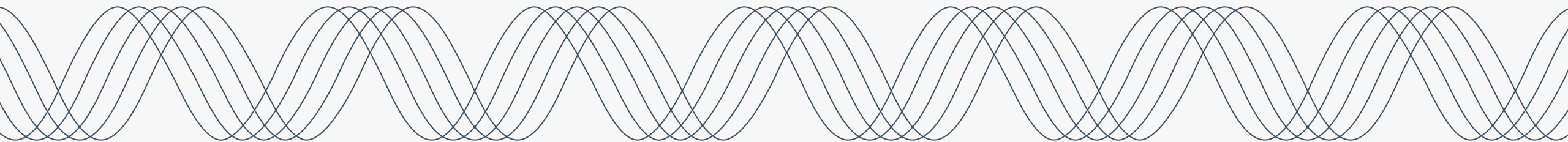




# PGE's CBIAG Meeting #22

## March 26, 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: (832) 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

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- Welcome and Orientation
- Introductions
- Updates / Feedback Loop
  - Temporary Winter Protections
- PGE Community Engagement Strategy
- Charter Discussion
- 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 PGE's community engagement strategy and provide an opportunity to discuss components and provide feedback
- Gather feedback and establish agreement on refining the CBIAG charter
- Create a share for members to share announcements for upcoming community events and/or their organization's milestones



# 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 was a subject/topic you were interested in as a child?

# This Month's Host Organization

## Focus Areas:

- Health and Wellness
- Community Resilience
- Economic Development



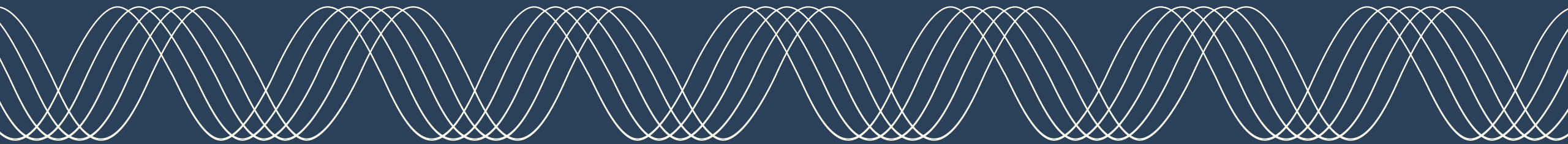


# Updates / Feedback Loop

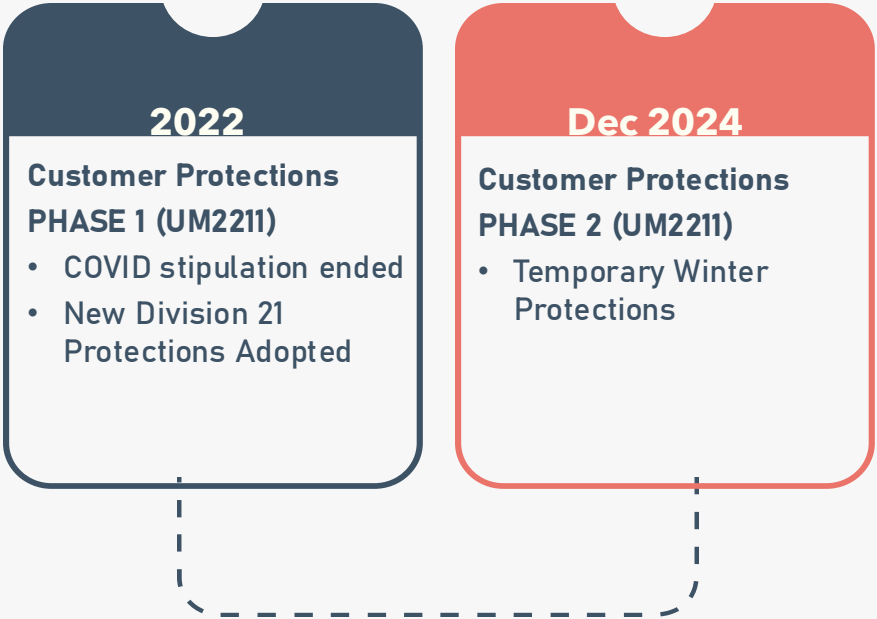
- Community Based Renewable Energy (CBRE) projects Request for Offer (RFO) update
- Temporary Winter Protections

