



Sonoma Clean Power Authority's
**Supplier Diversity 2022 Annual Report
& 2023 Annual Plan**

Report to the California Public Utilities Commission

March 1, 2023

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CEO's Message

Sonoma Clean Power Authority's ("SCPA") mission is to combat the climate crisis. Viewing this through a lens of environmental protection alone would miss the equally important human impact of our work. Healthy ecosystems are necessary to support human life. The wealthy few may be able to partially insulate themselves from a world that is becoming increasingly extreme in both climate and political discourse. However, the rest of humanity will be forced to endure a harsher physical and social reality. SCPA's job is to develop solutions supportive of a healthy global climate as part of our work on social and racial equity at home.

Through 2022, 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 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 a diverse range of suppliers.

In 2022, SCPA met with the University of California, Davis School of Law Diversity, Equity and Inclusion ("DEI") staff to understand how they are successfully building one of the most equitable and accessible places of higher learning in California and the United States as a state entity. SCPA staff continued participating in workshops and webinars 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 individuals. SCPA learned that buying energy from GO 156 eligible power producers is probably not where it can make the biggest progress; virtually all producers are ineligible corporations. At the same time, SCPA did learn that working with those same suppliers to encourage their use of eligible contractors and subcontractors to construct and maintain generation equipment *could* be valuable. That work would not be officially reported or recognized under GO 156, but it may prove to be the most impactful way SCPA can invest 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

2022 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 diverse environmentally preferred sources, protecting customers from rate shock, and offering community programs to promote local energy security, resilience, and affordability.

Recovery from the COVID-19 pandemic continues to expose 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 2022.

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's inability to obtain more granular information about the potential scope and duration of these outages means SCPA is unable to better protect vulnerable customers and provide them with targeted solutions. And the

lack of review of EPSS events to determine whether they were appropriate, lasted a reasonable period of time, and were not excessive is also a problem.

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 Actions

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.

2022 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.

2022 Status: SCPA began analyzing mobile-home parks to identify ideal candidate sites for electrification in lieu of natural gas pipeline expansion. 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.

- Ensuring SCPA's reliance on natural gas generators for system capacity does not cause the plants to deliver energy to the grid except when called by California Independent Systems Operator ("CAISO") to serve unexpected and unscheduled load.

2022 Status: SCPA staff, utilizing stochastic modeling tools, have developed and presented a plan for a 100% renewable energy portfolio which would serve SCPA's entire territory on a 24/7 hourly basis to the Community Advisory Committee and Board of Directors. 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.

- 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.

2022 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 will be released in 2023 and, if adopted, the solutions proposed will reduce the impacts of PG&E's proposed diesel generators on local air quality and the broader environment.

SCPA's work to make IOU data on PSPS and EPSS outages more available to CCAs and emergency operations agencies in 2022 may also yield solutions to protect the most vulnerable customers from unnecessary outages or supply them with advance notice about the potential for surprise outages and the resources to endure them.

- 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.

2022 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."

2022 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 2022, 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 a bilingual pay incentive for staff that 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 Spanish speakers on SCPA's website and include their biographical information in Spanish.

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 continues to hold “lunch and learn from each other” meal breaks that consist of open discussions on various topics such as equity, racism, and discrimination. The discussions encourage SCPA staff to share personal experiences and learn from colleagues on topics like 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 DEI 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 2022, 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 2022, 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 includes diverse staff members. 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 help create a welcoming atmosphere for all people regardless of background 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, in November of 2022, SCPA management provided all staff (except the CEO) a 6% increase in pay 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 encouraged employees to apply for internal positions. Management continued 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 2022. 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

Starting in April 2020, SCPA's CEO committed to spend one hour per day working on diversity, equity, and inclusion, and has continued to do so in 2022.

Management continued to hold discussions with staff on topics designed to foster inclusivity. An example discussion involved exploring the history of language in California's energy industry with racist origins, such as "grandfathering" (e.g., of net metering customers or other legacy rates). The phrase "grandfather clause" originally referred to provisions adopted by some U.S. States after the Civil War in an effort to disenfranchise African-American voters by requiring voters to pass literacy tests, while exempting those who were descendants of men who were eligible to vote prior to 1867. In effect, only those whose grandfathers could vote were allowed to vote, thus preventing the newly freed African Americans from voting altogether. SCPA stopped using the term in 2020, and after discussions with other CCAs and PG&E, a number of LSEs have agreed to stop using that term.

SCPA continued to make this request in discussions with suppliers, regulators, and LSEs in 2022.

SCPA management also continued to set expectations in 2022 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 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 2022, 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 developing Community Needs Assessments 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 2022, 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 2022, 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.

Local Resource Plan

In 2022, SCPA continued to collaborate with potential partners to develop a Local Resource Plan. The Local Resource Plan will develop small-scale, local renewable and storage resources to support small scale developers. In 2021, SCPA issued a request for offer ("RFO") Many respondents to the RFO were local businesses which addressed SCPA's goal of contracting with small and local businesses as a way to steer ratepayer funds to businesses more likely to be eligible for GO-156 certification.

