

PacifiCorp WA Equity Advisory Group (EAG)

Meeting Notes

Thursday March 9, 2023, 1-4pm Pacific Time

These notes were synthesized and summarized by E Source, PacifiCorp's meeting facilitation partner, EAG member attribution.

Executive Summary

There were 15 attendees at the Washington EAG meeting on March 9, 2023, which was held in a hybrid setting with the in-person location in Yakima, WA, and online through the Zoom platform. PacifiCorp educated and solicited feedback on the Washington Transportation Electrification Plan, Demand Response Programs, as well as providing updates to meeting attendees. The Perry Technical Institution hosted the meeting and shared information on programs offered by the school that meet both industry and community needs. The following is a summary of the content and feedback received during this 4-hour meeting.

Session Objectives

- Update you on the Washington Transportation Electrification Plan filing and programs
- Co-create/renew shared visions around WA EAG through an interactive activity
- Get your feedback on proposed design for Residential Demand Response program

2023 EAG members	Organization
Adam Rieker	Perry Technical Institute
Giovanni Severino	Latino Community Fund
Jonathan Smith	Yakima County Development Association
Paul Tabayoyon	Asian Pacific Islander Coalition
Norman Thiel	SonBridge
Jessica Van Doren	Yakima Health District
Todd Hilmes	Northwest Community Action Center

PacifiCorp Presenters

Kim Alejandro	Equity Advisory Analyst
Christina Medina	Stakeholder Policy & Engagement Manager
Lisa Markus	E Source Managing Director & Facilitator
Steven Alaman	Transportation Electrification Customer Programs Manager

Alex Osteen	Demand Response Senior Manager
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Attendees

Selyna Bermudez	PacifiCorp Sr Communications Representative
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Cheryl Carter	PacifiCorp Director Corporate Accounts & Community Relations
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Matt Gibbs	Evergreen Consulting Group
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Nancy Goddard	PacifiCorp Senior Customer Solutions Program Manager
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Kate Hawley	PacifiCorp Senior Project Manager
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Don Jones Jr	PacifiCorp Demand Response Project Manager
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Erin Knobler	E Source Managing Director
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Stephanie Meeks	PacifiCorp Regulatory Manager
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Jay Olson	PacifiCorp Sr Program Manager
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Marcelino Osorio	Evergreen Consulting Group
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Morgan Westberry	E Source Senior Consultant
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Public Attendees

Molly Brewer	Public Utility Commission
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Stephanie Chase	WA Attorney General Office
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Opening

E Source shared meeting objectives, the agenda, and introduced the speakers, and PacifiCorp's Kimberly Alejandro provided the land acknowledgment to start the meeting.

Community Spotlight: Perry Technical Institute

E Sources Lisa Markus introduced Perry Technical Institute's Adam Reiker, who provided a regional lens and shared what Perry Tech is doing in the community.

Perry Tech offers 14-programs:

- Agricultural & Diesel Equipment Technology
- Automotive Technology
- Business Technology and Accounting

- Motif Technology
- Construction and Carpentry Technician
- Electrical Technology
- Information Technology and Communication Systems
- Heating, Ventilation, A/C and Refrigeration Technology
- Instrumentation, Automation and Robotics Technology
- Medical Assistant
- Medical Office Administration and Coding
- Plumbing Technician
- Precision Machining and Manufacturing
- Professional Truck driving
- Welding Technician

Two additional programs, Software Design and an Electrical Lineman Program, are being evaluated and will potentially expand Perry Tech's offerings.

Current enrollment at Perry Tech is high, with roughly 700 students' campus wide. Upon graduation 92% of Perry Technical Institutes' student body is placed within the industry.

In 2021, Perry Tech won the Excellence in Student Services Award for its work with the Veterans Alliance Students Group on campus, demonstrating comradery, community service, and recognition for the Veteran students. Additionally, in 2020, Perry Tech won the Excellence in Community Service Award for its work with Habitat for Humanity. The school spearheaded construction and wiring for Habitat for Humanity, as well as building the Casa Hogar Preschool.

Excluding the school's medical and business technology programs, campus wide the school's demographics are 21% female. The goal is to encourage more females to join of these programs to begin closing the gender gap. To promote this atmosphere, Perry Tech facilities female guest speakers who have graduated from the program to encourage inclusion and comfort.

