

# Board Meeting Minutes—194th Meeting

February 23, 2022

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**Board members present:** Alan Meyer, Alexia Kelly, Anne Haworth Root, Elee Jen, Eric Hayes, Erik Andersson, Ernesto Fonseca, Henry Lorenzen, Lindsey Hardy, Mark Kendall, Melissa Cribbins (arrived late), Peter Therkelsen, Roland Risser, Silvia Tanner, Susan Brodahl, Ruchi Sadhir for Janine Benner (Oregon Department of Energy special advisor), Letha Tawney (Oregon Public Utility Commission ex officio)

**Board members absent:** none

**Staff attending:** Alex Novie, Alexis Bright, Amanda Thompson, Amanda Zuniga, Amber Cole, Bayoan Ware, Cameron Starr, Cheryl Easton, Dan Rubado, Dave McClelland, Debbie Menashe, Denise Olsen, Elaine Dado, Elizabeth Fox, Emma Clark, Fred Gordon, Greg Stokes, Hannah Cruz, Jay Ward, Julianne Thacher, Kate Wellington, Kathleen Belkhatay, Kesean Coleman, Lizzie Rubado, Matt Getchell, Michael Colgrove, Oliver Kesting, Pati Presnail, Phil Degens, Quinn Cherf, Sarah Castor, Scott Clark, Shelly Carlton, Sloan Schang, Steve Lacey, Sue Fletcher, Thad Roth, Tracy Scott, Tyrone Henry

**Others attending:** Anna Kim (Oregon Public Utility Commission), Brooke Landon (CLEAResult), Chris Smith (Energy 350), Clark Korbisch (Power Take off), Dave Backen (Backen Consulting), Jake Wise (PGE), Josh Weissert (Energy 350), Lisa McGarity (Avista Corp), Misti Nelmes (CLEAResult), Rick Hodges (NW Natural Gas), Scott Scheuneman (RHT Energy), Whitney Rideout (Sky Garden Design), Susan Badger-Jones (Diversity Advisory Council)

## Business Meeting

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Vice President Henry Lorenzen called the meeting to order at 10:03 a.m. Henry reminded board members of their ability to request that consent agenda items be removed to the regular agenda items at any time. He also described the public meeting process and outlined the Zoom process for public comments and presentations for meeting participants and members of the public in attendance.

## General Public Comments

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There were no public comments.

## Acknowledgement of Board Member Lindsey Hardy

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Henry Lorenzen acknowledged and thanked board member Lindsey Hardy. Lindsey announced her decision to leave the board, expressing her respect and care for the board and for Energy Trust. She acknowledged and recognized the time commitment required and thanked board members. Henry thanked Lindsey in particular for her “east of the mountains” perspective, acknowledging that the time commitment is significant, and that Lindsey has fulfilled it very well. Lindsey thanked the board for all of their time, and she thanked the board and all of Energy Trust for giving her the opportunity to support her passion for climate change mitigation.

## Ad hoc Diversity Equity and Inclusion Committee Charter

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Mark Kendall, chair of the board’s ad hoc DEI committee, presented the proposed ad hoc DEI Committee Charter. Mark explained that the development of the charter started early 2021 with committee members. The proposed charter is in a format consistent with the other recently approved committee charters. Board members supported the proposed charter and called for a vote.

**RESOLUTION 961  
RESOLUTION APPROVING BOARD AD HOC DIVERSITY, EQUITY AND INCLUSION COMMITTEE  
CHARTER**

**WHEREAS:**

1. The board of directors of Energy Trust of Oregon, Inc. (the “Board”) supports the appointment of an Diversity, Equity and Inclusion Committee (the “ ad hoc DEI Committee”) whose function and workplan will be completed by December 31, 2022, its planned date of dissolution;
2. It is expected that the ad hoc DEI Committee will make recommendations to the Board on specific actions to, as described in the proposed charter among other things, improve, develop and support the Board’s intercultural competency, its diversity, equity, inclusion and effectiveness in supporting and leading implementation of the 2020-2024 Strategic Plan, the Energy Trust Diversity, Equity and Inclusion Policy and the Energy Trust Diversity, Equity and Inclusion Plan; and
3. In formulating its recommendations to the Board and Board committees, the ad hoc DEI Committee, will consult with and seek the advice of the Diversity Advisory Committee and other Board committees.

