

**ATTACHMENT A**

# 2022 Clean Energy Implementation Plan Public Participation and Outreach

## I. Introduction, Discussion of CETA and CEIP Requirements

In compliance with WAC 480-100-655(2), PacifiCorp d/b/a Pacific Power & Light Company (PacifiCorp or company) is pleased to establish this plan to encourage public participation throughout the development of the 2022 Clean Energy Implementation Plan (CEIP). The public participation plan is intended to address the ways in which PacifiCorp will seek and incorporate robust public feedback to inform the preparation and filing of the 2022 CEIP. PacifiCorp envisions public participation for the 2022 CEIP to be built upon four pillars that support robust and inclusive participation: (1) Engaging members of the public by selecting outreach, methods, timing, and language considerations that address barriers to participation,<sup>1</sup> (2) making data accessible and available to members of the public and CEIP stakeholders,<sup>2</sup> (3) building upon learnings from existing advisory groups,<sup>3</sup> and (4) building upon learnings from the Equity Advisory Group (EAG). The “four pillars” approach is shown in the Figure 1 below.

**Figure 1- PacifiCorp processes to support CEIP public participation**



<sup>1</sup> Will also include direct feedback on clean energy benefits and a draft CEIP from PacifiCorp’s Washington customer base. To solicit that feedback, the Company will host a series of all-customer meetings for public participation. These meetings will follow release of a customer survey to build a more robust understanding of customer values related to the clean energy transition.

<sup>2</sup> Throughout the public participation process, the Company will highlight data connections as key input along the way for stakeholders in this process.

<sup>3</sup> Will include working with existing advisory groups including the Integrated Resource Plan (IRP) public-input meetings, the Demand-Side Management (DSM) Advisory Group, the Low-Income Advisory Group as well as the formation of the company’s EAG.

Passed in 2019, the Clean Energy Transformation Act (CETA) sets ambitious clean energy targets for Washington’s energy future:

- By 2025, utilities will remove any coal-fired generation from Washington’s allocation of electricity;
- By 2030, utilities’ energy mix in Washington will be carbon-neutral;
- By 2045, energy mix in Washington will be 100 percent renewable and non-carbon- emitting.

Along with these clean energy targets, utilities in Washington must ensure that all customers are benefitting equitably from the transition to renewable energy. PacifiCorp is working with the newly formed EAG – and incorporating learnings from the company’s existing advisory groups and public-input processes – to ensure that the health, safety, and well-being of its communities are considered in the CEIP development process.

The CEIP’s focus is on near-term (four-year time horizon) actions and strategy toward meeting the requirements of CETA. PacifiCorp’s first CEIP will be filed with the Washington Utilities and Transportation Commission (Commission) no later than January 1, 2022 (with a draft filed beforehand)<sup>4</sup> and will comply with the requirements of WAC 480-100, including:

- The establishment of a four-year clean energy strategy, as well as proposed specific actions to meet this outlined strategy;
- Customer Benefit Indicators – developed with feedback from its customer base and advisory groups, including the EAG – to measure potential benefit and/or impact to communities of the resources and programs proposed; and
- Discussion of how PacifiCorp could comply with the CETA requirements as we move toward 100 percent renewable and non-carbon emitting energy in Washington.

This CEIP public participation plan describes PacifiCorp’s first-year vision and framework for how its stakeholders including its Washington customer base and advisory groups will contribute to development of the CEIP, as well as provide a roadmap for how PacifiCorp will encourage public participation and ensure that relevant information is accessible to the **public** and to advisory groups.

PacifiCorp is dedicated to the transformative effort put forward by the requirements of CETA and is prepared for the long-term work of understanding and overcoming the challenges of equity and inclusion to advance energy equity in Washington.

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<sup>4</sup> WAC 480-100-655(2)(f).

## II. Public Engagement - Outreach, Timing, Methods, and Language Considerations

PacifiCorp is working to establish a CEIP public participation process that is open, transparent, and accessible. To meet these goals, we have begun the process of seeking public participation by embracing inclusive design and ensuring that communication with stakeholders is proactive and easy to understand. We are also improving outreach to customers who have been identified as vulnerable and/or highly impacted as defined in the Washington Department of Health’s Cumulative Impact Analysis mapping tool and PacifiCorp’s Clean Energy Action Plan (CEAP) that is currently in draft form and will be filed September 1, 2021 as part of PacifiCorp’s 2021 IRP.

### Outreach

An overview of PacifiCorp’s Public Participation outreach methods is provided in Table 1 below. Additional details are described throughout Section II.

**Table 1 – Outreach Methods and Opportunities for Feedback**

<b>GETTING THE WORD OUT</b>	
<b>Tool</b>	<b>Description</b>
<b>Project website:</b> <a href="https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html">https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html</a> <sup>5</sup>	The project website provides information about the CEIP in English and Spanish, including sharing public participation opportunities, hosting project information, collecting feedback on online surveys, documenting Equity Advisory Group meeting materials, etc.
<b>Email updates</b>	Announcements and CEIP website updates are communicated to stakeholders via e-mail.
<b>Project fact sheet and flyers</b>	PacifiCorp provides digital and printed educational materials to customers in English and Spanish.
<b>Existing advisory groups and EAG pre-meeting materials</b>	Meeting materials are shared with advisory group members prior to each meeting. EAG pre-meeting materials include the presentation slide deck and an expanded agenda that describes the meeting objectives and discussion topics.
<b>Meeting summaries from Equity Advisory Group meetings</b>	Following each EAG meeting, meeting summaries are prepared and posted on the CEIP website and distributed to EAG members.
<b>Utility bill inserts</b>	Informational bill inserts are provided to customers who receive their bill in the mail in printed format and provided digitally to customers who are on paperless billing.

<sup>5</sup> WAC 480-100-655(2)(g)(i)-(iv).

<b>Utility bill messages</b>	Informational bill messages are printed or provided digitally with customer bills in both English and Spanish.
<b>Interactive Voice Response (IVR)</b>	PacifiCorp customers in Washington who call customer service receive a pre-recorded Interactive Voice Response (IVR) message in English or Spanish that directs customers to the CEIP webpage.
<b>Social media (targeted)</b>	Informational content is posted on the company's Washington Twitter account directing customers to the CEIP website.
<b>Paid media</b>	To reach customers in Washington, the company uses paid advertising across various media channels.
<b>Partner channels</b>	PacifiCorp partners with its EAG and local community groups and organizations to share CEIP information.
<b>PacifiCorp website</b>	PacifiCorp has referenced the CEIP project on its primary website and provided a link to <a href="https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html">https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html</a>

**SHARING INFORMATION AND SEEKING INPUT**

<b>Tool</b>	<b>Description</b>
<b>Community surveys</b>	Data on the benefits from a clean energy transformation are being collected from PacifiCorp's Washington customer base, PacifiCorp's existing advisory groups and the EAG.
<b>Project email (ceip@pacificorp.com) and web comment form</b>	Input from stakeholders is being collected via e-mail and from a comment form on its CEIP website.
<b>Public meetings</b>	Following the compilation of results from the Clean Energy Benefit Survey, PacifiCorp will host a series of all-customer meetings to solicit additional feedback from its customer base.
<b>Existing Advisory group meetings</b>	Project staff will present project information for PacifiCorp advisory group members to discuss, react to and comment on. Existing groups include: Equity Advisory Group, IRP stakeholders, the Demand Supply Management Advisory Group, and the Low-Income Advisory Group. They allow interested parties to provide input and/or engage in dialogue with the project team and each other on the designated topics.

