



Sonoma Clean Power Authority's
**Supplier Diversity 2023 Annual Report
& 2024 Annual Plan**

Report to the California Public Utilities Commission

March 1, 2024

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CEO's Message

Sonoma Clean Power Authority's ("SCPA") mission is to combat the climate crisis. We recognize that cutting emissions, adapting our buildings and cities, and supporting resilient farms, forests and ecosystems is essential work, and further that the benefits of this work fall disproportionately on those who do not have the financial means to adapt on their own.

As I write this message, I am aware that thousands of rural north coast customers in our territory are just now emerging from a nine-day power outage caused by a winter storm, a distribution system with no redundancy, and an inability at Pacific Gas and Electric ("PG&E") to keep up with both fire safety grid hardening and essential system maintenance. The hardest impacts of this latest long outage fell on people with medical dependencies on electricity and people who have converted from propane heating to electric heat pumps and who now find themselves without heat for nine days. Sadly, nine-day outages are not rare in our territory, so our work in protecting our community has had to expand to include advocating for cost-effective grid reliability work. In 2023, SCPA became much more active in California Public Utility Commission ("CPUC"), California Independent System Operator ("CAISO") and California Energy Commission ("CEC") transmission planning proceedings and filed comments recommending more cost-effective alternatives to PG&E's system hardening plans.

SCPA's role in cutting greenhouse gas emissions includes buying less energy from fossil fuel power plants, building electric vehicle charging stations, offering free classes to renters on how to cut their energy usage, and participating in state transmission planning to advocate for more capacity to support geothermal energy. Our role in helping our communities adapt to the new climate is still taking shape, but so far includes writing a grant application that helped fund the Santa Rosa Junior College's fire safe landscape training program, advocating for low-cost solutions to grid hardening through independent distribution system analysis, aiding customers who are medically dependent on electricity to obtain free battery systems, and organizing 10 megawatt ("MW") of generators to operate through the 2022 Labor Day heat storm to keep the lights on. These steps were useful, but they are not enough, and 2024 will include much more work to aid those in need to adapt.

Through 2023, SCPA researched how other governments and public agencies have increased social and racial equity through their procurement and recruitment efforts. SCPA confirmed that emphasizing small and local businesses is important and that going beyond General Order ("GO") 156 is necessary. SCPA also confirmed we are markedly different from for-profit utilities focused on construction and maintenance, and what works for investor-owned utilities is not the same for public power providers like SCPA. Achieving internal and external goals related to diversity and equity requires that we become expert at navigating barriers specific to government agencies who do not directly own or maintain infrastructure. We are proud to have made significant progress in that arena and

have modified our contract language to support and track our progress in supporting diverse suppliers.

In 2022, SCPA identified 12 underserved communities in our territory and began a long-term effort to build relationships and learn how we might be most helpful. In 2023, that work continued and began to definitively inform our customer program design - such as by expanding our existing text-based GridSavvy emergency load response program to allow notices by phone and email in areas with poor cell phone coverage. SCPA also began meeting with tribal nations in 2023 to learn more about their individual needs and explore joint development opportunities.

SCPA staff continued participating in workshops and webinars in 2023 hosted by the National Utility Diversity Council and meeting with national experts and leaders in the space of supplier diversity and minority supplier development to learn how to support diversity and increase our procurement from enterprises owned by women, minorities, disabled veterans, disabled people, small businesses, lesbian, gay, bisexual, and transgender people. SCPA continued to confirm that buying energy from GO 156 eligible power producers is not where it can make the biggest progress; virtually all producers are ineligible corporations. Instead, working with those same suppliers to encourage their use of eligible contractors and subcontractors to construct and maintain generation equipment appears to be the most valuable. That work would not be officially reported or recognized under GO 156, but it likely will prove to be the most impactful way SCPA can invest significant dollars in the outcomes GO 156 seeks to achieve.

SCPA will continue to research how government agencies can best increase investments in diverse suppliers, will monitor the impact of our evolving efforts on meeting these goals and will share lessons learned with other CCAs.

Geof Syphers, CEO

2023 Annual Report

SCPA is a public power provider operating a CCA and is the default electric service provider to all customers in Sonoma and Mendocino Counties except for the areas served by existing publicly owned utilities in Healdsburg and Ukiah. This report describes SCPA's work in support of the Legislature's objectives in SB 255 (Bradford, 2019).

SCPA's mission is to safeguard the public against the devastation of the climate crisis, and its core activities are procuring wholesale electricity from a broad range of environmentally preferred sources, protecting customers from rate shock by discounting generation costs and smoothing out PG&E's rate increases as much as possible, and offering community programs to promote local energy security, resilience, and affordability.

Recovery from the COVID-19 pandemic exposed the disparities between the working poor and those who could retreat from the world and still earn a living using the internet. Those disparities were layered on top of the hardships created by Sonoma and Mendocino County's continuous years of destructive wildfires and electric power outages. In 2017, SCPA's territory experienced the costliest wildfire in California's history. In 2018, the Mendocino Complex fire burned for more than three months and was the largest wildfire in California history at the time. In 2019, SCPA customers experienced a massive multiple-day Public Safety Power Shutoff ("PSPS") event, widespread natural gas shutoffs, and the Kincadee Fire, which caused long-term massive evacuations and resulted in the largest wildfire in Sonoma County history. In 2020, SCPA customers endured the August Complex Fire in Mendocino County, which burned for four months and consumed more than one million acres, becoming the new largest ever in California's modern recorded history. In 2021, our region breathed a brief sigh of relief when October rains ended the fire season, though delays in distribution line hardening remained a serious threat in 2023.

Beginning in 2022, customers were subjected to thousands of fast-trip outages, known as Enhanced Public Safety Shutoff ("EPSS") outages, in lieu of the planned PSPS events of the past. Ten circuit protection zones affecting a collective 2,800 customers experienced more than 1,000 minutes of EPSS outage in 2022. These impacted areas do not correlate well with historic PSPS impacts. The customer impact is different as well. Fast-trip outages come with no warning and do not allow customers any opportunity to plan for having their power go out. Customers also do not have any ability to know how long these outages will last, which can be from minutes to several days. Customers may find themselves immediately unable to use required medical devices, or potentially unable to call for help. This puts the most vulnerable citizens - those with extensive medical requirements, limited mobility, and fewer financial and cultural resources, at a new elevated risk they had not faced before. SCPA has worked to obtain more granular information about the potential scope and duration of these outages.

While the immediate impacts of these disasters hurt people of every kind, the long-term impacts have fallen hardest on those who were already marginalized, including the undocumented, the unsheltered, those without insurance, and those in poverty. Without access to the same financial, cultural, and institutional resources as others, these citizens are at a systemic disadvantage in being able to respond to and adapt from these hardships. These groups have disproportionately high percentages of Indigenous, Latino, other non-white people, as well as single mothers, in SCPA's service territory.

For these reasons, SCPA's Board of Directors continues to implement policies and directives to actively contribute to solving the interrelated crises of climate and racial / social inequity.

9.1.1 Description of Supplier Diversity Program Activities During the Previous Calendar Year

Internal Activities

Member City and County Policies

This report focuses on the policies and actions of the SCPA itself, but it is important to note that the member cities and counties of SCPA also have their own policies, resolutions and plans governing discrimination, human rights, contracting, and employment practices.

