



Community Working Group Meeting #4 Summary

Electric Integrated Resource Plan

Orlando, FL
June 3, 2026



Contents

1	Meeting Details.....	1
1.1	Date and Time.....	1
1.2	Meeting Description.....	1
1.3	Meeting Format.....	1
1.4	Meeting Theme and Expectations.....	1
1.5	Participants.....	1
1.6	Organizations Represented at CWG Meeting #4.....	2
1.7	Staff Attendance.....	2
1.8	Meeting Agenda.....	3
2	Key Takeaways.....	3
3	Meeting Summary.....	4
3.1	OUC Programs & Resources.....	4
3.2	EIRP Framework & Emerging Trends and Considerations.....	6
3.3	Exercise: Group Alignment on Key Attributes.....	7
3.3.1	What We Heard – Individual Reflections.....	8
3.3.2	What We Heard – Small Group Reflections.....	9
3.3.3	What We Heard – Full Group Reflections.....	10
3.4	EIRP Next Steps.....	11
3.5	Session Wrap-Up.....	12

Tables

Table 1-1:	Staff Attendance.....	2
Table 1-2:	Meeting Agenda.....	3
Table 3-1:	Individual Ranking of Highest Priority Attribute.....	8

Figures

Figure 3-1:	OUC General Manager and CEO Addressing the CWG.....	4
Figure 3-2:	Community & Customer Outreach.....	5
Figure 3-3:	Presentation Slide: New Customer Tools.....	5
Figure 3-4:	Presentation Slide: Emerging Trends and Considerations.....	6
Figure 3-5:	Presentation Slide: Evaluating Resource Options.....	6
Figure 3-6:	Presentation Slide: Full Group Average and Ranking.....	8
Figure 3-7:	Presentation Slide: Full Group Average and Ranking.....	10
Figure 3-8:	CWG Members Discussing Key Attributes.....	11
Figure 3-9:	Group Feedback.....	11
Figure 3-10:	EIRP Schedule.....	12

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1 Meeting Details

1.1 Date and Time

June 3, 2026, 1:00 PM to 4:00 PM

1.2 Meeting Description

OUC is developing a long-term energy plan to continue delivering reliable, affordable, sustainable, and resilient services. 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 to create common ground among participants.

1.4 Meeting Theme and Expectations

The theme and expectations of the meeting was for participants to learn more about OUC's community outreach programs and free resources available to save energy and lower costs, review EIRP technical updates, and participate in an interactive exercise to align key attributes through consensus-building. The participants also discussed next steps for both technical and communications efforts, including how the CWG and community feedback will shape the EIRP.

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. They 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 #4

- AdventHealth (Public Health)
- City of Orlando (Economic Development and 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)
- National Entrepreneur Center (Small Business & Residential Customers)
- Orange County Government (Local Government & Planning)
- Osceola Council on Aging (Community Advocacy)
- Pine Hills Neighborhood Improvement District (Small Business & Residential Customers)
- Sierra Club (Environmental & Climate Advocacy)
- 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
Stephen Alianiello	HDR
McKenzie Fox	HDR
Becca Bides	OUC
Orlando Alancastro	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
OUC Programs & Resources
EIRP Framework & Emerging Trends and Considerations
Exercise: Group Alignment on Key Attributes
EIRP Next Steps
Session Wrap-Up

2 Key Takeaways

- Participants valued collaboration, community input, learning from different perspectives, and the strong focus on engagement and customer support programs.
- Participants learned about a wide range of tools, programs, and partnerships that help customers save energy and reduce costs, with real examples showing positive community impact.
- The group discussed the future of energy and planning efforts, including new technologies, evolving energy needs, and balancing the four key attributes: reliability, affordability, sustainability, and resiliency.
- Participants commented frequently that the key attributes are highly interrelated. Reliability and affordability are closely connected, as are sustainability and resiliency.
- Through a group exercise, participants reached consensus that reliability and affordability are the two highest priority key attributes, followed by sustainability, then resiliency.
- Participants left with a broader, deeper understanding of energy, seeing it as essential, evolving, and connected to community needs, innovation, and new collaboration opportunities.

3 Meeting Summary

Figure 3-1: OUC General Manager and CEO Addressing the CWG



The meeting began with a brief re-introduction between the project team and the participants. Clint Bullock, the General Manager and CEO of OUC, stopped by to address the CWG and thank them for their participation.

The group then transitioned into today's opening question portion of the meeting that was led by the HDR facilitator.

Key questions/comments during this section included:

- Opening Question: What's one key takeaway from this process?
 - Overall, most participants answered that they valued working together and having the opportunity to hear different community perspectives.
 - Participants also noted that they were glad to hear about the engagement opportunities that OUC provides to customers and the community.