# Update: Temporary Winter Protections

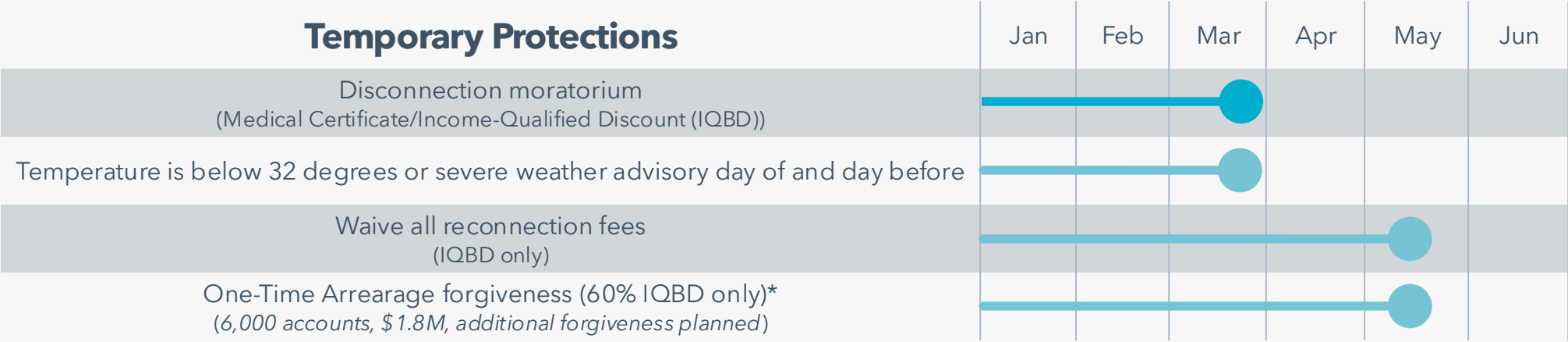
Tyler Richardson  
(he, him)  
Customer Resources



# Temporary Winter Protections



# Temporary Protections Ending



## Permanent Severe Weather Protections *(All customers)*

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

## Permanent Fees & Adjustment Protections *(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

# Support During the Moratorium

## Communications Notifying Customers

Communication sent to customers when moratorium started and prior to it ending.



## Customer Conversations & Arrangements

Advisors have been helping with arrangements, energy assistance leads, and making sure customers are educated about the protections.



## Medical Certificate Referrals to Energy Assistance

Requesting applications from our county LIHEAP/OEAP partners to have applications sent directly to customers.



## Arrearage Forgiveness

One-time forgiveness of past-due balance applied in January, up to \$1,000 and only for those in receiving a 60% IQBD discount (0-5% SMI)



## Next Steps

1

Additional workshops and comments filed with Oregon Public Utility Commission (OPUC) on temporary summer protection rules

2

OPUC Staff has indicated permanent protection conversations will start June

3

Follow-up on temp summer rule discussion and feedback on permanent rules



# PGE's Comprehensive Community Engagement Strategy

Brooke Brownlee, Senior Manager, Community Engagement & Economic Prosperity



# Questions to Consider



- Does this feel like a solid starting point, or is there anything you think we should add or adjust?
- Have you seen any great ideas or approaches elsewhere that we should consider?
- What would make this more useful or effective as we continue to refine it?