SCPA's Governing Policies

SCPA continues to increase its focus on racial and social equity. On August 6, 2020, SCPA's Governing Board ("Board of Directors") directed staff to:

- Begin a five-year process to create and put into practice a comprehensive plan to support racial and social equity in all aspects of SCPA, beginning with customer programs and community engagement, and with steady progress over time: adding power procurement, customer service, human resources, planning and analytics, governance, regulatory, compliance, finance, and risk management.

2023 Status: Additional equity plans were created for Customer Service, Human Resources, and SCP's Programs Equity Framework was integrated with the entire Programs Strategic Plan, helping elevate the equity work in all aspects of SCPA's customer program work.

- Propose to the Board of Directors how SCPA should support the production of a report on state policies, law and utility code in the electric power industry which have caused racist outcomes. The focus will be on areas where SCPA has the potential to influence outcomes. Examples provided included:
 - Planning for the transition to all-electric homes and cars in a manner that does not disproportionately burden low-income customers with the stranded costs of Pacific Gas and Electric Company's ("PG&E") gas infrastructure.

2023 Status: SCPA began analyzing mobile-home parks to identify ideal candidate sites for electrification in lieu of natural gas pipeline expansion. SCPA has also provided funding for all-electric affordable multi-family housing. SCPA participates in a regular meeting with the Bay Area Air Quality Management District to explore delays and other solutions in implementing their phased ban on gas appliances in light of new information about the potential harm to customers in areas with poor power reliability and/or low incomes. SCPA also supported a pilot project with PG&E to replace aging natural gas infrastructure at California State University, Monterey Bay with an all-electric system. SCPA continues to offer significant rebates to low-income customers purchasing all-electric appliances, many of which cover the entire cost to purchase.

- Continue to make aggressive progress in reducing hourly greenhouse gas emissions.

2023 Status: SCPA staff, utilizing stochastic modeling tools, have developed and presented a plan for an energy portfolio which would mitigate 100% of SCPA's hourly emissions by

2026 and results in reduced reliance on natural gas capacity. SCPA's existing voluntary 100% renewable tariff, EverGreen, has provided 24/7 renewable hourly supply and capacity since 2014. Assertive marketing of that tariff resulted in significant incremental enrollments, particularly of large municipal customers, in 2022. SCPA began the development of a customer-sited battery storage program to reduce peak demand. SCPA continues to implement programs to shift customer energy use away from peak demand hours.

- Prioritization of work to avoid or limit PG&E's use of strategic outage events, and especially ways to avoid creating new disadvantaged communities due to increased usage of diesel generators.

2023 status: SCPA staff served as Steering Committee members of the North Coast Resiliency Initiative ("NCRI") throughout 2022. This required bi-weekly meetings to understand and address the root causes of transmission-level outages faced by customers in the Northern portion of PG&E's territory. The NCRI was initiated to identify alternatives to temporary diesel generation at the thirty-two substations identified as deficient by PG&E in this area. The resulting report was released in 2023 and it helped reveal an important lack of communication between departments at PG&E that resolved most of the long-term serious risks of transmission-level outages for the north coast region and greatly reduced the expected need for new infrastructure to address the problem.

- Dedicate at least 50% of all community giving for the current fiscal year to non-profit organizations working locally to achieve racial and social equity.

2023 Status: Work completed in 2022.

- SCPA reconfirmed its vision, stating "[o]ur region becomes a model for solving the climate crisis in a way that generates economic benefits, including for those who need it most," and its existing pillars of "Innovative, Practical and Inclusive" seeking to "turn the tide on the climate crisis through bold ideas and practical programs."

2023 Status: No changes were made, as the vision and pillars reflect SCPA's focus on increasing opportunities and outcomes for GO 156 target populations.

Bilingual and Bicultural Staff

In 2023, SCPA continued improvements to its recruiting process, working towards bringing in a wider, more diverse pool of applicants to progress to the interview stages. SCPA also initiated bilingual pay for staff who regularly utilize Spanish during the course of their work. SCPA continues to increase its bilingual and multi-cultural staff with strong roots in SCPA's local community. Additionally, SCPA encourages staff who are fluent in Spanish to self-identify themselves as bilingual Spanish speakers on SCPA's website and include their biographical information in Spanish. The presence of bicultural and bilingual personnel facilitates effective communication with clients both in face-to-face interactions and over the phone. Additionally, it enhances engagement with the public during on-site and off-site events, thereby contributing to the support of diverse demographic groups.

Trainings and Workshops

SPCA has continued improving its "Feedback Culture," that requires all staff to take two courses on giving and receiving feedback, and then practicing giving feedback with other staff. This initiative was launched as part of an effort toward

building a more inclusive environment where employees feel welcomed and invited to be the person they want to be at work.

Staff are also invited to share aspects of their own culture with co-workers at SCPA. SCPA has organized several presentations offering information on topics such as history, heritage, and celebration of holidays. This allows employees to share and learn from each other in an informal, positive setting. SCPA offers time each month for staff members to share their personal histories with all staff. The discussions encourage SCPA staff to share personal experiences and how their life experience(s) has affected their interactions with others and how they have learned to expand their perceptions and understand bias based on socioeconomic status, religion, gender identity, sexism, everyday experiences of life as a minority, and differences in how one interacts with people in authority.

Several SCPA staff have voluntarily attended workshops and trainings offered by nationally recognized consultants and coaches. Topics included building resilient, equitable, and inclusive organizations. Other workshops focused on strategies for recruiting new staff and developing and retaining existing employees through creating a work environment that encourages real and honest conversations about cultures, perspectives, and values. Many SCPA staff continue to learn together by participating in diversity, equity, inclusion and belonging (“DEIB”) trainings, focus groups, and associations with an aim to foster a diverse, inclusive workplace. Many of SCPA’s staff, both women and men, are members of the association is the Association of Women in Water, Energy and Environment (“AWWEE”) whose mission is to foster a community dedicated to the advancement of all women in the fields of water, energy, and the environment. AWWEE organizes events to expand knowledge, build leadership skills, showcase the success of women, make connections, and create a sense of community. SCPA hosted a sold-out AWWEE event at its Advanced Energy Center which included an educational tour on electrifying homes and business followed by an induction cooking demonstration.

Job Descriptions

In 2023, SCPA continued updating and standardizing language in its new job descriptions to be more inclusive. SCPA continues to consider each individual recruitment effort, and modify language to be more welcoming and inclusive, only listing requirements of specific college degrees if absolutely necessary. For many positions, various combinations of experience and training may suffice in place of a college degree. SCPA also established standard language in all of its job descriptions which is updated routinely to reflect evolving language and understanding. This statement currently reads as:

DIVERSE, EQUITABLE AND INCLUSIVE WORKPLACE

SCPA actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders and gender identity, sexual orientations, ages, physical and mental abilities, genetics and ancestry, politics, religion, financial wealth and education feel welcome, safe and invited to fully participate at every level. SCPA further seeks to contribute to a more inclusive and equitable society

through our actions, our communication, our policies and our investments. SCPA expects all its employees to contribute to these goals.

