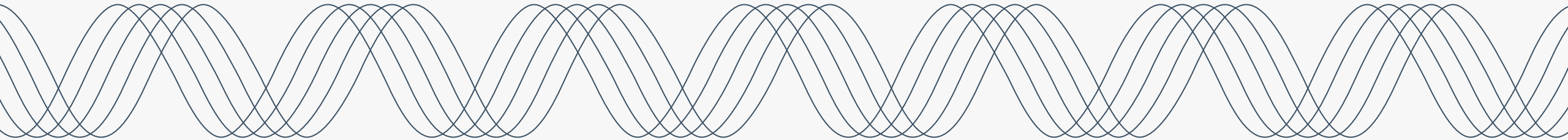




# PGE's CBIAG Meeting #27

## September 24, 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

---

- Welcome and Orientation
- Meeting Objectives
- Introductions and Check-ins
- Hosting Organization
- Updates / Feedback Loop
- Energy Burden Metrics Report
- Upcoming Topics
- Announcements
- Closing and Next Steps

# Meeting Objectives

- Welcome participants and review the meeting agenda
- Create space for members to settle in and build connections through introductions and check-ins
- Highlight our hosting organization
- Share recent updates and/or close feedback loop on previously discussed initiatives/projects
- Complete the overview of the Energy Burden Metrics Report and discuss key findings
- Share important announcements and available resources

# Welcome and Introductions



Please state your name and pronouns (if you choose)



Please share the following:

- Name of your organization.
- What is your role at the organization?
- In a few words, what does your organization do?



Check-in question:

## **Current members**

What is one takeaway you've gained from serving on the CBIAG?

## **New member(s)**

What is one outcome you hope to gain from your experience on the CBIAG?

# This Month's Host Organization

## Focus Areas:

- Youth
- Community and family
- Housing development
- Education



Self Enhancement, Inc. (SEI) is dedicated to guiding underserved youth to realize their full potential.

Working with schools, families, and partner community organizations, SEI provides support, guidance, and opportunities to achieve personal and academic success. SEI brings hope to individual young people and enhances the quality of community life.

EMPOWERING YOUTH, STRENGTHENING FAMILIES, BUILDING COMMUNITY.



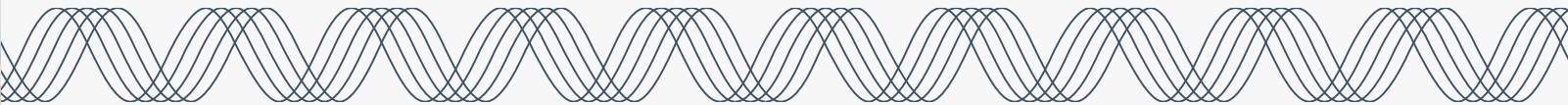
# Updates / Feedback Loop

- Biennial Report



# PGE Community Advisory Councils (CAC)

Alex Cousins, Manager of Community Engagement  
September 2025 | CBIAG



# Major Project Planning and Implementation

	Overview	Goal of Engagement	Target Audience	Cadence
Planned	<b>Regional Community Advisory Councils</b> 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, CBOs and youth	Quarterly or as needed
Established	<b>Project Open Houses</b> 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	<b>Focus groups/community leader interviews</b> 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

# Community Advisory Council Goals

- **Serves as the official master planning advisory bodies** to PGE for major transmission and distribution projects, including alternatives analysis discussion and identification and deployment of community benefits.
- **Provides a place for community members to be a part of the decision-making process** on PGE processes and projects. Areas for community influence are clearly identified through the development of committee bylaws and project discussions. Equally important will be clear communication on what decisions are not on the table for discussion (e.g. not building a transmission line to meet this load is not an option).
- **Provides transparency for the public** with all meeting notices, agendas, and minutes available and posted on the PGE website as well as opportunities for public comment at the beginning of every meeting.
- **Demonstrates how community feedback has been incorporated and/or considered** through public log of feedback received that is available publicly. See example of Pacific Power's [here](#).
- **Supports regulatory process requirements** including local government permitting and OPUC CPCN processes by meeting or exceeding community engagement requirements.
- **Minimizes project delays and excessive cost overruns** due to community opposition.
- **Helps make project outcomes a better fit for communities** through informed dialogue.

