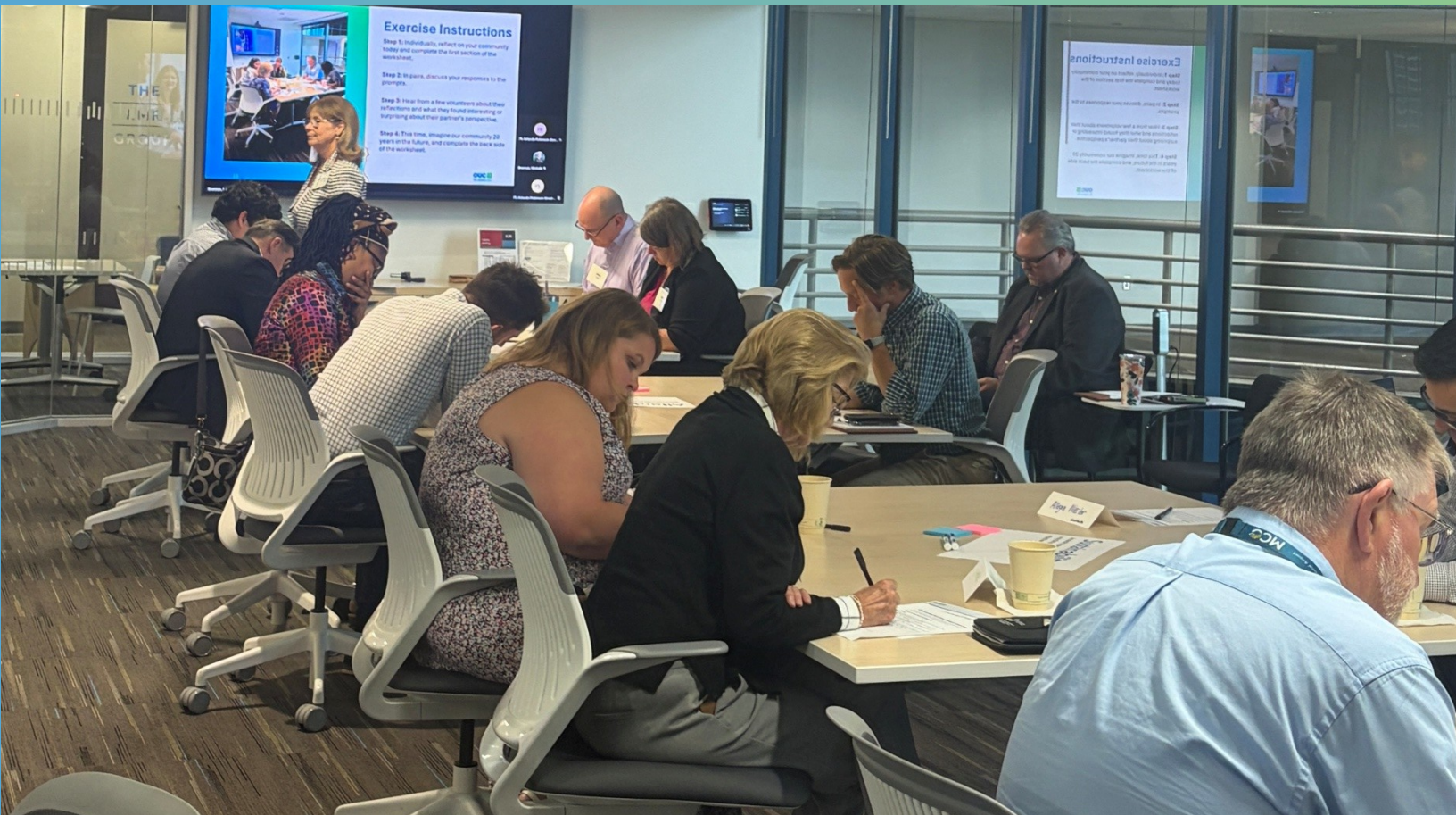




Community Working Group Meeting #3 Summary

Electric Integrated Resource Plan

Orlando, FL
May 13, 2026



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1 Meeting Details

1.1 Date and Time

May 13, 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 participants 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 participants.

