



EIRP Briefing & Insights Session

Electric Integrated Resource Plan

Virtual via Microsoft Teams

August 4, 2026

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1 Session Details

1.1 Date and Time

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

1.2 Session Description

OUC is developing a long-term energy plan to continue delivering reliable, affordable, sustainable, and resilient services known as the Electric Integrated Resource Plan (EIRP). As a key part of the EIRP community engagement strategy, the Community Engagement Consultant for the EIRP, HDR, convened a balanced and representative Community Working Group of customers and partners who engaged in four structured, in-person sessions to contribute their insights and perspectives and share information with their respective communities. Those who were interested, but not able to commit to the series, were also offered the opportunity to engage in one virtual overview meeting, which is the Virtual Briefing & Insights Session covered in this recap.

This additional session was conducted following the completion of the four Community Working Group meetings to provide another opportunity for stakeholders to learn about the EIRP process, review key themes that emerged during community engagement, contribute their local and regional insights, and provide feedback on topics being considered as part of the EIRP.

During the session, attendees shared perspectives from the communities they serve and discussed priorities related to OUC's future energy planning efforts. Their input will be incorporated into the Community Engagement Report. Participants also were encouraged to share information from the session with their networks and communities. Session insights and key takeaways are included throughout this meeting summary.

1.3 Session Format

The HDR Strategic Communications team led a virtual EIRP presentation for participants representing community organizations, advocacy groups, and customer interests. The session included facilitated group discussions to collect community feedback and inform the participants about why this group was convened. An interactive exercise was conducted to provide an opportunity for group discussion. This additional discussion helped broaden representation and capture insights from participants with diverse community and customer perspectives.

1.4 Session Theme and Expectations

The theme and expectations of the session were for participants to learn more about EIRP process, receive an overview of OUC's community engagement, and participate in

an interactive exercise to discuss what the four key attributes mean to them and the communities they represent.

1.5 Organizations Represented

The session participants represent three different participant categories that each bring distinct perspectives. The organizations and categories the participant voices represented include:

- Heart of Florida United Way (Community Advocacy)
- Pine Chase Estates HOA (Small Business & Residential Customers)
- Sugar Mill Mobile Home Park (Small Business & Residential Customers)
- LIFT Orlando (Community Advocacy)
- Solar United Neighbors (Environmental & Climate Advocacy)

1.6 Staff Attendance

Project team members from HDR led and facilitated the session 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
Rebekah Negron	HDR
Becca Bides	OUC
Orlando Alancastro	OUC

1.7 Session Agenda

The session agenda included a mix of presentations and an interactive exercise. The full agenda is included in Table 1-2.

Table 1-2: Session Agenda

Agenda
Welcome & Introductions
Why We Are Here: EIRP Overview
Defining the Four Key Attributes
Exercise: Attribute Reflection & Ranking
Community Engagement and Communications Overview
EIRP Next Steps and Wrap Up

2 Key Takeaways

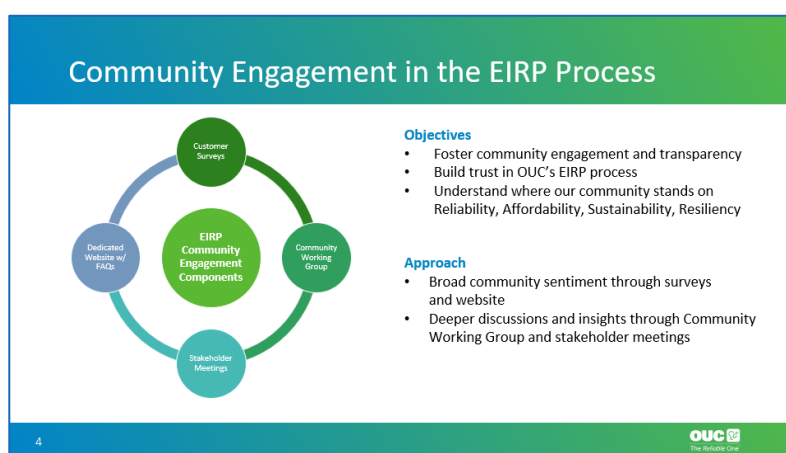
- Participants shared a lot of appreciation for OUC's EIRP process, describing it as transparent, inclusive, and a meaningful way for community members to have a voice in long-term planning.
- There was strong interest in understanding where OUC is in the planning process and how community feedback will ultimately influence decisions. Participants were encouraged to hear that feedback from meetings, rankings, and surveys will play a role in shaping the planning process.
- Participants emphasized that reliable power is very important and something people depend on every day to keep their homes, jobs, and lives running smoothly.
- Participants noted that reliability is about more than just having electricity. It also includes responsive customer service, clear communication, and knowing they can easily reach OUC when they need help.
- Affordability was frequently discussed alongside reliability. Participants shared that even small increases in utility bills can have a big impact on families, especially those already facing financial challenges.
- Participants spoke positively about OUC's rebate programs, energy-saving resources, and customer support programs. They also encouraged continued outreach, so more residents are aware of the assistance available to them.
- Sustainability conversations focused on preparing for future growth, expanding renewable energy resources, and continuing innovative projects, while also making sure vulnerable communities are considered in long-term planning efforts.
- When discussing resiliency, participants focused on storm preparedness, supporting residents with medical needs, and helping communities stay

