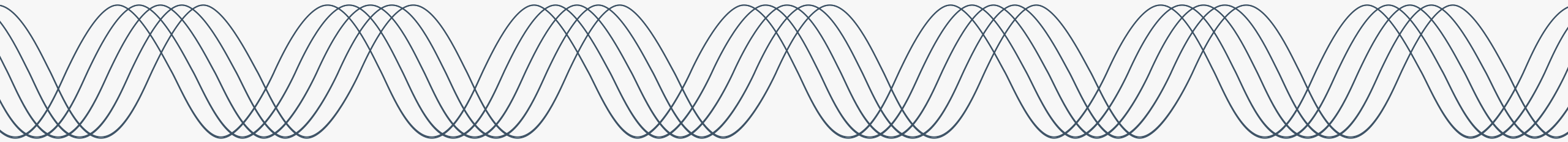


PGE's CBIAG Meeting #5

August 23, 2023





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 & Introductions
- Facilitation Style & Group Agreements
- Meeting Outcomes
- Update on CBIAG Charter
- Engagement at PGE
- Closing & Next Steps



Welcome and Introductions



Please state your name and pronouns (if you choose)



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



Who in life has inspired you the most?



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
- Any others you all want to add?

Meeting Outcomes

Our intention is that by the end of today's meeting

- An update on CBIAG charter is provided
- CBIAG members are aware of PGE's engagement efforts and venues
- There is an opportunity for CBIAG members to discuss and provide feedback on PGE's engagement efforts and venues



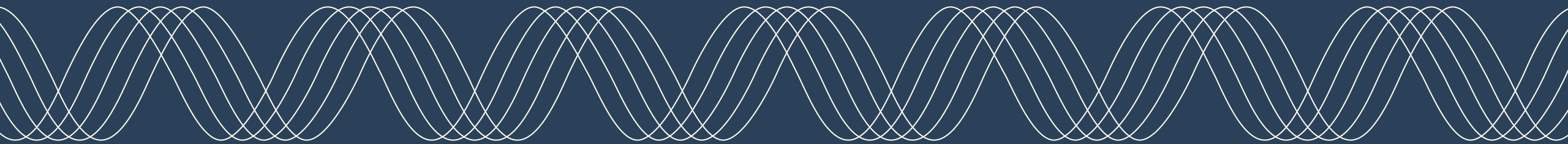
Charter Feedback & Next Steps

- Post Meeting Survey
 - Charter length of terms and restrictions on how many consecutive terms may be served
 - 2 years, up to 3 years with regular check-ins to confirm interest in continuing
 - No term limits per say but a more collaborative approach where the group assesses representation and membership needs
- Provide additional feedback by September 15th
- Finalize charter before October meeting