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



1.4 Meeting Theme and Expectations

The theme of the meeting was for participants to apply their professional and personal insights in group discussion and share perspectives about community-centered needs that will help inform modeling choices

The expectation of the meeting was for participants to engage with real-world energy challenges and solutions through interactive exercises that encouraged thoughtful discussions and feedback.

1.5 Participants

Participants are 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:

- Education & Workforce Development
- 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 #3

- CareerSource Central Florida (Education & Workforce Development)
- City of Orlando (Economic Development and Local Government & Planning)
- City of St. Cloud (Local Government & Planning)
- CLEO Institute (Environmental & Climate Advocacy)
- Greater Malibu Groves Neighborhood Association (Small Business & Residential Customers)
- Greater Orlando Aviation Authority (GOAA) (Wholesale & Large Customers)
- Hispanic Chamber of Commerce (Economic Development)
- National Entrepreneur Center (Small Business & Residential Customers)
- Orange County Government (Local Government & Planning)
- Osceola Council on Aging (Community Advocacy)
- Sierra Club (Environmental & Climate Advocacy)
- 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
Stephen Alianiello	HDR
McKenzie Fox	HDR
Becca Bides	OUC
Thomas Nealssohn	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
Welcome & Opening Remarks
Demand Side Management and Technology
Exercise: Community Priorities: Today & Tomorrow
Exercise: Our Utility in 20 Years: Community-Centered Discussion
CWG #4: EIRP Scorecard Overview
Session Wrap-Up

2 Key Takeaways

- Affordability is a current top concern for many communities, including vulnerable populations, residents, and small businesses. Reliability and sustainability follow close behind as repeated priorities.
- Participants had open discussions about current and long-term investments in clean energy; with some emphasizing its potential long-term affordability and others the potential current costs.
- New technology and tools can help with energy efficiency and affordability but require education for people to understand and use them. Programs like energy

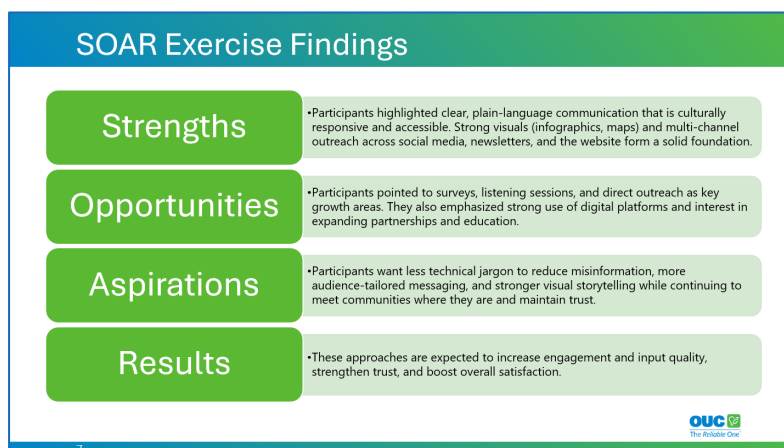
audits, smart thermostats, and other technologies may save energy and money, but customers need clear explanations and support.

- Emerging technologies may not always benefit everyone equally. For example, renters because they often don't benefit because landlords may raise rent after improvements. This creates little incentive for renters to pursue energy-saving measures. Also, those with limited budgets may struggle to take advantage of energy upgrades, even if those upgrades save money over time.
- Education and outreach are essential to each of the four key attributes. Participants highlighted that expanding education encourages participation and investment in innovative technologies. Examples included continued connections with general education and trade schools, community events, digital tools, and hands-on demonstrations.
- Participants valued the inclusive discussions and varied opinions and perspectives of everyone. They shared their enthusiasm about continuing collaboration to help shape future energy decisions.