connected and look out for one another during emergencies. Across all topics, there was a consistent call for more education, outreach, and communication about the programs and resources already available through OUC.

3 Session Summary

The Session began with a brief introduction to the project team. Participants introduced themselves and noted which organization they represented. The first part of the presentation included an overview of OUC's robust community process year-round, and how they have also incorporated it into their long-term planning as shown below.

Figure 3-1: Community Engagement in the EIRP Process



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

Key questions/comments during this section included:

- Opening Question: What word comes to mind when you think of the future of energy?
 - Words/phrases provided by the five participants include: Concern, highly debated, dynamic, complicated, and the future of solar energy.

3.1 Why We Are Here: EIRP Overview

The next portion of the presentation included an overview of why these individuals were asked to be a part of this session and why their community perspective is important to the Community Engagement Report. The definition of EIRP and its process was shared, as shown below.

Figure 3-2: The EIRP: What is it?

The EIRP: What Is It?

An **Electric Integrated Resource Plan (EIRP)** is a long-term plan for how a utility will generate and deliver electricity to meet future needs.

The EIRP process helps OUC...

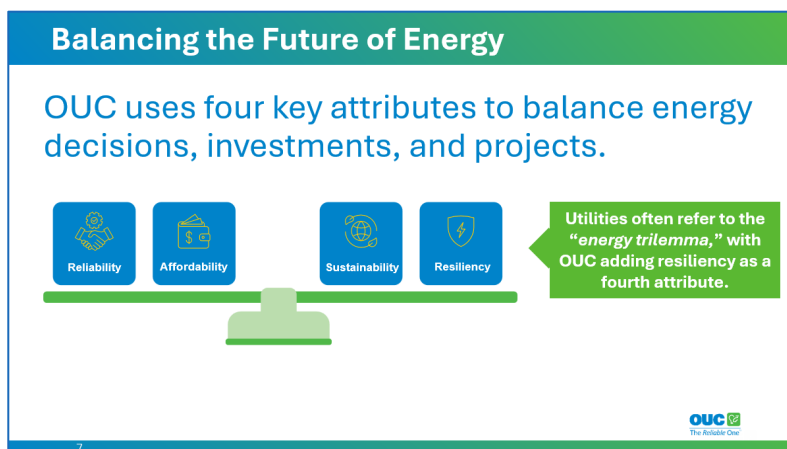
- Listen to customers and partners to learn their preferences to better meet their energy needs.
- Explore different options for producing and managing energy.
- Guide future investments by considering emerging factors, aligning the community's priorities, and advancing OUC's energy system forward.
- Build a **reliable, affordable, sustainable, and resilient** future energy system.



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Participants were provided with information on the four key attributes that OUC uses to help balance energy decisions, investments, and projects as shown below. The key attributes are reliability, affordability, sustainability, and resiliency.

Figure 3-3: Balancing the Energy Future



Key questions/comments during this section included:

- Participants expressed strong appreciation for OUC's EIRP process, with one participant describing it as one of the most transparent and inclusive planning efforts in the state.
- There was interest in understanding where OUC is in the planning process.
 - OUC shared that the EIRP is currently transitioning between Phases 3 and 4, with the technical team actively developing and evaluating resource portfolios.
- The discussion helped participants better understand the complexity of the planning work, including the extensive modeling and analysis required to evaluate future energy options.

- Participants wanted to know how OUC works with other utilities when planning for the future.
 - OUC explained that while they coordinate with neighboring utilities on short-term operational needs and emergency events, long-term planning decisions are made independently so OUC can pursue goals that best align with community and customer needs.
- Participants noted that water is an important community issue and wanted to understand whether it is considered as part of the planning process.
 - OUC clarified that the current EIRP focuses exclusively on electric resource planning but shared that a separate water resource planning process will be conducted to address water-related issues.
- Several participants were interested in how community feedback is being used and wanted reassurance that their input would have a meaningful impact on decision-making.
 - OUC explained that feedback gathered through this meeting, the Community Working Groups, individual and consensus rankings, and customer surveys will be incorporated into the Community Engagement Report and used to inform the EIRP scorecard and key attribute rankings.
- Participants appeared encouraged to learn that community priorities will help shape how future energy resource options are evaluated.
- Overall, the conversation reflected strong support for OUC's commitment to transparency, a desire for continued opportunities to provide input, and interest in understanding how community perspectives will influence long-term planning decisions.