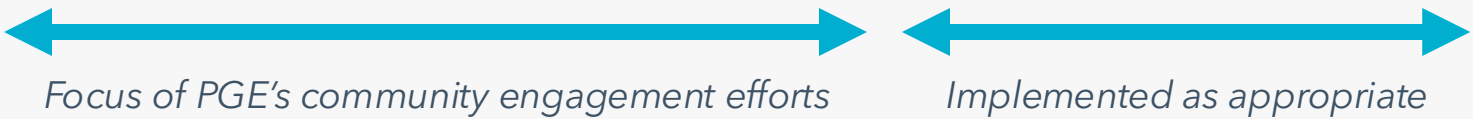
# PGE Community Engagement Strategy

- Build trust through strategic community investments and transparent decision-making processes.
- Enhance PGE's visibility with focused outreach and accessible staff presence.
- Utilize data-driven approaches to evaluate and improve engagement efforts.
- Increase transparency by offering informative presentations on PGE's operations and plans.
- Incorporate environmental justice advocate feedback into PGE programs.
- Efficiently engage with environmental justice communities to support regulatory compliance and process improvements.

# IAP2 Community Engagement Spectrum

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
© Federation of International Association for Public Participation 2024. All rights reserved. This work was created with contributions from Lewis Michaelson, Martha Rozelle and Doug Samo.					

*The EMPOWER level of engagement is rarely seen in public processes. PGE seeks to do more than simply INFORM, however, and we will CONSULT, INVOLVE and sometimes COLLABORATE as appropriate.*



# Major Project Planning and Implementation

Planned

## Regional Community Advisory Committees

Overview	Goal of Engagement	Target Audience	Cadence
Advisory bodies to PGE on major projects and initiatives that serve as a collaborative space between PGE and the communities in which we serve	<b>TRANSPARENCY:</b> Involve communities in the decision-making process for major infrastructure and increase transparency on PGE decision making processes	Local governments, engaged community members, union labor, local businesses, environmental groups and CBOs	Quarterly or as needed

Established

## Project Open Houses

Project-specific open houses to build community understanding in support of project permitting and implementation	<b>TRANSPARENCY:</b> Ensure impacted communities are well-informed about upcoming projects and have opportunities for their input to be considered as part of the project implementation	Neighborhood associations, impacted community members/customers, CBOs, environmental groups and advocates	As needed based on project schedule and major milestones
-------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------	----------------------------------------------------------

Planned

## Focus groups/community leader interviews

Engagement with community leaders and other unrepresented communities to better understand concerns and challenges	<b>TRUST:</b> Relationship building critical to project planning and implementation; Identification of potential issues that can be mitigated at the beginning of a project to be built into a project plan.	Neighborhood associations, impacted community members/customers, environmental groups, advocates and CBOs	As needed based on project impacts, schedule and major milestones
--------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------

# Major Project Planning and Implementation

Planned

	Overview	Goal of Engagement	Target Audience	Cadence
<b>Grant-specific advisory committee</b>	Advisory bodies to PGE on grant-funded projects that serve as a collaborative space between PGE and the communities in which we serve	<b>TRANSPARENCY:</b> Involve communities in the decision-making process for major infrastructure and increase transparency on PGE decision making processes	Local governments, engaged community members, union labor, local businesses, CBOs and environmental organizations	Quarterly

# Community Trust and Transparency



	Overview	Goal of Engagement	Target Audience	Cadence
Planned	<b>PGE Community Connections</b> Engagement and education program to support organized community groups to request PGE 101 presentations or other topic-specific presentations for education and awareness	<b>EDUCATION:</b> Build awareness with engaged stakeholders and community members about PGE programs	Business associations, Kiwanis, Rotary, CBOs	As requested, and through outreach
Planned	<b>Community Integration</b> PGE presence at community events and neighborhood associations in communities that are anticipated to see significant development/in high fire risk zones to build stronger relationships	<b>TRUST:</b> Create two-way dialogue with communities that PGE serves through information sharing and a PGE point of contact that can address their questions/concerns	General public, neighborhood associations	Yearly presentations at neighborhood meetings; monthly engagement with communities through community events and neighborhood meetings
Planned	<b>PGE in the Community</b> Yearly regional community meetings throughout PGE's service territory with PGE leaders featuring upcoming projects and programs in the area and Q&A session	<b>TRANSPARENCY:</b> Highlight PGE's work within communities, demonstrate our commitment to listening, and provide opportunities for Q&A in real time by the company's leadership.	General public, PGE customers	Yearly