SONOMA CLEAN POWER AUTHORITY IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO)/AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER

Hiring Practices

In 2023, SCPA continues to follow best practices for recruitments, onboarding, and training of staff. Some of these practices include:

- Ensuring job advertisements and job descriptions include specific language welcoming the uniqueness and diversity of candidates.
- Ensuring the pool of candidates for a position includes a diversity of candidates.
- Ensuring the interviewing panel is diverse. SCPA believes that when candidates experience SCPA as an inclusive place in interviews that experience can influence whether they consider working for SCPA.
- Use of language about how a candidate *"adds to"* the culture of SCPA rather than how a candidate *"fits in,"* to emphasize the need to hire people who are not like the existing staff and also to help set an expectation that new staff should be valued *because* of their differences and not despite them.
- A discussion before a final hiring decision is made to recall common biases and seek to overcome them. For example: white candidates are reportedly often hired based on their perceived potential, while Black candidates are reportedly often hired based on their demonstrated experience. By recalling this potential bias, it can help a hiring committee to consciously override it.

Good Wages

Due to the recent increases in inflation and the general cost of living in SCPA's service area, SCPA partnered with other CCAs in California to hire a firm to complete a compensation and benefits comparison study. This study included energy industry, public agency, and private sector positions. All positions deemed under the range for their job class will receive adjustments in early 2024, in addition to SCPA's annual performance review and salary adjustment process.

In addition to more common benefits, SCPA continues to provide a wellness stipend to support purchase of health-related items like sports equipment and gym memberships, four paid hours per month to volunteer in the community, an online educational platform that may be used by any member of the staff's household, a dog friendly office, and accommodations for working parents and others to adjust schedules.

Employee Advancement

SCPA senior management encourages employees to apply for internal positions and provides advanced notice of upcoming recruitments to all staff. Management continues to enhance annual employee goal setting to include specific personal goals, training on goal setting, and management review of each employee's goals. SCPA provided all employees free access to career related training in 2023. SCPA

continued its support of continuing education with a \$3,500 per year, \$10,500 maximum benefit for tuition and textbooks.

Every employee has a development plan developed with the assistance of their manager. These plans are updated bi-annually.

Internal Baseline Survey

SCPA conducted an anonymous staff survey to establish a baseline and track progress over the coming years. The survey included the following questions, ranked from Strongly Disagree to Strongly Agree on a 5-point scale:

Q1: I feel that there is a safe and welcoming environment at SCPA for me to have my voice heard and to be the person I want to be at work.

Q2: I feel comfortable and empowered to speak up when I observe something hurtful, offensive, or wrong.

Q3: I feel people of all cultures and backgrounds are respected and valued at SCPA.

Q4: I feel like managers at SCPA are good at providing feedback in ways that are supportive and help me learn and improve.

Q5: I see strong leadership support for continued Diversity Equity and Inclusion ("DEI") work and education at SCPA.

Q6: I feel there is an environment for the free and open expression of ideas, opinions, and beliefs at SCPA.

Q7: I feel our customers and our whole community are represented well at SCPA.

Q8: I feel our community's needs are reflected in SCPA services, programs, education, and rates.

Q9: I feel SCPA has effective ways of communicating with and listening to our customers on important matters like billing and rates, customer programs and power resources.

SCPA will continue to seek anonymous feedback from staff to evaluate SCPA's progress toward developing and maintaining an inclusive workplace.

Setting the Tone at the Top

SCPA management continued to set expectations in 2023 that employees must do more than have "good intentions," but also be willing to listen to difficult and critical feedback on racial, ethnic, gender, cultural and other issues. SCPA's management has worked with an external trainer to help staff explore the difference between intent and impact - a key element of unraveling and reversing the unintended consequences of white and economic class privilege.

Supporting Incoming Diverse Board Members

SCPA staff continues to engage with elected city councilmembers and county supervisors to brief them on public power and SCPA's activities. As part of this work, SCPA staff make it clear that while staff do not select SCPA's Board Members, staff nevertheless welcome diverse representation and offer whatever training and support may be valuable to incoming Members, who often do not have an existing

background in public power. One goal of this outreach is to make first-time elected officials feel more equal in their knowledge and understanding.

Programs Strategic Action Plan

SCPA has continued its efforts to create a plan to improve access, value, and participation of environmental and social justice communities in SCPA's customer programs through establishing a Programs Equity Framework. The process is intimately based on Greenlining Institute's 2019 *Equitable Building Electrification: A Framework for Powering Resilient Communities* report. The Programs Equity Framework defines how SCPA works to improve access, value, and participation of environmental and social justice communities in SCPA's customer programs.

SCPA held three public workshops, including one in Spanish, to seek public input on the Programs Equity Framework and Community Engagement Plan. In 2023, SCPA used this input to integrate the Programs Equity Framework into the Customer Offerings & Incentives Strategic Action Plan. The Programs Equity Framework is embedded and integral to the way that customer offerings and incentives programs are conceived, implemented, administered, and evaluated.

A key step in the Strategic Action Plan is ensuring the community is engaged in setting goals and considering new programs to develop proposals. The first step is engaging with and listening to customers and community members on their needs. As a result, SCPA is implementing Community Needs Assessments that should be complete in 2024 in the following categories:

- Transportation and mobility needs;
- Residential energy use;
- Residential resiliency needs;
- Commercial building energy use and resiliency needs; and
- Agricultural energy use.

Empower

SCPA's "Empower" strategy is an agency-wide endeavor to improve the relevance, reach, and impact of SCPA's partnerships, offerings, and community engagement. Meeting customers where they are in terms of geographic location and level of knowledge, prioritizing the most impacted communities in SCPA service territory, and partnering with trusted local organizations are some of the ways SCPA is improving and expanding its support.

In 2023, SCPA started outreach to select community partners and allocated more resources toward communities it had not previously engaged with. Working with organizations and service providers in census tracts that have been identified as impacted, SCPA aims to expand education around electricity bills and ways to save energy. Additionally, Empower creates more opportunities for the public to provide input on SCPA's efforts, including resource plans and customer offerings.

Empower has four areas for improvement: Building Partnerships, (2) Customer Education, (3) Focus on Equity, and (4) Engaging Youth.

Solicitations - Local and Small Contractors and Suppliers

In 2023, SCPA staff is continuing to work on procurement efforts that focus on local suppliers. SCPA includes language in its solicitations to encourage diverse businesses to respond. SCPA also added contributions by contractors to the local workforce and local economy as one of its many assessment criteria, which in turn supports local, small, and underrepresented contractors and businesses.

In 2022, SCPA published a request for qualifications (“RFQ”) for firms to conduct Community Needs Assessments. Minority-owned, women-owned, and locally headquartered businesses were encouraged to respond to this RFQ. As a result, SCPA received one response from a GO 156 entity and determined, through an interview process, that the firm was qualified to provide services to SCPA. SCPA subsequently entered into a contract with this firm. This firm continued to work with SCPA throughout 2023 with a contract completion date in 2024.