# Community Advisory Councils

## Washington County

Supports development of projects within Washington County



## Clackamas County

Supports development of projects within Clackamas County and southern Washington County (Wilsonville)



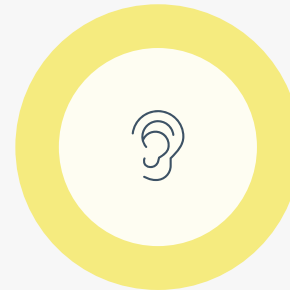
## Multnomah County

Supports development of projects within Multnomah County (and Columbia County generation)



## Willamette Valley

Supports development of projects within Marion, Yamhill, and Polk counties



# Membership Composition

## Up to 25 members per council

- Community/neighborhood representatives (6-8)
- Business and industry (3-4)
- Labor (2)
- One seat each for:
  - CBIAG
  - Environmental
  - CBO
  - Fire/First responder
  - Forestry/Parks
  - Arts/Education
  - Youth
- At-large positions (3-4)

- All are appointed except for at-large
- Meets quarterly or as needed
- Professional facilitator
- Hybrid meetings (prefer in-person)
- Public comment
- Publicly noticed and posted to website

Member composition may differ by region

# CBIAG Representation in CACs

- Each CAC will reserve one seat for a CBIAG member
- CBIAG members who serve on CACs will be compensated for time and travel
- Serving on a CAC also includes acting as an information liaison back to the CBIAG
- A copy of the CAC draft charter will be shared with the meeting recap email
- This month's post-meeting survey will ask members to indicate interest in joining a CAC



## Context & Scope

- **Oregon House Bill 2021** requires utilities to reach 100% clean electricity by 2040 and to involve communities in energy planning (CBIAG)
- **Oregon Public Utility Commission** (OPUC) is the state agency that regulates investor-owned electric and natural gas, as well as select telecommunications and water utility service providers in Oregon
- **Income Qualified Bill Discount** (IQBD) program provides eligible customers with a monthly discount of 15% to 80% on billed energy use

*“(A) Energy burden and disconnections for residential customers and disconnections for small commercial customers;*

*(B) Opportunities to increase contracting with businesses owned by women, veterans or Black, Indigenous, or People of Color;*

*(C) Actions within environmental justice communities within the electric company’s service territory intended to improve resilience during adverse conditions or facilitate investments in the distribution system, including investments in facilities that generate non emitting electricity;*

*(D) Distribution of infrastructure or grid investments and upgrades in environmental justice communities in the electric company’s service territory, including infrastructure or grid investments that facilitate the electric company’s compliance with the clean energy targets set forth in section 3 of this 2021 Act;*

*(E) Social, economic or environmental justice co-benefits that result from the electric company’s investments, contracts or internal practices;*

*(F) Customer experience, including a review of annual customer satisfaction surveys;*

*(G) Actions to encourage customer engagement; and*

*(H) Other items as determined by the electric company and the electric company’s Community Benefits and Impacts Advisory Group.”*

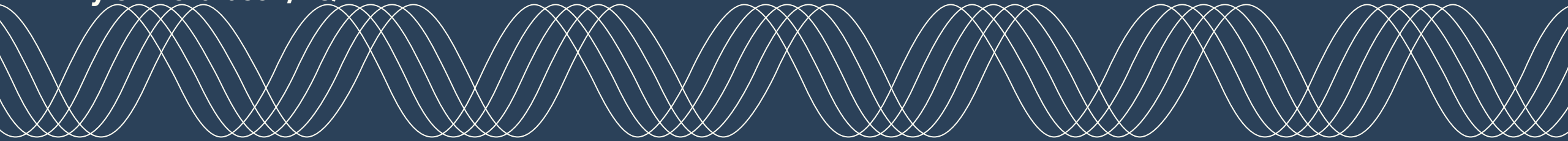
- Oregon House Bill 2021



# Energy Burden Metrics Report

**Elisa Carrasco, she/her**

**Tyler Richardson, he/him**



# Customer Resources

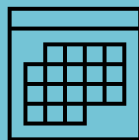
## General Payment Options

- Time Payment Agreement
- TPA Renegotiations
- Payment Extensions
- Preferred Due Date
- Equal Pay
- Medical Certificate Arrangements