There are some legislative changes coming up in July 2023, which will require Washington electricians to undergo a two-year apprenticeship program in order to work in the field. One obstacle with the apprenticeship requirement is the lack of facilities in Yakima for apprentices to complete their training. Considering the number of hours and days that would be dedicated to travel time, it would be a tremendous strain on students. To help overcome the barriers for their students, Perry Tech is requesting funding from the state legislature to build a new space to house an apprenticeship program to reduce this burden.

Facilitated Question: How much more time is needed to complete an apprenticeship?

A: Normally an apprenticeship is approximately four years. One of the nice things about coming to Perry Tech is that you can get up to two years of experience to go towards the four years- similar to being in high school. There are some specific apprenticeships that require a test to be taken and that would not work for the program Perry Tech hopes to offer. However, generally speaking, apprentices are granted two years of experience, and then start as a third year somewhere else where the final two years may be completed. During those last two years apprentices would also have 186 hours of related supplemental instruction.

Discussion:

Q: How many students come straight out of high school versus later?

- **A:** Perry Tech: The average age of students across campus today is 23.8 years old.

Q: Does Perry Tech offer housing?

- **A:** Perry Tech: No, however the college has a relationship with YBC to provide dorm rooms for students.

Q: As far as diversity, what does that look like on campus?

- **A:** Perry Tech: Hispanic population was 58% of the student body then then the numbers are pretty wide numbers from there- roughly 11% African American, 2% Asian and the remainder was Caucasian.

Q: E Source's Lisa Markus: Is there anything the group can do for Perry Tech?

- **A:** Perry Tech: It is an environmental justice issue, regarding the training center in Yakima for these apprenticeship programs. The department of commerce in Yakima is aware of the need for these training centers and without a driving force, the Electrical Program Initiative will not get off the ground.

Q: E Source's Lisa Markus: I imagine there is financial assistance

- **A:** Perry Tech is a federally accredited school, so Perry Tech accepts federal financial aid and the G.I. Bill. Perry Tech also provides scholarships amounting to over \$600,000 from its foundation this year. Additionally, the Department of Transportation is a huge advocate for Perry Tech and they hand out up to \$10,000 in scholarships to students.

EAG Member Check-In

All EAG members "checked-in" by responding to the prompt: *What interesting Spring project(s) do you have on the horizon?*

- Asian Pacific Islander Coalition is working on incorporating the history of their rally at the Yakima fair this year and an exhibit at Filipino hall which has been there for over 70 years the community has been there for over 100 years. This will be APIC's first exhibit. In regard to ideas for this exhibit, incorporating the Filipino culture and why this community is so forgiving as well as accepting. The community has talked about this, and this is when slides and images are given to the community for approval to use in the exhibit. When dealing with the elders of the community, we want to show respect and ensure that their stories are told in the most accurate and best way possible.
- PacifiCorp is excited about all the engagement spaces being focused on. Particularly in Oregon, with the Tribal Engagement, which is the first time that anything like this has been done. So, being mindful and honoring the voices at the table.
- Latino Community Fund is working towards putting out a civic engagement program focused on pop culture. The organization hosts multiple underground events here in Yakima, aimed at

uplifting the community. This effort engages the youth to embrace the Hip-Hop culture, but also demonstrates how it correlates with the day-to-day civic activities that they can be involved with as well.

- Yakima County Development Association just had the grant launched for businesses in Yakima, Lincoln, and Whitman Counties. The grant specifically focuses on BIPOC businesses, accomplished through the requirements that businesses must be 50% or more BIPOC ownership and fewer than 50 employees. The money can be used for hiring a bookkeeper or accountant to assist in getting finances in order, to develop a website, to purchase furniture, equipment, or hire personnel. In addition, one on one training for digital and financial literacy with a computer lab that Parsec is currently putting together.
- Yakima County Health District is preparing for community partners to reach out to participate in resource events, the organization also provided information on initiatives and programs currently being worked on at the agency.

Community Spotlight & Calendar

PacifiCorp's Kimberly Alejandro highlighted items on March 2023 Calendar. PacifiCorp is seeking to join more community events and continue to strengthen connections with the community in 2023.