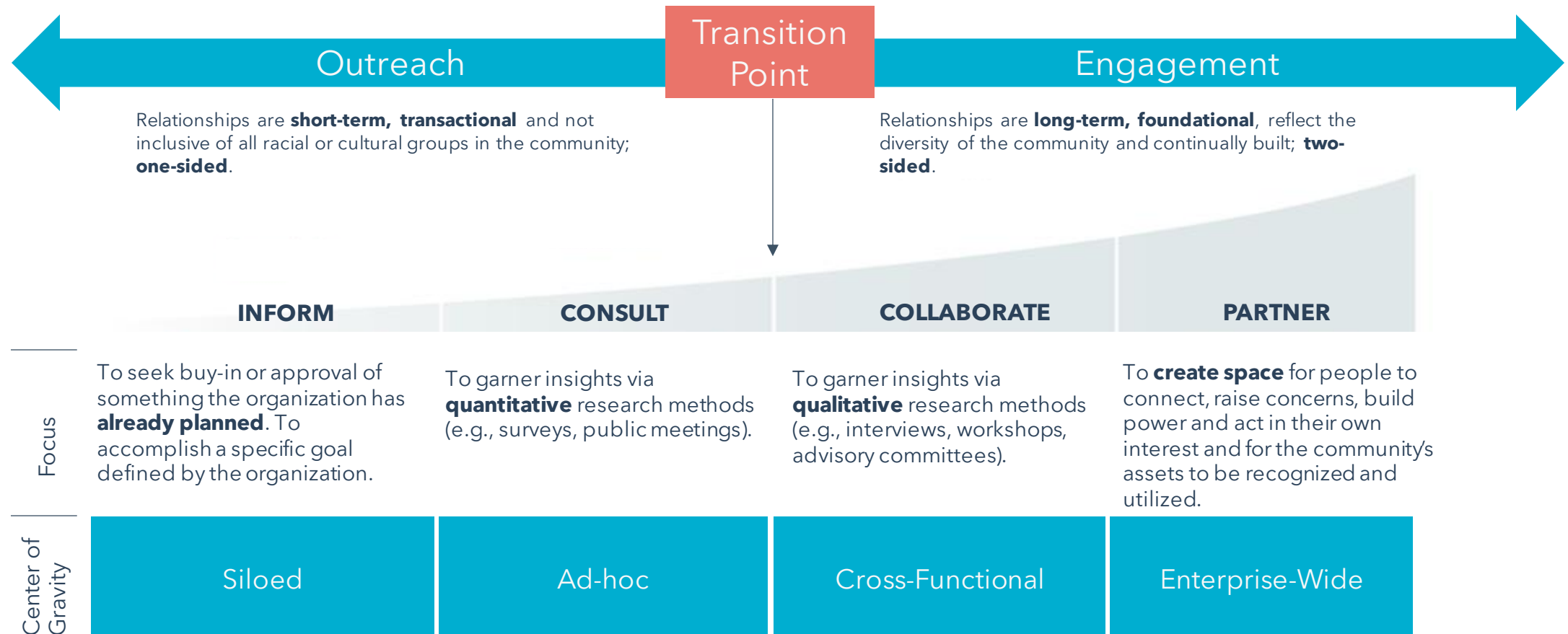


Community Engagement at PGE

Jenn Latu, Community Engagement Team



Community Outreach and Engagement Maturity Model



Spectrum of Community Engagement

PGE aims to engage our communities and build relationships that move towards the right on the spectrum

	0	1	2	3	4	5
Stance toward community	Ignore	Inform	Consult	Involve	Collaborate	Defer to
Impact	Marginalization	Placation	Tokenization	Voice	Delegated power	Community ownership
Community engagement goals	Deny access to decision-making processes	Provide the community with relevant information	Gather input from the community	Ensure community needs and assets are integrated into process and inform planning	Ensure community capacity to play a leadership role in implementation of decisions	Foster democratic participation and equity through community-driven decision-making; bridge divide between community and governance
Message to community	Your voice, needs and interests do not matter	We will keep you informed	We care what you think	You are making us think (and therefore act) differently about the issue	Your leadership and expertise are critical to how we address the issue	It's time to unlock collective power and capacity for transformative solutions