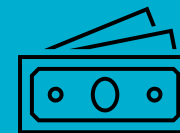
## IQBD

- Monthly discount up to 80%
- Discount varies based on income and household size
- Discount lasts two years
- No documents required during enrollment
- 3% asked to provide income annually



## Energy Assistance

- One-time assistance through CAP agencies
- Help with past due balance, current balance, or provide credit for future months
- Intake process varies by agency

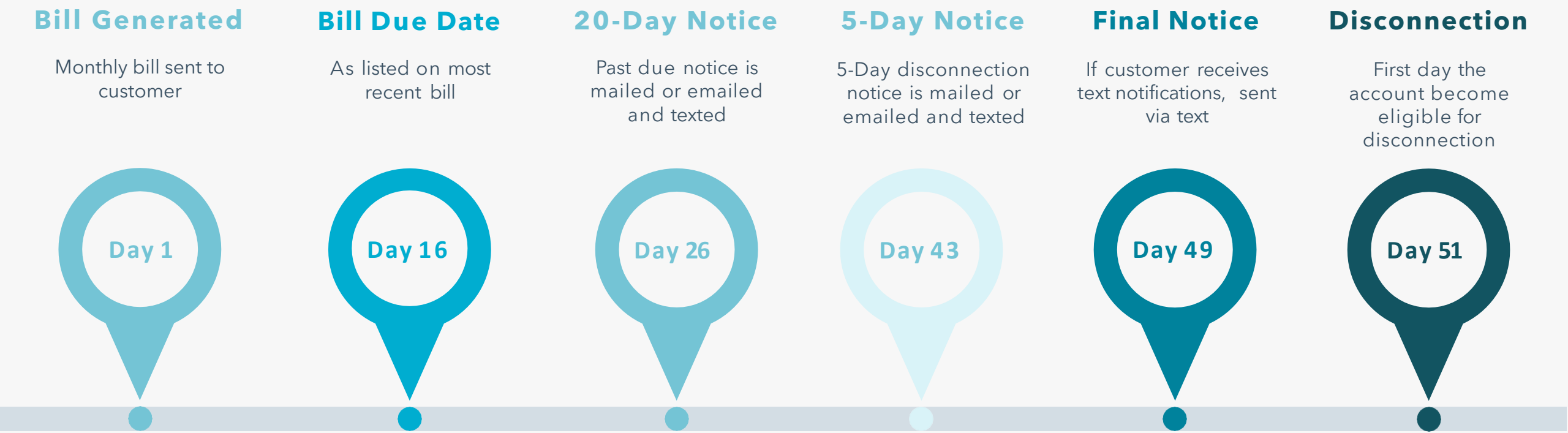


## Weatherization

- No-cost assistance
- Administered through CAP Agencies
- Can help with insulation, furnace repair, heating duct improvements, etc.



# Disconnection Timeline\*



\*Timeline will slightly differ among customers depending on weekend and holidays.

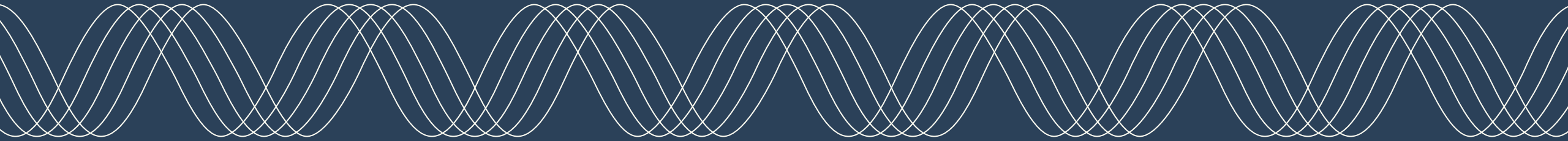
# Disconnection Reporting Overview

	2024											
	January	February	March	April	May	June	July	August	September	October	November	December
Total Disconnects	761	2,216	2,403	4,521	4,044	3,269	3,087	3,300	3,428	4,180	2,541	336
% of Total Customers	0.09%	0.27%	0.29%	0.55%	0.49%	0.40%	0.37%	0.40%	0.41%	0.50%	0.30%	0.04%
IQBD Disconnects	266	833	908	1,653	1,534	1,257	1,236	1,318	1,292	1,483	857	95

