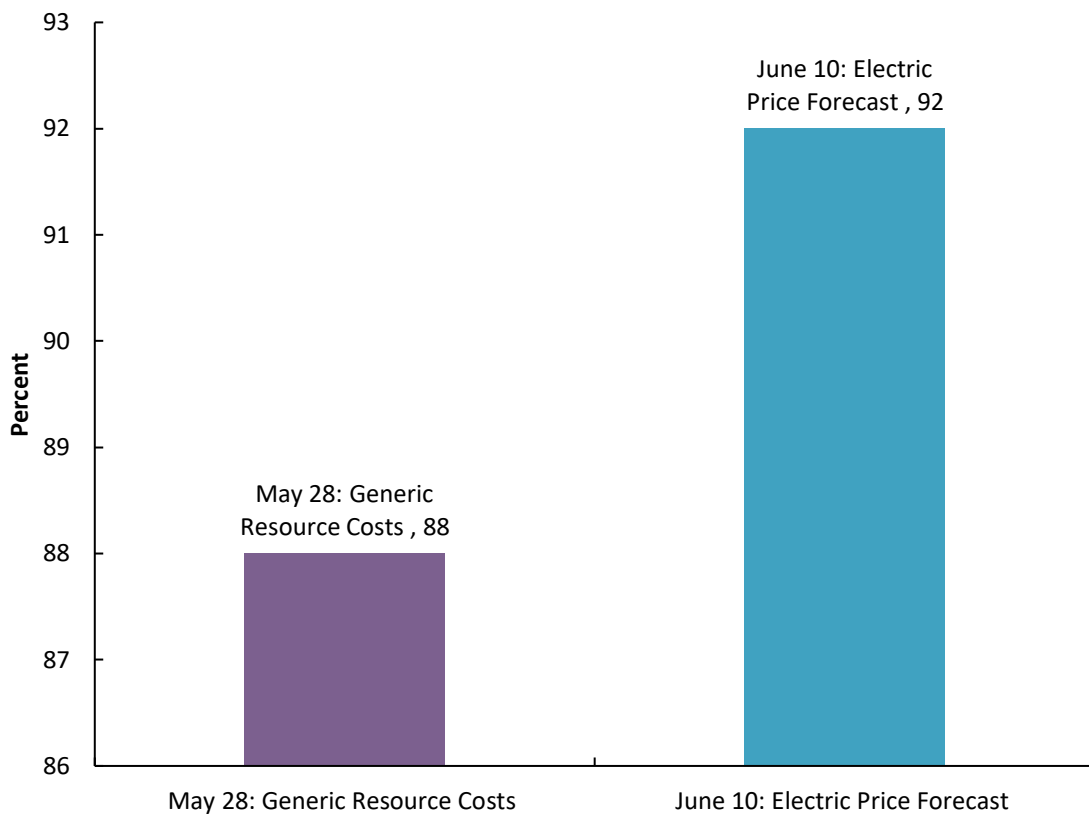


IRP Post-Webinar Stakeholder Survey Summary

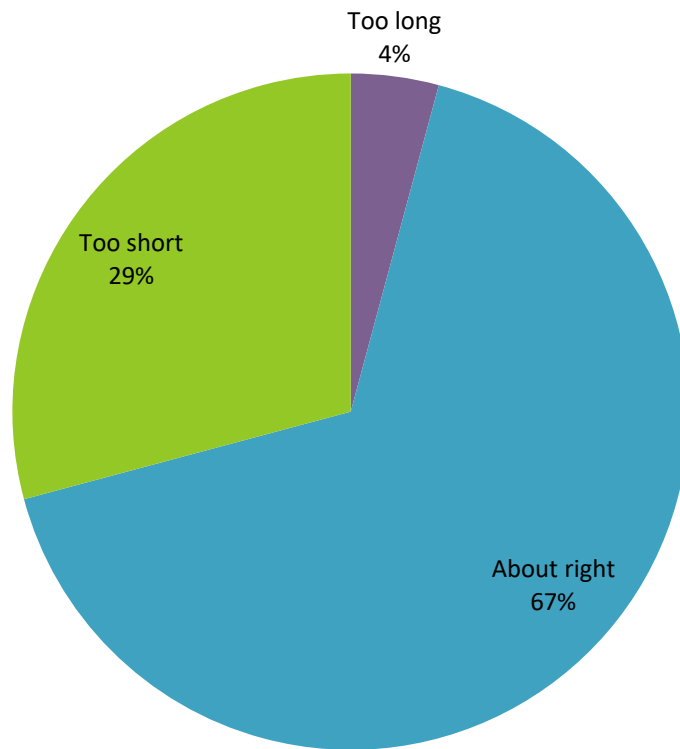
Survey Approach	
Stakeholders receiving invitation to participate	N=73, all registrants for 5/28 and 6/10 webinars
Survey platform	SurveyGizmo
Response rate	N=26
Data collection	June 16 to 19
Number of notifications sent	1 invite and 1 reminder