**IT IS THEREFORE RESOLVED:** That Energy Trust of Oregon, Inc., Board of Directors approves the ad hoc DEI Committee Charter in the form attached as Appendix A attached hereto.

Moved by: Mark Kendall

Seconded by: Roland Risser

Vote: In favor:12

Abstained:0

Opposed: 0

**Nominating Committee**

Anne Root, Nominating Committee Chair, then reported on the work of the Nominating Committee. The first topic discussed was renewal of terms for four directors, Alexia Kelly, Eric Hayes, Ernesto Fonseca, and Henry Lorenzen. The board took up the resolution for their re-election.

**RESOLUTION R962  
ELECTING ALEXIA KELLY, ERIC HAYES, ERNESTO FONSECA, AND HENRY  
LORENZEN TO NEW TERMS ON THE ENERGY TRUST BOARD OF DIRECTORS**

**WHEREAS:**

1. The terms of incumbent board members Alexia Kelly, Eric Hayes, Ernesto Fonseca, and Henry Lorenzen expire in 2022.
2. The board nominating committee has recommended that these members’ terms be renewed.

**IT IS THEREFORE RESOLVED:** That the Energy Trust of Oregon, Inc., Board of Directors elects Alexia Kelly, Eric Hayes, Ernesto Fonseca, and Henry Lorenzen, incumbent board members, to new terms of office that end in 2025.

Moved by: Roland Risser

Seconded by: Anne Haworth Root

Vote: In favor: 12

Abstained:0

Opposed:0

Anne Root then presented Resolution 963 to the board, expressing her thanks to the Nominating Committee for their work in recruiting and proposing two new directors, Peter Therkelsen and Silvia Tanner. Anne expressed her thanks to the candidates as well. The board then took up the resolution.

**RESOLUTION R963  
ELECTING TO PETER THERKELSEN AND SILVIA TANNER TO THE ENERGY TRUST  
BOARD OF DIRECTORS**

**WHEREAS:**

1. Pursuant to Energy Trust’s Bylaws section 3.3, Director Alan Meyer’s current three-year term expires at the later of (i) 2022 annual meeting of the board of directors or (ii) when his successor has been elected to take office.
2. The board Nominating Committee has reviewed candidates for the board seat becoming vacant at the end of Alan Meyer’s term and nominates Peter Therkelsen for a three-year term through 2025.
3. Director Mark Kendall currently serves as director for a term expiring in 2024 or until his successor has been elected to take office, however Director Kendall has notified the board of his intent to resign his position on the board effective February 23, 2022.
4. The board Nominating Committee has reviewed candidates for the board seat vacated by Mark Kendall and nominates Silvia Tanner, to fill the remaining term though 2024.
5. Director Lindsey Hardy currently serves as director for a term expiring at the end of 2024 or until her successor has been elected to take office, however Director Hardy has resigned her position on the board effective February 23, 2022. Her position on the board is open and available to fill and the board Nominating & Governance Committee will begin a search process soon.

Moved by: Eric Hayes

Seconded by: Lindsey Hardy

Vote: In favor: 12

Abstained:0

Opposed:0

Henry Lorenzen asked the newly elected board members to introduce themselves. Silvia Tanner and Peter Therkelsen introduced themselves. Both expressed their excitement about joining the board and supporting Energy Trust's work.

Anne Root then presented proposed board member committee assignments in Resolution 964. Anne noted that the new board members are not yet assigned; new board members will receive information about committees at their upcoming board orientation. At the next board meeting, board members can expect an updated assignment list which will include the new board members.