	2025					
	January	February	March	April	May	June
Total Disconnects	365	1,376	2,610	4,600	4,753	3,138
% of Total Customers	0.04%	0.16%	0.31%	0.55%	0.57%	0.37%
IQBD Disconnects	0	0	0	1,182	2,054	1,440
Temp. Protections						

On average, non-IQBD disconnects account for about 60-70% of disconnections

# Closing







# Announcements and Opportunities

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



# PGE Community Engagement Upcoming Outreach Events

Electrify PDX Home Electrification Fair  
(Portland)

Saturday, Sept. 27, 11 a.m.-3 p.m.

Spirit Mountain Employee Health and Safety  
Fair (Grand Ronde)

Wednesday, Oct. 1, 8 a.m.-4 p.m.

Community Services Network East Portland  
Community Health Fair (SE Portland)

Saturday, Oct. 4, 11 a.m.-2 p.m.

Summerfield Preparedness Fair (Tigard)

Thursday, Oct. 9, 11 a.m.-12 p.m.

African American Alliance for  
Homeownership Fair (Portland)

Saturday, Oct. 25, 11 a.m.-2 p.m.

Mid-Willamette Valley Community Action  
Weatherization Day (Salem)

Thursday, Oct. 30, 3:30-7:30 p.m.

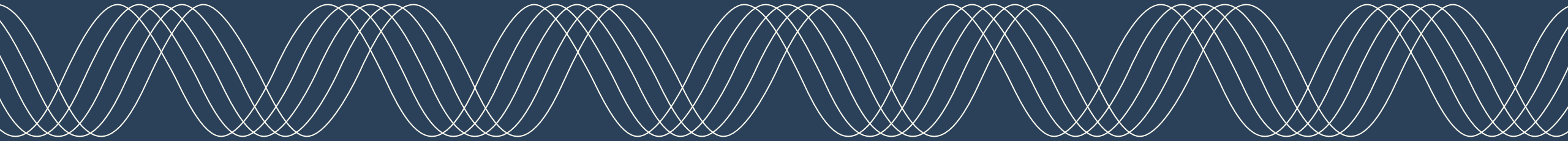
# Next Steps

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 for this meeting
- Next meeting is **October 22, 2025**
  - In-person attendance option for October:  
**TBD**



# Appendix

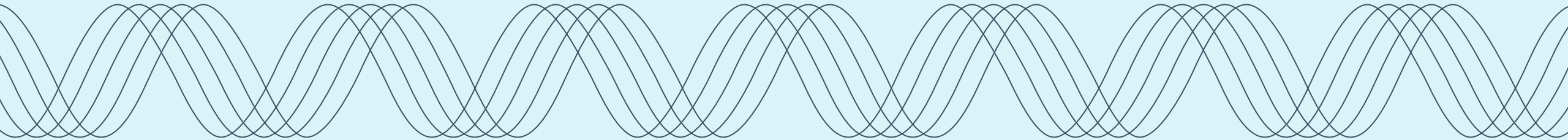


# Acronyms and Abbreviations

%	Percent
&	And
/	Or
@	At
+	Plus
=	Equal
AQI	Air Quality Index
CAC	Community Advisory Council
CAP	Community Action Program
CBIAG	Community Benefits and Impacts Advisory Group
CBO	Community Based Organization
EBMR	Energy Burden Metrics Report
IQBD	Income Qualified Bill Discount
Med Cert	Medical Certificate
OPUC	Oregon Public Utility Commission
RE	Regulated Electric
RO	Regulatory Oversight
SEI	Self-Enhancement Inc.
TPA	Time Payment Arrangement
UM	Utility Management

# Customer Communication Examples


The following slides include examples of disconnection notifications and customer protection communications



# 20-day Notice

# 5-day Notice





(503)228-6322 or 800-542-8818  
portlandgeneral.com

Account # [REDACTED]

Service Address:  
[REDACTED]

**PAST DUE**

AMOUNT DUE \$258.00  
Due Date 12/24/24

If you need help paying your bill, call us at 503-228-6322.

