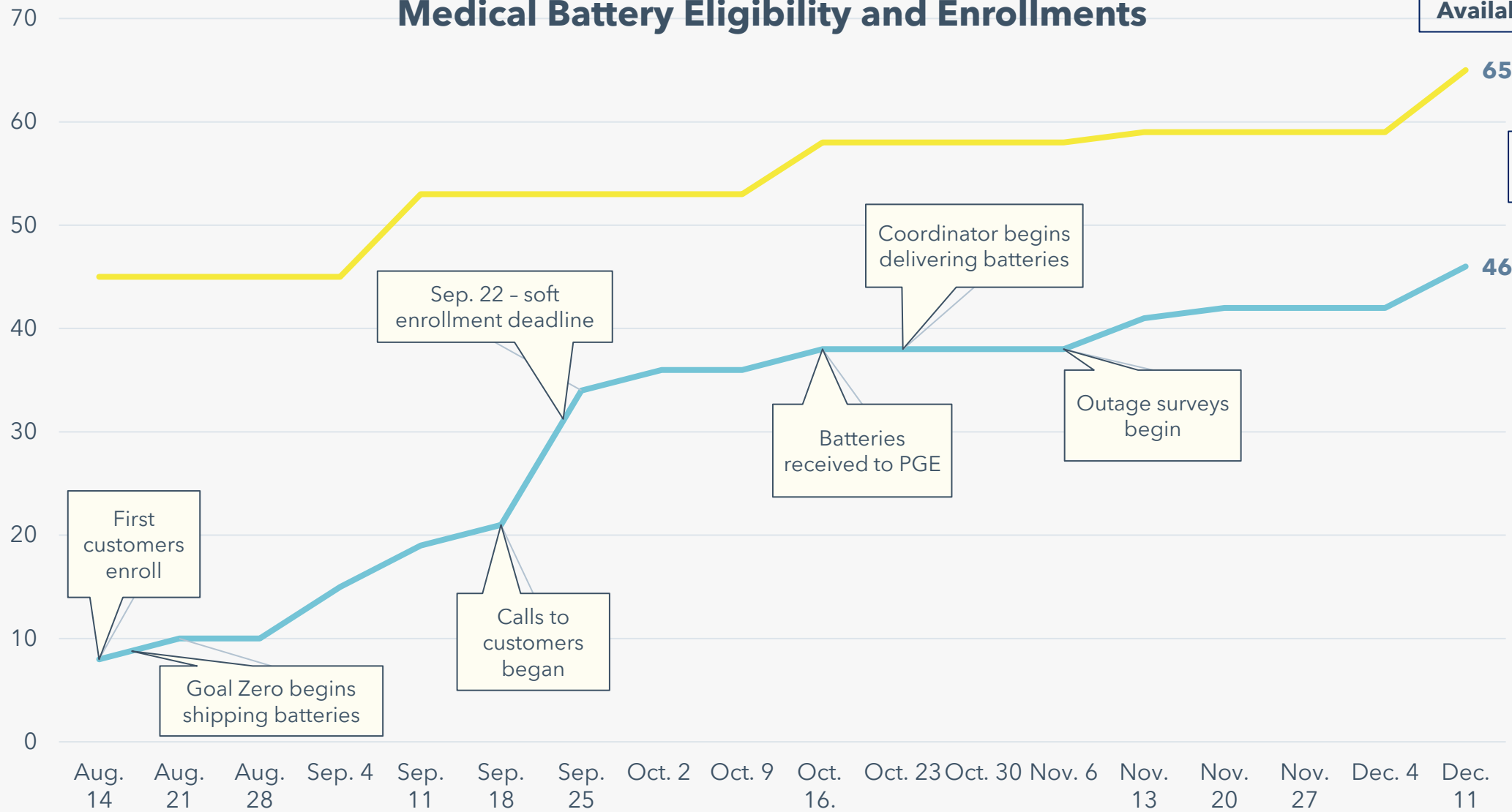
- 2023 PGE Medical Battery
Enrollee

Medical Battery Eligibility and Enrollments

82 Total Available



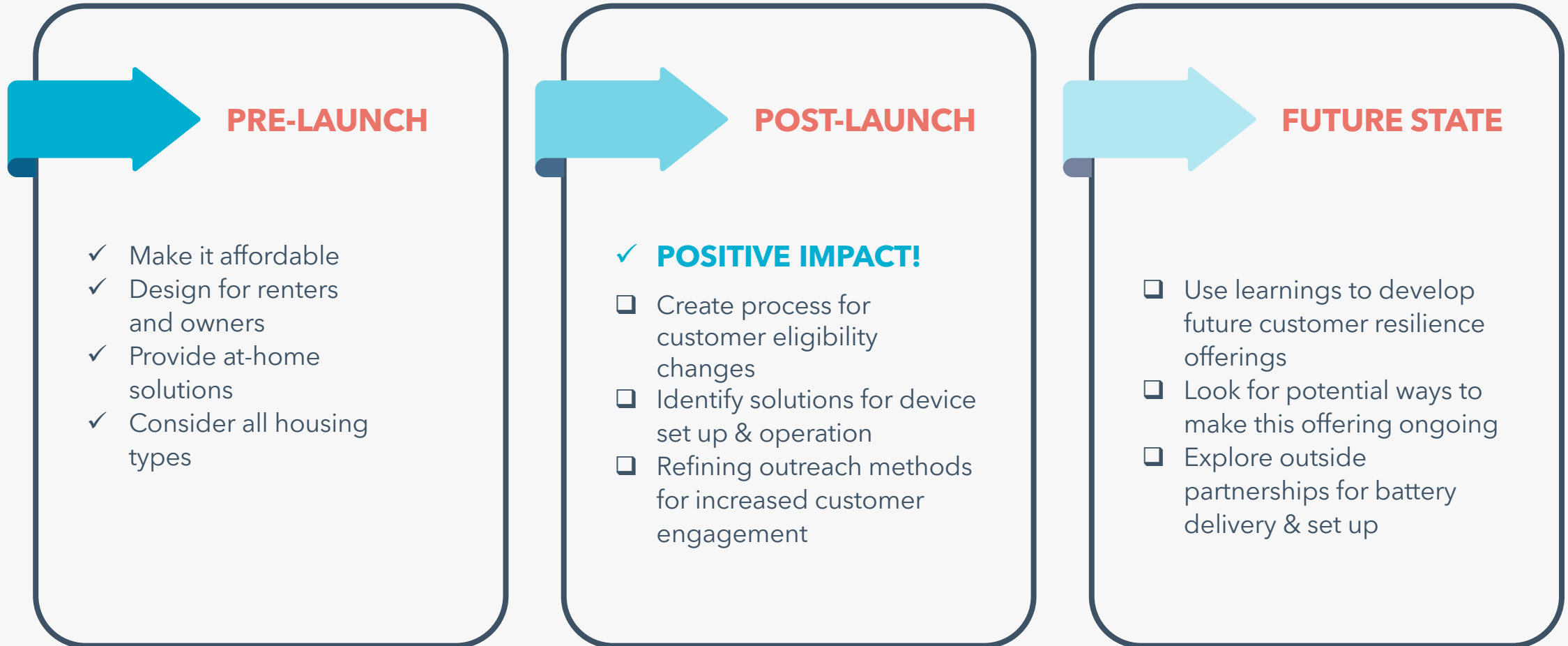
71% Enrollment



— Total Enrollments — Total Eligible customers

Iterative Learning

How we're evolving the Offering





Email: medicalbattery@pgn.com

Website: <https://portlandgeneral.com/medical-battery-support>



Follow-up: Income Qualified Bill Discount (IQBD)

New Discount Structure

Effective Jan. 1, 2024

Tier 1
0-5% SMI
60% discount

Tier 2
6-15% SMI
40% discount

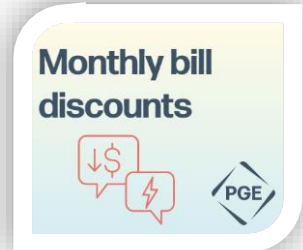
Tier 3
16-30% SMI
25% discount

Tier 4
31-45% SMI
20% discount

Tier 5
46-60% SMI
15% discount

Outreach Materials Update

- Social Media Toolkit in 15 languages
- Two-pager and application in 15 languages
- For IQBD materials and/or if you'd like PGE to attend an event to share information about this program, contact Rachel DeRosia at rachel.derosia@pgn.com.



Pay less for your energy

With PGE's Income-Qualified Bill Discount program

Our Income-Qualified Bill Discount program is a great way to get up to a 25% discount on your energy use* and it's easy to apply!

- Ongoing, monthly bill assistance**
This ongoing, monthly discount is in addition to any other assistance you may be receiving from us or other agencies.
- You may already qualify**
Depending on your household size and annual income, your monthly discount could be between 15 and 25%. Best of all, if you've received energy assistance in the past, you may already qualify!
- Easy enrollment**
We won't require any financial documents from you to apply. We'll only need to know your household size and average annual household income.
- It's simple to apply**