External Activities

Diversity in Workforce Development

SCPA has funded several local programs and partnerships to promote workforce opportunities to diverse populations, including:

- Expanded scope of work with Sonoma Water, who implements water and energy education for K-12 students in SCPA service territory to include internship and career exposure programs for students interested in the field of water/energy.
- Funded vocational training through the Switch electric vehicle program for nine local high schools in partnership with the Career Technical Education (“CTE”) Foundation. The program provides a free kit which is then built into a fully functioning street legal electric vehicle by the auto shop students. Students develop critical soft and technical skills and improve student connections to careers and local employers.
- Funded vocational green building education training through LIME Foundation’s NextGen Trades Academy. SCPA funded three cohorts that each participated in a ten-class program that provides diverse vocational construction training and work/life skills to disadvantaged youth ages 16-24 in Sonoma County. The program trains and helps students find gainful employment in the trades fields to help provide a trained workforce for local contractors. Green building education includes high-performance building measures, sustainable materials, water and energy efficiency, and electrification.
- Funded and hosted the Mike Hauser Academy (“MHA”), which convenes students, businesses, and teachers with a goal of empowering our future workforce to become leaders in science, technology, engineering, and mathematics. This three-week summer school program provides incoming ninth grade English Language Learner (“ELL”) students and students who could benefit from extra math and science support the opportunity to visit STEM related companies where they interact with engineers and professionals to observe demonstrations and participate in hands-on activities to see

how classroom lessons apply to STEM occupations and operations. MHA offers students a direct learning experience and practical application for STEM concepts.

- Expanded the services of SCPA's Advanced Energy Center. The Advanced Energy Center is a 10,000 square foot customer service center in downtown Santa Rosa, which was completed in 2021. The Advanced Energy Center is a community hub for education, outreach, resources, product purchasing, contractor networking and a place to learn about building electrification. The Advanced Energy Center offers technical trainings to contractors and SCPA customers in Spanish and English. These classes are free and include topics ranging from home electrification, energy storage, installation of innovative technologies and building controls. Technical courses are offered to a variety of tradespeople like HVAC professionals and general contractors to equip them with the skills needed to design, install, and maintain advanced energy technologies. The Advanced Energy Center also acts as an events space available to diverse local groups to host meetings and events, connecting those communities with SCPA's mission to combat the climate crisis.
- Hired a diverse group of paid interns to perform customer program administration, conduct technical training, and help develop employment opportunities. Interns lead bilingual classes describing services offered by SCPA and lead tours of the Advanced Energy Center in multiple languages.
- Implemented and awarded three \$5,000 college scholarships to provide financial support to students who demonstrated financial need to complete their education and who will soon be graduating and joining SCPA's community's workforce. Qualified applicants must have applied for the Free Application for Federal Student Aid ("FAFSA") or the California Dream Act, and must be pursuing a degree in Energy Management and Design or another related environmental field within the Geography, Environmental, and Planning Department at Sonoma State University.

Communicating in Local Languages and Dialects

In 2023, SCPA produced nearly all its communications in Spanish and English for print, radio, social media, TV, digital, outdoor, and its website, as well as throughout the Advanced Energy Center. SCPA used translations in the most common local Spanish dialect from the Michoacán region of Mexico. Continuing through 2023, SCPA hired multiple native Spanish speakers in various roles throughout the organization. SCPA's website now highlights individual employees who are available to speak to customers in Spanish. Additionally, the Empower initiative calls for SCPA to provide more information and educational opportunities to customers in Spanish. In 2023 SCPA held multiple events solely conducted in Spanish.

In 2022, SCPA launched a demand response program where all communication was provided in English and Spanish. After enrollment, customers could choose whether they preferred English or Spanish language communication throughout the duration of their program enrollment. This program ran throughout 2023 and will continue to run in 2024.

Ensuring Responsible Community Giving

In 2023, SCPA evaluated requests of support from the community using our Community Support Guidelines to prioritize the following categories:

- Greenhouse gas reduction and climate solutions;
- Local schools and education, including foundations and initiatives with an emphasis on trades and STEM;
- Basic needs, including food, housing, family support services, community resilience, etc.;
- Key community events in each jurisdiction of our service territory; and
- Partnerships with our service territory's business community, including our region's key industries and economic drivers.

SCPA supports our communities by contributing financial sponsorships, employee time, and expertise. Support may include financial sponsorships, in-kind donations, volunteerism, speaking engagements, memberships, and serving on boards or committees that align with SCPA's mission. SCPA utilized an internal workflow tool to ensure a streamlined and transparent process for requestors, and involve all SCPA's departments in its community engagement efforts.

Seeking a Diverse Advisory Committee

SCPA's recruitment for its Community Advisory Committee included concerted outreach to women and minority applicants through community organizations, colleges, Board members and fellow government agencies. In 2023, SCPA continued to utilize a three-member ad hoc committee of its Board of Directors to aid in recruiting and selecting members of the Community Advisory Committee, as it has since 2014. Some new diversity of age and race was achieved in 2022. In 2023 SCPA's Board adopted a financial stipend of \$100 per meeting to encourage candidates who must take time away from work or pay for child care to consider serving.

Supporting Small Local Businesses

SCPA hired over 120 small and local contractors to provide professional services in information technology, finance, commercial customer engagement, human resources, marketing, public relations, and legal. SCPA also hired local architects, contractors, and sub-contractors to design and construct SCPA's Advanced Energy Center and SCPA's office headquarters and microgrid. Both projects are located in Santa Rosa. These projects represent a significant investment in the local economy in the amount of over \$12 million in 2023 as well as supporting local jobs.

SCPA prioritizes hiring local contractors and vendors and encourages lead contractors to hire local sub-contractors. SCPA recognizes the importance of supporting small local businesses and the local economy through job creation, purchases of materials and supplies at local businesses and educational and training opportunities offered through SCPA's Programs staff. A priority of SCPA's contractor recruitment is to locate contractors who can service customers in remote rural communities within SCPA territory where disproportionately poor customers live.

Actions Addressing the Intersection of Poverty and Diverse Populations

SCPA used the methodologies of the Human Development Index, CalEnviroScreen 4.0, and the California Public Utilities Commission's ("CPUC") Affordability Ratio/Socioeconomic Vulnerability Index Analysis to identify its impacted communities by census tract for Empower. SCPA is focusing its outreach and resources in the areas of Sonoma and Mendocino Counties which are most vulnerable to, and impacted by, pollution, socioeconomic issues, and affordability challenges. SCPA is prioritizing these impacted communities in SCPA's Community Needs Assessments.

Food Insecurity

Donations in response to COVID-19 related food insecurity, SCPA made financial donations to the following food banks in addition to considerable staff volunteer time:

- Redwood Empire Food Bank - \$16,000
- Food For Thought - \$5,500
- Sonoma Overnight Support - \$3,500
- Fort Bragg Food Bank - \$3,500
- Neighbors Organized Against Hunger ("NOAH") Food Pantry - \$3,500
- Friends In Service Here ("F.I.S.H.") of Santa Rosa - \$3,500
- North Coast Opportunities Caring Kitchen Project - \$3,500
- Willits Community Services & Food Bank - \$3,500

SCPA also hosted and promoted quarterly drive-up food donation events throughout 2023, including comprehensive promotion and donations through the November and December holiday months. Additionally, SCPA added food barrels encouraging donations from customers and the public at SCPA's Advanced Energy Center and Headquarters to collect donations year-round.

