

Attachment B – Training: Energy Equity Course

The scenarios below are found in the online Energy Equity training available to employees and leaders. This training enhances the ability for users to evaluate their projects with an equity lens while building and reinforcing their energy equity knowledge. Training includes detailed scenarios (shown below) that are illustrative of types of capital projects the Company implements. After reviewing the scenarios, users are required to answer the four questions in the EPPM tool (see **Attachment F – Energy Equity Questions in EPPM Tool**).

Equity Scenario 1

Scenario 1:

As a response to the COVID-19 Pandemic, a team at PSE is creating a CSA to develop a program to provide support for a low-income discount and a low-income senior discount on their electric usage charges. The goal is to inform eligible populations they can benefit from the discount as well as other clean energy solutions they will qualify for by enrolling. Customers can enroll through multiple channels, including an online portal, mail, email, and by calling PSE directly. This variety of methods will allow as many customers as possible to confirm their eligibility and enroll in this new program. The customer will be able to apply for and receive the discount they qualify for in as little time as possible. PSE will be able to easily qualify and enroll a customer, view the customer's current rate schedule, or identify any reasons that may make the customer ineligible for the discount. To support this project the business needs investments in the development of low income discount percentages and eligibility rules, automated workflows to assign the correct discount based on the customer's information, provide multi-lingual support for members of these populations that speak different languages, and send communications informing customers of the discount and eligibility options. Three additional full time employees will be needed to support this program who have experience with customer service and PSE clean energy programs.

Equity Scenario 2

Scenario 2:

This CSA Proposal addresses circuits that perform under the targeted reliability threshold, as well as the bottom 50 worst performing circuits within the last 5 years. Specifically, this proposal requests resources to improve poor reliability performance as a result of falling tree limbs or whole tree fall, deteriorating or aging assets, car accidents, or damage cause by wildlife. The project would identify solutions to circuits and wiring that are under-performing, replace infrastructure with wiring resistant to falling tree limbs, replace or relocate poles, or add isolation equipment to minimize the effect of outages. This proposal plans to reduce outages and improve infrastructure to populations that are in the greatest need or most vulnerable.