## **Timing**

PacifiCorp's outreach began in spring 2021 and focused on outreach through existing channels – especially the existing advisory groups in Washington – and through community-based organizations to identify potential members of the newly-formed EAG.

In April 2021, RMI (formerly Rocky Mountain Institute) assisted PacifiCorp reaching out to and conducting interviews with community-based organizations and members of the public who were identified as potential participants in the EAG. The feedback and learnings obtained through this interview process helped to inform the EAG's scope, which is included in Section III below. Through this process and as discussed in Section V, the formal EAG was established; the first meeting was held in May 2021.

PacifiCorp provided an email notification to each of the company's existing advisory groups in Washington – as well as the full six-state public IRP distribution list – on May 4, 2021. The email provided notice that the development of the 2022 CEIP was beginning and provided an opportunity to review the company's public participation plan, to join the email distribution list specific to the CEIP (CEIP@pacificorp.com), and to visit our webpage for next steps in CEIP participation (<https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html>).

In July 2021, PacifiCorp distributed a customer survey, intended to seek preliminary feedback from all WA customers who were not otherwise participating in an advisory group.

PacifiCorp's existing Washington advisory groups have regularly met in 2021 and will continue to hold meetings to, in part, support CEIP development. The IRP Public-input process also generally holds meetings on a monthly basis during development of an IRP; the DSM Advisory Group holds meetings quarterly; and the Low-Income Advisory Group generally holds meetings as needed. A timeline of advisory group meetings and public participation meetings throughout 2021 is shown in Table 2 below.

**Table 2: Advisory Group and Public Participation Meeting Schedule<sup>6</sup>**

<b>Completed and Anticipated Public Process Meetings</b>	<b>Indicative Timing</b>
<b>EAG First Meeting</b>	<b>May 13, 2021</b>
<b>Low-income advisory group meeting</b>	<b>May 2021</b>
<b>EAG Second Meeting</b>	<b>June 16, 2021</b>
<b>IRP Public-input meeting*</b>	<b>June 25, 2021</b>
<b>Low-income advisory group meeting</b>	<b>July 20, 2021</b>
<b>EAG Third Meeting</b>	<b>July 21, 2021</b>
<b>DSM Advisory Group Meeting</b>	<b>July 22, 2021</b>
<b>IRP Public-input meeting*</b>	<b>July 29-30, 2021</b>
<b>IRP Public-input meeting</b>	<b>August 6, 2021</b>
<b>IRP Public-input meeting*</b>	<b>August 12, 2021</b>
<b>Fourth EAG Meeting</b>	<b>August 18, 2021</b>
<b>First CEIP Public Meeting</b>	<b>Early September 2021</b>
<b>Fifth EAG Meeting</b>	<b>September 15, 2021</b>
<b>DSM Advisory Group meeting</b>	<b>Q3 2021</b>
<b>Second CEIP Public Meeting</b>	<b>Early October 2021</b>
<b>Sixth EAG Meeting</b>	<b>October 20, 2021</b>
<b>Third CEIP Public Meeting</b>	<b>November 2021</b>
<b>Seventh EAG Meeting</b>	<b>December 15, 2021</b>

\*Note: timing and schedule of the currently planned meetings are subject to change. The IRP public-input meetings listed in the table above reflect the schedule of remaining public-input meeting scheduled for the 2021 IRP development. Public-input meetings for the 2021 IRP development began in January 2020. The 2021 IRP to be filed September 1, 2021, will include the 20-year least-cost, least-risk preferred portfolio along with a 10-year, Washington-specific CEAP that will inform development of the four-year 2022 CEIP.

### **Methods**

PacifiCorp’s initial public participation outreach was via both telephone and email and was designed to inform existing advisory groups (including the IRP Public Input Process) of the opportunity to provide feedback, as well as to form the EAG. RMI assisted the company through initial online or by phone interviews in advance of the first EAG meeting. These initial interviews provided context to stakeholders and to PacifiCorp as it scoped the initial EAG meetings and helped to identify EAG members.

Direct outreach methods to the IRP public-input stakeholders occurs via email and through a dedicated IRP webpage that provides meeting materials, stakeholder feedback forms, and participation information for each meeting. Outreach for both the DSM Advisory Group and

<sup>6</sup> WAC 480-100-655(2)(d).

the Low-Income Advisory Group occurs via email to participants on the distribution list. PacifiCorp will continue to use these outreach methods as applicable during the development of the 2022 CEIP.

In addition to specific outreach to stakeholders, PacifiCorp has established a dedicated webpage to provide information to the public regarding how to participate in the development of the 2022 CEIP. The webpage includes information about CETA, the CEIP development processes, links to relevant documents, and:

- A schedule of upcoming advisory group meetings and a tentative schedule of topics to be discussed;
- Meeting summaries, materials, and documents, including those from past meetings;
- Information on how to participate in the development of the CEIP;
- Data and information provided to support participant education as part of the EAG;
- Stakeholder feedback received and utility responses;
- Links to filings and plans associated with CETA compliance (2021 IRP filing that will include the CEAP, CEIP filing, etc.) posted no later than thirty days following final action by the Washington Utilities and Transportation Commission; and
- Spanish translations of EAG meeting materials and webpage content.

The website can be found at: <https://www.pacificorp.com/energy/washington-clean-energy-transformation-act-equity.html>.

The CETA-specific webpage is designed to provide information to the public regarding how to participate in the CEIP development process as well as a schedule and indicative agenda of upcoming meetings related to the development of the CEIP. The webpage was launched in early May and has been updated to include all meeting documents (including slides, agendas, and meeting notes) as well as an updated calendar of upcoming meetings. In advance of each public meeting or EAG meeting, the website is updated to include participation information.<sup>7</sup> The company has also set up a dedicated email address, CEIP@pacificorp.com, that is posted on the webpage and will facilitate timely response to any stakeholder questions. PacifiCorp has encouraged members of the public who would like to participate in the development of the CEIP to join our email list, which is used to communicate upcoming meetings, meeting materials, and other opportunities for education and feedback.