Supporting CARE and FERA Customers

SCPA customer programs set metrics for participation by low-income California Alternate Rates for Energy Program ("CARE") and Family Electric Rate Assistance Program ("FERA") customers and often include increased incentive levels, which has had a noticeable impact of increasing low-income and minority participation in SCPA's service. SCPA staff continue to research more effective ways to increase CARE and FERA customer participation because simple approaches of elevated incentives do not appear to be sufficient to reach targets.

In addition to older programs, like SCPA's DriveEV incentives for purchase of electric cars from 2016-2018, SCPA's 2023 programs offered an elevated CARE/FERA incentive include:

- Lead Locally – SCPA is administering a California Energy Commission (“CEC”) grant that will provide incentives for the installation of electrification measures in local residences. All these incentives provide an additional amount for CARE/FERA customers. SCPA also provided incentives to multi-family affordable housing units and mobile home residents.
- Advanced Energy Build – This program provides an incentive of \$4,500 for builders to provide new housing stock that is all electric. Affordable housing units are provided with an additional \$1,500 incentive for single-family homes and an additional \$500 incentive per unit for affordable multifamily units.
- Multifamily Partnership – A partnership with the Bay Area Regional Energy Network (“BayREN”) launched in January 2022 where SCPA provides incentives for electrical panel upgrades in existing multifamily properties. The in-unit electrical panel upgrade provides additional incentives for low-income units.
- Arrearage Management Plan (“AMP”) – SCPA sent direct mail in Spanish and English to all SCPA customers eligible for AMP enrollment to increase enrollment for low-income customers.
- GridSavvy Rewards – In 2023, SCPA sent direct mail and emails in Spanish and English to all eligible CARE/FERA customers to enroll in a program that provides financial rewards to customers that choose to save energy when SCPA sends an alert notification. Customers who enrolled were given a \$25 enrollment gift card and earned \$2/kWh for energy saved during alert notification periods.

Providing Incentives for Local Non-Profits to Purchase Electric Vehicles

Historically, SCPA provided local non-profits incentives of \$12,500 towards the purchase of electric vehicles. In 2022, SCPA increased the incentive to \$15,000 and introduced a \$22,500 incentive for larger capacity vehicles such as light duty trucks and vans. To date, sixteen non-government organizations (“NGOs”) have participated in these non-profit incentives, including several focused on empowering disadvantaged community groups, including the following:

- Face to Face – Face to Face supports the health and well-being of those living HIV/AIDS in Sonoma County.
- Farm to Pantry – Farm to Pantry (F2P) is a gleaning organization connecting surplus produce to those in need with a mission to eliminate food waste and hunger.
- LIME Foundation – LIME Foundation serves the specific needs of the disadvantaged community across all ages and income levels by teaching vital skills in music, performing arts, construction careers, technology, and health;
- Grid Alternatives – Grid Alternatives helps low-income communities and communities of color nationwide get affordable solar power and solar jobs;
- PEP Housing – PEP Housing provides low-income seniors with affordable quality housing with supportive services and advocacy; and

- The Pediatric Dental Initiative (“PDI”) Surgery Center - The PDI Surgery Center maintains a sustainable dentistry resource that will serve the low-income children of Northern California to provide prevention education and promote oral health.

Other non-profits which have received incentives from this program include:

- Agricultural Community Events Farmers Markets;
- Alliance of Community Endeavors;
- California Indian Museum and Cultural Center;
- Conservation Corps North Bay;
- GreenAcre Homes and School;
- Land Paths;
- Mendocino Land Trust;
- National Indian Justice Center;
- Pacific Environmental Education Center;
- Point Blue Conservation Science;
- Sonoma County Medical Association;
- Sonoma Ecology Center; and
- The Center for Environmental Stewardship.

Community Donation Partners

In 2022 and 2023, we provided our GridSavvy Alerts demand response program participants the option to donate their rewards to Community Donation Partners instead of keeping it themselves. In 2023, participant awards contributed a total of \$5,139 to our four Community Donation Partners (Mendocino Land Trust, The Climate Center, Career Technical Education (CTE) Foundation, and Conservation Works).

Battery Rebate Program – Self-Generation Incentive Program

SCPA has continued to support a program that pre-paid the Self-Generation Incentive Program (“SGIP”) rebate for residential customers and assisted commercial customers with the application for battery storage projects. The vast majority of the projects SCPA pre-funded were “equity resilience” projects. SCPA has committed over \$3.8 million to this program and to date, has pre-funded over 200 local battery installations to make the installations easier for participants and contractors. Through this effort, SCPA hired a consultant to assist customers and contractors in processing SGIP applications. SCPA closed the program to new applications in 2023. One of the reasons was the low-uptake in low-income applicants.

Suspension of Billing Collections During COVID-19

On March 4, 2020, Governor Newsom declared a statewide emergency due to an outbreak of a respiratory illness caused by COVID-19. In response, PG&E suspended disconnections and implemented flexible payment plans for all residential and small business customers. As adopted, CPUC Decision (“D.”) 19-07-015 requires PG&E to implement the emergency disaster relief program “in the event the Governor of California or a President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service.”

On March 16, 2020, Governor Newsom issued an Executive Order requesting the CPUC to monitor the consumer protections offered by the utilities in response to COVID-19. The CPUC issued a letter to the investor-owned utilities on March 17, 2020, explaining that although COVID-19, at least at that time, had not resulted in the same disruptions or degradations to utility service as the recent wildfires, the utilities should immediately extend applicable protections provided for in D.19-07-015 to impacted customers. Based on Governor Newsom’s Executive Order on March 16th, SCPA implemented its “COVID-19 Emergency Consumer Protection Policy I.13” for its Residential and Non-Residential Customers experiencing financial hardship during the COVID-19 pandemic.

SCPA lifted those protections for customers in March 2023 after PG&E resumed shut offs for non-payment (“SONP”) in October 2022. Since COVID 19 related hardships still exist, SCPA participated in the California Department of Community Services & Development’s California Arrearage Payment Program (“CAPP”) phase one and two providing over \$3 million to customers for financial assistance and reduce past-due energy bill balances that increased during the COVID-19 pandemic.

Geographic and Demographic Inclusion and Outreach

SCPA advocated for state and federal funds in renewable energy integration to be allocated to poorer areas such as rural parts of Sonoma and Mendocino Counties. In 2023, SCPA offered an additional \$80,000 for EV fast-charging stations serving coastal and low-income areas that were waitlisted in the CEC’s California Electric Vehicle Infrastructure Project (“CALeVIP”) program. This was a continuation of the 2020 CALeVIP program, where SCPA ran the only program in California that provided an additional incentive of \$1,000 for projects located in unincorporated areas as a method of driving charging infrastructure investment in rural and coastal communities.

Community Outreach

SCPA continued to make donations to benefit the Petaluma Education Foundation, Sonoma County Farm Bureau, Mendocino County Farm Bureau, Boys and Girls Clubs, Sonoma Valley Vintners and Growers, The Children’s Museum and others dedicated to helping build and maintain healthy communities.