EAG Members and others can contact Kimberly Alejandro at Kimberly.Alejandro@PacifiCorp.com to communicate any updates and adding new events to the 2023 Calendar.

Washington Transportation Electrification Plan and Updates

PacifiCorp's Steven Alaman discussed the next steps for the Transportation Electrification (TE) Plan, including stakeholder feedback on the applications. The vision for the TE Plan, specifically the different applications for filing, is to help the company be a leader in transforming and electrifying the transportation sector throughout diverse communities in the West. The main objectives are to:

- Reduce CO² emissions and grid impacts
- Improve access to charging
- Electrifying equitably throughout PacifiCorp's service area
- Reduce electric transportation costs

There will be three programs that PacifiCorp will be accepting applications for: the Residential Managing Charging Pilot Program, the Communities Grant Program, and the Outreach and Education Program.

The Residential Managed Charging Pilot Program is a very important part of PacifiCorp's TE Portfolio, and main objectives for this program are to:

- Shift EV load to off-peak times
- Increase customer satisfaction by making it cheaper to charge at home
- Increase the affordability for customers to charge EV's

This will be a three-year program and the estimated funding will be \$370,000 for those three years.

The Communities Grant Program's overall goal is to provide exploratory grants that will help plan, promote, and deploy electric transportation technology projects within communities. PacifiCorp will be covering up to 100% of the eligible costs of starting, planning, or promoting electric transportation

technology in projects. PacifiCorp hopes to encourage traditional industries to shift towards transportation electrification and raise awareness and education around transportation electrification for customers by highlighting the benefits for what it can do. This is a five-year program and there is \$1.25 million dollars set aside for those five years. The grant cycle will occur annually, and the grant applications will be evaluated by a third-party independent evaluator.

The Education and Outreach Program is also a five-year program with \$730,000 in estimated funding. Throughout this program, PacifiCorp is planning to offer:

- In-person ride and drives
- Technical assistance for non-residential customers that are looking to install charging and implement EVSE projects
- Dealership engagement and trainings

Online educational tools will be offered to provide clear information and access to all interested parties. One tool that will be offered is the EV calculator on PacifiCorp's website, which shows customers the incentives they qualify for, which vehicles they can purchase, and how much fuel should cost.

Additionally, there will be EV education programs offered at schools, in-person Ride and Drive events to give people hands-on experience driving electric vehicles, and technical assistance portions to target organizations looking to install charging stations. This will be the first point of contact to help people and organizations figure out where to start the project. Separately, PacifiCorp is also engaging dealerships that have EV inventory on-hand to reach the objectives.

In order to deliver an educational campaign, PacifiCorp plans to use the following tactics:

- Working with local dealerships will be helpful to promote within those communities and to work within those companies.
- Conduct culturally appropriate communications through social media and other traditional communications sources on the benefits of EV's and EV ownership.
- Create an informed network that can help promote the benefits of transportation electrification.

Feedback

E Source's Lisa Markus asked the group: *Is there anything you would recommend regarding outreach and getting the word out for transportation electrification?*

Q: How does PacifiCorp define "community" in this context, i.e., a geographic area? Could a community be a group and do the organizations have to be a public entity?

- **A:** PacifiCorp Response: or the grant, it has to be a community organization and not a residence. It has to benefit residential customers.

Q: Can homeowner's associations qualify?

- **A:** PacifiCorp Response: Yes, they would qualify so long as it benefits the community and the residents of said community.

- **A:** PacifiCorp's Response: To add to this discussion, PacifiCorp wants to keep these programs open. Traditionally, in Oregon, the programs have been run as more commercial customers such as non-profits, municipalities, transit authorities, and cities are all applying to these grants. It is a wide range but there is a requirement that the benefits need to be accumulated within specific communities- the projects may not 'live' there, but they are occurring in those communities.

Q: Will the program apply to multi-family units as well? In Yakima, but especially in Walla Walla, a good amount of people don't have garages. People usually have to park on the street or in parking lots, is that a consideration with the program?