PacifiCorp developed a survey targeted to our broader Washington customer base to gather input on the development of the CEIP. The survey was made available in English and Spanish and was launched on July 2, 2021; the survey will close on August 10, 2021. There are separate versions for residential and non-residential customers. Outreach for this survey included a printed and digital bill insert to all Washington customers; direct email to approximately 53,000 customers; survey links on the CEIP webpage; a recorded IVR message through PacifiCorp's customer care center; electronic and hard-copy distribution to community members through the EAG; and direct outreach to Washington business and community leaders from PacifiCorp regional business managers and additional internal contacts. A separate survey was also made available for advisory group input and was shared via email. Survey results are

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<sup>7</sup> WAC 480-100-655(2)(g).



expected in mid to late August 2021. At the time of this filing, PacifiCorp has received 524 survey responses.

Additionally, PacifiCorp will hold 3 public meetings on the CEIP development process. The first meeting will be held in early September and will focus on the designation of vulnerable populations as identified by the EAG, the process for the development of customer benefit indicators (CBIs), initial CBIs, and associated data and metrics. The second meeting will be held at the beginning of October and will focus on the results of the IRP and actions that PacifiCorp can take to influence the CBIs and their defined metrics. The third meeting is anticipated in November and will provide an overview of the draft CEIP for public feedback. Alternative approaches to public participation will be considered based on input from existing advisory groups, the EAG or requests from the public and might include utilizing other venues for the dissemination of information to the public, including:

- Holding a one-hour meeting after an EAG meeting where the public is invited to interact with participants, ask questions, and gather information
- Bill inserts and bill messages provided electronically for customers who receive their bills electronically or printed for customers who receive their bills by mail;
- Notices published in newspapers of general circulation in PacifiCorp's service area in Washington; and/or
- Direct email to customers who have provided email information to us.

We will continue to work with stakeholders to determine additional outreach methods that could encourage public participation in the 2022 CEIP.

### Addressing Barriers to Participation<sup>8</sup>

PacifiCorp understands that accessibility is key to ensuring an inclusive public participation process. Through our interviews with experts and prospective EAG members, we have worked to identify potential barriers to public participation more broadly, and the company is working to apply the learnings to encourage participation from members of the public. PacifiCorp has identified the following potential barriers to public participation:

- **In-person outreach and in-person meetings have been challenging due to the COVID-19 pandemic.** PacifiCorp recognizes that for active outreach to encourage participation, the company will likely have to rely on non-digital channels, such as outreach through regional offices, in-person meetings, and a presence at local events. Throughout the development of this plan in 2020 and 2021, these efforts have been limited due to safety concerns surrounding the COVID-19 pandemic. PacifiCorp is continually working to address the potential barrier caused by reduced in-person and in-community outreach by considering alternative methods of communication. PacifiCorp will explore avenues of community engagement and outreach/education in coordination with its EAG and other existing community organizations. PacifiCorp believes that partnering with these well-established community-based entities will allow us to engage

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<sup>8</sup> WAC 480-100-655(2)(b).

members of our communities that may not respond to our other avenues of outreach. In-person and remote partnership opportunities will be explored, and additional local partners will be identified. Additionally, PacifiCorp will continue to explore opportunities for in-community based engagement as more in-person options become available.

- **For customers who do not regularly participate in utility planning processes, there may be a perception that input will not be considered by the utility.** PacifiCorp is working to clearly outline how feedback will be considered and taken into account as part of the 2022 CEIP. The company is working to address this barrier by conducting proactive outreach to community groups through our regional business managers, by providing meeting notes and materials that include what stakeholder feedback was received during meetings, and through a summary of stakeholder feedback and how that feedback was ultimately incorporated into the plan, which will be included in the CEIP.
- **Language Considerations.** PacifiCorp is addressing language considerations by working with a translation service to provide a Spanish version of the company's CEIP website and meeting materials. Providing Spanish translations of materials is consistent with the company's current outreach process in Washington. The website will include Spanish translated versions of meeting materials, instructions regarding how to participate in future meetings as well as a tentative schedule for topics to be addressed during future meetings, and a link to contact PacifiCorp to request translation services at future CEIP meetings. PacifiCorp will work with stakeholders to continually assess how to make the public participation materials more accessible and may include translation support in additional languages if needed.
- **Cultural Considerations.** PacifiCorp is working to address cultural barriers and embrace cultural differences by obtaining a deeper understanding of the communities within its service territory. PacifiCorp's EAG has advised that the company needs to learn more about our different communities so that we can specifically refine and enhance our mechanisms for outreach and communication. Through contacts with community organizations, we are continually learning and working toward accommodating cultural differences. PacifiCorp has also recognized the need for diversity training within our organization and as of June 2021, all employees have received Unconscious Bias training so that we can be more aware of how our actions affect others.
- **Members of the public may face economic barriers to participation as most utility engagement has historically been held during weekdays.** As part of the interview process in formulating the EAG, PacifiCorp asked potential members to provide feedback on preferred meeting times, with options for meetings outside of typical working hours. While meetings during weekdays were still the preferred option for the EAG, PacifiCorp has taken steps to address economic barriers by offering a stipend to EAG members who indicated that a stipend would be helpful.

- **Utility planning processes are often data-heavy, and improvements are planned to make data available in broadly understood terms.**<sup>9</sup> PacifiCorp is working to ensure that data is available in broadly understood terms, and will incorporate multiple strategies to date to ensure that the data informing the process is accessible and easy to understand:
  - PacifiCorp has developed a CBI development process diagram that clearly outlines the process to develop and refine CBIs (included as Figure 2, below). In July, PacifiCorp presented the diagram to the Low-Income Advisory Group, the DSM Advisory Group, and to the EAG and explained how data would inform the CBI process.
  - PacifiCorp has presented initial data analysis that informs the identification of HICs and Vulnerable Populations to the EAG, the Low-Income Advisory Group, and the DSM Advisory Group during the July meetings.
  - PacifiCorp is finalizing plans to post “primers” to the CETA webpage throughout the 2022 CEIP development process to introduce key data concepts that may be discussed in future public meetings.

### **III. Data Availability and Accessibility**

PacifiCorp’s CEIP must include CBIs, which are attributes or outcomes related to PacifiCorp’s clean electricity resources and investments. CBIs are used to measure potential benefit and/or impact to communities of the resources proposed in the CEIP. PacifiCorp will use CBIs, along with other factors, to help shape the CEIP’s programs, actions, and investments. PacifiCorp has been gathering input from customers and stakeholders on the challenges they face and the benefits they envision from a clean electricity transformation. PacifiCorp initially gathered input on these topics from its EAG during EAG Meeting #2 on June 16, 2021. A list of initial vulnerable populations identified by PacifiCorp’s EAG is presented in Table 3 below:

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<sup>9</sup> WAC 480-100-655(2)(c).