In addition to SCPA's work on food insecurity, described above, SCPA's Community Outreach supported the following:

- The LIME Foundation Believe in the Dream Fundraiser \$2,500

SCPA is an ongoing sponsor of The LIME Foundation, whose Mission is to serve the specific needs of the disadvantaged community across all ages and income levels by collaborating with key community leaders. Those served by The LIME Foundation learn vital skills to harness individual potential in music, performing arts, construction careers, technology, and health.

- Membership in Los Cien \$14,000

Los Cien serves as a liaison between the Sonoma County Latino community and the wider Sonoma population by helping to create dialogue and common understanding, cultivating current and future leadership through education and civic engagement, and conducting educational and charitable activities that are consistent with this purpose.

- Fiesta de Independencia Event Sponsor \$3,000

The Fiesta de Independencia is a Luther Burbank Center for the Arts event that celebrates Latino Heritage Month with food, entertainment, and activities, and presents Community Leadership Awards in partnership with Los Cien.

- Hispanic Chamber of Commerce Golfiesta Golf Tournament Event Sponsor \$3,000

The Golfiesta Golf Tournament connects the Latino business community and increases visibility of SCPA's offerings to the Spanish-speaking community.

9.1.2 Supplier Diversity Results of Goods and Services (non-power purchases) if Procured

In 2023, SCPA's total diverse spend was \$ 350,066, which was 2.82% of net procurement. SCPA contracted with nine diverse businesses as identified in the Clearinghouse database.

SCPA continued including language in its solicitations to encourage diverse applicants and businesses to respond. The language also invites all respondents that are women-owned, minority-owned, disabled veteran-owned, persons with disabilities-owned and LGBT-owned businesses to become certified with the CPUC Supplier Diversity Program.

Additionally, SCPA notes that even with its efforts to inform business partners about Supplier Clearinghouse certification, not all business partners chose to register with the Supplier Clearinghouse database even if they met certification requirements. SCPA is therefore underreporting the number of diverse business entities with whom SCPA contracts. SCPA looks forward to continuing working with its business partners and the CPUC to improve Supplier Clearinghouse reporting requirements to better reflect procurement with diverse business entities.

Supplier Diversity Results of Goods and Services (non-power purchases) if Procured



Sonoma Clean Power Authority		2023				GO 156 Section 9.1.2				
Supplier Diversity Results of Goods and Services (non-power purchases) if Procured										
		[Year] of Report								
		Direct Spend ¹ \$	Sub Spend ² \$	Total \$	%	Product Spend \$	Service Spend \$	Total \$	%	
1	Minority Male	African American								
2		Asian Pacific American								
3		Hispanic American	\$ 144,804		\$ 144,804	1.17%		\$ 144,804	\$ 144,804	1.17%
4		Native American								
5		Total Minority Male	\$ 144,804		\$ 144,804	1.17%		\$ 144,804	\$ 144,804	1.17%
6	Minority Female	African American	\$ 50,000		\$ 50,000	0.40%	\$ 50,000		\$ 50,000	0.40%
7		Asian Pacific American								
8		Hispanic American								
9		Native American							\$ -	
10		Total Minority Female	\$ 50,000		\$ 50,000	0.40%	\$ 50,000		\$ 50,000	0.40%
11	Total Minority Business Enterprise (MBE)		\$ 194,804		\$ 194,804	1.57%	\$ 50,000	\$ 144,804	\$ 194,804	1.57%
12	Women Business Enterprise (WBE)		\$ 141,204		\$ 141,204	1.14%		\$ 141,204	\$ 141,204	1.14%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		\$ 11,058		\$ 11,058	0.09%		\$ 11,058	\$ 11,058	0.09%
14	Disabled Veteran Business Enterprise (DVBE)		\$ 3,000		\$ 3,000	0.02%		\$ 3,000	\$ 3,000	0.02%
15	Persons with Disabilities Business Enterprise (DBE)									
16	8(a)*									
17	Total Supplier Diversity Spend		\$ 350,066		\$ 350,066	2.82%	\$ 50,000	\$ 300,066	\$ 350,066	2.82%
18	Net Procurement**		\$		12,401,930					
19	Net Product Procurement		\$		737,847					
20	Net Service Procurement		\$		11,664,083					
21	Total Number of Diverse Suppliers that Received Direct Spend								9	

NOTE:

* 8(a) - Businesses owned and controlled by persons found to be disadvantaged by the U.S. Small Business Administration pursuant to Section 8(a) of the Small Business Act, as amended (15 U.S.C. 637 (a)) or the U.S. Secretary of Commerce, pursuant to Section 5 of Executive Order 11625 (GO 156 Section 1.3.13).

** Net Procurement includes purchase orders, non-purchase orders, and credit card dollars.

¹ Direct - Means Direct Procurement: when a CCA directly procures from a supplier.

² Sub - Means Subcontractor Procurement: when a prime contractor, in contract with a CCA, procures from a subcontractor to fulfill its contractual obligation(s).

% - Percentage of Net Procurement.

Description of Diverse Suppliers with Majority Workforce in California

SCPA does not have sufficient information to report on whether the majority of the workforce of its Diverse Suppliers are working in California; however, all the Diverse Supplier vendors SCPA hired in 2023 are based in California.

9.1.3 Supplier Diversity Program Expense

Sonoma Clean Power Authority	2023	GO 156 Section 9.1.3
Supplier Diversity Program Expense		

Expense Category	Year (Actual)
Wages	\$ 4,996
Other Employee Expenses	
Program Expenses	
Reporting Expenses	
Training Expenses	
Consultant Expenses	
Other Expenses	
Total	\$ 4,996

Program Expenses: the amount of money a CCA spent to implement a supplier diversity program based on GO 156.

Program Expenses may include:

- Amount spent providing technical assistance to small/diverse businesses.
- Marketing and outreach costs for events or education efforts.
- Supplier Diversity Report production costs such as graphics, design, etc.
- Salaries for staff and fees for consultants dedicated to supplier diversity program, plans, and reporting.
- Costs for training staff on supplier diversity initiatives and reporting requirements.
- Etc.

9.1.5 Description of Prime Contractors Utilization of Diverse Subcontractors

SCPA includes language in its RFOs to encourage diverse businesses to respond to solicitations. In certain RFOs, SCPA considered qualitative measures to assess contractors' contributions to the local workforce and local economy by supporting local, small, and underrepresented contractors. SCPA continued these efforts through 2023.

Additionally, SCPA's contractors continues to utilize small and local sub-contractors for a majority of the ongoing work at both SCPA's headquarters and Advanced Energy Center. However, SCPA is unable to track or dictate whether these subcontractors themselves are GO 156 certified.

9.1.6 List of Supplier Diversity Complaints Received and Current Status

SCPA did not receive any formal complaints related to its Supplier Diversity program in 2023.

9.1.9 Description of Supplier Diversity Activities and Progress in Power (Energy) Procurement

Despite efforts to attempt to contract with diverse businesses in energy procurement, SCPA was unable to do so. It is important to note that the GO 156 results PG&E achieves through all transmission and distribution expenses and most generation expenses are paid for by SCPA customers but are not reported in SCPA's GO 156 2023 Report.

