



Community Working Group Meeting #2 Summary

Electric Integrated Resource Plan

Orlando, FL
April 23, 2026



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1 Meeting Details

1.1 Date and Time

April 23, 2026, 1:00 PM to 4:00 PM

1.2 Meeting Description

OUC is developing a long-term energy plan to continue delivering services that are reliable, affordable, sustainable, and resilient. This plan is known as the Electric Integrated Resource Plan (EIRP). As a key part of the engagement strategy, HDR, the Community Engagement Consultant for the EIRP, convened a balanced and representative Community Working Group (CWG) comprising customers and partners from across OUC's service territory.

During this meeting, participants shared perspectives from their communities and provided local and regional insights. Their input will help inform the planning process and highlight a range of community values to consider. The attendees were encouraged to share what they learned with their communities. CWG insights and takeaways are included throughout this meeting summary.

1.3 Meeting Format

The HDR Strategic Communications team led an EIRP presentation to the CWG. The meeting included facilitated group discussions to collect community feedback and inform the CWG about why this group was convened. Multiple interactive group exercises were conducted with the goal of creating a common ground between the attendees.

Figure 1-1: CWG Members Reporting Out During Interactive Exercise



1.4 Meeting Theme, Expectations, and Goals

The theme of the meeting was to deepen the attendees' understanding of the EIRP and to explore potential situations OUC faces as a utility.

The expectation of the meeting was to review OUC's current energy portfolio, participate in situation-based discussions, and complete a community engagement and communication worksheet.

The goal of the meeting was for the participants to engage in real-world situations to better understand the complexities of balancing the four key attributes, in energy decision-making.

1.5 Attendees

Attendees were representatives of the CWG for the EIRP. The CWG representatives were strategically identified as stakeholders that represent one of the following community groups and agreed to participate in a series of structured sessions to share community perspectives and insights that will help inform the EIRP planning process. Their participation in all four CWG meetings allows for consistency throughout the process and supports deeper understanding, continuity of dialogue, and more informed discussion as the planning effort progresses. The categories the CWG voices represent include:

- Public Health
- Economic Development
- Local Government & Planning
- Environmental & Climate Advocacy
- Small Business & Residential Customers
- Wholesale & Large Customers
- Community Advocacy

1.6 Organizations Represented at CWG Meeting #2

- AdventHealth (Public Health)
- CareerSource Central Florida (Education & Workforce Development)
- City of Orlando (Economic Development and Local Government & Planning)
- City of St. Cloud (Local Government & Planning)
- Greater Orlando Aviation Authority (GOAA) (Wholesale & Large Customers)
- Hispanic Chamber of Commerce (Economic Development)
- National Entrepreneur Center (Small Business & Residential Customers)
- Osceola Council on Aging (Community Advocacy)
- Pine Hills Neighborhood Improvement District (Small Business & Residential Customers)
- Sierra Club (Environmental & Climate Advocacy)
- Tavistock (Wholesale & Large Customers)

- CLEO Institute (Environmental & Climate Advocacy)
- Greater Malibu Groves Neighborhood Association (Small Business & Residential Customers)
- Orange County Government (Local Government & Planning)
- Orange County Office of Sustainability & Resiliency (Environmental & Climate Advocacy)
- Orlando Economic Partnership (Economic Development)
- TECO / Peoples Gas (Wholesale & Large Customers)
- Universal Orlando Resort (Wholesale & Large Customers)

1.7 Staff Attendance

Project team members from HDR led and facilitated the meeting with support from OUC staff. Table 1-1 includes a list of staff members in attendance,

Table 1-1: Staff Attendance

Name	Organization
Michele Brennan	HDR
Trinity Otero	HDR
Stephen Alianiello	HDR
McKenzie Fox	HDR
Orlando Alancastro	OUC
Jenise Osani	OUC

1.8 Meeting Agenda

The meeting agenda included a mix of presentations and interactive exercises. The full agenda is included in Table 1-2.