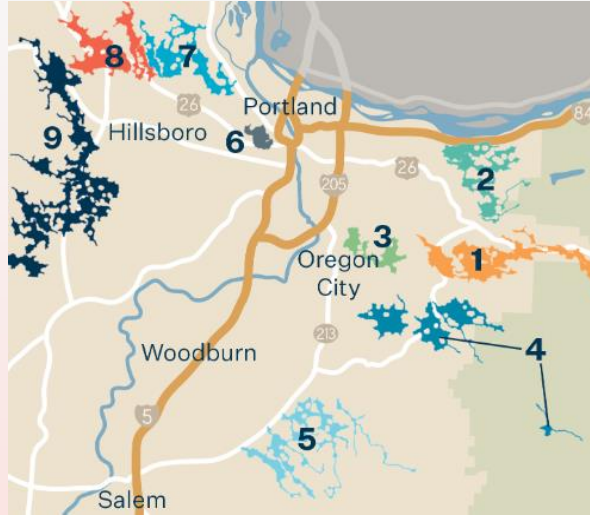


Medical Battery Support

Hannah Porter
August 2023 CBIAG



Medical Battery Support



PSPS events & 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 PSPS

Sep 2022

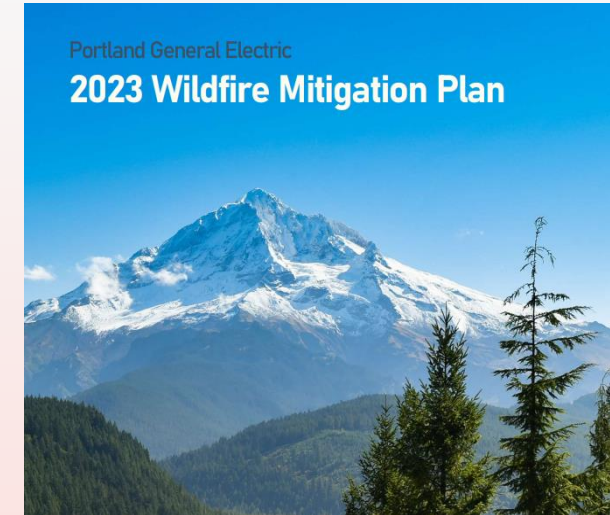
PGE calls for PSPS in all 10 Areas



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 will offer 2023 Medical Battery Support

PGE is providing 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 High fire threat area who are medically reliant on electricity and enrolled in the Income-Qualified Bill Discount Program

Common Devices Requiring Battery Backup

Source: HHS EmPOWER

Cardiac Devices

Oxygen Concentrators

Feeding Tubes

Ventilators

Infusion Pumps

C-Pap Machines



Motorized Scooters &
Wheelchairs

Suction Pumps

Additional Considerations:

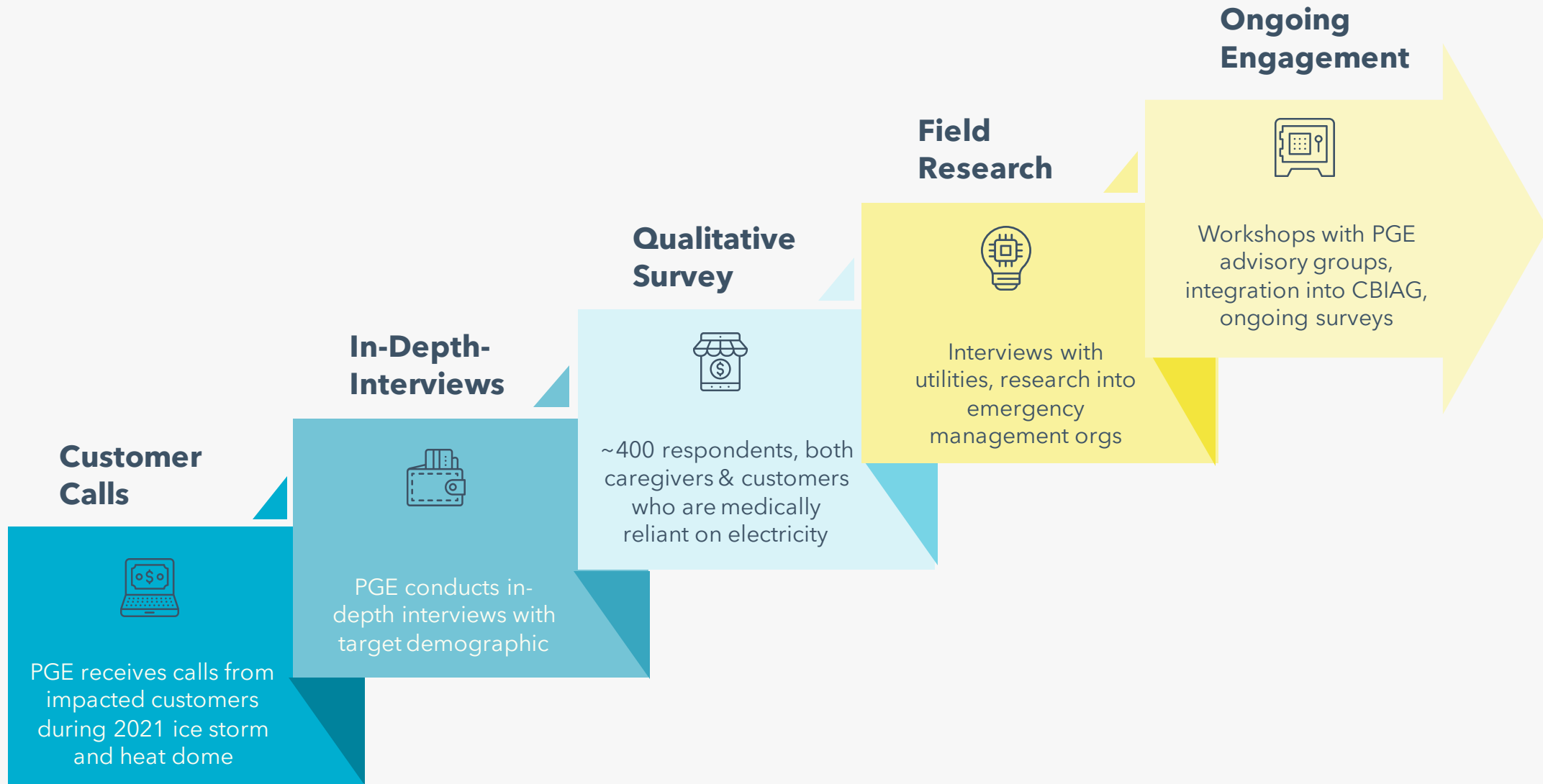
- **Refrigeration:** Many customers indicated without adequate access to refrigeration their essential medications will spoil.
- **Heating & Cooling:** Customers in this segment are frequently more sensitive to temperature changes.