On this last point, there is a lack of clarity about how to treat GO 156 reporting for matters that SCPA pays PG&E to provide, such as billing services, and more significantly for the power supply contracts where SCPA's customers fully pay PG&E. SCPA's customers' generation costs include all of the above-market expenses associated with every contract in PG&E's supply portfolio executed prior to 2015, as well as the utility-owned generation which provides profits for utility shareholders. Both of these costs are included in the Power Charge Indifference Adjustment ("PCIA") but are specifically excluded from SCPA's report so as to avoid double-counting.

In the future, perhaps the CPUC should consider assigning CCAs their proportional share of IOU's GO156 spending on transmission, distribution, above-market generation, unsold capacity, all utility-owned generation, billing services and any other costs borne by CCA customers.

Supplier Diversity Results in Power (Energy) Procurement

Sonoma Clean Power Authority	2023	GO 156 Section 9.1.9
Supplier Diversity Results in Power (Energy) Procurement		

		Direct Power Purchases \$	Direct Fuels for Generation \$			Totals \$ ¹			% ²
		Renewable and Non-Renewable Power Products	Diesel	Nuclear	Natural Gas	Direct ³	Sub ⁴	Total \$ ⁵	
1	African American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
2	Asian Pacific American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
3	Hispanic American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
4	Native American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
5	Total Minority Male	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
6	African American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
7	Asian Pacific American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
8	Hispanic American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
9	Native American	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
10	Total Minority Female	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
	Total Minority Business Enterprise (MBE)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
12	Women Business Enterprise (WBE)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
14	Disabled Veteran Business Enterprise (DVBE)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
15	Persons with Disabilities Business Enterprises (DBE)	\$0	\$0	\$0	\$0	0	0	0	
16	8(a) ⁶	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
17	Total Supplier Diversity	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
18	Net Power Procurement	\$176,581,942	Line Item 18 is the sum of line item 19 and 20						
19	Net Direct Power Purchases	\$176,581,942							
20	Net Direct Fuels for Generation	\$0							
21	Total Number of Diverse Suppliers	0							

NOTES:

¹ Excludes purchases from the California Independent System Operator (CAISO), utilities, federal entities, state entities, municipalities and cooperatives.

² % - Percentage of Net Procurement.

³ Includes Direct Power Purchases and Direct Fuels for Generation. Direct - Means Direct Procurement: when a CCA directly procures from a supplier.

⁴ Sub - Means Subcontractor Procurement: when a prime contractor, in contract with a CCA, procures from a subcontractor to fulfill its contractual obligation(s).

⁵ "Total" does not include pre-commercial development (COD) subcontracting values.

⁶ 8(a) - Businesses owned and controlled by persons found to be disadvantaged by the U.S. Small Business Administration pursuant to Section 8(a) of the Small Business Act, as amended (15 U.S.C. 637 (a)) or the U.S. Secretary of Commerce, pursuant to Section 5 of Executive Order 11625 (GO 156 Section 1.3.13).

Addendum Table: Small and Local Business Procurement

Sonoma Clean Power Authority				2023 Report			
Small & Local Business Procurement for CCAs							
(in Dollars and as a Percentage of Total Non-Power Procurement Costs)							
Small Business Procurement (\$)	%	Local Business Procurement (\$)	%	Small & Local Total Procurement (\$)	Small & Local Total Procurement %	Total Net Procurement (\$)	Certification Verification
\$ 106,373	0.86%	\$ 2,202,944	17.76%	\$ 2,198,585	17.73%	\$ 12,401,930	DGS small / micro business program

SCPA worked with CPUC staff and other CCAs to create the “Small & Local Business Procurement for CCAs” table to document procurement from small and local businesses.

SCPA defines “Small Business” as businesses that have California Department of General Services (“DGS”) “Small Business” and “Micro Business” certification and appear on the Cal eProcure vendor list available at <https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx>.

SCPA defines “Local Business” as businesses with their headquarters located within Sonoma and Mendocino County borders.

“Small” and “Local” business procurements do not include power procurement.

2024 Annual Plan

SCPA's progress with diversity, equity, and inclusion will continue in 2024.

In 2023, SCPA continued focusing on building awareness, learning about diversity, studying language and history, and planning for a longer effort. In 2024, SCPA will continue putting plans into action and developing a results-based approach. SCPA staff will continue to actively seek out and share best practices utilized by public agencies.

10.2 Description of Supplier Diversity Program Activities Planned for the Next Calendar Year

Internal Activities

SCPA plans to continue to develop and build on internal activities conducted in 2023 and will work to identify strategies to increase diversity in supplier and contractor participation. SCPA will also continue its focus on small local businesses as a key method of achieving many of the GO 156 objectives within the limitations of Proposition 209.

Plan to Support Racial and Social Equity

In 2024, SCPA will continue to implement its comprehensive plan to support racial and social equity in all aspects of the SCPA Customer Programs and Community Engagement. SCPA will also continue the work it began in 2021 on sections for Finance and Procurement.

With Empower guiding SCPA's community education, engagement, and outreach strategies, more resources will be directed toward targeting SCPA's most impacted, underrepresented, and vulnerable customers. This will likely result in outreach and events specifically tailored at our more vulnerable customers even if they are, as a result, inaccessible to our broader community. For example, SCPA will host events purely in Spanish, featuring Latino speakers and organizations.

Strategy to Equitably Phase Out Natural Gas in Buildings

SCPA will continue to research options for minimizing stranded asset costs from phasing out the use of natural gas in buildings and fairly allocating the remaining burden. This project has no definite timeline, but SCPA intends to have options to share and discuss in the future. SCPA will continue to support equitable access to electrification and the distribution grid so that all customers have the ability to participate in fuel switching and adoption of emerging technologies.

Advocacy to Prevent Excess Natural Gas Power

SCPA will continue to progress initiatives to deploy clean energy technologies that accelerate the retirement of natural gas capacity that is currently burdening disadvantaged communities. SCPA's vision is to limit the air pollution in power plant communities and the total greenhouse gas emissions of California's electric industry.

Diesel Alternatives to PSPS Events

In 2024, SCPA will continue to invest considerable staff time researching alternatives to diesel generators to provide essential power during PG&E's PSPS and EPSS fast trip events to avoid creating new disadvantaged communities. In addition to directly working on power sources with PG&E, this work will include continuing to expand SCPA's technical capacity to identify and propose transmission and distribution grid modifications that will eliminate the need for most PSPS events.

Bilingual and Bicultural Staff

Going forward, SCPA will continue adding diverse hires to its staff at every level of the organization, focusing on improving knowledge of SCPA's community's needs, creating communication channels with underserved populations, and improving SCPA's effectiveness with solving the climate crisis by remaining open to new ideas as we connect with our community.

Training and Workshops

SCPA plans to continue to hold DEIB training for staff. Additionally, SCPA will continue to include DEIB practices for trainings that SCPA holds with customers, contractors, vendors, and partners.

Hiring Practices

In 2024, SCPA will continue to follow best practices for building a diverse team, including:

- Ensuring job advertisements and job descriptions include specific language welcoming the uniqueness and diversity in candidates.
- Using blind resume screening by removing names and references to age, gender, race, national origin and more, seeking to remove unconscious bias from initial candidate screening. The unredacted resumes are only revealed to the hiring managers during the final two rounds of interviews.
- Ensuring the interviewing team/panel includes women and men and at least one other type of diversity (e.g., gay/straight, Latino/Asian, older/younger, etc.). SCPA believes that when candidates experience SCPA as an inclusive place in interviews, that experience can influence whether they consider working for SCPA.
- Discussing before a final hiring decision is made to recall common biases and seek to overcome them.