Our Customer Service Advisors can assist you in more than 200 languages. Just give us a call at 503-228-6322 and we'll walk you through it. Or fill out a simple form and either mail it to us or upload it at portlandgeneral.com/formpledge instructions on the application form at portlandgeneral.com/pgediscout.

Do you qualify? Let's find out!

Enrollment is available to qualifying residential customers of PGE. Eligibility is based on your household size and the average annual gross income for all members of your household 18 years and older combined. Gross income means your household income before taxes.

Below are the guidelines sorted by household size and income.

Household size	Gross annual household income**
1	\$30,700
2	\$38,373
3	\$47,402
4	\$56,430
5	\$65,459
6	\$74,488
7	\$76,181
8	\$77,874
9	\$79,567
10	\$81,260
11	\$82,953
12	\$84,645
Each additional member	\$1,692

**Total gross annual household income includes all taxable and nontaxable income from all people living in the home.
These figures are based on gross annual household income at or below 100% of State Median Income (SMI) as of Oct. 2023.

If you have questions about calculating your income, requirements of the program, or need help applying, give us a call at 503-228-6322. We're here to help.

*This discount does not apply to your total monthly amount due. Certain charges are not included in the discount.



Announcements



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
- You will be receiving pre-work related to Community Renewable Energy (CBRE) project (no later than the second week of February)
 - Please set aside time ahead of our next meeting to review this material and come prepared to ask questions and share your thoughts
- Next meeting February 28th, 2024



Thank you