- **A:** PacifiCorp Response: Multi-family dwellings can apply for a Technical Assistance Program. There will be some D.C. Fast Chargers online in Yakima as well. Although the exact timeline is unknown, that could be a potential solution for residents that don't have access to a garage. Through the Technical Assistance Program, PacifiCorp will be trying to specifically work with multi-family unit dwellings to get charging offered to renters and things like that.
- **A:** PacifiCorp Response: There are plans in the next year or so to put together an application for what would be public charging utility owned stations. PacifiCorp would investigate this further, PacifiCorp also wants to work with stakeholders to define what could be a successful workplace or multi-family charging program (a make-ready incentive). These plans are all on the horizon, this is just the first in a few programs that PacifiCorp will start offering.

Comment: *Educating the community in general at events or resource nights will be important for community support and buy-in. Working with local municipalities and transportation departments will also be beneficial. Suggestion to reach out to these members and finding out their interests in it.*

- PacifiCorp Response: Thank you for that suggestion and comment.

Q: There is a high need for Spanish speaking outreach. Is PacifiCorp prepping for that? Also, will there be services in Spanish offered to school districts?

- **A:** PacifiCorp Response: Yes, there has definitely been preparation for accessible Spanish language materials. The School Outreach Program will have information in both Spanish and English. Schools can also apply for the Technical Assistance Program which will help them understand how much it could cost to install chargers for their staff or if they plan to electrify a school bus.

Comment: *I would suggest working with the city and county governments, they are the ones that have to deal with the planning, permitting, and zoning. If we could combine this effort with the actual grants, the cities might be able to do the research to find out where the population lives, where they need to go, and ask themselves why they did not install charging in recent apartment developments. This will allow the planning department to plan ahead and look at the next steps with these questions in mind. **I would ask PacifiCorp to give these grantors who are doing the research the backbone information to know what reason a physical geographical map can be used now.** If city governments are not involved, they will be one of the biggest obstacles in trying to get the planning process for this research to get done. If they are engaged in the beginning, then they can already have a plan so when their residents and businesses start meeting in volume numbers the city will have already done their homework.*

- PacifiCorp Response: Thank you that is a great point.

Q: Are there different mobile solutions for charging, a charge cube for example that could increase resiliency and decrease range anxiety.

- **A: PacifiCorp Response:** There are a variety of different projects. An example is from the Oregon grants in the city of Corvallis, which had a rebate program for residents to get e-bikes. There could be different solutions that include micro-mobility or different charge hubs to make sure that people can get access and charge wherever they are at.
 - **Q:** What is a charge cube?
 - **A: E Source Response:** It is essentially a big battery that is on wheels. In Florida, for example, when there are hurricanes, the state invested in a lot of them to be able to move around while people are evacuating. Another example would be a fire department using it if there is a fire so that there is access within the range of the battery in times of emergencies.

Q: How many charging stations are there currently in Yakima County?

- **A: PacifiCorp Response:** We did a recent count through the Alternative Electric Field Database that's put on by the Department of Energy. It found that there are 63 public ports available- a port can be two on a station. So, the amount is increasing.
- Resource shared in chat: https://afdc.energy.gov/fuels/electricity_locations.html

Comment: *Not all these charges are accessible because of the zoning and some of the permitting. Which ties back into the need to work with and inform city governments, so they understand what works best and where to put charging.*

Comment: *I really appreciate the educational piece that has been built into this. But there are times when this community might not be as progressive when it comes to acceptance of change in general. Distance is a problem here, being able to travel distance is a problem that a lot of people have here with electrified transportation. Being able to turn that perspective here, being able to sell that someone can commute from Yakima to somewhere in the Lower Valley every day, but a single charge will get me there and back for several days. There is more to be done on the educational component in terms of letting people know this would be good.*

- **PacifiCorp Response:** Thank you for that comment. Seeing EV drivers in common areas will make people feel more at ease as well.

Q: Has there been any conversation around Agro-Business? Electrical implements or grid?

- **A: PacifiCorp Response:** Yes, in the TE space there's room to have that conversation.

Q: Is that something that one of these grants might cover?

- **A: PacifiCorp Response:** Yes, it could be. It is an exploratory grant, it's something that would allow the community to try a new technology and get an idea of if it would work for their needs.