**Table 3: Initial List of Vulnerable Populations within PacifiCorp Service Territory**

<b>Vulnerable Population Designation</b>
<b>Students</b>
<b>Adults 65 years old and above</b>
<b>Young children</b>
<b>People who are hard of hearing</b>
<b>People with a disability</b>
<b>People with medical equipment at home</b>
<b>Diverse supplier business owners</b>
<b>Energy burdened</b>
<b>Asset Limited, Income Constrained, Employed</b>
<b>Low-income migrants</b>
<b>Low income</b>
<b>Immigration status (outside of US citizen)</b>
<b>People who speak limited English</b>
<b>Renters</b>
<b>Multi-generational households</b>
<b>Multi-family households</b>
<b>People experiencing homelessness</b>
<b>People living in rural areas</b>
<b>People living in different land statuses (such as land trust vs. fee patent that have different regulatory requirements)</b>
<b>Agricultural and/or farm workers</b>
<b>Gas-heated homes</b>
<b>Single parents</b>

In addition to obtaining input from the EAG, PacifiCorp reviewed data from a variety of sources including:

- Internal PacifiCorp program participation data
- Internal PacifiCorp Surveys, *i.e.*, PacifiCorp’s 2019 Residential Survey, MDC Research Wattsmart Energy Efficiency Survey, JD Power Survey, and the Escalent Survey.
- PacifiCorp Billing System Data
- United States Census Bureau, American Community Survey
- Washington Department of Education
- Department of Energy Lead Tool
- Washington Department of Health, Washington Tracking Network Data

PacifiCorp has expanded its data collection efforts to include its broader customer base through the development of a Clean Energy Benefit Survey, outreach to community-based organizations, and chambers of commerce. PacifiCorp will also seek feedback through public meetings and from other advisory groups as identified in this Plan.

As of this filing, PacifiCorp synthesized its customer and stakeholder input provided to date and drafted initial CBIs as found on Table 4 and 5; initial CBIs are presented in benefit

categories as outlined at WAC 480-100-610(4)(c). Challenges that were identified by the EAG were mapped to CBI outcomes and CBI categories. PacifiCorp's analytic process/methodology for developing CBIs is graphically presented on Figure 2 below.<sup>10</sup>

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<sup>10</sup> WAC 180-100-655(2)(a)(ii).

Figure 2- PacifiCorp CBI and CETA Development Process

# PacifiCorp’s CBI and CETA Development Process

EAG Feedback cycles  
 PacifiCorp-focused  
 Regulatory engagement

**1. Named Populations**

Map HICs and identify vulnerable populations and the challenges they face.

**2. Identify Draft CBIs**

Identify corresponding WA CETA CBI categories based on challenges faced by HICs and vulnerable populations as identified by the EAG, other PacifiCorp advisory groups, and Washington Customer base input.

**3. Scoping for Utility**

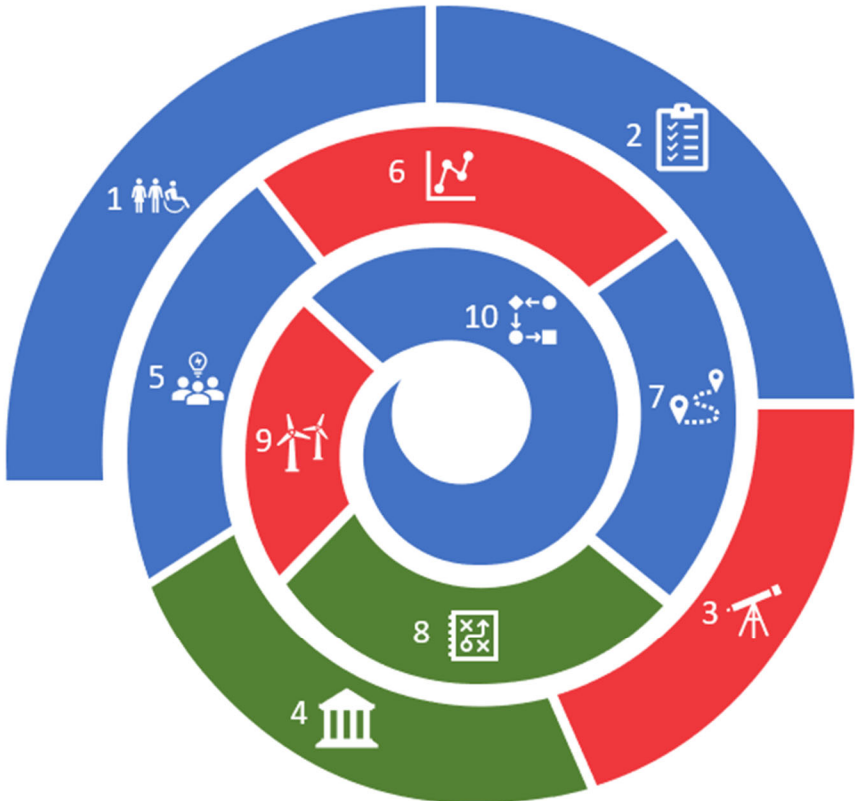
Determine which challenges faced by HICs and vulnerable populations PacifiCorp can influence.

**4. Regulation Alignment**

Align CBIs to Washington regulations and UTC expectations.

**5. Validate CBIs**

Refine and weigh CBIs based on stakeholder feedback to understand the significance and importance of each.



**6. Metrics Development**

Define metrics to monitor and track CBIs.

**7. Input on Actions**

Identify actions that PacifiCorp can take to positively influence CBIs and their defined metrics and present to EAG for feedback.

**8. CEIP Feedback**

Prioritize actions identified in Step 7 to include in the CEIP and submit drafts for external feedback, including UTC.

**9. CEIP Implementation**

Implement plan with actions and monitor results.

**10. Iterate**

Iterate on the CBIs and actions as a result of new ideas or monitoring for the next CEIP.