Table 1-2: Meeting Agenda

Activity
Meeting Agenda, Welcome & Introductions
OUC's Energy Portfolio
Interactive Exercise: Situation-Based Energy Planning
Community Engagement Purpose
Interactive Exercise: Community Engagement and Communication Insights
Preview of Next Meeting

2 Key Takeaways

- Having a mix of energy sources matters, but it also means making tough tradeoffs, especially during emergencies.
- In extreme situations (cold snaps, hurricanes, heat waves), reliability usually comes first to keep people safe.
- Vulnerable and lower-income communities are hit hardest during outages and high-demand events; because of this, they need to be carefully considered during the EIRP planning process.
- The situation exercises showed that participants understand energy tradeoffs and value while talking through real-life examples.
- OUC is doing well with clear, visual, and bilingual communication across different platforms.
- Community members want more chances to give input, especially through surveys, listening sessions, and interactive online tools.
- Good engagement means less technical language, more clarity, and more trust—meeting people where they are.
- Community Engagement and the overall EIRP success looks like higher participation, better feedback, and stronger community trust.

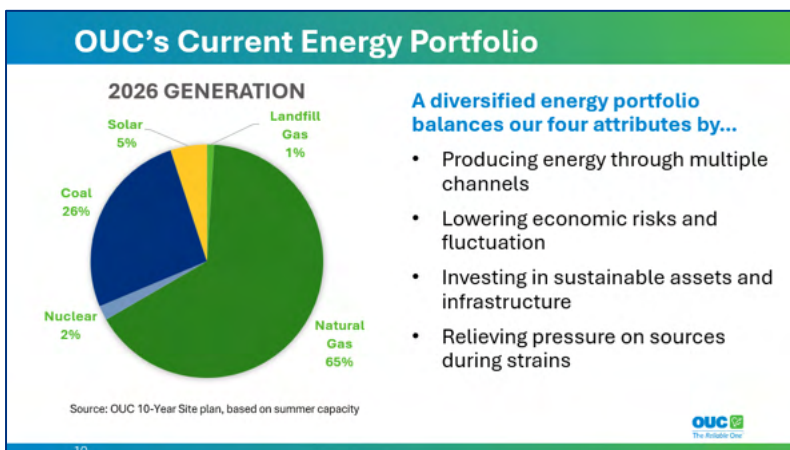
3 Meeting Summary

3.1 OUC’s Energy Portfolio

The meeting began with a brief re-introduction between the project team and the attendees. There was a recap from Meeting #1 on how OUC’s four key attributes provide the framework for evaluating energy decisions.

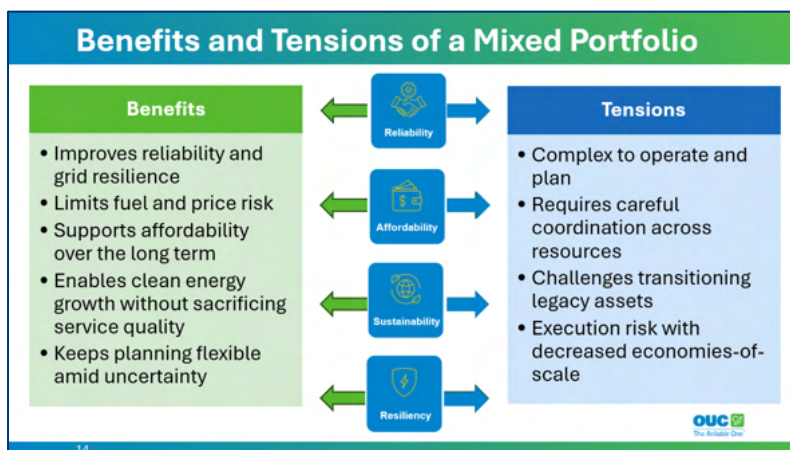
This was followed by an overview of OUC’s energy portfolio, its channels, and its generation mix, as shown below.

Figure 3-1: OUC's Current Energy Portfolio



Attendees were provided with information on why a diverse energy profile matters and the benefits and tensions that come with creating a mixed portfolio. The benefits and tensions can be seen below.