This offering aims to provide life-saving resources to our most vulnerable customers and equip PGE to develop more resilient 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>

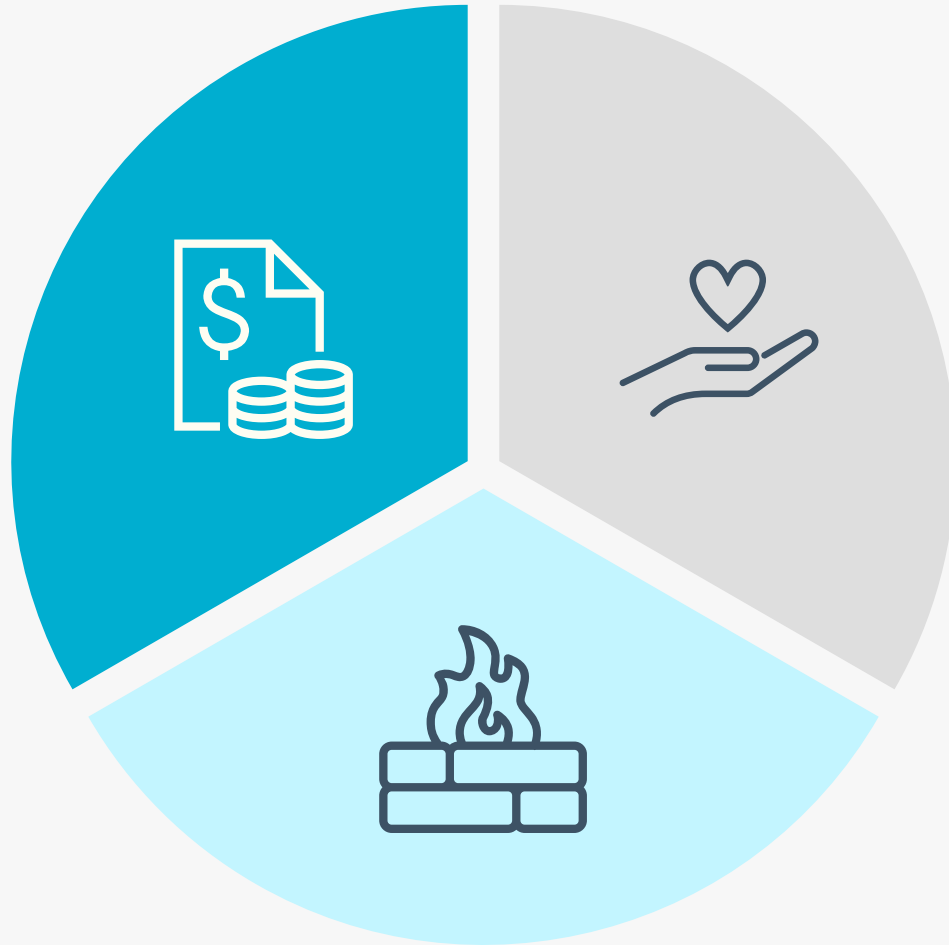
Developing Products with Customer Input

"Nothing about me without me"



Collaboration is Key to an Accessible Program

Customer input comes from many teams



INCOME-QUALIFIED BILL DISCOUNT

Bill discount program designed to serve households below the median income level.