3 Meeting Summary

The meeting began with a brief re-introduction between the project team and the participants. There was a recap from Meeting #2 on the Strengths, Opportunities, Aspirations, and Results (SOAR) Exercise findings shown in the figure below.

Figure 3-1: SOAR Exercise Findings



Key questions/comments during this section included:

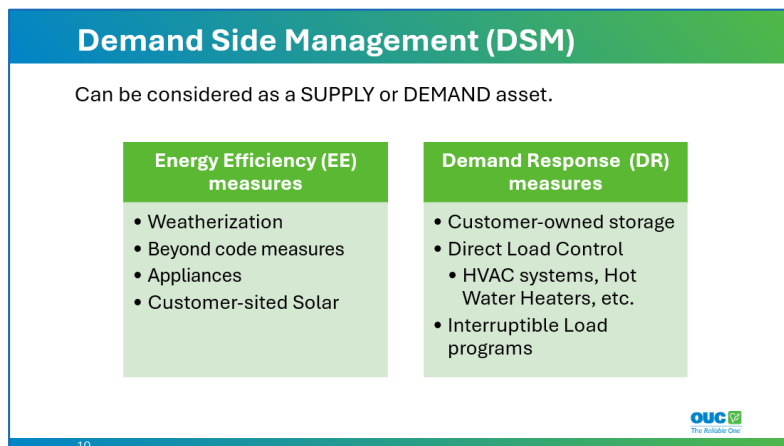
- Opening Question: What's one energy priority you hear most from the community you represent right now?
 - Overall, most participants answered that affordability is one energy priority that they hear most from their community.
 - The second highest answer was reliability, and that many times, affordability and reliability affect one another. It was mentioned that these

two attributes impact each other because if a customer can't afford to pay the bill, then they don't have access to reliable energy.

3.1 Demand Side Management (DSM) and Technology

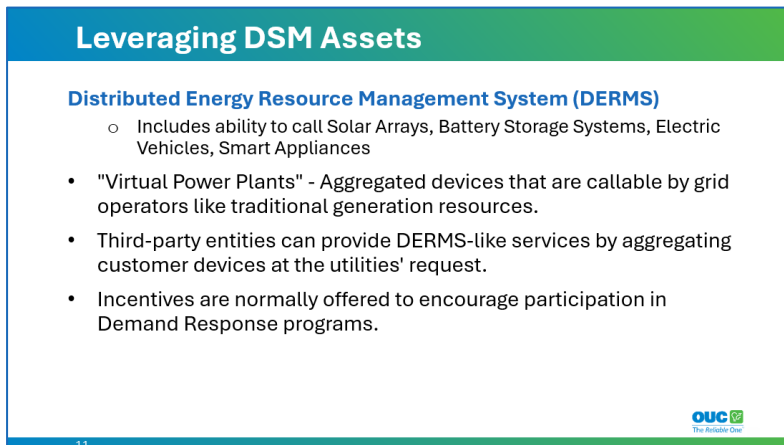
The next topic was how OUC manages demand and the emerging technologies supporting the EIRP effort. The figure below describes what are Energy Efficiency measures and what are Demand Response measures.

Figure 3-2: Presentation Slide: DSM



Participants were provided with information on how the Distributed Energy Resource Management System (DERMS) enables coordinated control of distributed energy devices, allowing them to function together as flexible, grid-supporting resources, often with incentives to encourage participation. This is shown below.

Figure 3-3: Presentation Slide: Leveraging DSM Assets



Key questions/comments during this section included:

- One attendee asked how DSM/DERMS and these technologies impact everyday customers.
 - It was noted that weatherization is a perfect example of DSM impacting customers. OUC's free energy audits and recommendations help customers improve energy efficiency and, if acted on, may lower their energy bill.
- Another attendee asked about the option of receiving a real-time rebate for adjusting thermostat settings to decrease energy demand.
 - If the utility controls the thermostat setting, it is an example of a DERMS system. To understand new available technologies, pilot tests will be held to learn more about them before implementation.
- The last comment in this discussion was about the importance of engaging with residents about emerging technologies. The City of Orlando is working with residents to reduce energy costs, but a key challenge is that most residents (62%) are renters. While energy audits and upgrades can improve efficiency, renters often don't benefit because landlords may raise rent after improvements. This creates little incentive for renters to pursue energy-saving measures.