Figure 3-2: Benefits and Tensions of a Mixed Portfolio



3.2 Interactive Exercise: Situation-Based Energy Planning

During this portion of the meeting, attendees were organized into groups of four for an interactive exercise. Each group was assigned a different energy mix and real-world situation:

- Cold Weather
- Major Hurricane
- Prolonged Extreme Heat and Grid Strain
- Fuel Supply Disruption

The purpose of this exercise was to explore benefits and tensions that emerge and how energy decisions affect their community when examined through the lens of OUC's four key attributes: Reliability, Affordability, Sustainability, and Resiliency.

3.2.1 What We Heard – Interactive Exercise 1

Key takeaways and themes resulting from this exercise included:

- Reliability becomes the top priority during a crisis. Maintaining or restoring power quickly is critical during extreme cold, heat, and storms.
- No single energy source is reliable in every situation. A balanced and diverse energy mix is essential to avoid dependence on one source.
- Tradeoffs are unavoidable, especially between reliability and sustainability. The four attributes can't be prioritized or optimized at the same time. Choices must be made based on the situation.
- Energy decisions have equity implications. Customers continue to face higher living costs, but cost impacts are not shared equally by residential and business customers.
- Vulnerable populations are most affected by outages that may result from extreme weather or supply disruption. Planning needs to account for those at greater risk, not just the system as a whole.
- Resiliency means more than restoring power. It includes planning, community preparedness, response, and recovery.
- Non-technical factors such as research, education, communication, and overall policy are just as important as the infrastructure and energy mix.
- Planning decisions often involve a tradeoff between immediate needs and long-term environmental goals.


Figure 3-3: CWG Members During the First Exercise



3.3 Community Engagement and Communication Overview

During this portion of the presentation, the attendees learned more about the ways OUC has been involved in the community. OUC's communication tools are outlined, as seen below.

Figure 3-4: Communication Tools



Communication Tools

- Advertising and Marketing
- Blog (OUCBlog.com)
- Community Events and Outreach
- Customer Emails and Alerts
- Social Media
 - Facebook
 - Instagram
 - LinkedIn
 - YouTube
 - X
- Voice of Customer Survey
- Website

3.4 Interactive Exercise: Community Engagement and Communication Insights

During this portion of the meeting, attendees participated in an interactive exercise. The attendees were individually asked to fill out a worksheet that focuses on strengths, opportunities, aspirations, and results (SOAR) that were related to their experience and perspective when communicating complex technical information to the broader community. After the attendees filled out the worksheet, they were asked to report on their thoughts and feedback.

Questions on the worksheet included:

- Strengths: How have you helped your community understand complex or technical information?
- Opportunities: What engagement and communications tools or tactics do you use to share information and gather feedback?
- Aspirations: How do you aim to make complex information clearer, more accessible, or more meaningful for your community?
- Results: What indicators or signs would suggest that community engagement has been successful?

3.4.1 What We Heard – Interactive Exercise 2

Feedback collected from the participants on each SOAR question during this exercise included:

Strengths

- Translating complex information into plain language
- Bilingual and culturally responsive communication, especially English to Spanish
- Strong use of visual tools (infographics, presentations, GIS maps, graphics)
- Multi-channel outreach (websites, webinars, social media, newsletters, phone lines, meetings)

Opportunities

- Feedback mechanisms like surveys, listening sessions, and direct outreach are the most frequently cited growth areas
- Digital platforms (websites and social media) are closely followed by the public, highlighting demand for more interactive, user-friendly tools
- Partnership and education (information sessions, meetings, and seminars) were also highlighted as areas of opportunity

Aspirations

- Reduce technical language and prevent misinformation

- Tailor communication to specific audiences and sub-groups
- Use visual storytelling (less words, more images)
- Meet communities where they are geographically, culturally, and technologically
- Maintain transparency, consistency, and trust

Results

- Increased meeting attendance, community participation, and membership growth
- Positive survey results, feedback, and community trust
- Higher social media engagement and satisfaction ratings

Figure 3-5: CWG Members During the Second Exercise