**RESOLUTION R964**  
**BOARD COMMITTEE APPOINTMENTS**  
*(REPLACES RESOLUTIONS R932)*

**WHEREAS:**

- 1. In 2021, the Energy Trust Board of Directors engaged in a review of its roles and responsibilities and its committee structures.**
- 2. This work was supported by Holly Valkama and Eileen Odum O'Neill of 1961 Consulting.**
- 3. 1961 Consulting conducted three workshops to facilitate the board's examination of its roles, responsibilities and committee structures.**
- 4. At the conclusion of the third workshop on October 12, 2021, board members identified several changes to current committee structures, including appointing three standing committees: a Compensation and Human Resources Committee, Finance and Audit Committee, and a Nominating and Governance Committee.**
- 5. The current board ad hoc Diversity Equity and Inclusion Committee will continue, and at its meeting on February 23, 2022, the board approved the ad hoc Diversity, Equity and Inclusion Committee charter.**
- 6. At the conclusion of the board's October 2021 workshop, the board also approved changing the Strategic Planning Committee to an ad hoc committee for strategic plan development and revising the Evaluation Committee from a board committee to another type of forum.**
- 7. Energy Trust's board is authorized to appoint by resolution committees to carry out the Board's business.**
- 8. The board President has nominated new directors to serve on the following committees.**

**IT IS THEREFORE RESOLVED:**

- 1. This resolution replaces Resolution R932 adopted by the board at its February 24, 2021 meeting.**
- 2. That the Board of Directors hereby appoints the following directors to the following committees for terms that will continue until a subsequent resolution changing committee appointments is adopted:**

3.

<b>Compensation &amp; Human Resources Committee</b>
<b>Erik Andersson, Chair</b>
<b>Elee Jen</b>
<b>Eric Hayes</b>
<b>Ernesto Fonseca</b>
<b>Henry Lorenzen (ex officio)</b>
<b>Amanda Sales, staff liaison</b>
<b>Finance &amp; Audit Committee</b>
<b>Susan Brodahl, Chair</b>
<b>Anne Haworth Root</b>
<b>Karen Ward (outside expert)</b>
<b>Henry Lorenzen (ex officio)</b>
<b>Pati Presnail, staff liaison</b>
<b>Nomination &amp; Governance Committee</b>
<b>Roland Risser, Chair</b>
<b>Alexia Kelly</b>
<b>Anne Haworth Root</b>
<b>Melissa Cribbins</b>
<b>Janine Benner, (ODOE ex officio)</b>
<b>Letha Tawney (OPUC ex officio)</b>
<b>Henry Lorenzen (ex officio)</b>
<b>Debbie Menashe, staff liaison</b>
<b>Greg Stokes, staff subject matter expert support</b>
<b>Ad hoc Board DEI Committee</b>
<b>Melissa Cribbins, Chair</b>
<b>Elee Jen</b>
<b>Eric Hayes</b>
<b>Susan Brodahl</b>
<b>Ruchi Sadhir (ODOE ex officio)</b>
<b>Henry Lorenzen (ex officio)</b>
<b>Cheryle Easton, staff liaison</b>
<b>Tyrone Henry, staff subject matter expert support</b>

**3. The executive director, chief legal officer or director of finance are authorized to sign routine 401(k) administrative documents on behalf of the board, or other documents if authorized by the Compensation Committee.**

The board also acknowledges that the following board members have committed to attend advisory council meetings:

- a. Conservation Advisory Council:
- b. Renewable Energy Advisory Council: Alexia Kelly, Elee Jen
- c. Diversity Advisory Council: Melissa Cribbins, Ruchi Sadhir on behalf of Janine Benner, (Oregon Department of Energy, ex officio)

Moved by: Anne Haworth Root                      Seconded by: Erik Andersson

Vote:                      In favor: 12                      Abstained: 0

                            Opposed: 0

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Anne Root then introduced Resolution 965 regarding the election of board officers. Anne thanked the proposed slate for sharing their time and talents for this important work.