Comment: *The very first grant cycle hosted in the Crook County area in Oregon was an E-Tractor share program that the county fairgrounds hosts. So, farmers can come in and rent the E-tractor at no cost or do the share for a couple of weeks. So, it is a rotating share project.*

Q: We are talking a lot about encouragement incentives for people to go the EV route. I am wondering, in large rural communities if I was to get an EV, then several of my neighbors get EV's- we are maxing out these utility lines. What are we doing as a utility for conductors, transformers and things like that.

- **A: PacifiCorp Response:** Essentially, what's being asked is related to the Integrated Resource Planning Process.

Q: How many kilowatt hours does a charge get on average?

- **A: PacifiCorp Response:** It depends on the vehicle and if is fast charging versus level two charging. It will vary depending on the vehicle size and need.

Q: How long does it take to charge an EV vehicle?

- **A: PacifiCorp Response** Level two is seven to eight hours overnight charge and DCFC 45 minutes to one hour when little or no charge exists.

NEXT STEPS

PacifiCorp's Steven Alaman continued, providing an update of the Washington Transportation Electrification timeline. [Please see slide 21.](#)

Break

Washington EAG Interactive Activity Envisioning our Shared Purpose

The meeting dispersed into break-out groups to consider and discuss the following questions:

- *What impact do you envision the WA EAG having in our communities?*
- *What impact could we have in empowering, supporting, advancing our member organizations and their missions?*
- *What personal impact, growth or support would you like to manifest?*

Group responses to these questions included:

- Group 1: In terms of an impact that would strive from the EAG experience, a lot of education around programs. Awareness of the impact of programs, making them more accessible to customers. and other benefits that may be not as easily identifiable within communities. Also, there was a robust discussion around energy independence and resiliency in communities. As well as what could potentially be bridges in those spaces. How do we help to make sure the community is prepared and understand what resources are available to them? Finally, there is a desire to have more information around 'what are the innovative things happening' not only to respect to new technologies, but also approaches- like the Electric tractor share program that was discussed earlier. We also think that there is another opportunity to find a way to continue to meet in person with better frequency; because it does engage and foster a meaningful dialogue.

- Group 2: There is still some work left to do within local governments. Some of the successes that have happened are primarily associated with reaching out to the community. Relating those successes back to PacifiCorp so that they can our voice to work with local government instead of it being community driven. There are a lot of different angles when working with the communities. However, having one source that is leading the charge, there will be a greater impact. That is an example of the EAG's work and how it can impact communities- which needs to be duplicated within local governments. As far as personal impacts go, many of us grew up in those highly impacted communities- so we want to see that work continue. Sometimes these highly impacted communities are the last ones to get any service. Focusing on cross collaboration- such as the work that farmers do with their mobile units. It stemmed from the idea that it would be beneficial to have mobile units for health or dental for areas that are underserved. Then also having the opportunity to know where those mobile units are at so that anyone can have access to them. Also, incorporating a 'trusted messenger' that can go into a community and gain testimonials from customers to encourage participation.

PacifiCorp Comment: *Anybody who is a WA EAG Member is considered a trusted messenger, so PacifiCorp is looking to the EAG to help put the message out there. Also with the mobile unit example, there are a lot of opportunities for cross-collaboration within the group.*

- Group 3: The EAG has an amazing opportunity to not only be masters, but also create more masters within communities to talk about things like what clean energy looks like, opportunities with transportation electrification, or energy efficiency. The goal being creating programs that are helping areas that are most impacted, not just larger metropolitan areas. Then promoting awareness of all these opportunities; whether it is jobs, grants, or anything. Then getting organizations to collaborate to benefit the community the most
- Group 4: People don't usually think about Pacific Power unless it's in the context of their power bill. Building relationships, having one on one meetings, and developing relationships are more important than just sending people to a website- it is not necessarily an effective method of reaching out. In terms of the group, having them talk about the EV and using that to send a positive message about PacifiCorp. Working with partner agencies to host events or dinners will help customers think about PacifiCorp in a more positive light.

Draft Residential Demand Response Program

PacifiCorp's Alex Osteen framed the new proposed program in the Demand Response Portfolio. This was a follow-up to the line of discussion and dialogue from the February EAG meeting. Part of PacifiCorp's Clean Energy Implementation Plan (CEIP) was to launch Demand Response Programs attempting to manage the peak loads.