# Community Trust and Transparency

Planned

	Overview	Goal of Engagement	Target Audience	Cadence
Community surveys	Surveys sent to community leaders and active community members to better understand how PGE can improve our engagement	<b>TRANSPARENCY:</b> Solicit and integrate feedback from community about how PGE can improve engagement and education efforts; Serve as a benchmark tool to measure PGE’s progress in meeting the needs of our communities	Neighborhood associations, citizen participation organizations, homeowner associations	Twice yearly

# Equitable and Regulatory Engagement

Established

## Community Benefits and Impacts Advisory Group (CBIAG)

Legislatively-mandated advisory body to PGE to support equitable implementation of HB 2021, energy burden, and customer benefit and impacts

**TRUST:** Support better decision making by involving EJ representatives in advising PGE on issues related to energy burden, customer engagement, and community benefits

CBOs, organizations serving underrepresented and under-served communities

Monthly

Planned

## Equitable Policy Council

Dedicated space for energy justice advocates to have regular communication with PGE on major issues impacting the environmental justice community with opportunities to receive and consider their feedback in regulatory and program design

**TRUST:** Engage and consider the feedback of those who are most involved in regulatory and policy conversations related to EJ communities

EJ advocates

Bi-monthly

Planned

## Watts Up

Agenda that is co-developed with external partners that offers the opportunity for deep dives on topics of interest from a regulatory lens

**TRANSPARENCY:** Make the regulatory process more transparent and less technical; Build trust and increase educational opportunities for stakeholders who regularly participate in regulatory processes

CBOs, energy justice advocates, other community partners

Quarterly; dependent on discussion needs

# Equitable and Regulatory Engagement

Planned

	Overview	Goal of Engagement	Target Audience	Cadence
<b>Community Learning Library</b>	Library of lessons related to PGE such as how to read a bill, how utilities work, etc. that can be presented by a PGE staff person to support community education efforts	<b>EDUCATION</b> : Create opportunities for community leaders/organizations to serve as conduits of information within their communities; provide support for CBOs where community members have the most questions	CBOs, neighborhood associations, community groups	Offered as needed/requested; presentation at individual CBOs at least once yearly

Planned

<b>Supplier Diversification Roundtable</b>	Advisory council to PGE that supports the development and growth of our supplier diversification program	<b>TRUST</b> : Leverage the expertise and experience of leaders within the small business community to help shape/influence PGE's program	CBOs, community leaders, small business professionals	Quarterly
--------------------------------------------	----------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------	-----------

Established

<b>Oregon Clean Energy Workforce Coalition</b>	Statewide organization dedicated to building an equitable and inclusive clean energy workforce that prioritizes opportunities for communities identified in HB 2021	<b>TRUST</b> : Organizations from around the state partner to build the workforce ecosystem needed to ensure the energy sector has the workforce needed decarbonize and meet growing demand	CBOs, unions, educators, workforce boards, utilities, renewable energy developers, policy makers, training providers	Quarterly for full coalition meetings; monthly for subcommittee meetings
------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------



# Wildfire Community Engagement



## Overview

## Goal of Engagement

## Target Audience

## Cadence

### PGE Wildfire Ready Events

Six community events focused on building understanding of PGE's Wildfire Mitigation Plan as required by OPUC OAR 860-300-0040

**TRUST & TRANSPARENCY:** Ensure impacted communities are well-informed on how PGE is preparing for wildfires and steps they can take to prepare.