**RESOLUTION R965  
ELECTION OF OFFICERS**

**WHEREAS:**

1. **Officers of the Energy Trust of Oregon, Inc., (other than the Executive Director) are elected each year by the Board of Directors at the board's annual meeting.**
2. **The Board of Directors Nominating Committee has nominated the following directors to renew terms as officers:**
  - **Henry Lorenzen, President**
  - **Roland Risser, Vice President**
  - **Eric Hayes, Secretary**
  - **Susan Brodahl, Treasurer**

**It is therefore RESOLVED that the Board of Directors hereby elects the following as officers of Energy Trust of Oregon, Inc., for 2022:**

- **Henry Lorenzen, President**
- **Roland Risser, Vice President**
- **Eric Hayes, Secretary**
- **Susan Brodahl, Treasurer**

Moved by: Erik Andersson

Seconded by: Ernesto Fonseca

Vote: In favor:12

Abstained:0

Opposed: 0

### **Incoming President's Report**

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Newly-elected President Henry Lorenzen delivered his first President's Report. Henry described the work of the board over the last year to restructure the board's committees and to encourage more discussion in board meetings. Henry then described his focus on supporting Energy Trust's foundational purpose of providing cost-effective energy efficiency and renewable energy resources to its funding utilities and customers and noted some challenges related to evolving energy resources and resource cost trends. Through its work, Energy Trust reduces system costs and provides benefit to all utility customers, and he urged board members and the organization to focus on these objectives.

Henry acknowledged that there are other desirable outcomes of Energy Trust's work, and that the Oregon legislature and the OPUC establish additional specific goals for the organization. Henry asked the board to be ever mindful and intentional of how these goals can complement Energy Trust's foundation and purpose. Henry expressed his desire that with the new committee structure, board members will have more time to leverage their experience and talents for the benefit of the organization.

Commissioner Letha Tawney, ex officio member of the board, thanked Henry for his service and for agreeing to serve as board president. She stressed how a focus on cost effectiveness for energy efficiency is critical. Commissioner Tawney encourages and supports Energy Trust's continued focus on harvesting all cost effective and least cost resource from communities who have not participated in Energy Trust programs. Paying attention to environmental justice, diversity, equity and inclusion, and DEI metrics to advance progress is critical. From an equity perspective, all customers pay towards Energy Trust funding, and it is important for Energy Trust to focus on all customers. Letha also noted recent legislation permitting differentiated rates based on considerations of energy burden as an example of the way in which policy makers are focused on this work. Henry agreed and expressed his interest in working together towards these objectives.

## **Consent Agenda**

*The consent agenda may be approved by a single motion, second and vote of the board. Any item on the consent agenda will be moved to the regular agenda upon the request from any member of the board.*

### **MOTION: Approve consent agenda**

Consent agenda includes:

1. December 17, 2021, Board Meeting Minutes
2. Authorizing approved Bank Signers R#966

Moved by: Roland Risser

Seconded by: Elee Jen

Vote: In favor:11

Abstained: 1

Opposed: 0

## **RESOLUTION R966 AUTHORIZING APPROVED BANK SIGNERS**

### **WHEREAS:**

1. Umpqua Bank and First Interstate Bank provide general banking services to Energy Trust (collectively, the “Banks”).
2. Section 7.3 of the Energy Trust bylaws requires that the board of directors authorize officers or agents to sign checks, drafts, or other orders for the payment of money, notes and other evidences of indebtedness (“authorized bank signers”) by way of resolution from time to time.
3. Effective February 23, 2022, Melissa Cribbins’ term as Energy Trust Board President ended and Henry Lorenzen was elected Energy Trust Board President.
4. Effective February 23, 2022, Tracy Scott, the Energy Programs Director is being added to the list of signers.