3.2 Exercise: Community Priorities: Today & Tomorrow

During this portion of the meeting, participants were organized into groups for an interactive exercise. The purpose of this exercise was to explore how balancing reliability, affordability, sustainability, and resiliency today and over the next 20 years shapes how the utility supports the community. Each followed the steps listed below.

1. Individually, reflect on your community today and rank the four attributes based on which ones you believe are most important for supporting the community today.
2. In groups, discuss your responses to the prompts.
3. A volunteer from each group will share their reflections and what they found interesting or surprising about their group's perspectives.
4. This time, imagine our community 20 years in the future, and complete the back side of the worksheet.

3.2.1 What We Heard – Exercise 1

Key takeaways and themes resulting from this exercise included:

- After averaging the group's rankings, the top concern was affordability. Reliability was the second highest with sustainability following closely behind. There were multiple mentions about how affordability and reliability are interconnected.
- Participants all agreed that many communities, including residents and small businesses, are extremely concerned with affordability. A few individuals shared their perspectives on clean energy and how long-term investments can save money but may create high upfront costs for some communities.

- Another group emphasized how reliable power is critical for health, safety, and basic quality of life, including lighting, medical equipment, community services, etc.
- Some participants noted reliability depends on affordability, and if a person can't pay their electric bill, then reliability becomes hard to sustain. Others shared reliability reflects the community's dependence on electricity for daily life, comfort, and safety.
- Overall, while group priorities differed, participants valued hearing the diverse perspectives that represent OUC's customers and understood that there is a balancing act that happens between the four key attributes to help meet all customers' needs.

Figure 3-4: CWG Members During the First Exercise



3.3 Exercise: Our Utility in 20 Years: Community-Centered Discussion

During this portion of the meeting, the participants were tasked with identifying the role of the four attributes reliability, affordability, sustainability, and resiliency in these segments:

- Program and Services
- Community Engagement
- Education & Outreach
- What This Looks Like in 20 Years

3.3.1 What We Heard – Interactive Exercise 2

Key takeaways and themes resulting from this exercise are listed in the table below.

Key Attribute	Programs and Services	Community Engagement	Education and Outreach	What This Looks Like in 20 Years
Reliability	Focus on empowering customers with energy education, real-time usage tracking, off-peak rate strategies, and battery backup solutions to manage demand and improve efficiency.	Offer bill support resources and proactive notifications to help customers manage usage and avoid high costs during peak demand periods.	Utilize digital tools such as YouTube and customer apps to increase awareness and adoption of programs.	A future-ready utility is reliable and successfully balances sustainability and resiliency while keeping energy affordable.
Affordability	Focus on rebates and incentives, along with providing energy-efficient equipment (e.g., smart thermostats, water heaters) to address the biggest household energy uses.	Prioritize in-person outreach that meets people where they are, while also incorporating digital channels like apps, webinars, and virtual classes.	Emphasize teaching customers how to use new technologies and encourage cross-generational learning (e.g., younger users helping older generations).	Become a model utility that sets the standard for how energy providers should operate.
Sustainability	Emphasis on energy efficiency programs, community solar, and customer incentives to drive participation and savings.	Need for diverse communication methods to reach a broad and varied customer base beyond single platforms like social media.	• Provide hands-on demonstrations to show real-time or projected cost savings. • Offer clear, data-driven examples (e.g., calculations/printouts) to illustrate financial benefits. • Explore utility-supported devices that deliver direct energy savings to customers.	Commitment to a forward-thinking, innovative approach that anticipates future energy needs over the next 20 years.