3.2 Defining the Four Key Attributes

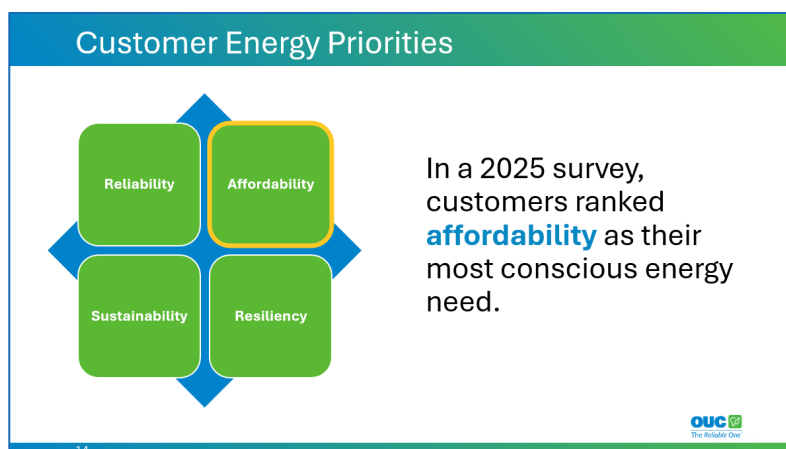
This portion of the presentation provided more details about the four key attributes. These attributes help guide planning decisions, investments, and tradeoffs over time.

The key attributes are defined as:

- **Reliability:** An electric system's ability to effectively produce and deliver the energy required by customers with minimal interruptions and consistent quality while maintaining compliance.
- **Affordability:** An electric system's ability to produce and deliver energy at an affordable cost with minimal price fluctuations.
- **Sustainability:** An electric system's ability to produce energy in a way that proactively reduces pollution and impacts on the surrounding ecosystem.
- **Resiliency:** An electric system's ability to adapt to uncontrollable events – such as severe weather (hurricanes, major storms) – maintain physical and cyber grid security and quickly bounce back following an interruption.

The image below shows that the most important key attribute to customers was affordability, according to a 2025 survey.

Figure 3-4: Customer Energy Priorities



3.3 Exercise: Attribute Reflection & Ranking

In this exercise, participants were asked to provide feedback on the four key attributes related to what the attributes mean to them, how they matter to their respective communities, and possible opportunities that each attribute could provide.

3.3.1 What We Heard – Attribute Reflection

Reliability

Key Takeaways

- Participants consistently said that reliability is something people depend on every day. Having power when they get home, being able to work, and keeping their households running were all top of mind.
- Several participants pointed out that reliability is more than just keeping the lights on. It also means being able to easily reach OUC, getting timely responses, and receiving clear communication when issues arise.
- OUC received a lot of positive feedback about its customer service and responsiveness. Participants shared examples of getting quick answers to emails, having positive experiences with the rebate process, and feeling well-supported overall.
- Tree trimming and vegetation management were mentioned as visible examples of OUC's commitment to maintaining a reliable system.
- While participants felt OUC does a great job, there were comments about wanting to see a reduction in the occasional power cycles or brief outages that they experience.
- Reliability was seen as especially important for seniors, vulnerable residents, and households that are more sensitive to extreme temperatures.

- Participants also appreciated having OUC staff engaged in the community and available to answer questions, share information, and help residents find ways to save energy.

Opportunities Mentioned by Participants

- Continue strengthening proactive communication and customer outreach.
- Use available data to identify customers who may need additional support or targeted assistance.
- Explore ways to reduce recurring power cycling issues in certain neighborhoods.
- Increase opportunities for engagement with residents through community meetings and educational events.

Affordability

Key Takeaways

- Participants viewed affordability and reliability as closely connected. Reliable service matters, but it also needs to remain affordable for customers.
- Participants highlighted how even small increases in utility bills can create challenges for Asset Limited, Income Constrained, Employed (ALICE) households and families already struggling financially.
- There was strong support for increasing awareness of rebates, assistance programs, and tools that can help residents lower their energy costs.
- Community organizations shared that utility assistance remains a major need, with large numbers of residents seeking help with electric bills and deposits.
- Participants who had used OUC's rebate programs described the process as straightforward and easy, especially compared to experiences with other utility providers.
- Fixed-payment and budget billing options were viewed positively because they help residents better manage monthly expenses and avoid unexpected bill fluctuations.
- Some participants expressed concern about how future rate structures, particularly demand charges, could affect customers.
- Affordability conversations also extended beyond utility bills, including concerns about the cost of improvements, such as neighborhood lighting.