1. Which webinar(s) have you attended? Select all that apply.



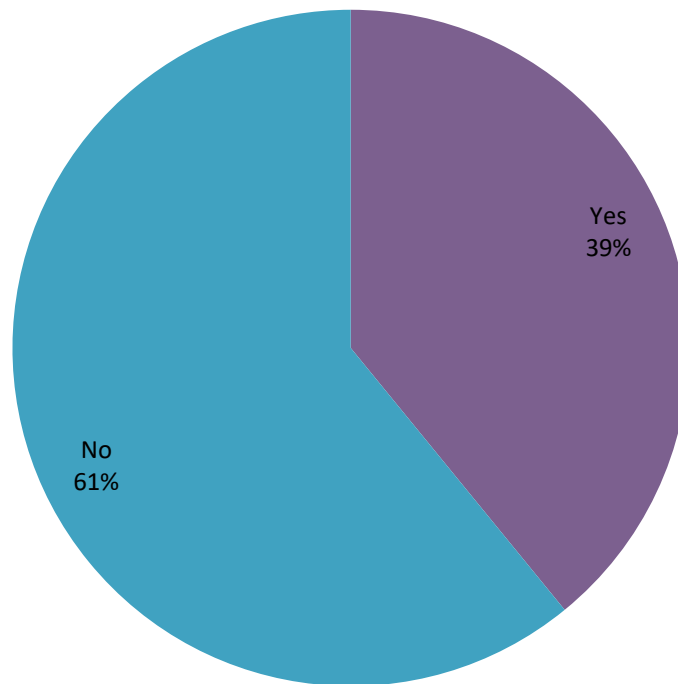
Value	Percent	Count
May 28: Generic Resource Costs	88.0%	22
June 10: Electric Price Forecast	92.0%	23

2.The two webinars to date have been between 2.5 and 3 hours. Is this:



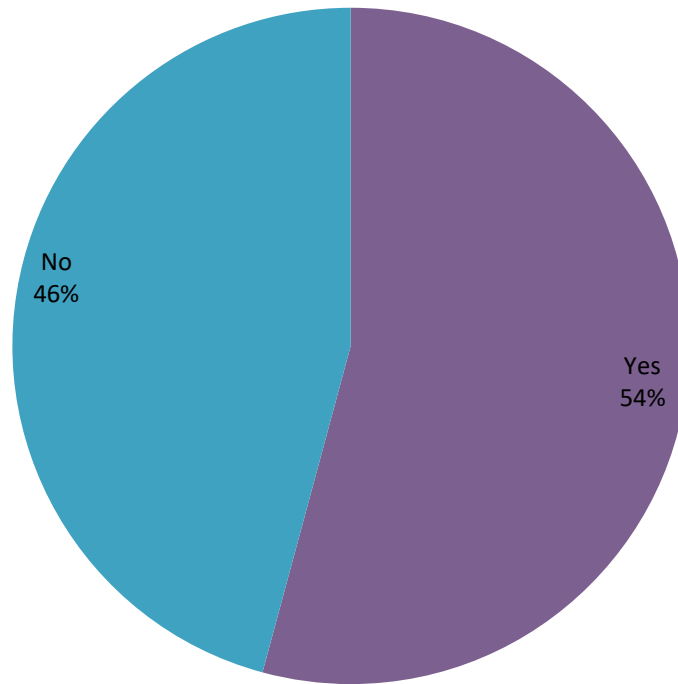
Value	Percent	Count
Too long	4.2%	1
About right	66.7%	16
Too short	29.2%	7
	Totals	24

3.Are PSE and the facilitators doing all they can to support your participation in the webinars?