Key Attribute	Programs and Services	Community Engagement	Education and Outreach	What This Looks Like in 20 Years
Resiliency	Focus on strengthening reliability and resiliency through underground grid relocation, diversified power sources, emergency backup systems for critical areas, and public safety messaging on generator use during severe weather.	Use public service announcements and school-based outreach to educate residents, while also recognizing the role of natural environments in supporting energy resiliency.	• Expand engagement in general education and technical schools to build awareness. • Invest in workforce development by promoting certifications and training for future energy professionals.	Position OUC as a transformational, adaptive, and innovative utility prepared for future energy challenges.

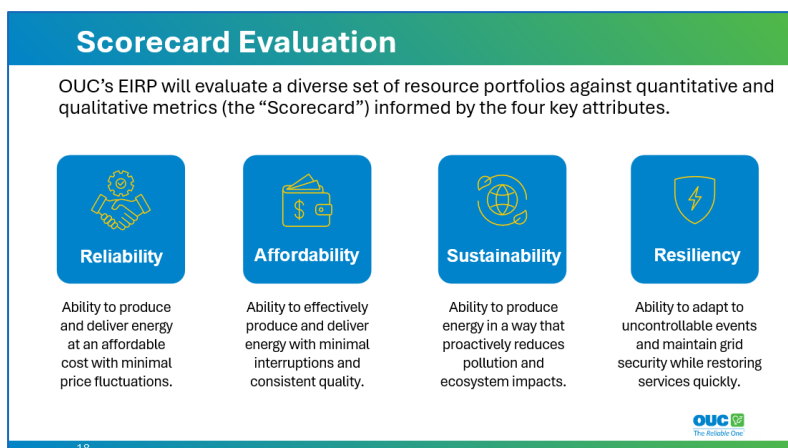
Figure 3-5: CWG Members During the Second Exercise



3.4 Up Next in CWG #4: EIRP Scorecard Overview

During this portion of the meeting, participants were reminded of the four key attributes and their definitions that were shared during meeting #1. It was outlined that the EIRP will be evaluated by a diverse set of resource portfolios against quantitative and qualitative metrics, introduced to the participants as the Scorecard. The Scorecard will be informed by the key attributes listed in the figure below and discussed in more detail at the next CWG meeting.

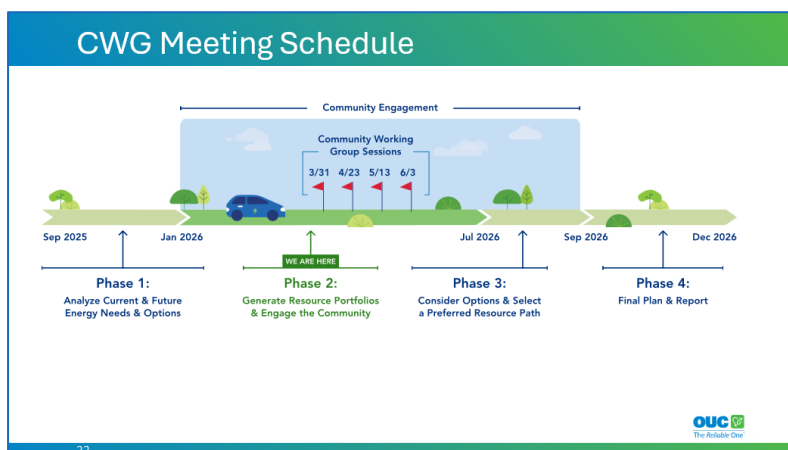
Figure 3-6: Scorecard Evaluation



3.5 Session Wrap-Up

During the final section of the meeting, participants were reminded of the project schedule, shown in the figure below.

Figure 3-7: Schedule



Key questions/comments during this section included:

- Closing Question: How are we feeling?
 - Participants reiterated how much they have valued hearing different viewpoints and learning from other experiences from across the community.
 - Many participants described the conversation as insightful, energizing, and motivating to think further about partnerships, communication, and community impact.
 - Participants are eager to take information back to their organizations and communities, emphasizing the importance of education and outreach.
 - Participants expressed appreciation for OUC's effort to listen, provide context, and involve the community in meaningful ways.