Since last month's presentation, and based on stakeholder feedback and modeling, PacifiCorp has chosen to increase the financial incentive for residential customers to enroll their thermostats. It has now gone from \$25 to \$50. As a reminder, the other financial incentives are:

- To enroll a water heater is \$25
- \$25 each year for each devices continued participation
- \$100 Smart Thermostat coupon (available as part of the separate, existing Wattsmart energy efficiency program)

To be eligible to participate in the program customers must:

- Be a Pacific Power residential customer in Washington.
- Be a homeowner, landlord or tenant who has control over heating and cooling of the dwelling.
- Have Wi-Fi in their home.
- Have a qualifying smart thermostat, regular electric water heater, and/or a new CTA-2045 (smart) water heater.

The program attempts to address equity considerations head-on through its design. It reaches customers living in multi-unit dwellings – and at least four vulnerable populations, plus customers living in highly impacted communities -- and pays them financial incentives when they choose to participate. The program's design requires no up-front costs to participate and pairs well with existing incentives for smart thermostats to extend the benefits of that technology.

There are several types of thermostats that can be used for the program. Google Nest makes up approximately 50% of the smart thermostat market in Pacific Power's Washington service area. Honeywell thermostats make up approximately 30% of the market, while Emerson and Ecobee thermostats combined make up the remaining 20% of the market.

In terms of the water heaters, customers do not have to buy anything new, rather they just have an electric resistive water heater with a tank that is in good working order. Additionally, PacifiCorp is primarily targeting apartment buildings because one device can impact multiple units. PacifiCorp will have third-party field staff come out to verify the water heater is in good working condition and properly connected then install a device on the heater- which is what sends the signal during demand response events to curtail the water heater. Since water heaters are usually already storing hot water, customers won't notice any difference during a Demand Response event.

Overall, compared to the other demand response programs- irrigation or commercial industrial- this residential program is more mass-market. Outreach strategies will include:

- A customer facing page on PacifiCorp's website
- Avenues of social media to promote the new program
- Stakeholder outreach
- Culturally inclusive language

Tying everything together with equity as well as addressing the barriers of this program, PacifiCorp wants to design a program for the community. To do that we identified potential barriers:

- Affordability of a smart thermostat
- Shared water heater
- Wi-Fi/connectivity challenges
- Limited understanding of the program
- Climate impacts

PacifiCorp is attempting to address these barriers by:

- Making the program available to highly impacted communities, families, and households
- Financial incentives

- Bringing this technology to customers that otherwise don't have access to it
- Demand response- if we have more DR programs out of the field, we can manage the peak better and help mitigate the impacts of climate on the grid.

In terms of goals, when looking at water heaters, approximately 10K customers in the Washington area live in multi-family homes of that number 70% have electric water heaters. Derived from that 7K amount, PacifiCorp is aiming to enroll 700 in five years- that is 7% of the population and 10% of eligibility. On the thermostat side, PacifiCorp is initially going after single family households. Out of 80,000, 6K already have a smart thermostat. Out of the 6K, PacifiCorp is hoping to sign up 900 in five years.

PacifiCorp hosted a workshop in January addressing the initial cost effectiveness results. However, the modeling is being updated so that the results are more current.

The timeline goes program-by-program for demand response. The draft should be completed later this month. [Please see slide #38.](#)

Any thoughts or questions about the proposed Residential Demand Response program?

Q: Does it have to be a smart water heater? Can you tap into the thermostat for the water heater and put a smart thermostat?

- **A: PacifiCorp Response:** Yes, there will be a separate water heater device: Field staff will install the device on electric water heaters that are in good condition and safely connected. These can be considered "smart devices" in that they can be monitored and controlled remotely via an app, like smart thermostats. Additionally, the new CTA-2045 water heaters will be a required standard for new water heaters in Washington. Those will be considered "grid interactive," and can be connected to via a communications module, not requiring the same device as the existing water heater models. However, those CTA-2045 models are not yet readily found on the market.

Q: When does that come into effect?