MEDICAL CERTIFICATE

Long-standing program at PGE dedicated to serving the needs of customers with a reliance on electricity for medical equipment.



WILDFIRE MITIGATION PLAN

Community engagement is built into the plan, including customer outreach for feedback and ideation.

Key Customer Needs

Designing for Equity

MAKE IT AFFORDABLE

Cost is a primary concern for most participants, obtaining adequate resiliency products are frequently out of reach.



PROVIDE AT-HOME SOLUTIONS

Leaving home to seek shelter elsewhere is often not an option during an outage. Customers need resiliency products that can be stored at home.



DESIGN FOR RENTERS AND OWNERS

Renters cannot or are unlikely to install long-term resiliency solutions, like generators or whole-home battery backup.



CONSIDER ALL HOUSING TYPES

Some resiliency products are only practical for those living in single-family homes. Customers need resiliency products that work in all housing types.



Questions?

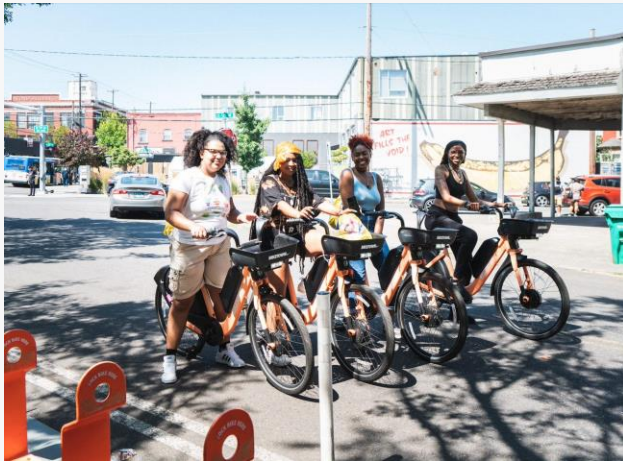


Transportation Electrification (TE) Engagement with Underserved Communities

JULIAE RIVA

WEDNESDAY, AUGUST 23, 2023

Underserved Communities – Outreach and Engagement



	Near-Term Outreach	Long-Term Engagement
What	Needs assessment through a minority-owned and led vendor	Continuous engagement through a minority-owned and led vendor
Research Question	What do underserved communities want and need regarding TE?	How can we improve program design (within regulatory constraints) to better serve the wants and needs of underserved communities?
How	Focus groups; survey	Working groups; focus groups
When	Completed in August 2022	Late 2023 through 2025

Underserved Communities Defined by House Bill 2165:

- Residents of rental housing
- Residents of multifamily housing
- Communities of color
- Communities experiencing lower income (household income is less than or equal to 120% of state median income adjusted for household size)
- Tribal communities
- Rural communities
- Communities adversely harmed by environmental and health hazards



*HB 2165 (<https://olis.oregonlegislature.gov/liz/2021R1/Measures/Overview/HB2165>)

Short-Term Outreach

Key Takeaways

Program Actions

Knowledge and education around EVs, charging, etc.

More targeted marketing and outreach on programs, etc.

Costs associated with EVs

Higher incentive amounts

One-size-fits-all approach will not suffice

Long-term engagement strategy to get continual feedback on program design and implementation

Further exploration needed into interest around other forms of TE (e-bikes, etc.)

Exploration of e-micromobility

Barriers Identified

Long-Term Engagement: Objective & Purpose



- A long-term (3 year) engagement strategy to better understand the needs of underserved communities.
- Create multiple avenues for feedback to address barriers.
- Integrate the wants and needs of underserved communities to adjust the implementation and modifications of TE programs accordingly to benefit future program planning.
- Utilize qualitative and quantitative research and engagement outcomes to determine better methods, structure and messaging that effectively address the needs of communities.

Challenges



Different Definitions

There are varying definitions used at PGE, from underserved communities to environmental justice communities, due to regulation. They often include intersecting but differently-defined communities.



PGE's Role

Vehicles are expensive and can be out of reach individuals. PGE has limited ability to affect the price of vehicles offered by national manufactures.



Incorporating Feedback

There are limited actions PGE staff can take to make significant changes to programs. These limitations are a result of regulatory process and existing systems.