3.1 OUC Programs & Resources

The next portion of the meeting outlined the various types of community outreach programs and free resources OUC offers to help customers be more energy- and water-efficient and save on their monthly bill. The figure below shows a few programs that customers and the community can utilize to save on their energy and water bills.

Figure 3-2: Community & Customer Outreach

Community & Customer Outreach

Energy & Water Savings

- **FREE communications tips, tools and presentations on efficiency savings**
 - Education, tips, knowledge (handouts, presentations)
 - NEW online tools to track/adjust usage
- **FREE personalized, on-site energy assessment/report with recommendations** (home & business)
- **Rebate savings - AC, water heater, ceiling insulation, duct repair, windows, smart thermostat**
 - Existing homes
 - New home construction
 - Income-based program (homeowners & landlords)
 - Business rebates: prescriptive, commercial lighting, and custom incentives
- **Commercial solutions: customized partner programs for cooling, solar, and EV**



Participants were shown new customer tools that track personal usage and estimate each appliance's energy demand. With customers able to personally track their energy consumption, they can better understand where to make cost-saving changes.

Figure 3-3: Presentation Slide: New Customer Tools

NEW Customer Tools




NEW Personal Usage Dashboard

- Tracks usage/demand every 15-minutes
- Identify usage spikes and patterns

NEW Home Appliance Calculator

- Online interactive tool
- Estimates each appliance's energy use



Key questions/comments during this section included:

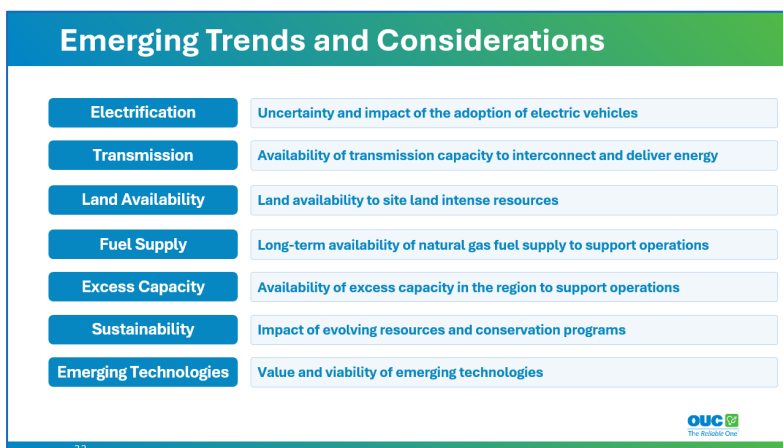
- One participant shared that partnering with OUC in the past helped their organization efficiently stretch grant funding to replace even more A/C units than they originally planned. The individual encouraged other participants to learn more about OUC's rebate and community programs to further help their communities.
- Multiple participants mentioned that they had personally used the free home assessment and recommendations, finding it to be a valuable and helpful resource.
- Another participant highlighted how OUC supported the community during the pandemic by providing them with conservation kits. This participant shared these kits with neighbors and surrounding communities to help residents save money.

3.2 EIRP Framework & Emerging Trends and Considerations

This portion of the meeting reminded participants of the four key attributes: Reliability, Affordability, Sustainability, and Resiliency. The EIRP will evaluate a diverse set of portfolios against quantitative and qualitative metrics informed by those key attributes.

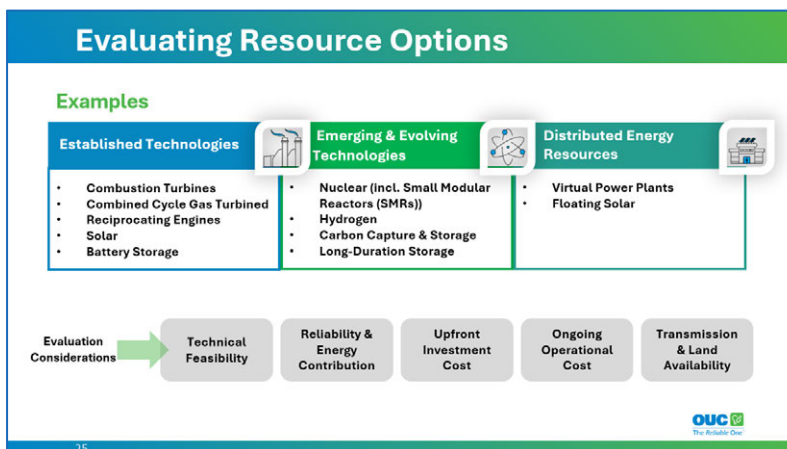
As the electric utility landscape evolves, OUC continues to evaluate a range of trends and considerations within the EIRP. Examples of evaluated trends are shown in the figure below.