External Activities

Lake County Energy Support

SCPA previously supported Lake County in applying for federal and state grant funding to build local pumped hydro electric energy storage facilities. While Lake County does not have state-designated status for disadvantaged communities, it is the second poorest county in California and suffers a disproportionate impact from the power industry due to utility-caused fires, PSPS events and air quality impacts from power plants. SCPA staff are actively evaluating options for enhanced geothermal generation which would provide clean baseload energy in the region.

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. This is 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 and provide a 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.
- Funded an additional \$50,000 toward the Spirit of Entrepreneurship Grant at Santa Rosa Junior College. Since the inaugural awarding to local Business & Entrepreneur students and growing the endowment beginning in the spring semester of 2019, SCPA has awarded five different sustainability minded student entrepreneurs a combined total of \$20,000. To date, SCPA funds have grown the endowment to a total of \$177,674 by the end of calendar year 2022.
- Expanded the services of SCPA's Advanced Energy Center. The Advanced Energy Center is a 10,000 square foot building 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 groups to host meetings and events, connecting those communities with SCPA's mission to combat climate change.

- 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 2022, 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 2022, 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 2022 SCPA held multiple events completely spoken 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.

Ensuring Responsible Community Giving

In 2022, SCPA updated its guidelines for evaluating requests of support from the community 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 made changes in 2022 to create a more streamlined and transparent process for requestors, and involve more of 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, and fellow government agencies. In 2021, 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. However, to date, applications from women, minority and other underrepresented community members continue to be rare. This is an identified area of focus for improvement in future years.

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 2022 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 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 - \$8,500
- Food For Thought - \$6,250
- 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 2022, 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 2022 programs offering 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.
- 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 2022, SCPA sent direct mail 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:

- 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;
- California Indian Museum and Cultural Center;
- Conservation Corps North Bay;
- Farm to Pantry;
- Green Acre Homes;
- Land Paths;
- Mendocino Land Trust;
- National Indian Justice Center;

- Point Blue Conservation Science;
- Sonoma County Medical Association;
- Sonoma Ecology Center; and
- The Center for Environmental Stewardship.

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 \$2.7 million to this program and to date, has pre-funded over 175 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.

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.

Those protections are still in place. SCPA has not transferred any customers back to PG&E service for non-payment of charges since March 2020. SCPA is also participating in the California Department of Community Services & Development’s California Arrearage Payment Program (“CAPP”) to provide financial assistance for SCPA customers to 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 2022, SCPA provided 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 2022, SCPA helped five vendors certify for GO 156 by reaching out to current contracted vendors and providing an information sheet on the GO 156 Program that explains the benefits of certification. Through these efforts, SCPA was able to increase the number of diverse businesses SCPA contracts with from 6 businesses in 2021 to 10 businesses in 2022. Additionally, SCPA was able to both increase its total diverse spend and its percentage of diverse spend compared to its net procurement spend from 2021 to 2022. In 2021, SCPA's diverse spend was \$201,160, making up 0.68% of net procurement. In 2022, SCPA was able to increase its diverse spend to \$466,273, which was 3.7% of net procurement. This means SCPA more than doubled its diverse spend, and the new ratio for its diverse spend as a portion of its net procurement is more than five times larger than the previous year.

SCPA worked jointly with a small group of CCAs and, with the help of a legal consultant, developed language for inclusion in solicitations to encourage diverse applicants and businesses to respond. The new 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. SCPA expects the new solicitation language will yield positive results with increasing GO 156 contracting and raising awareness about CPUC's Supplier Diversity Program, the Supplier Clearinghouse and the Department of General Service's Certification 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

Supplier Diversity Annual Report and Annual Plan

Sonoma Clean Power Authority		2022 Report				GO 156 Section 9.1.2				
Supplier Diversity Results of Goods and Services (non-power purchases) if Procured										
		2022 Report								
		Direct Spend ¹ \$	Sub Spend ² \$	Total \$	%	Product Spend \$	Service Spend \$	Total \$	%	
1	Minority Male	African American	\$ 178,913		\$ 178,913	1.4%	\$ 178,913		\$ 178,913	1.4%
2		Asian Pacific American								
3		Hispanic American								
4		Native American								
5		Total Minority Male			\$ 178,913	1.4%				
6	Minority Female	African American	\$ 30,000		\$ 30,000	0.2%	\$ 30,000		\$ 30,000	0.2%
7		Asian Pacific American								
8		Hispanic American								
9		Native American								
10		Total Minority Female			\$ 30,000	0.2%				
11	Total Minority Business Enterprise (MBE)		\$ 208,913		\$ 208,913	1.6%	\$ 208,913		\$ 208,913	1.6%
12	Women Business Enterprise (WBE)		\$ 233,530		\$ 233,530	1.8%	\$ 225,462	\$ 8,068	\$ 233,530	1.8%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBT)		\$ 23,831		\$ 23,831	0.2%	\$ 23,831		\$ 23,831	0.2%
14	Disabled Veteran Business Enterprise (DVBE)									
15	Persons with Disabilities Business Enterprise (DBE)									
16	8(a)*									
17	Total Supplier Diversity Spend		\$ 466,273		\$ 466,273	3.7%	\$ 458,206	\$ 8,068	\$ 466,273	3.7%
18	Net Procurement**				\$ 12,722,728					
19	Net Product Procurement				\$ 590,755					
20	Net Service Procurement				\$ 12,131,973					
21	Total Number of Diverse Suppliers that Received Direct Spend				10					

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 2022 are based in California.