PacifiCorp presented its data collection efforts and draft CBIs to the Low-Income Advisory Group on July 20, 2021, to the EAG on July 21, 2021, and to the Demand-Side Management Advisory Group on July 22, 2021.<sup>11</sup> PacifiCorp will further refine and develop weights for these CBIs based on input from its advisory groups as well as its broader customer base.<sup>12</sup>

**Table 4: Draft Customer Benefit Indicators Flowing to Named Communities\***

Primary CBI Category	Draft CBI (Outcomes)	Draft CBI (Examples)
<b>Reduction of burdens</b>	Improved education and awareness	<ul style="list-style-type: none"> <li>• Increase efforts to support clean energy education</li> <li>• Improve marketing and outreach to increase awareness of energy and conservation programs</li> </ul>
<b>Reduction of burdens</b>	Reduced barriers for program participation	<ul style="list-style-type: none"> <li>• Increase participation in programs and grant opportunities</li> <li>• Expand Spanish translation services</li> </ul>
<b>Non-Energy benefit</b>	Increased economic/community engagement	<ul style="list-style-type: none"> <li>• Increase participation in community-focused efforts and investments</li> <li>• Provide support for job training programs</li> <li>• Track and support increased diversity in local program delivery</li> </ul>
<b>Energy benefit</b>	Increased amount of renewable energy	<ul style="list-style-type: none"> <li>• Expand electrification opportunities</li> <li>• Increase participation in company energy and efficiency programs</li> </ul>

\*Draft CBIs as presented to EAG and advisory groups on the week of July 19, 2021

<sup>11</sup> WAC 480-100-655(2)(c).

<sup>12</sup> WAC 480-100-655(2)(a)(i)-(ii).

**Table 5: Draft Customer Benefit Indicators Flowing to All Customers Including Named Communities\***

Primary CBI Category	Draft CBI (Outcomes)	Draft CBI (Examples)
<b>Environmental</b>	Reduced greenhouse gas emissions	<ul style="list-style-type: none"> <li>• Increase in renewable energy resources</li> <li>• Lower CO2 emissions</li> </ul>
<b>Cost Reduction</b>	Minimize cost of the clean energy transition	<ul style="list-style-type: none"> <li>• Reduce number of households experiencing high energy burden</li> <li>• Increase participation in company energy and efficiency programs</li> <li>• Increase awareness of and participation in billing assistance programs</li> </ul>
<b>Public Health</b>	Improved Health and Well-being	<ul style="list-style-type: none"> <li>• Decrease in wood use for home heating</li> <li>• Improve home comfort</li> </ul>
<b>Energy Resiliency/ Risk Reduction</b>	Low frequency and duration of energy outages	<ul style="list-style-type: none"> <li>• Emergency Preparedness: Improve system readiness to respond to major disasters</li> <li>• Optimize grid investments</li> <li>• Support customer programs related to community resiliency</li> </ul>
<b>Energy Security</b>	Improved local energy systems	<ul style="list-style-type: none"> <li>• Develop local/regional infrastructure to promote long-term reliable service</li> </ul>

\*Draft CBIs as presented to EAG and advisory groups on the week of July 19, 2021

PacifiCorp is also in the process of synthesizing its customer and stakeholder input to develop weighting factors for CBIs specific to Highly Impacted Communities (HICs) and Vulnerable Populations (“Named Communities”) and all customer, including Named Communities as required under WAC 480-100-655(2)(a). Stakeholder input on the weighting factors will be considered based on feedback from its EAG (EAG Meetings #4 and #5), input from its other advisory groups, and feedback from its customer base through the Clean Energy Benefit survey and public meetings.<sup>13</sup>

As part of this overall effort, PacifiCorp will identify specific metrics and data to measure and track each CBI. In some cases, data may not be currently available, and PacifiCorp will identify action plans for data collection. Further, to better inform stakeholders, PacifiCorp will continue to evaluate customer data and survey responses. This information will be made available on the company’s CEIP website.

<sup>13</sup> WAC 480-100-655(4)(c)(i).



#### IV. Incorporating Learnings from Existing Advisory Groups<sup>14</sup>

PacifiCorp has historically considered input throughout the planning process from the company's existing Washington advisory groups: DSM, low-income programs, and the IRP public participation process. These processes will continue to inform how the company approaches long- and intermediate-term planning, and the input from these stakeholders will inform the resource, strategy, and customer benefit indicators considered in the development of the 2022 CEIP. Generally, the input from the stakeholder groups discussed in this section may be used in the following ways to inform the company's 2022 CEIP:

- Iterative development of future Washington-specific Clean Energy Action Plans (CEAPs)
- Identification of highly impacted communities and vulnerable populations (referred to as Named Communities) within the CEIP
- Development of Customer Benefit Indicators (CBIs) flowing to Named Communities and All Customer including Named Communities
- Weighting factors for CBIs specific to Named Communities and All Customers, including Named Communities
- Development of the utility interim targets within the CEIP
- Development of the CEIP specific actions

#### Incorporating Stakeholder Feedback from Low-Income Advisory Group

PacifiCorp's Low-Income Advisory Group meets regularly to discuss issues related to energy burden, as well as to advise the company on programs designed to increase limited-income customers' ability to pay their monthly bills through energy assistance, efficiency measures, and bill discounts. The group currently has three existing programs in its purview:

- **Bill Discount Program:** Included 6,100 participating households in 2019 with a total assistance amount of \$3.1 million;
- **Fuel Fund:** Provides assistance through customer and employee donations, and assisted 211 households in 2019; and
- **Low-Income Weatherization:** Has provided weatherization funding to over 7,800 homes since the program began. This program assists customers at or below 150 percent of the federal poverty level.

Under Section 12 of CETA, this group will also discuss the methods by which utilities must make funding available on July 31, 2021, for low-income households with income that do not exceed the higher of 80 percent of area median income or 200 percent of federal poverty level. This CETA-directed change will modify the eligibility threshold of the current low-income bill assistance program, and PacifiCorp will hold meetings throughout the year to seek advice from the advisory group on meeting CETA income guidelines.

Members of the Low-Income Advisory Group include: Commission Staff, The Energy Project, Public Counsel, NW Energy Coalition, PacifiCorp and the three local Community Action

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<sup>14</sup> WAC 480-100-655(2).

Agencies that administer Low Income Bill Assistance Program (Schedule 17) (Blue Mountain Action Council in Walla Walla, Northwest Community Action Center in Toppenish, and Opportunities Industrialization Center in Yakima).

The Low-Income Advisory Group met in May and June 2021 to discuss potential modification to Schedule 17 - Low Income Bill Assistance Program (LIBA). Input from the Low-Income Advisory Group will help inform the CBIs developed as part of the 2022 CEIP, as well as the specific actions considered. PacifiCorp is in the process of obtaining Low-Income Advisory Group input through the Clean Energy Benefit Survey and has also presented the draft CBIs to the group on July 20, 2021.