Your payment is past due. If you've already made your payment, please disregard this message. If you think this note was sent in error, call our Customer Service team at 800-542-8818.

**Your electric service may be disconnected on or after 12/26/2024 because your payment has not been received. To avoid disconnection, please take one of the following actions by 12/24/2024.**

Please pay the past due amount of **\$258.00**.

**There are four easy ways to make a payment:**

1. Online at [PortlandGeneral.com](https://portlandgeneral.com)
2. Via the PGE mobile app
3. By telephone at 503-228-6322
4. At Western Union or CheckFreePay locations  
Find nearby locations at [portlandgeneral.com/payinperson](https://portlandgeneral.com/payinperson)

If you pay at an authorized payment location, **you must call Customer Service and provide your receipt/confirmation number by 7 p.m. on the due date.**

**We care about your health**


- If someone in your household relies on electricity for significant health needs, call us.

**Need assistance paying your bill? We're here to help! Whether you're looking for a little more time to pay or need energy assistance, we have options.**

- Contact us to set up a Time Payment Agreement which will break your bill into equal installments so you can pay it off over time.
- We understand sometimes it can be difficult to pay your energy bills. If you need financial assistance, a social service agency may be able to help you. Agency telephone numbers are listed on the back of this notice.
- PGE's Income-Qualified Bill Discount program provides eligible customers with a monthly discount based on household income and size. Find out if you qualify at [PortlandGeneral.com/IQBD-Enroll](https://portlandgeneral.com/IQBD-Enroll).
- To see a full list of customer protections, please visit: [portlandgeneral.com/customerprotections](https://portlandgeneral.com/customerprotections).

**Important:** If your power is shut off, you may be required to pay applicable fees and any balance owed before your power can be restored.

Our Customer Service team is available Monday through Friday, 7 a.m. to 7 p.m.



(503)228-6322 or 800-542-8818  
portlandgeneral.com

Account # [REDACTED]

Service Address:  
[REDACTED]

**PAST DUE:**  
**ACT NOW OR YOUR POWER MAY BE SHUT OFF IN 5 DAYS**

AMOUNT DUE \$258.00  
Due Date 12/24/24

If you need help paying your bill, call us at 503-228-6322.

**Your electric service may be disconnected on or after 12/26/2024 because your payment has not been received. To avoid disconnection, please take one of the following actions by 12/24/2024.**

Please pay the past due amount of **\$258.00**.

**DO NOT MAIL YOUR PAYMENT.**

**There are four easy ways to make a payment:**

1. Online at [PortlandGeneral.com](https://portlandgeneral.com)
2. Via the PGE mobile app
3. By telephone at 503-228-6322
4. At Western Union or CheckFreePay locations  
Find nearby locations at [portlandgeneral.com/payinperson](https://portlandgeneral.com/payinperson)

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**Important:** If your power is shut off, you may be required to pay applicable fees and any balance owed before your power can be restored.

Our Customer Service team is available Monday through Friday, 7 a.m. to 7 p.m.

## Customer Communication Examples

## 2-day Text

This is PGE with a final disconnect notice. The account for the address of 123 Street is past due and a payment of \$123.45 is needed immediately or your power may be shut off as early as 2025-01-03. Here's a link to make that payment [https://portlandgeneral.com/guest-pay?SMS\\_guest-pay](https://portlandgeneral.com/guest-pay?SMS_guest-pay). To see a full list of customer protections, please visit [PortlandGeneral.com/customerprotections](https://portlandgeneral.com/customerprotections). Reply STOP to Opt-out.