Local governments, public safety partners, neighborhood associations, CBOs, engaged community members,

In the month of May. Two virtual and four in-person, in and near high fire risk zones (HFRZ)

### Community and Public Safety Partner Hosted Events

PGE presence and participation at wildfire preparedness events to educate and build trusted relationships.

**RELATIONSHIPS:** Support community partners in educating the communities they serve around wildfire preparedness.

Local governments, public safety partners, neighborhood associations, CBOs, engaged community members,

Year-round

Established

Established

## Questions to Consider

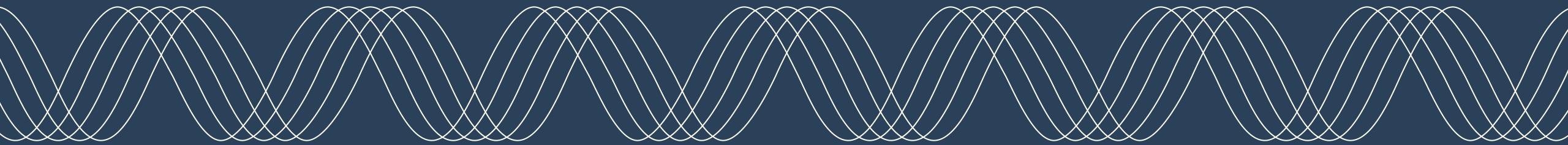


- Does this feel like a solid starting point, or is there anything you think we should add or adjust?
- Have you seen any great ideas or approaches elsewhere that we should consider?
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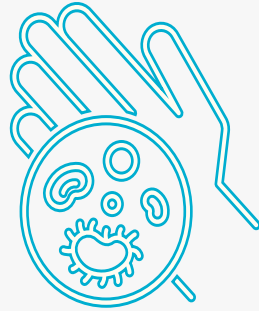
## Next steps

- **March 31:** File an articulation of this strategy with the Oregon Public Utility Commission (in [LC 80 docket](#))
- **April-May:** First round of surveys and interviews with neighborhood associations and community leadership
- **June:** Sharing of initial survey responses and any proposed modifications to community engagement strategies based on feedback

# CBIAG Charter Discussion

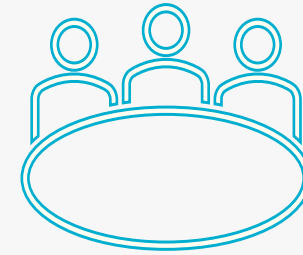


# CBIAG Charter Discussion



## Participation Requirements

- How do we define participation? (during & pre/post meeting)
- Are there any potential barriers or challenges to participation that you want to uplift?



## Meeting cadence and modality

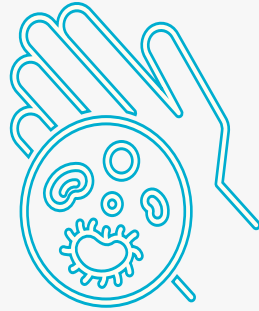
- What are your thoughts on the proposed updates to meeting attendance requirements? (e.g. in-person requirements)
- Are there any potential barriers or challenges to attendance that you want to uplift?

# CBIAG Charter Review



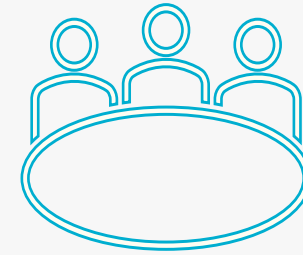
- Participation Requirements
  - In order to receive compensation for a given work session, members must attend and participate in the respective meeting for the month
    - ~80% attendance expectation of members
      - Example: if there are 11 meetings per year, must attend 9
  - If a meeting is missed, members must reach out to PGE to schedule a 1:1 alternative session prior to the next meeting to count as “attended”
  - CBIAG member roles & responsibilities
    - Share information with and gather input from the organizations and/or communities they represent, and bring insight and relevant feedback to CBIAG meeting discussions
- Meeting modality and cadence (hybrid/in-person frequency)
  - Hybrid with in-person attendance required once per quarter (effective Q3 2025)

# CBIAG Charter Discussion



## Participation Requirements

- How do we define participation? (during & pre/post meeting)
- Are there any potential barriers or challenges to participation that you want to uplift?



