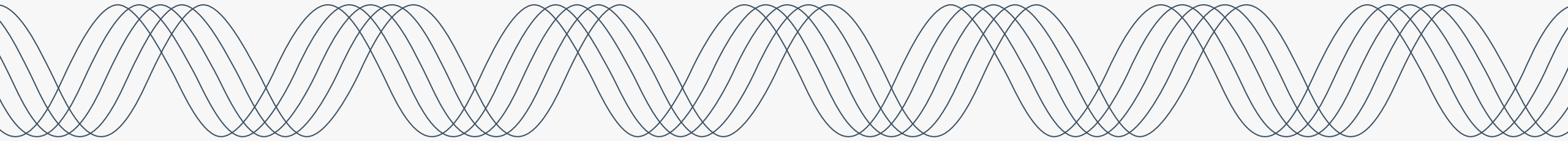




PGE's CBIAG Meeting #26

August 27, 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
- Provide an overview of the Energy Burden Metrics Report and discuss key findings
- Preview upcoming topics
- Share important announcements and available resources

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 would you pick as your theme song for today?

This Month's Host Organization

Focus Areas:

- Education
- Advocacy
- Home & Energy Repairs
- Efficiency Solutions
- Community Solar



communityenergyproject.org

Updates / Feedback Loop

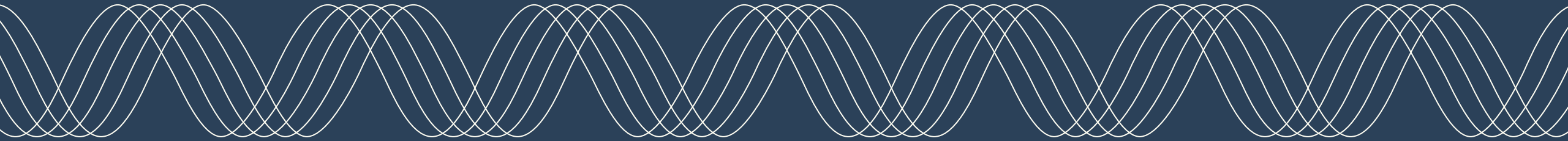
- Community Based Renewable Energy (CBRE) projects
 - Cycle 2 update
- Energy Trust of Oregon Multiyear Plan
 - Open for comments until 9/15/25
- Biennial Report
 - Release forms and logos

CBIAG Biennial Report Progress Update

- Check-in conducted to align expectations with OPUC staff
- Draft copyedited and currently in review process
- Report will go into design phase next
- Additional reviews will take place post design including



Quarterly Feedback Loop





Increasing Transparency in Feedback Gathering

- On a quarterly basis, we will be sharing what we learned and the associated opportunity we've identified
- We will ask CBIAG members to confirm what we've captured and/or identified what we've missed
- This information will be part of a more consolidated documentation process where we will look at action, progress and/or associated challenges which will be shared with this group as well as captured in the Biennial Report going forward

Key Insights – Q2 2025



Learnings	Opportunities
Strong member interest in PGE's customer survey data and its current use	Expand how customer survey data is used to inform decision-making
Immigrant populations often report higher satisfaction with reliability, possibly due to lower expectations shaped by lived experience in other countries	Tailor reliability messaging to reflect diverse community experiences
Non-English-speaking communities often have limited awareness of clean energy and sustainability efforts due to language barriers	Increase outreach and education on clean energy in multiple languages with an emphasis on transcreation and offering short, simple and practical tips/takeaways
Language accessibility gaps reduce reach and engagement with broader audiences	Address language gaps to make communication more inclusive and build stronger community connection and participation.
Reimbursement-only grant funding models (e.g., Green Future Impact Renewable Development Fund) can limit participation, especially for smaller organizations	Explore more flexible grant funding structures to reduce participation barriers
People reliant on electronic, technology-dependent medical devices face added vulnerability in emergencies	Enhance emergency preparedness planning for medically vulnerable populations