### **Incorporating Stakeholder Feedback from the Demand-Side Management Advisory Group**

PacifiCorp uses its DSM Advisory Group to meet the requirements of WAC 480-109-110. The DSM Advisory Group was initially created under the June 16, 2000, Comprehensive Stipulation in docket UE-991832, which the Commission approved in the August 9, 2000, Third Supplemental Order in that docket, and its IRP public input process created under WAC 480-100-238. PacifiCorp also has a separate Washington Low-Income Advisory Group that includes members representing customers with limited income. Any issues related to conservation programs for customers with limited income will be considered and reviewed by the Low-Income Advisory Group as well as by the DSM Advisory Group.

DSM Advisory Group topics are focused on energy efficiency (also known as conservation) and include but are not limited to the Energy Independence Act (EIA or I-937) biennial target setting process, including program design and plans, adaptive management, budgets, and communication strategies to achieve the Commission-approved biennial target, cost recovery through the system benefit charge, cost effectiveness. Regulatory filings related to conservation must be provided to the DSM Advisory Group at least 30 days ahead of filing. Members are asked to provide written comments on conservation filings within 1-2 weeks so their review can be incorporated into the final filed documents. The DSM Advisory Group develops demand-side options that inform the company's preferred portfolio. As such, the advisory group will provide direct input on PacifiCorp's specific actions developed as part of the 2022 CEIP.

The DSM Advisory Group meets at least four times per year. Some meetings in odd-numbered years are required (by Commission order) to occur at certain times: no later than July 1 to align with the EIA process. Prior to COVID-19, meetings were in-person at the Commission office building and are also online. Meeting dates are scheduled two to three weeks ahead on the current company platform (Teams) with proposed agenda topics. The meeting invitation also contains a request for additional agenda items. Presentation materials are provided 1-2 days in advance of the meeting. Supplemental files may also be provided. The meeting is typically conducted by one or more members of PacifiCorp's conservation delivery team. Company speakers rotate depending on subject matter. Subject matter experts outside the company may be asked to speak. Presentations are informal with questions encouraged and discussed in the presentation. Meeting notes are kept by the company, but not typically circulated back to the group. Specific group follow-ups are captured and included in the next meeting agenda.

Members include Commission staff, Energy Project, Public Counsel, NW Energy Coalition, and PacifiCorp. Representatives from Northwest Power and Conservation Council, Northwest

Energy Efficiency Council, PacifiCorp customers, Puget Sound Energy, Avista and the Northwest Energy Efficiency Alliance have attended selected meetings in the past. PacifiCorp members have attended Puget Sound Energy and Avista advisory group meetings in the past.

On June 23, 2021, PacifiCorp presented details regarding CETA, the EAG and HICs within the Washington Service Territory to the DSM Advisory Group. Further, on July 21, 2021, PacifiCorp provided details regarding vulnerable populations, draft CBIs, and requested the DSM Advisory Group to complete the Clean Energy Benefit Survey.

### **Incorporating Stakeholder Feedback from IRP Public-Input Process**

PacifiCorp develops its 20-year IRPs on a biennial basis through a robust and inclusive public-input process that allows for stakeholder review and feedback on the company's long-term planning assumptions, methodologies, analysis, and results. The 2021 IRP development cycle public-input meetings began in January 2020 and there have been a total of 14 public-input meetings held to date, with four more scheduled before completion and filing of the 2021 IRP on September 1, 2021. In addition, PacifiCorp's IRP team has held topic-specific technical workshops to discuss development of its Conservation Potential Assessment – and has held state-specific meetings at the start of the IRP development cycle to receive input on energy policy topics relevant to each state.

PacifiCorp's IRP public-input process uses stakeholder feedback forms as a vehicle outside of the public input meetings to receive and respond to stakeholder questions and recommendations – as of July 27, 2021, the company has received 84 stakeholder feedback forms comprised of more than 450 questions, comments or recommendations. PacifiCorp makes these stakeholder feedback forms and the company's responses publicly available on the company's IRP webpage. PacifiCorp also provides a summary of the public input process in Appendix C, Public Participation, within its filed IRP.

The company's IRP public-input process generates input that directly informs the development of the company's IRP. Most notably, this can be seen through the company's scenarios and sensitivities run as part of the portfolio modeling process, inputs to modeling assumptions such as the supply-side resource table and price-policy scenarios, and its portfolio modeling methodology and approach. The robust, transparent, and inclusive IRP public-input process provides for public input to ensure that PacifiCorp's IRP produces a 20-year resource portfolio that is reliable, least-cost and least-risk. This resource portfolio, the preferred portfolio, will inform the 10-year Washington-specific CEAP and subsequently, development of the four-year CEIP. IRP public-input meetings are open to the public, and to the extent that members of other advisory groups – or anyone interested in the process – would like to attend and provide feedback, PacifiCorp would welcome the participation.

As part of the June 26, 2021 and July 30, 2021 IRP public-input meetings PacifiCorp provided an update on the CEIP development process and ways for the public to provide feedback.

## **V. Establishing and Supporting the EAG**

In compliance with WAC 480-100-655(1)(b), PacifiCorp formed an EAG comprised of community members and leaders in energy-equity from across its service territory in Washington. In establishing the EAG, PacifiCorp took an inclusive approach, consulting with experts and inviting stakeholder feedback and input from the very beginning of its outreach. Initial research, outreach, and co-design was the first phase of this effort. This section corresponds with *Phase 1 — Inclusive Design and Inception*, outlined in Section V, and reflects consultation with representatives from the following organizations:

- American Council for an Energy-Efficient Economy (ACEEE)
- Front and Centered
- Institute for Environmental Justice
- RMI
- The Public Counsel Unit of the Washington Attorney General's Office
- Commission Staff

PacifiCorp's CEIP team continued to work with stakeholders and expert advisors to:

1. Identify EAG members and participants
2. Build an inclusive and accessible process of consultation and collaboration with the EAG to enable meaningful participation and engagement by all EAG members
3. Develop the collaboration and meeting schedule for the EAG
4. Clarify where and how PacifiCorp should use the EAG to review, advise, co- create, or author inputs to the resource planning process, CEAP, and CEIP

### **Identifying EAG Members and Participants**

PacifiCorp's regional business managers, who are actively and consistently engaged in the communities served in Washington, helped identify prospective EAG participants and led initial stakeholder outreach: interviews were conducted with stakeholders to gather their insights on energy-equity challenges in their communities. RMI also conducted interviews and asked for suggestions on EAG priorities and important perspectives to consider as EAG discussions are designed and facilitated. As part of these interviews, RMI asked for additional recommendations and referrals for potential EAG participants that have direct knowledge and experience with communities or populations identified as highly impacted or vulnerable. Outreach occurred with the following organizations:

- Asian Pacific Islander Coalition (APIC)-Yakima
- Blue Mountain Action Council (BMAC) of Walla Walla
- Central Washington Hispanic Chamber of Commerce
- The Energy Project
- Greater Yakima Chamber of Commerce
- La Casa Hogar
- Northwest Community Action Center (NCAC)

- Northwest Energy Coalition (NVEC)
- Opportunities Industrialization Center (OIC) of Washington
- Perry Technical Institute
- People for People
- SonBridge
- Sustainable Living Center
- University of Washington
- Walla Walla Sustainable Living Center
- Washington State Department of Commerce
- Washington State Department of Veterans Affairs
- Washington State Office of the Attorney General
- Washington Utilities & Transportation Commission Staff
- Yakama Nation
- Yakama Power
- Yakima County Development Association
- Yakima County Health District

Overall, these stakeholders expressed passion for the importance of this work and its related outcomes. In particular, stakeholders emphasized the importance of including new voices, creating an accessible public process, and ensuring that the perspectives captured adequately reflect these communities. We also heard about challenges that the communities are facing and how energy equity directly relates to the conditions and situations that people are facing. Challenges shared included the COVID pandemic, access to computers and internet, language barriers, heating homes with wood-burning stoves, and a lack of equitable economic development.