- **A: PacifiCorp Response:** The CTA-2045 requirement's original effective date was January 1, 2021, but it has changed at least once since the regulation was first drafted and approved; a recent update to the rule pushed the effective date to January 1, 2023, although there may have been a subsequent update to the timeframe since then. See WAC 194-24-180 for further details.

Q: How much do the smart water heater modifiers run for?

- **A: PacifiCorp Response:** The approximate price of \$100/device was quoted in the meeting. Here is some additional information: These are specialty devices sold in large quantities to firms such as our demand response aggregator and their sub-contracting team. They are not typically available to end use consumers for individual purchase. A better estimate of the device cost is about \$140/each.

Q: Will customers know when the DR event is happening?

- **A: PacifiCorp Response:** There will be communications sent out about events based on the communication channel the customer prefers. Either through email, text and/or through the customer app utilized to control their smart thermostat.

Q: How will the incentive payments be received?

- **A: PacifiCorp Response:** The incentive payments that we showed earlier will most likely come in the form of a check card (also referred to as a “Visa card”) or a gift card. However, that is something that is still being ironed out.

PacifiCorp’s qualified products list will be a living document on its webpage. As market leaders may change in the future and new ones may arise, the list may change.

Q: What are the time frames during that summer peak?

- **A: PacifiCorp Response:** The maximum would be one per day, three per week, and 30 per season.

Comment: *One thing to look at is reimbursing smart thermostats at 100%.*

WA Clean Energy Implementation Plan Updates

PacifiCorp provided an update on the Washington Clean Energy Implementation Plan approval process. [Please see slide #42.](#)

Public Comments

There were no public comments.

Check Out & Next Steps

PacifiCorp closed by thanking all the EAG for their time and detailed feedback and is excited to get additional EAG feedback in 2023.

PacifiCorp asked EAG members: *What’s your big takeaway from today’s conversation?* They shared the following:

- I did not know much about electric vehicles. I knew that it was a challenge to have access to charging stations, however I did not know it was that bad.
- I appreciate the work going into this and I wish more people knew about the work that’s happening here.
- The difficulties with installing charging stations and thinking that it was interesting.
- It was wonderful to have this discussion and see how much this group is truly invested in change.
- Looking forward to the next opportunity this group will have to meet in person.
- There’s nothing like exposure to people who are connected to our community directly. Having an actual conversation about what our thoughts are. Reflecting on people and the connections made through this group, it’s great.

- Going back to a previous grant cycle for charging stations and it was our original interest in that that brought me to the attention of the local general manager. Then later discuss the next wave of charging stations. This journey has been very helpful and useful.
- Water heaters are ticking time bombs, the idea of putting that control in someone else's hands is not reassuring. What kind of safeguards does PacifiCorp plan to put in place from a reliability standpoint. How can PacifiCorp prove that this will be safe?
 - **PacifiCorp Response:** The risk of explosion in residential water heating tanks (gas or electric) is mitigated when the tank is manufactured and/or installed with a temperature and pressure (T&P) relief valve on the top or side of the tank. The valve operates independently of the water heater controls in case the controls fail and lead to overheating water in the tank. The valve is designed to allow water under high pressures to be discharged before the tank integrity is compromised and an explosion occurs. Most tanks ship to the consumer with the valve installed and require the field installation of a drain. In the cases where the valve is not installed, installation manuals specify installation of a T&P relief valve and an appropriate drain. The third-party contractor installing water heater control devices will constrain installations to tanks in good condition properly installed. Tanks with a missing T&P relief valve or with the valve outlet or drain that is capped can be visually verified at the beginning of the installation visit: these will not meet PacifiCorp's installation requirement criteria of being in good condition/properly. In those cases, expected to be rare, the installation of the device will not proceed.
- That was one of my takeaways from the control standpoint. Starting to change the control elements of behavior, making sure that this is communicated through the education of the contractors. Seeing how this disseminates right up to the state systems to make sure that those are regulated. That's a costly process that also needs to be considered with training. So localizing training is ideal. If PacifiCorp is going to do an additional grant program, will they have the same issue of getting participants at the state level?

Attendees were reminded that meeting materials and notes are posted to the website, and that the next meeting is on April 13 from 1-4 pm PT, online.