Good Wages

SCPA will continue to survey California's energy industry and local costs of living to ensure it provides wages and benefits that allow a high standard of living.

Employee Advancement

SCPA will continue all 2023 activities and actively seek input from staff on new ideas, skills, and topics to advance professional growth.

External Activities

Programs Strategic Action Plan - Implementation

In 2023, SCPA integrated the Programs Equity Framework into the Strategic Action Plan, incorporating practical steps for developing and implementing inclusive programs. The following actions are either underway or are under development for 2024:

- Implementing Community Needs Assessments, which includes:
 - Soliciting feedback on how current, past, and upcoming programs can best meet the needs of the community and customers, including meeting with community organizations, talking with customers and collecting customer feedback, partnering with local non-profit organizations or others for community-focused data such as surveys, interviews, and statistics, conducting surveys, and developing customer focus groups;
- Developing new program ideas or improve existing programs that meet community needs;
- Continuing to provide customers with SCPA current services and incentive programs;
- Improving programs as SCPA learns from customer engagement;
- Introducing programs currently in the development stage;
- Building relationships with community organizations;
- Engaging with SCPA's community to better understand their needs and priorities by attending public events, listening to community priorities and sharing that information across SCPA, hosting education classes, inviting people to the Advanced Energy Center, and, inviting comments and feedback through SCPA's website;
- Seeking feedback on how SCPA's current, past, and upcoming programs can best meet the needs of SCPA's community and customers by meeting with community organizations, talking with customers and documenting their responses, conducting surveys, and developing customer focus groups; and
- Providing funding for paid focus groups in English and Spanish, and engaging in community involvement related to customer offers and incentive programs.

In 2023, SCPA surveyed staff on the perceived success of SCPA's programs. The survey responses identified what staff care about.

People are more likely to participate if programs do the following:

- Provide tangible benefits;
- Are easy to participate in;
- Increase participants' quality of life;
- Do not require upfront costs;

- Provide clear benefits to the community and the planet;
- Fit within participants' lifestyles and housing situations like renting;
- Support participants' self-identification, beliefs, and values;
- Support new and trending ideas and technologies;
- Line up with the timing of decision points such as needing a new car or water heater; and
- Help with the costs of electric vehicles and provide electric vehicle charging solutions.

This survey will continue to be used as a reference point in engaging with the community. Community outreach will include:

- Developing new program strategies and goals with the community;
- Partnering with community organizations to better align decisions with community needs and priorities;
- Creating metrics for all programs with a plan for tracking metrics, and
- Listening for further community and customer needs that SCPA can address through SCPA's role as the local electricity provider to better inform future goals.

Using the tracking and metrics plans, SCPA will make sure there is a constant feedback loop. This will improve the reach and impact of current and future programs. SCPA will adjust the offers and incentives as needed to make sure they reach the intended customers and deliver benefits.

This undertaking will constitute a significant effort and will lead to many sub-goals for 2024 and beyond, as will be reported in future GO 156 reports.

Community Education and Engagement - Implementation

In 2024, SCPA will continue inviting public feedback and discussion by its Board of Directors and Community Advisory Committee on the Empower initiative. As part of implementation, SCPA will develop specific strategies around the four focus areas for improvement: (1) Building Partnerships, (2) Customer Education, (3) Focus on Equity, and (4) Engaging Youth.

With the guidance of its Governing Board and community members, SCPA will identify priority areas within SCPA's service territory for concentrated outreach and marketing funds, and work to establish connections with new nonprofits that have no existing relationships with SCPA, public entities, or service providers.

Building community trust is crucial to widening participation in SCPA's services and programs across different demographic groups. Community trust is also key to SCPA achieving its external diversity and equity goals.

Like the Programs Strategic Action Plan, Empower will be a significant effort and will lead to many sub-goals for 2024.

Actions Addressing the Intersection of Poverty and Diverse Populations

Food Insecurity

In 2024, SCPA will continue its strong partnerships with community-based organizations by raising awareness and donations to fight local food insecurity through ongoing activities such as hosting and promoting Drive-up Donation Food Stations at popular businesses such as the local skating rink. SCPA will continue making and promoting donations to food banks throughout SCPA's service territory during summer months to support families who rely on free and reduced lunch services when school is in session. SCPA dedicates its year end marketing campaigns and dollars to promote holiday-themed food and fund drives to local area food banks and makes donations to several food banks in both Sonoma and Mendocino Counties. SCPA is a year-round sponsor of Redwood Empire Banks' food barrels which collect donations of canned food at hundreds of locations around SCPA's service territory. Additionally, SCPA plans to devote a portion of media opportunities which promote large community events and festivals to encourage the public to give the donation of food and/or funds throughout the year.

Supporting CARE and FERA Customers

SCPA continues to offer information to customers about programs that can help with one-time payments such as the Relief for Energy Assistance Through Community Help ("REACH") program and Low-income Home Energy Assistance Program ("LIHEAP"). Local contact service representatives are also available to help customers learn more about these programs in English and Spanish. SCPA is also partnering with PG&E on the Arrearage Management Plans ("AMP") program to help CARE and FERA customers catch up on their electric bills so they are not disconnected.

SCPA will continue its 2023 activities in support of CARE and FERA customer participation in programs. SCPA launched a program in 2021 that offered up to \$10,000 and 0% financing for residential energy retrofit projects. SCPA reached its Board of Director approved budget of \$1 million for loans in spring 2023. The financing is repaid by a line-item charge on customer's electricity bills over a period of up to ten years. The goal of this program was to reduce the up-front costs for customers that might not be able to afford to retrofit their homes otherwise, and to extend credit to customers who do not have good access to loans. SCPA will also continue to offer significantly enhanced incentives for CARE and FERA customers who purchase all-electric appliances offered by partners through our Advanced Energy Center.

Geographic and Demographic Inclusion and Outreach

SCPA has discussed the specific challenges its customers face in poor households and rural areas with lack of access to broadband – while SCPA has not identified a role for the SCPA to aid in securing broadband, it will continue to explore how this critical service could be more widely accessible.

Through the Empower initiative, SCPA plans to partner with local organizations, nonprofits, and public agencies that are currently working with underserved residents, and in geographic areas that lack infrastructure, resources, and basic services. These partnerships will enable SCPA to better understand community needs and offer support where appropriate.

Community Donation Partners

In January 2024, SCP issued a Request for Qualifications from local non-profits to extend the Community Donation Partners offering to all of our programs. This allows program participants the option to donate their incentives, rebates, and awards to a list of local non-profits serving our community instead of keeping it themselves. SCPA will make the selection of Community Donation Partners available to customers in 2024.

10.2 Plans for Encouraging Prime Contractors to Subcontract Small, Local, and Diverse Businesses

SCPA plans to continue to encourage minority-owned, women-owned, and locally headquartered businesses to respond to solicitations by stating so in the solicitation notice.



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