Other input captured from stakeholder interviews included priorities related to energy equity, suggested topics to cover in EAG meetings, reasonable expectations to have of EAG members, as well as EAG member accommodations and support. Stakeholders were also asked to provide any other contacts for additional organizations or individuals to reach out to about this effort.

Based on input from these stakeholders, 12 EAG members (see Table 6) were recruited to help PacifiCorp understand local perspectives related to:

- Environmental justice
- Public health
- Social Services
- Businesses
- Tribal populations
- Asian Pacific Islander community
- Hispanic community
- Veterans
- Low-income population
- Agricultural workers

**Table 6: PacifiCorp 2021 Equity Advisory Group Members**

<b>Name</b>	<b>Organization</b>
<b>Paul Tabayoyon</b>	Asian Pacific Islander Coalition
<b>Sylvia Schaeffer</b>	Blue Mountain Action Council of Walla Walla
<b>Angelica Reyes</b>	La Casa Hogar
<b>Laura Armstrong</b>	La Casa Hogar
<b>Noemi Ortiz</b>	NW Community Action Center
<b>Isidra Sanchez</b>	Opportunities Industrialization Center
<b>Kaila Lockbeam</b>	Perry Technical Institute
<b>Norman Thiel</b>	SonBridge
<b>Erendira Cruz</b>	Walla Walla Sustainable Living Center
<b>Ray Wiseman</b>	Yakama Power
<b>Jonathan Smith</b>	Yakima County Development Association
<b>Nathan Johnson</b>	Yakima Health District

### **Building an Inclusive and Accessible Process of Consultation and Collaboration**

For the engagement of the EAG to be meaningful, the collaboration process must support full and authentic participation by all. As such, we have worked closely with EAG members to address the following potential barriers to EAG and public participation:

- Outreach methods and channels to use, to ensure that information is easily accessible and that opportunities for public participation are well-known. Additionally, methods and channels used within meetings should foster inclusive and clear communication. Communication methods and channels currently include:
  - PacifiCorp’s CEIP webpage
  - Email distribution lists including CEIP stakeholders, which members of the public can join by emailing [CEIP@pacificorp.com](mailto:CEIP@pacificorp.com),
  - Preparation of pre-meeting materials that outline meeting objectives and discussion topics
  - Direct e-mail communication with EAG members including transmittal of pre-meeting materials at least 3 days prior to scheduled EAG meetings
  - Spanish translation of EAG materials sent directly to EAG members and posted on the CEIP website
  - Conference calls with EAG members *e.g.*, when requested by EAG members; in cases where an EAG member was unable to attend a scheduled EAG meeting
  - Cross-channel communication between the EAG, DSM Advisory Group, Low-Income Advisory Group, and IRP Public Process to remind and notify regarding the opportunity to participate in CEIP development,
  - portals,
  - collaboration tools (*e.g.*, MURAL digital workspace), and
  - other communications channels or approaches.
- Timing and schedules of meetings have been determined in collaboration with EAG members, and members have indicated which times provide opportunity for them to attend. In addition to inclusive scheduling, PacifiCorp will use the publicly facing

CEIP webpage to include the following information well in advance of upcoming meetings:

- meeting times,
  - meeting lengths,
  - meeting frequency, and
  - meeting location and/or format (*e.g.*, in-person or virtual).
- Feedback on language considerations and translation support were requested following the first EAG meeting on May 13, 2021. In response, the company has expanded translation services to include meeting materials and notes and discussed the feasibility of offering real-time interpreters in future meetings. PacifiCorp requested feedback on language considerations and translation support from its EAG members to determine whether this support needs to be expanded to include additional languages in the future.
  - EAG meetings will be open to the public for observation. Active participation in discussion and breakout rooms will be limited to EAG members. Following each EAG meeting, meeting notes will be posted on the Company's CETA website for public review and comment.
  - Participant compensation and/or stipends was discussed with potential EAG members, and the company is piloting a program to compensate EAG members for their time and participation. Five EAG organizations are currently participating in the compensation program.
  - Other tools, aspects, or accommodations in our process that would address barriers to participation that may exist from language, cultural, economic, or other factors or would otherwise support an inclusive environment and full participation by all EAG members.

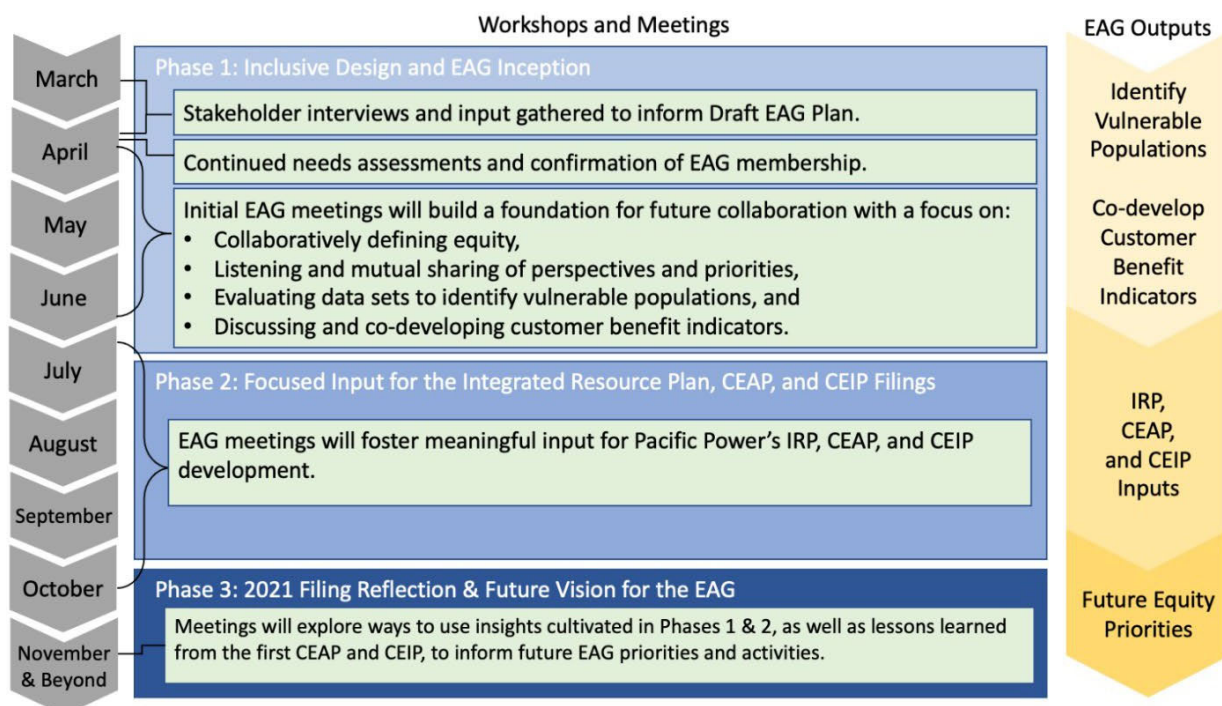
### **Developing the EAG Collaboration and Meeting Schedule**