## Meeting cadence and modality

- What are your thoughts on the proposed updates to meeting attendance requirements? (e.g. in-person requirements)
- Are there any potential barriers or challenges to attendance that you want to uplift?



# CBIAG Charter Review / Next Steps

- Review and discuss proposed updates to the Charter with CBIAG members (March meeting)
- Incorporate feedback from CBIAG members into proposed updates
- Review final updated language with CBIAG members and use modified consensus to confirm (April meeting)
- Incorporate updates and finalize updated Charter





# Announcements and Opportunities

Send future announcements to [CBIAG@pgn.com](mailto:CBIAG@pgn.com)



# PGE Community Engagement

## Upcoming Outreach Events

Elm Row Apartments (SW Portland)

Wednesday, March 26, 3-6 p.m.

Rosewood Initiative Health and Wellness Fair (SE Portland)

Friday, March 28, 3-6 p.m.

Clackamas County Housing Authority Resource Event (Oregon City)

Tuesday, April 1, 12-2 p.m.

Urban Gleaners Free Food Market (SE Portland)

Tuesday, April 8 and Thursday, April 10, 12-1 p.m.

Community Services Network Monthly Member Meeting (virtual)

Tuesday, April 15, 9-11:30 a.m.

Gladstone Center for Children and Families Head Start Playgroup (Gladstone)

Friday, April 18, 10:30 a.m.-12:30 p.m.

IRCO Youth Earth Day Celebration (NE Portland)

Tuesday, April 22, 4-6 p.m.

Club Estates Resource Fair (SE Portland)

Wednesday, April 23, 4-6 p.m.

City of Lafayette Community Resource Fair (Lafayette)

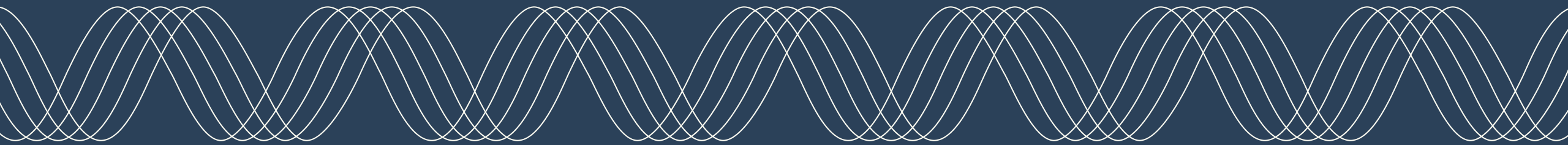
Saturday, April 26, 10 a.m.-12 p.m.

# 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 in the member hub as well as the on CBIAG webpage ([portlandgeneral.com](http://portlandgeneral.com))
- Next meeting is **April 23rd**
  - In-person attendance option for April:  
IRCO Pacific Islander & Asian Family Center  
8040 NE Sandy Blvd, Portland, OR 97213

# Appendix



# Acronyms

1:1	One on One
AQI	Air Quality Index
CBO	Community Based Organization
CBRE	Community Based Renewable Energy
E.g.	For Example
EJ	Enviornmental Justice
HB	House Bill
HFRZ	High Fire Risk Zones
IAP2	International Association for Public Participation
IQBD	Income Qualified Bill Discount
LC	Legislative Concept
LIHEAP	Low Income Home Energy Assistance Program

OAR	Oregon Administrative Rules
OEAP	Oregon Energy Assistance Program
OPUC	Oregon Public Utility Commission
PGE	Portland General Electric
PUC	Public Utility Commission
Q&A	Questions and Answers
RFO	Request for Offer
SMI	State Median Income
UM	Utility Management
Y/N	Yes or No



# Thank you