### **IT IS THEREFORE RESOLVED that:**

1. Melissa Cribbins is to be removed from the list of authorized bank signers for the Banks.
2. Henry Lorenzen is to be added to the list of authorized bank signers for the Banks.
3. Tracy Scott the Energy Programs Director is to be added to the list of authorized bank signers for the Banks.
4. The resulting list of authorized bank signers for the Banks is as follows:
  - A. Henry Lorenzen, Board President
  - B. Susan Brodahl, Board Treasurer
  - C. Michael Colgrove, Executive Director
  - D. Debbie Goldberg Menashe, Director of Legal and Human Resources, chief legal officer
  - E. Pati Presnail, Director of Finance
  - F. Steve Lacey, Director of Operations
  - G. Tracy Scott, Energy Programs Director
5. The Director of Legal and Human Resources/chief legal officer is authorized to execute all required documentation to implement this resolution.



Moved by: Roland Risser

Seconded by: Elee Jen

Vote: In favor:11

Abstained:1

Opposed:0

### **Outgoing President's Report**

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Melissa Cribbins joined the meeting and made her outgoing president remarks. Melissa first thanked Alan Meyer, Mark Kendall, and Lindsey Hardy for their board service and the perspectives they brought to the group. She congratulated Henry on his election as president.

Melissa then expressed her appreciation for serving as board president for the past two years. She noted that it has been a dynamic two years for the board and the entire organization. Change is a constant, and fear of change is too. COVID required Energy Trust to pivot, and the board took that opportunity by looking at ways to restructure board committees and discussions with the help of 1961 Consulting. The board also had the opportunity to look into each other's homes through virtual meetings, providing board members to get to know each other a bit better even in a virtual setting. Melissa thanked the board again, reminding them that change is necessary for growth and development.

### **Executive Director Report**

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#### ***Present preliminary 2021 annual results***

Executive Director Michael Colgrove first presented information on Energy Trust's 2021 preliminary results in savings and generation. Michael noted that these preliminary results may change slightly as final information is organized and presented for annual reporting. In addition, these results do not include 2021 financial results or information on levelized costs. Audited financial information will be presented in the 2021 annual report to be released in April.

Michael reported that in 2021 Energy Trust achieved steady results despite the unpredictable impacts of multiple waves of COVID-19 on customers and the market. In 2021 customers experienced the supply chain disruptions and labor shortages which affected project completion and program results. Still, Energy Trust exceeded overall gas efficiency and renewable generation goals, but fell short of its electric savings goal. Energy Trust saved 44 aMW of electricity, achieving 93% of its electric savings goals. For gas, Energy Trust saved 7.1 million annual therms of natural gas, achieving 116% of its gas savings goal. In addition, Energy Trust's renewable programs achieved 5.43 aMW of renewable energy, exceeding the renewable generation goal of 3.54 aMW. Michael then presented results by utility and customer sector and as compared to individual utility IRP savings targets.

Savings lagged in some sectors as a result of customer projects being pushed to 2022, primarily because of supply chain disruptions. Michael reported that Energy Trust expects to realize those project savings in 2022.

Michael also noted that the strong performance in the renewables sector reflects high interest in installing solar systems for resiliency. In addition, the program is seeing large uptake in the Solar within Reach, a solar program focused on low- and moderate-income customers.

Board members asked questions about the presentation, including about the differences between Energy Trust results and IRP, cost effectiveness across the program portfolio, and how we incorporate planning for projects that move from one year to the next. Michael and Tracy Scott, Director of Energy Programs, responded to board questions and described how projects are tracked and program staff's current focus on connecting closely with customers to understand their project challenges in terms of labor and supply chain variables. Board members expressed appreciation for another year of

impressive results particularly during very dynamic and challenging times. Board members commended staff for their efforts and hard work.

### ***Quick update on Chief Financial Officer Recruitment***

Michael Colgrove updated the board on the status of the Chief Financial Officer recruitment process and expressed his appreciation for Pati Presnail, retiring Director of Finance. The search process is on track to make an offer to a finalist in April. Michael thanked board members who are participating in the search process.