In 2021, PacifiCorp will engage our EAG across three initial phases:

*Phase 1 – Inclusive Design and EAG Inception*

*Phase 2 – Focused Input for the Integrated Resource Plan, CEAP, and CEIP Filings*

*Phase 3 – 2021 Filing Reflection & Future Vision for the EAG*



**Figure 3 - PacifiCorp EAG Collaboration Plan**

Phase 1 EAG activities have primarily been completed and focused on co-creating a common understanding of equity values, perspectives, and community needs and viewpoints. Additionally, Phase 1 established a common knowledge base of utility resource planning practices, legal requirements, and opportunities for change informed by EAG input. In Phase 1 the EAG began the important work of identifying highly impacted communities and vulnerable populations as well as co-develop customer benefit indicators. Though presented here as a concrete and ambitious plan of activities, Phase 1 will remain flexible to allow for the EAG to provide input that will inform the timeline of activities and focus areas.

Phase 2 of EAG activities will be focused on using the insights developed in Phase 1 and translating those insights into development of the CEIP with a specific focus on the identification and weighting of customer benefit indicators. As outlined under Section III, Data Availability and Accessibility, PacifiCorp has been gathering input from customers and stakeholders on the challenges they face and the benefits they envision from a clean electricity transformation. PacifiCorp gathered input on these topics from its EAG during EAG Meeting #2 and Meeting #3. As part of Phase 2, PacifiCorp will identify specific metrics and data sources to support the measurement of the draft CBIs with continuing input from the EAG refine these CBIs and associated metrics.<sup>15</sup> These efforts are more fully described in Section III of this plan.

Phase 3 of EAG activities will begin to employ a broader view of how PacifiCorp can and will work with the EAG post-2022 CEIP development and beyond. With the immediate focus of development of the 2022 CEIP completed, the EAG can reflect upon Phases 1 and 2 to identify lessons learned and set priorities for future EAG engagement include possible

<sup>15</sup> WAC 480-100-655(2)(c).



opportunities to utilize the EAG in potentially other ways such as resource procurement, customer program design, and other aspects of PacifiCorp’s service and operations in Washington.

EAG meeting topics are described in the table below. Meeting topics are open to refinement based on the needs and priorities of the EAG and the Company. The vision for EAG meetings is that they will be iterative, and the progress and inputs from each meeting will inform subsequent meetings and future collaboration.

**Table 7: PacifiCorp EAG Schedule<sup>16</sup>**

Date	Topics for Discussion <sup>17</sup>
5/13/2021	<b>First EAG meeting: discussion topics included initial introductions, providing background on PacifiCorp and CETA, collaboratively defining equity, and mutual sharing of perspectives, backgrounds, and experiences.</b>
6/16/2021	<b>Second EAG meeting held. Topics included the review of HICs, identification of vulnerable populations, and exploring potential benefits, burdens, and opportunities of clean energy for HICs and vulnerable populations.</b>
7/21/2021	<b>Third EAG meeting held. Topics for discussion include an overview of PacifiCorp’s CEIP, initial view of existing customer programs, and the role of CBIs for tracking progress on equity; CBI alignment with challenges for named communities with community priorities; and initial draft of CBIs.</b>
8/2021	List of Vulnerable Populations Compiled
8/18/2021	<b>Fourth EAG meeting held. Topics for discussion include input from EAG on CBIs; CBI prioritization and weighting factors; methods and data to support CBI metrics; constraints and challenges of CBI metrics.</b>
9/15/2021	Draft Customer Benefit Indicators co-developed
9/15/2021	<b>Fifth EAG meeting held. Topics for discussion include continued input on CBI prioritization and weighting factors; an initial list of PacifiCorp actions, and an overview of PacifiCorp’s upcoming draft CEIP.</b>
10/15/2021	EAG recommended approaches for utility compliance
11/1/2021	Draft CEIP filed
11/20/2021	<b>Sixth EAG meeting held. Topics for discussion include input from the EAG on PacifiCorp actions and their prioritization; recommendations for the CEIP filing based on community input.</b>
12/15/2021	<b>Seventh EAG meeting held. Topics for discussion include a reflection on the EAG process in 2021 and deciding on next steps for the EAG in 2022.</b>
1/1/2022	PacifiCorp CEIP filed

### Clarifying How PacifiCorp Should Use the EAG

We acknowledge that there are many ways that the EAG can support our resource planning work in Washington through our open and transparent development process. There are also specific components where we will inform, consult, involve, or otherwise engage the EAG. Given the breadth of opportunity to collaborate with the EAG while acknowledging that we will have limited time to work with them, we will also seek input on the following ways the EAG could be a resource:

<sup>16</sup> WAC 480-100-655(2)(d).

<sup>17</sup> Topics for discussion included per WAC 480-100-655 (2)(e) and (2)(g). Topics current as of July 30, 2021 but may change to reflect the progress and feedback of the advisory group. In the event of topic change, the CEIP webpage will be updated to reflect the change.

- In the development of 10-year CEAP, and specifically in the:
  - identification of vulnerable populations (based on the socioeconomic and sensitivity factors),
  - development of customer benefit indicators,
  - design of weighting factors or weighting criteria to use with the customer benefit indicators, and
  - development and identification of other data or resources to support the EAG.
- In supporting PacifiCorp's long-term commitment to equity and an equitable transition to clean energy in the state of Washington.