Background

In summer 2022 prior to the TEP, we conducted short-term outreach to underserved communities. This work will continue building off that, and the results can be found in our website.

WHO	WHAT	WHEN	WHERE	WHY
<ul style="list-style-type: none"> Underserved communities as defined by HB2165* <ul style="list-style-type: none"> TE team Third-party facilitator 	<ul style="list-style-type: none"> Work groups AND Focus groups 	<p>Q3 2023-Q2 2026 <i>(There will only be one program-related work group session in Year 1.)</i></p>	<p>Most engagements will be completely remote.</p> <p>Some other engagements may happen in person.</p>	<p>Ensure active listening and engaging with communities we serve.</p> <p>Make appropriate adjustments to improve programs' equity</p>

*Underserved communities are defined by HB2165 are: Residents of rental housing, Residents of multifamily housing, Communities of color, Communities experiencing lower income, Tribal communities, Rural communities, and Communities adversely harmed by environmental and health hazards

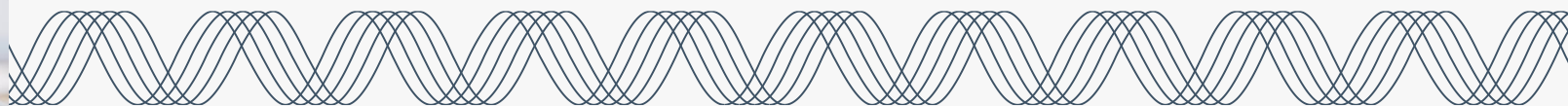
Questions?



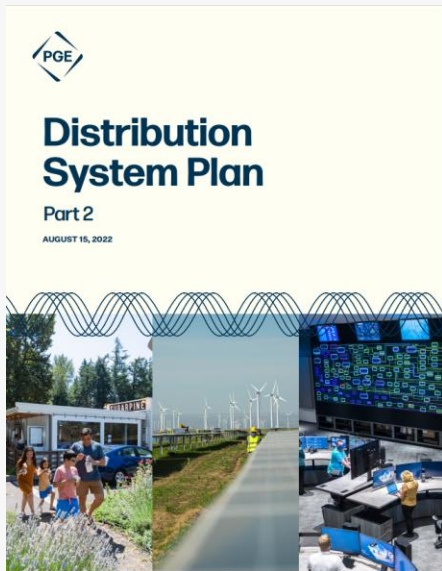
PGE Learning Labs

Presenter: Samantha Thompson, Energy Equity Partner

August 2023



Our Plans and Report



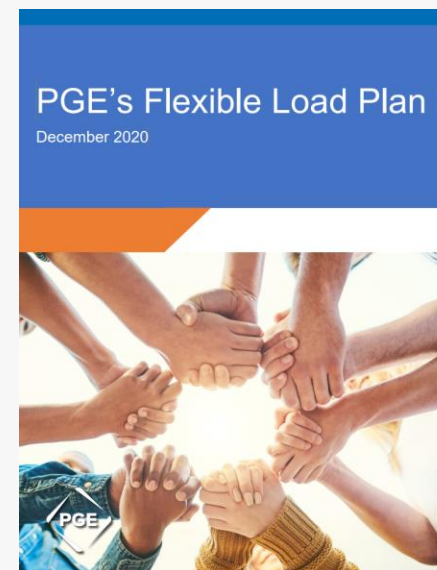
DSP: (Distribution System Plan) assesses our future distribution system capacity needs, forecasts where we will need more energy resources and prioritizes modernization projects that will make the most of new energy sources.

ESG: (Environmental, Social, and Governance Report) showcases our commitment to sustainability and highlights progress towards key goals including GHG emissions reductions, environmental stewardship, and advancing DEI.

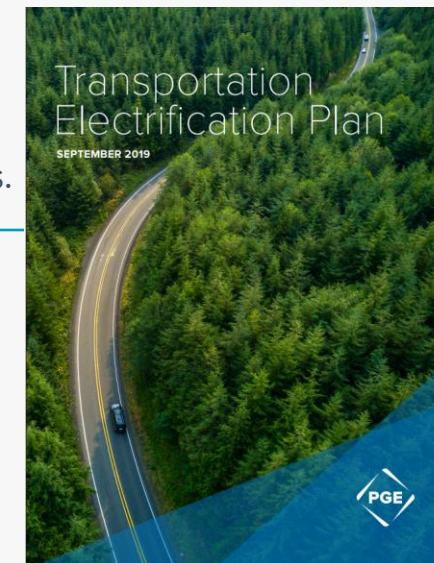


IRP: (Integrated Resource Plan) estimates future energy needs & identifies the optimal portfolio of resources to meet those needs at the lowest costs.