## Disconnection Complete Text

This is PGE advising that the account for the address of 123 Street has been shut off for non-payment. Here's a link for options to restore your service [http://portlandgeneral.com/secure/reconnect-service/start?utm\\_source=sms&utm\\_medium=text&utm\\_campaign=reconnect-service-journey&utm\\_content=collection-notification](http://portlandgeneral.com/secure/reconnect-service/start?utm_source=sms&utm_medium=text&utm_campaign=reconnect-service-journey&utm_content=collection-notification). To see a full list of customer protections, please visit [PortlandGeneral.com/customerprotections](https://portlandgeneral.com/customerprotections). Reply STOP to Opt-out.

\*These are sent to anyone we have a mobile phone number on file for

# Customer Communication Examples



# Door Hanger

Date: \_\_\_\_\_  
Address: \_\_\_\_\_  
Account: \_\_\_\_\_

**We stopped by today because:**

- ☐ Your account is past due
- ☐ Your account at this location is not yet up to date and you need to apply for service at this address
- ☐ You need to arrange payment for an outstanding balance on a PGE account for a different address

**As a result, your power is:**

- ☐ Currently in service, but will be turned off if no action is taken
- ☐ Scheduled to be turned off as early as today
- ☐ Scheduled to be turned off in five business days
- ☐ Turned off

We understand how challenging it is to be without power. We have options for you and are here to help.

Residential customers	Business customers
<b>24/7 online self-service options*:</b> See your payment options, make a payment and initiate your reconnection by logging into your account.  <b>Or call us:</b> <b>800-542-8818,</b> Monday through Friday, 7 a.m. to 7 p.m.	Give us a call at <b>800-822-1077,</b> Monday through Friday, 7 a.m. and 6 p.m.

\* Every customer's situation is unique, and self-service options may not be available for everyone. If you don't see these options after logging into your account, please give us a call. We're here to help.

To see a full list of customer protections, please visit: [portlandgeneral.com/myprotections](http://portlandgeneral.com/myprotections)

**Caution:**

Reconnection of the service by anyone other than authorized PGE personnel is hazardous and unlawful. An additional charge will be assessed if the service is reconnected by anyone other than authorized PGE personnel.



Fecha: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Cuenta: \_\_\_\_\_

**Hoy lo visitamos por el siguiente motivo:**

- ☐ Su cuenta está en mora.
- ☐ Su cuenta de este domicilio no está actualizada y debe solicitar el servicio.
- ☐ Debe acordar un pago para un saldo pendiente de una cuenta de PGE de otra dirección.

**Por ello, este es el estado de su energía:**

- ☐ Ahora está conectada, pero se desconectará si no toma medidas.
- ☐ La desconexión está programada para hoy.
- ☐ La desconexión está programada para dentro de cinco días hábiles.
- ☐ Está desconectada.

Entendemos lo problemático que es no tener energía. Tenemos alternativas y estamos aquí para ayudarle.

Clientes residenciales	Clientes comerciales
<b>Opciones de autoservicio en línea 24/7*:</b> Inicie sesión en su cuenta en línea para ver las opciones de pago, pagar e iniciar el trámite de reconexión.  <b>O llámenos:</b> <b>800-542-8818</b> de lunes a viernes, de 7 a.m. a 7 p.m.	Llámenos al <b>800-822-1077</b> de lunes a viernes, de 7 a.m. a 6 p.m.

\* La situación de cada cliente es única y puede que las opciones de autoservicio no estén disponibles para todos. Llámenos si no ve estas opciones después de iniciar sesión en su cuenta. Estamos aquí para ayudar.

Para ver la lista completa de protecciones al cliente visite: [portlandgeneral.com/misprotecciones](http://portlandgeneral.com/misprotecciones)

**Precaución:**

La reconexión del servicio a cargo de una persona que no sea parte del personal autorizado por PGE es peligrosa e ilegal. Se cobrará un cargo adicional si una persona que no forma parte del personal autorizado por PGE reconecta el servicio.