Figure 3-4: Presentation Slide: Emerging Trends and Considerations



During the presentation, participants learned how the EIRP's framework helps evaluate established, emerging, evolving, and distributed energy resources. OUC assesses various supply options while also navigating load requirements, economic risk, and balancing the four key attributes. The figure shown below outlines a few of these supply technologies.

Figure 3-5: Presentation Slide: Evaluating Resource Options



Key questions/comments during this section included:

- A participant asked about the thought behind using a virtual power plant, and the response was that these types of power plants are still being explored. Usage would involve determining the current resources a customer has, how those resources would impact energy supply, and other factors still being evaluated.
- Another participant asked why floating solar is under Distributed Energy Resources, and the response was that it is classified that way because it must be spread out and combined across locations, rather than treated as a single established technology.
- The last question in this discussion was whether the model would look at metering policies, and the response was that the model does not directly address policies like net metering, but it includes related factors through load forecasting.

3.3 Exercise: Group Alignment on Key Attributes

The Group Alignment on the Key Attributes section of the meeting focused on ranking the four key attributes: reliability, affordability, sustainability, and resiliency. Each participant answered each question and ranked the attributes using both their community representative lens and lived individual experience.

The exercise consisted of three phases; each allowing participants to reflect on the previous meetings and share their opinions. Below outlines the exercise process.



Individual

On a worksheet, participants reflected on the three previous CWG meetings, their community today, and the needs of tomorrow. They then ranked each attribute, with four (4) being the highest priority and one (1) being the lowest. They were also asked to answer the following questions:

1. How would you measure success when it comes to Reliability?
2. How would you measure success when it comes to Affordability?
3. How would you measure success when it comes to Sustainability?
4. How would you measure success when it comes to Resiliency?

3.3.1 What We Heard – Individual Reflections

Key takeaways and themes resulting from this portion of the exercise are listed below:

The participants individually ranked the four key attributes from highest priority to lowest priority on worksheets before they started group work to have a foundation of their community's priorities. Results from how many participants ranked each key attribute as their highest priority can be found in the table below.

Table 3-1: Individual Ranking of Highest Priority Attribute

Key Attributes	# of Participants that Ranked Each Attribute as Highest Priority
Reliability	6 Participants
Affordability	4 Participants
Sustainability	2 Participants
Resiliency	1 Participant

Small Group

Participants were divided into three groups, assigned to small groups with various community perspectives. Having diverse lenses within each group was an essential component of this exercise, as it reflects the community that OUC serves.

In each group, participants combined their individual rankings from the previous phase and calculated the total, average, and percent for each attribute. The figure below shows an example of the exercise.

Figure 3-6: Presentation Slide: Full Group Average and Ranking

Small Group Alignment Worksheet Example				
4 = higher priority to 1 = lower priority				
Name	Reliability	Affordability	Sustainability	Resiliency
Michele	4	2	3	1
Stephen	1	4	2	3
Rebekah	3	4	1	2
McKenzie	3	2	4	1
Total (sum of all scores)	11	12	10	7
Average (total ÷ number of participants)	2.75	3	2.5	1.75
Percentage (average x 10)	27.5%	30%	25%	17.5%

*These numbers are just for example

 The Reliable One

Once the group populated their tables, they discussed the results and the outlined ranking and used consensus decision-making to arrive at a generally accepted decision.

3.3.2 What We Heard – Small Group Reflections

Key takeaways and themes resulting from this portion of the exercise are listed below:

- **Group 1:** This group came to the consensus that **Reliability** was the highest priority attribute. They all understood each other's different community perspectives but ultimately decided this attribute was the highest priority.
- **Group 2:** This group concluded that **Affordability** was the highest priority attribute even though one member had it ranked as their lowest priority.
- **Group 3:** This group decided together that **Reliability** was the highest priority attribute after much discussion. This group had a healthy conversation and understood that different community perspectives impacted decision making.

Full Group

After each group completed the small group activity, the CWG came together to complete the final phase of the exercise. A staff member took each small group's percentages, found the average for each key attribute, and populated the full group chart shown in Figure 3-7: Presentation Slide: Full Group Average and Ranking.

Participants received colored cards that indicated their stance on the four key attribute rankings listed below.

- **Support:** Aligned and ready to move forward
- **Can Support:** Not first choice, but willing to proceed
- **Concern:** Not first choice, but willing to proceed
- **Cannot Support:** Not first choice and not willing to proceed

After the ranking was outlined, each participant held one of the cards to share their opinion. If their card was green (support) or yellow (can support), they placed their hand down. If their card was orange (concern) or red (cannot support), they were asked to share their opinion on the ranking and what would need to happen to change their card to green or yellow.