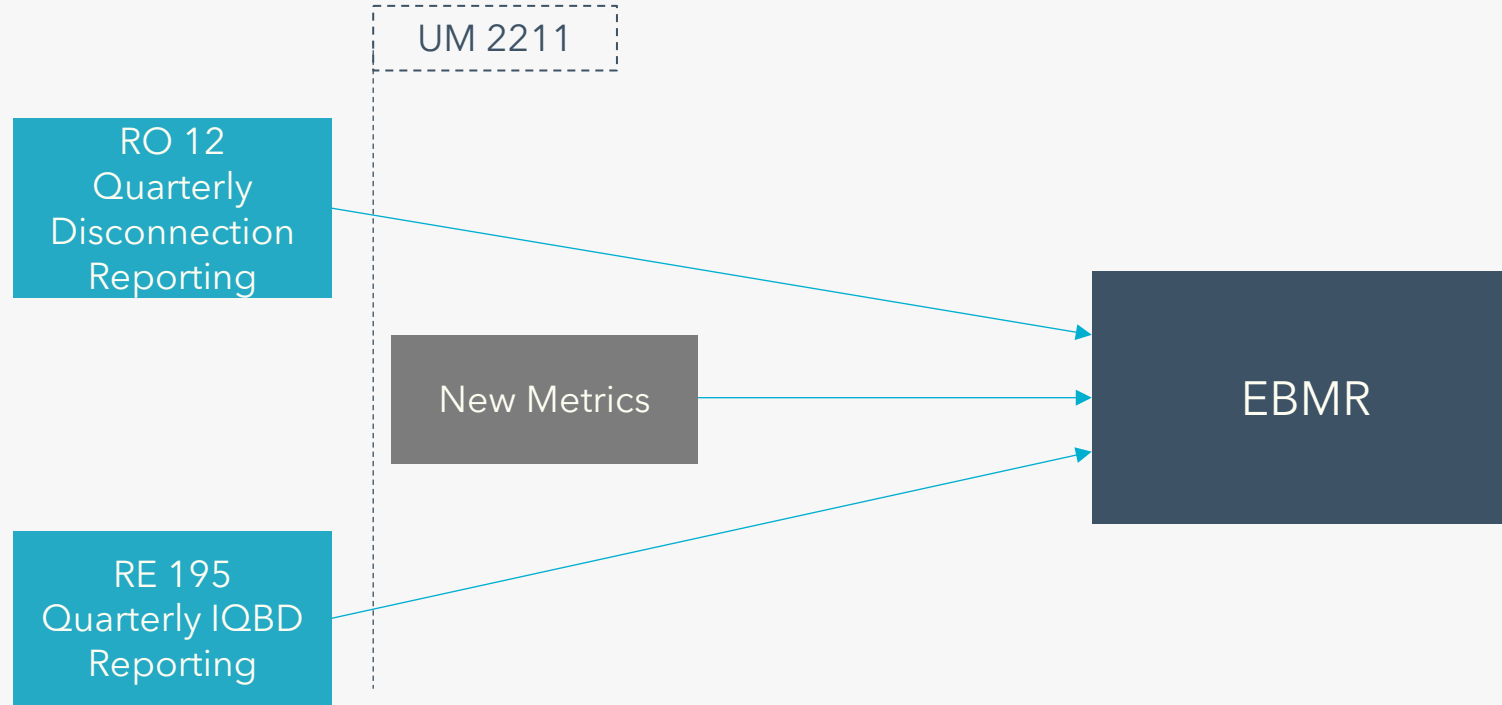


Energy Burden Metrics Report

Elisa Carrasco, she/her



Energy Burden Metrics Report (EBMR)



- EBMR creation within Phase 2 workplan of UM2211 (affordability docket)
- New metrics added to provide a more holistic dataset
- Improved definitions for each metric to ensure consistency across utilities
- Data previously reported likely to change with definition clarification

Energy Burden Metrics Report (EBMR) – Quarterly

Monthly Data for 2024 & 2025 (through June)

- Also provided by zip code
- Customer arrears & time payment arrangements (TPA's)
- Disconnection, reconnections & notices
 - Energy assistant recipient
 - IQBD
 - Medical Certificate
- Severe weather moratoriums
- Usage & bill averages
- Income-Qualified Bill Discount

Filed quarterly beginning 8/14/25

Energy Burden Metrics Report (EBMR) – Annually

Annual Data for 2025

- Not provided by zip code
- High usage customers
 - Total number
 - Average usage
 - Arrears
 - Disconnections

Filed annually for previous calendar year – to be filed in 2026

Temporary Customer Protections

- Temporary winter protections ended May 18, 2025
 - Disconnection moratorium ended March 31, 2025
- Temporary summer protections began June 1, 2025
 - Will be in place until October 2025
- Currently working with OPUC Staff on permanent protections
 - Expected to be effective winter 2025 moving forward.