# Customer Communication Examples



# IQBD Welcome Letter

# IQBD Agency Letter



## You qualify for a monthly bill discount

Thanks for submitting your information for our Income-Qualified Bill Discount program. Based on your household size and income, **you'll be receiving a 25% discount on your energy use.**

### Here's the scoop

- The discount may not apply to the next bill you receive, but the following bill after that and you'll see it reflected on your bill.
- This discount will last for two years from the date you enrolled **12/23/2024**. You'll need to re-enroll after that, but we'll send you a reminder.
- The discount only applies to **new** charges billed after enrollment and doesn't apply to the total amount due on your bill. Certain charges are not included in the discount.
- If your household size or annual gross household income changes, you'll need to submit a [new form online](#) or give us a call to update your information
- While enrolled, you may receive seasonal protection from disconnection and related fees. To learn more about these protections, visit [portlandgeneral.com/protections](http://portlandgeneral.com/protections)

If you have any questions, check out our [frequently asked questions](#) or call us at [503-228-6322](tel:503-228-6322), Monday through Friday, 7 a.m. to 7 p.m. We're here to help.  
Sincerely,

Your Customer Service team



Account number: 9996762121

Hi Vikki,

We have some good news to share with you. Because you recently received energy assistance, you've been automatically enrolled in our Income-Qualified Bill Discount program. Moving forward, **you'll start receiving a 25% monthly discount on your energy use.** This discount is in addition to assistance you are receiving from us or any other agency.

### Here's the scoop

- The discount may not apply to the next bill you receive, but the following bill after that and you'll see it reflected on your bill.
- This discount will last for two years from the date you were enrolled **12/23/2024**. You'll need to re-enroll after that, but we'll send you a reminder.
- The discount only applies to **new** charges billed after enrollment and doesn't apply to the total amount due on your bill. Remember, certain charges are not included in the discount.
- If your household size or annual gross household income changes, you'll need to submit a new form online at [portlandgeneral.com/pgediscount](http://portlandgeneral.com/pgediscount) or give us a call to update your information
- While enrolled, you may receive seasonal protection from disconnection and related fees. To learn more about these protections, visit [portlandgeneral.com/protections](http://portlandgeneral.com/protections)

If you have any questions, check out our frequently asked questions at [portlandgeneral.com/pgediscount](http://portlandgeneral.com/pgediscount) or you can call us at [503-228-6322](tel:503-228-6322), Monday through Friday, 7 a.m. to 7 p.m. We're here to help.  
Sincerely,

Your Customer Service team

## Customer Communication Examples

# English Webpage

## Help Topics

### Customer protections beginning June 1, 2025

All residential customers



Medical Certificate participants



Income-Qualified Bill Discount participants



All residential customers



PGE will not disconnect service for nonpayment under the following conditions:

- When there is a heat advisory, extreme heat watch or extreme heat warning and for 48 hours after a heat event.
- When the Air Quality Index exceeds 100 and for 24 hours after the event.
- When the forecasted low temperature is below 32 degrees Fahrenheit, or if there is a winter storm advisory from November 1 to March 31.
- Additionally, customers can request reconnection at no upfront cost during severe weather events or poor air quality conditions if they were disconnected for nonpayment in the previous 72 hours.

# Spanish Webpage

## [Portlandgeneral.com/misprotecciones](https://portlandgeneral.com/misprotecciones)



### Protecciones de clientes

\* indica una protección temporal vigente hasta el 30 de junio de 2025

Todos los clientes residenciales



Clientes con Certificado Médico



Clientes inscritos en el Programa de descuento en facturas según ingresos (IQBD, por sus siglas en inglés)



Todos los clientes residenciales



- PGE no desconectará por falta de pago cuando se pronostica la temperatura bajo los 32 grados Fahrenheit o cuando hay un aviso de tormenta invernal del 1ero de noviembre al 31 de marzo
- PGE no desconectará por falta de pago el día antes que se pronostique la temperatura bajo los 32 grados Fahrenheit \*
- PGE no desconectará por falta de pago cuando hay un aviso de calor
- PGE no desconectará por falta de pago cuando el Índice de calidad del aire supera un valor de 100
- Clientes pueden pedir una reconexión sin costo durante eventos de clima severo si se les desconectó por falta de pago en las últimas 72 horas

# Customer Communication Examples





# Thank you