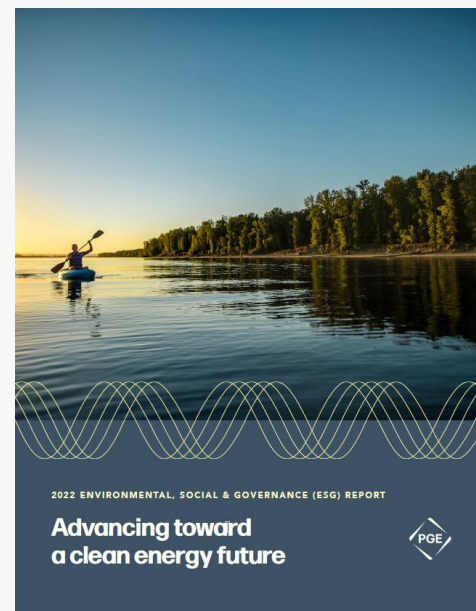
CEP: (Clean Energy Plan) informs our pathways to decarbonizing our energy mix.



MYP (Multi Year Plan): evaluates our flex load activities/programs such as demand response, which complements traditional generation resources and are key to our decarbonization efforts.



TEP: (Transportation Electrification Plan) describes our actions in support of transportation electrification by proposing a portfolio of activities that facilitate our ability to **plan for, manage,** and **serve TE loads** rapidly coming to our system.



People-Centered Planning

OPUC Plan Requirements



Evolve with community in a public process.

Develop plans with public input and account for voices that have not been historically included in the planning process.

General Audience

Learning Lab Series
Learning Lab # 5 - May 18, 2023

The slide features a collage of four images: a group of people outdoors, a woman holding a dog, a group of people sitting on a bench, and a man in a hat. A decorative wavy line is at the bottom. The PGE logo is in the top right corner.

Technical Audience

Integrated Resource Planning
ROUNDTABLE 23-3
MARCH 2023

IRP Roundtable 3/30/2023

The slide features a decorative wavy line at the bottom. The PGE logo is in the top right corner.

Community Engagement Goals



CULTIVATE AND MAINTAIN TRUSTED AND TRANSPARENT RELATIONSHIPS.



INFORM, RAISE AWARENESS, AND PROVIDE LEARNING OPPORTUNITIES TO COMMUNITIES.



EVALUATE PROGRESS AND COLLECT FEEDBACK.

Desired Outcomes



Increase number of participants in Learning Labs.



Greater insight of PGE processes, plans, projects and products.



Co-develop community solutions for future projects.



Demonstrate transparency and accountability by being data informed.

Questions?

Breakout Groups

- Groups will have 30 minutes to discuss topics
- Identify someone to summarize and report out once group comes back together
- Discuss the following questions:
 - *What strategies can we implement to encourage active participation and collaboration among community members on important matters?*
 - *Are there any untapped resources, talents, or skills within the community that we should leverage to address current challenges?*
 - *What mechanisms can be put in place to gather ongoing feedback from the community about the effectiveness of engagement efforts and make necessary adjustments?*
 - *Are there any external partnerships or collaborations that you believe could enhance our community's engagement efforts and overall well-being?*
 - *What else do you want PGE to consider in the future related to engagement?*
- Prepare to report out to the broader group



Breakout Groups in Process (30 mins)





Group Debrief

Each group designee to provide a summary of discussion and any key insights that surfaced during breakout group





Next Steps

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

- A high-level recap of the meeting will be sent to CBIAG members along with a post meeting survey and link to PGE's CBIAG webpage
- Stipends
 - Next quarterly stipend will be processed after September's meeting
 - If interested in receiving payment via ACH, forms need to be submitted by September 15th
- Future meetings
 - Next meeting is Wednesday, September 27th from 10am-12pm PST (virtual)
 - Planning in process for in-person (hybrid option) for October 25th meeting



Thank you