Temporary Customer Protections – Summer 2025

Regular Business	Temporary Protection	Customers Affected
Heat Event: Heat Advisory or AQI of 100+	Expanding to: Heat Watch Heat Warning	All customers
Heat Event: No Disconnections	Expanding to: 48 hours following a Heat Event	All customers
Heat Event \$0 Down Reconnection: Heat Advisory or AQI of 100+	Expanding to: If disconnected up to 7 days prior	IQBD & MedCert Customers
Waived Reconnection Fees: IQBD Customers	Expanding to: MedCert Customers	IQBD & MedCert Customers

Customer Resources

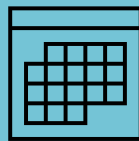
General Payment Options

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



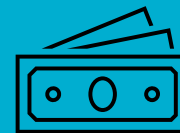
IQBD

- 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*

Bill Due Date

As listed on most recent bill

Day 1

20-Day Notice

Past due notice is mailed or emailed and texted

Day 11

5-Day Notice

5-Day disconnection notice is mailed or emailed and texted

Day 27

Final Notice

If customer receives text notifications, sent via text

Day 33

Disconnection

First day the account become eligible for disconnection

Day 35

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

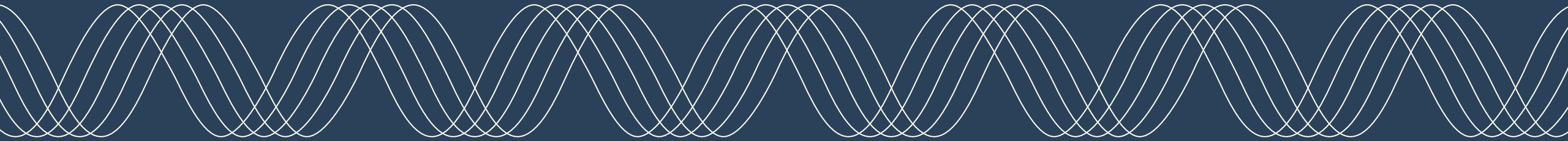
Disconnection Reporting Overview

	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



Upcoming Topics



Utility plan overview



Transportation Electrification
Plan



Announcements and Opportunities

Send future announcements to CBIAG@pgn.com

PGE Community Engagement

Upcoming Outreach Events

Tigard-Tualatin Family Resource Center Back to School Night (Tualatin)

Thursday, Aug. 28, 5-6:30 p.m.

IRCO Back to School Night (NE Portland)

Tuesday, Sept. 2, 10 a.m.-noon

Tigard-Tualatin Family Resource Center Back to School Night (Tigard)

Thursday, Sept. 18, 6-7:30 p.m.

Community Preparedness Fair (Keizer)

- Saturday, Sept. 20, 10 a.m.-2 p.m.

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 Health and Wellness Fair (SE Portland)

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

Community Services Network Winter Preparedness Fair (NE Portland)

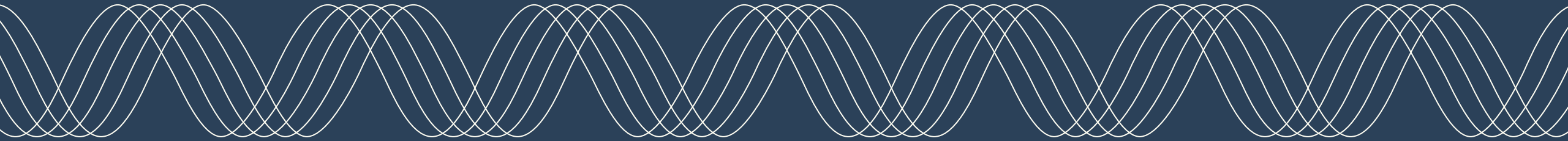
Saturday, Nov. 15, 11 a.m.-2 p.m.

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 in the member hub for this meeting
- Next meeting is **September 24, 2025**
 - In-person attendance option for August:
Self Enhancement Inc.
3920 N. Kerby Ave.
Portland, OR 97217

Appendix



Acronyms and Abbreviations

#	Number
\$	Dollar
%	Percent
&	And
/	Or
@	At
+	Plus
=	Equal
AQI	Air Quality Index
CAP	Community Action Program
CBIAG	Community Benefits and Impacts Advisory Group
CBRE	Community Based Renewable Energy
CEP	Clean Energy Project
EBMR	Energy Burden Metrics Report
ETO	Energy Trust of Oregon
IQBD	Income Qualified Bill Discount
IRCO	Immigrant and Refugee Community Organization
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



Thank you