### **Legislative Session Report**

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Hannah Cruz and Jay Ward, Energy Trust Senior Stakeholder Relations and Policy Managers, updated board members on the current Oregon legislative session. Information on bills being tracked was provided in the board packet for this meeting. Hannah and Jay provided brief supplemental information on bills progressing in the short session and provided updates on activities related to relevant bills passed by the Oregon Legislature in 2021.

Staff is monitoring about 25 bills, with focus on three that may have a connection to Energy Trust program offers or the customers we serve: A heat relief bill with funds allocated to Oregon Housing Authority for cooling, an ODOE grant program for heat pump installation, and a “right to cooling bill,” with potential funding to be directed to Energy Trust to incent landlords to create cooling spaces.

Hannah also described the work underway to implement the various clean energy policies passed last session

Board members discussed Energy Trust’s approach to collaborating with state agencies on the policies and bills passed and under consideration. Board members also asked questions about wildfire relief efforts and how resources are being provided equitably across all parts of the state, rural and urban, and staff provided updates on this work.

### **Lunch**

The board recessed for lunch at 12:04 p.m. and returned to the meeting at 1:00 p.m.

### **Committee Reports**

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#### ***Evaluation Committee (Henry Lorenzen, Fred Gordon)***

Henry Lorenzen and Fred Gordon, Energy Trust Director of Planning and Evaluation, updated the board on the recent Evaluation Committee meeting. At that meeting, staff presented plans for a transition from a standing board committee to an “Evaluation Group” which will include outside experts including volunteers from peer groups and paid experts from consulting firms.. Henry reiterated the board’s belief that evaluation work is critical and reported that the staff’s approach going forward is aimed at improving expert input on evaluation work. Board members will no longer be assigned Evaluation as a committee assignment but are welcome to attend any meeting. In addition, high level results of important evaluation studies will be presented to the full board twice a year.

#### ***Finance Committee (Susan Brodahl)***

Susan Brodahl, Finance Committee Chair, reported on the recent Finance Committee meeting. At that meeting, the Committee reviewed preliminary annual results. In addition, the board reviewed staff’s detailed recommendation to extend the New Buildings Program Management Contractor Agreement with CLEARResult. Susan referred board members to the written materials in the meeting packet and advised that the Committee recommended supporting staff’s recommendation to extend the CLEARResult agreement. Susan then asked whether any board members objected to the extension. There were no objections, and Susan advised staff that they may proceed to with an extension of the agreement with CLEARResult for this program.

***Policy Committee (Henry Lorenzen)***

Henry Lorenzen, Policy Committee Chair, gave a short report, noting approval of two new Conservation Advisory Council members: Jake Wise of PGE and Andy Cameron of ODOE. The Committee also discussed upcoming review of governance policies and plans for this work to be taken up by the new Nominating & Governance Committee.

***Strategic Planning Committee (Mark Kendall)***

Mark Kendall chaired the Strategic Planning Committee. President Henry Lorenzen gave a short report on the Committee's last meeting, reiterating the importance of the work. Going forward, development of the next strategic plan will be taken up by an ad hoc Strategic Planning Committee. The full board will be monitoring Strategic Plan performance.

***Conservation Advisory Council (CAC) (Hannah Cruz)***

Hannah Cruz reported on the recent CAC meeting, noting that new members Jake Wise and Andy Cameron were in attendance. CAC members discussed several topics, including a pilot for no-cost DHP installation intended to reduce energy burden and the planned new recruitment process for CAC members.

***Diversity Advisory Council (DAC) (Henry Lorenzen)***

Board members reviewed the DAC notes in the packet, and asked questions regarding the Working Together Grant Program described there. Amber Cole, Energy Trust Director of Communications and Customer Service, explained the program and its reach across the state. Amber also promised to provide more detailed information to the board on the program.

***Renewable Energy Advisory Council (RAC) (Alexia Kelly)***

Alexia Kelly reported on the February RAC meeting, noting that meeting notes will be in the board packet for the next board meeting. At the February meeting, RAC members discussed the guidelines for low and moderate expenditures under HB 3141 and reviewed the Renewables program strong year-end results. RAC members also discussed the new recruitment process for the RAC. RAC members expressed support for a more formal process as proposed by staff at the meeting.