The CWG's initial ranking was based on the combined average of their small-group findings. A staff member populated the numbers, and the group discussed the findings before moving into consensus decision-making. In the slide below, it is shown that some of the attribute weighted rankings were very close. Reliability and affordability were, on average, separated by only about 0.8%, and sustainability and resiliency also differed by only about 0.8%.

Figure 3-7: Presentation Slide: Full Group Average and Ranking

Full Group Average and Ranking					
Attribute	Group 1	Group 2	Group 3	Average	Rank Attributes
Reliability	32.5	27.5	30	30	1
Affordability	22.5	35	30	29.17	2
Sustainability	22.5	20	17.5	20	4
Resiliency	22.5	17.5	22.5	20.84	3

The full group was then tasked with coming to a consensus by holding up colored cards to indicate their stance on the attribute order. It took the participants three rounds of attribute order review and discussion to come to a final consensus.

3.3.3 What We Heard – Full Group Reflections

Key takeaways and themes resulting from this portion of the exercise are listed below:

- Round 1
 - Ranking: Reliability, Affordability, Resiliency, Sustainability
 - Consensus Check: Most participants held yellow cards, some had green, and one had an orange card.
 - Group Discussion:
 - A participant suggested that sustainability should be before resiliency, which was echoed by others in the group.
 - Another participant expressed that resiliency is more of a necessity, while sustainability is a want to have.
 - In response, a participant argued that if sustainability is defined as the ability to continue existing, it should also be considered a necessity rather than a want.
 - The facilitator left the rankings as-is and called for consensus to see how the points made during discussion had aligned with the group.
- Round 2
 - Ranking: Reliability, Affordability, Resiliency, Sustainability
 - Consensus Check: Most people held orange cards and thought sustainability should move ahead of resiliency.
 - Group Discussion:
 - Participants agreed with the previous round discussion related to moving sustainability ahead of resiliency.

Hearing no concerns on the other rankings, the facilitator re-ranked the attributes before calling for consensus.

- Round 3
 - Ranking: **Reliability, Affordability, Sustainability, Resiliency**
 - Consensus Check: All participants were raising a mixture of only green and yellow cards, meaning that everyone came to a consensus and was able to move forward with this decision as the Community Working Group's final attribute ranking.

Figure 3-8: CWG Members Discussing Key Attributes



3.4 EIRP Next Steps

The EIRP Next Steps section of the meeting thanked participants for their participation over all four CWG meetings and shared how their community feedback will be incorporated into the development of the EIRP scorecard.

Figure 3-9: Group Feedback

Group Feedback

Thank you for providing essential input on our communities' needs, wants, and challenges.

This feedback will be incorporated into the development of the EIRP scorecard.

Stakeholder engagement will be documented and summarized in a final engagement report.

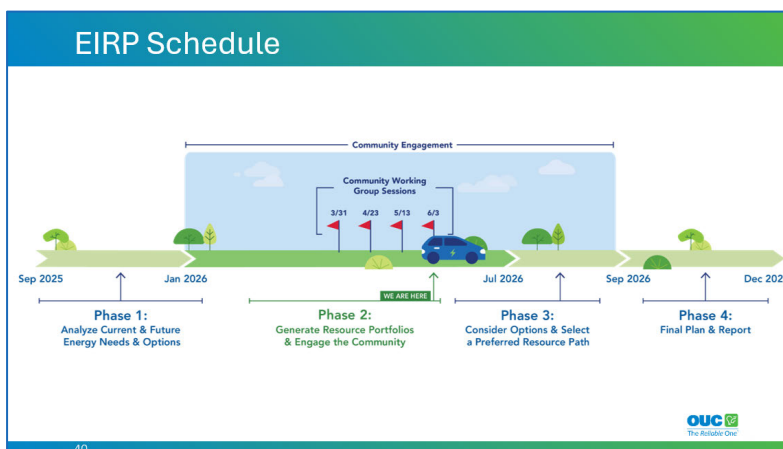
39



3.5 Session Wrap-Up

In the final section of the meeting, participants reviewed an updated version of the project schedule, shown in the figure below.

Figure 3-10: EIRP Schedule



Key questions/comments during this section included:

- Closing Question: Going back to the first meeting, we asked you to write the first word that comes to mind when you think of the future of energy. Reflecting on the journey, has the word stayed the same, have you expanded it, or has it changed?
 - Most participants noted that they have decided to keep the original word they selected from the first meeting, with some expanding its meaning based on what they learned, adding themes centered around growth, opportunity, and health.
 - Some participants' perspectives shifted since the first meeting. Their words stayed the same, but now focus more on people and their community, including teamwork, impact, and accessibility.
 - Overall, participants showed a deeper understanding of energy as essential and ever evolving, requiring thoughtful planning, innovation, and adaptability.