9.1.3 Supplier Diversity Program Expense

Supplier Diversity Annual Report and Annual Plan

Sonoma Clean Power Authority	2022 Report	GO 156 Section 9.1.3
Supplier Diversity Program Expense		

Expense Category	Year (Actual)
Wages	
Other Employee Expenses	
Program Expenses	\$12,471
Reporting Expenses	
Training Expenses	
Consultant Expenses	
Other Expenses	
Total	\$12,471

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 2022.

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 2022.

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

In spite of 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 both distribution and generation expenses are paid by SCPA customers but are not reported in SCPA's GO 156 2022 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

Supplier Diversity Annual Report and Annual Plan

Sonoma Clean Power Authority	2022 Report	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	Minority Male	African American	\$0	\$0	\$0	\$0	\$0	\$0	
2		Asian Pacific American	\$0	\$0	\$0	\$0	\$0	\$0	
3		Hispanic American	\$0	\$0	\$0	\$0	\$0	\$0	
4		Native American	\$0	\$0	\$0	\$0	\$0	\$0	
5		Total Minority Male	\$0	\$0	\$0	\$0	\$0	\$0	
6	Minority Female	African American	\$0	\$0	\$0	\$0	\$0	\$0	
7		Asian Pacific American	\$0	\$0	\$0	\$0	\$0	\$0	
8		Hispanic American	\$0	\$0	\$0	\$0	\$0	\$0	
9		Native American	\$0	\$0	\$0	\$0	\$0	\$0	
10		Total Minority Female	\$0	\$0	\$0	\$0	\$0	\$0	
11	Total Minority Business Enterprise (MBE)		\$0	\$0	\$0	\$0	\$0	\$0	
12	Women Business Enterprise (WBE)		\$0	\$0	\$0	\$0	\$0	\$0	
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		\$0	\$0	\$0	\$0	\$0	\$0	
14	Disabled Veteran Business Enterprise (DVBE)		\$0	\$0	\$0	\$0	\$0	\$0	
15	Persons with Disabilities Business Enterprises (DBE)		\$0	\$0	\$0	0	0	0	
16	8(a) ⁶		\$0	\$0	\$0	\$0	\$0	\$0	
17	Total Supplier Diversity		\$0	\$0	\$0	\$0	\$0	\$0	
18	Net Power Procurement		\$187,012,007	Line Item 18 is the sum of line item 19 and 20					
19	Net Direct Power Purchases		\$187,012,007						
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

Supplier Diversity Annual Report and Annual Plan

Sonoma Clean Power Authority				2022 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	Small & Local Total	Total Net Procurement (\$)	Certification Verification
\$ 106,903	0.84%	\$ 2,516,352	19.78%	\$ 2,617,696	20.57%	\$ 12,722,728	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.

2023 Annual Plan

SCPA's progress with diversity, equity, and inclusion will continue in 2023.

In 2022, SCPA continued focusing on building awareness, learning about diversity, studying language and history, and planning for a longer effort. In 2023, 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 2022 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 2023, 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 Customer Service and Human Resources.

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 advocate at the CPUC and at the CAISO to ensure that natural gas power plants are only dispatched when required for system reliability, and not on a mandatory basis when selling capacity. SCPA's vision is to limit the air pollution in power plant communities and the total greenhouse gas emissions of California's electric industry through encouraging capacity-only contracts when load serving entities have diverse non-fossil resources that can reasonably meet all hours of forecast load. SCPA will advocate that programs to ensure reliability, such as Resource Adequacy, do not unnecessarily contribute to extended reliance on natural gas plants to meet shortages caused by regulations.

Diesel Alternatives to PSPS Events

In 2023, SCPA will continue to invest considerable staff time researching alternatives to diesel generators to provide essential power during PG&E's PSPS 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 through more diverse ideas.

Training and Workshops

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

Hiring Practices

In 2023, 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. 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, SCPA can improve its hiring practices and techniques.

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 2022 activities.

External Activities

Programs Strategic Action Plan - Implementation

In 2022, 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 2023:

- 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 2022, 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 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 2023 and beyond, as will be reported in future GO 156 reports.

Community Education and Engagement - Implementation

In 2023, 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 2023.

Actions Addressing the Intersection of Poverty and Diverse Populations

Food Insecurity

In 2023, 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 plans 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 2022 activities in support of CARE and FERA customer participation in programs. SCPA launched a program in 2021 that offers up to \$10,000 and 0% financing for residential energy retrofit projects. SCPA will continue this program in 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 is 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 – a problem made even more significant with the ongoing issues due to COVID-19, when children could not participate in online schooling and adults had few options for working from home. 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.

10.2 Plans for Encouraging Prime Contractors to Subcontract Diverse Suppliers

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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