***Ad hoc DEI Comm (Henry Lorenzen)***

Henry Lorenzen noted that the work of the ad hoc DEI Committee will be discussed in some detail at the workshop scheduled for February 24<sup>th</sup>. The committee is planning on engaging the board in a discussion on how the full board will be undertaking DEI continuing education and training in the coming year.

***Presentation on DEI Plan-2022 (Michael Colgrove and Tracy Scott)***

Michael Colgrove and Tracy Scott discussed Energy Trust's DEI Plan-2022. Michael and Tracy highlighted three key elements of the plan:

1. Strategy of community engagement
2. Utilizing a goal-outcome-annual metric framework
3. It is considered a living document

Board members had a full discussion regarding the plan and asked questions of Michael and Tracy. Board members asked questions regarding outreach approaches and expressed appreciation for the approach and how it will help program design based on what customers want. In addition, board members asked additional questions about managing expectations on the pace of change that emerges out of community engagement and provided strategies for managing expectation based on their own experiences. Board members also asked about Energy Trust's definition of rural communities, noting that there is not a single definition. Michael and Tracy confirmed that there is no single approach,

and that staff will listen and discover what rural communities mean through community engagement. Tracy described how rural communities reflect diversity in income and ethnicity. Learning from the communities will help Energy Trust continue to build diverse approaches into its program design and delivery. Board members also discussed the role of Tyrone Henry, Energy Trust's DEI Lead, in the plan and how Energy Trust considers some of the structural barriers to participation in its programs. Michael and Tracy expressed appreciation for the board's excellent questions and feedback on the plan, noting that the discussion at the meeting will help the Energy Trust team as they build out and implement the plan.

**The Board recessed for a 15 minute break and reconvened at 2:35 p.m.**

### **Board Discussion on Meeting Format**

As a part of the board's work to restructure board committees board meetings, board members reflected on the meeting. Board members expressed pleasure at the level and amount of board discussion at the meeting. They also expressed appreciation for staff's work in preparing materials. Time for this type of reflection will be included on every board meeting agenda for the coming year.

### **Board Discussion on Fuel Switching Policy**

Michael Colgrove reported on ongoing discussions in response to a letter received from a group of stakeholders who request that Energy Trust reconsider its current Fuel Switching Policy. Energy Trust's fuel switching policy remains in place. In brief, it says that fuel choice is a customer decision, that Energy Trust incentives are not intended to affect fuel choice, and that Energy Trust can provide fuel neutral technical information to help customers consider their options. The OPUC has an open docket on natural gas costs and levers for addressing decarbonization and natural gas efficiency (UM 2178). Fuel switching is one of the levers under discussion. Energy Trust is tracking these docket discussions and will keep the board informed of developments.


In addition to monitoring the policy discussion, Michael reported that staff is making changes in educational content and materials for customers to better align with the fuel switching policy. Materials will be more specific to answer questions about specific technologies, both gas and electric, because we are finding more customers are inquiring with Energy Trust through the call center. These changes aim to provide more customer support in understanding equipment choices they are considering. Cameron Starr, Energy Trust Senior Operations Customer Experience Manager, described the changes to educational content on the web site and also in customer communications through the call center and other communication strategies. Energy Trust is also working to ensure that trade allies and other contractors know that they can discuss different fuel equipment options with customers.

Board members asked questions regarding the timing of the UM 2178 process, changes to Energy Trust education content and communications, tracking on the policy discussions at the OPUC and among other policy makers, and the importance of tracking on this policy issue in terms of public health, decarbonization and utility system planning.

### **Adjourn**

The meeting adjourned at 3:27 p.m.

**The next regular meeting of the Energy Trust Board of Directors** will be held Wednesday April 6, 2022, at 10:00 a.m. on Zoom.

DocuSigned by:  
  
 E36A911E951940B  
 Signed: Eric Hayes

4/6/2022  
 Date