Opportunities Mentioned by Participants

- Continue promoting rebates, assistance programs, and energy-saving resources, particularly to ALICE and low-income households.
- Explore additional ways to support customers facing financial hardships.
- Expand education around programs like Shift & Save and other bill-management tools.

- Continue exploring strategies that support energy independence and help manage long-term costs.
- Partner with community organizations to share information and resources directly with residents.

Sustainability

Key Takeaways

- Participants connected sustainability with planning for future growth, meeting increasing energy demand, and reducing reliance on traditional energy sources.
- There was strong support for expanding renewable energy options, including solar power and other distributed energy resources.
- Some participants expressed concern that continued growth in Central Florida will create ongoing challenges for meeting future energy needs.
- OUC received positive feedback for its sustainability efforts, particularly its solar investments and photovoltaic projects.
- Participants also emphasized that sustainability efforts should consider equity and prioritize communities that are more vulnerable to environmental impacts and severe weather.
- Education came up frequently in discussions, especially around energy efficiency, rebates, solar opportunities, and ways residents can better manage their energy use.

Opportunities Mentioned by Participants

- Increase outreach and education on energy efficiency programs, rebates, and sustainable technologies.
- Continue investing in renewable energy projects and innovative solutions such as photovoltaics.
- Explore opportunities for distributed energy resources and virtual power plant programs.
- Make sure sustainability planning considers the needs of vulnerable and underserved communities.
- Use community events and trusted local partners to share information and resources.

Resiliency

Key Takeaways

- When participants talked about resiliency, the conversation largely focused on preparing for storms, responding to emergencies, and helping vulnerable residents stay safe during outages.

- Participants expressed particular concern for residents who rely on electricity for medical equipment and may need extra support before, during, and after severe weather events.
- Several participants emphasized the importance of neighbors and communities looking out for one another during emergencies.
- There was interest in identifying residents with critical medical needs so they can receive targeted communication and support during evacuations and emergency situations.
- The discussion also revealed that some participants were not aware of existing resiliency programs and resources available through OUC.

Opportunities Mentioned by Participants

- Increase awareness of OUC's Medical Alert Program and other resiliency-related resources.
- Continue strengthening communication around emergency preparedness and storm readiness.
- Work with community organizations to identify and support vulnerable residents before emergencies occur.
- Encourage neighborhood-based preparedness efforts that help residents check on and assist one another during storms and outages.
- Continue prioritizing investments that improve resilience for customers, most affected by severe weather and service disruptions.

3.3.2 What We Heard – Attribute Ranking

The participants individually ranked the priority of reliability, affordability, sustainability, and resiliency from higher to lower. Results from how the participants ranked the key attributes can be found in the table below.

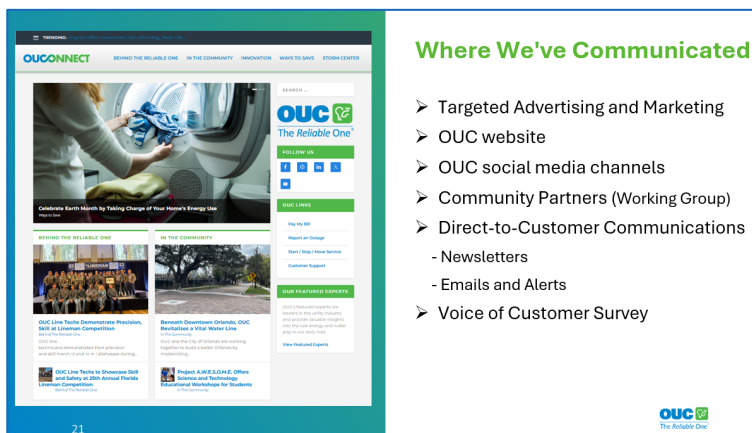
Table 3-1: Attribute Rankings Among Participants

Attribute	1st	2nd	3rd	4th
Affordability	3	2	0	0
Reliability	2	2	0	1
Sustainability	0	1	3	1
Resiliency	0	0	2	3

3.4 Community Engagement & Communications 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 and where they communicate are outlined, as seen below.

Figure 3-5: Where We've Communicated



Key questions/comments during this section included:

- One participant mentioned how they upgraded multiple areas of their home to be more energy efficient.

3.5 EIRP Next Steps & Wrap Up

In the final section of the session, participants reviewed an update on where OUC is in the EIRP process, shown in the figure below.

Figure 3-6: Where are we in the EIRP Process