Value	Percent	Count
Yes	39.1%	9
No	60.9%	14
	Totals	23

4.Does every stakeholder have the opportunity to ask questions in the time available?



Value	Percent	Count
Yes	54.2%	13
No	45.8%	11
	Totals	24

5.What, if anything, can PSE provide that would help prepare you for technical content in advance of the meetings?

Response
Penny Maibe rudely and unaccountably cut off James Adcock at the end of the session although his question was never truly answered. I know she is paid by PSE but she could at least work harder at appearing to be neutral as opposed to an advocate for PSE.
Clearly numerous participants are frustrated by the lack of transparency regarding data and modeling, and question PSE's assumptions. It would improve the IRP process considerably if those concerns could be addressed prior to the meetings so that the meetings could be more efficient and shorter.
Send materials by email as well as posting them online.
More real-time interactions on questions and back and forth to enable clarifications, follow ups, etc
Actually, I think that is on us - we should have reviewed the presentation so we know the critical question to raise.
Maybe one paragraph intro that includes how the content of the meeting relates to the overall process would be helpful.
By openly and honestly answering all the question which have been raised prior to that meeting, including at previous sessions.
Since the attendee list hasn't changed much, email the meeting material to the probably attendees, as well as post it, as soon as it is available.
The materials seem to meet PSE's need and the content, wordage and message(s) are "fittingly" tailored to the audience. As to the audience, the presenter really needs to keep in mind the different levels of understanding by participants. If not done already, I have found that someone editing materials beforehand or in pre meeting presentations or simply second and third reflections, edit down, edit down and make it as simple as possible. This is not to criticize any one but the fact is your experts know the stuff really well but more is not necessarily better. Thanks for asking.
Perhaps a notification that the material has been posted to the website for the upcoming meeting. Is it always posted a week before?

Send the slide deck to registered participants and previous participants at least 3 days before the webinar.

Doing good

The ability to ask questions in advance might help, though in most cases we need narrative with a slide before questions come to mind.

Please also keep providing spreadsheet detail -- that is very helpful for in-depth review. The generic resource costs spreadsheet was invaluable for preparing our response questions and follow-up discussion with Charles Inman.

Although we are now in a renewable energy world, that as a source of energy is not the complete solution in firming grid variability. Longer than four hr battery technology is not either the solution to outages lasting longer than this time period. We need an avenue of discussion to be suggested by PSE that will include the solution of this problem with clean thermal energy solutions such as Hydrogen and LNG gas sources which remain as one of the lowest cost and clean energy sources in the market today and into the future.

As a member of WECC's Scenario Development Subcommittee, I'm accustomed to being fully engaged at the very start of the process. That includes defining 4-5 key scenarios, identifying the driving forces (social, political, economic, technological and others). It also includes invited advice on the many data sets needed as inputs to the various models. It includes advice on the stochastic approaches to developing LOLP, LOLE, RA parameters, capacity factors for various generating resources, and much more. I have concerns that all of those parameters are already decided, and simply "presented" rather than "proposed" by the time stakeholders arrive at the webinars. I understand that an electric utility must be able to utilize its own expert staff to conduct an IRP. But if this is to be a true stakeholder process that follows IAP2 "consult" and "involve" guidelines, then stakeholders should have been brought to the table much earlier.

1. Yes, key term slides. Oftentimes clarifying questions are asked regarding what is meant by any *footnotes, etc. 2. Along the lines of "advance of the meetings", within the webinar/meeting, is there some sort of process setup for those that sent PSE questions ahead of time--a specific time to answer for those who submit comments ahead of time?

6. What, if anything, can PSE do to support your continued participation in the 2021 IRP?

Response

In previous IRPs, we could ask questions or get clarifications as the material is presented. In these meetings, questions were only allowed through the chat box, which doesn't allow dialog. Questions later in the meeting lose context and momentum. We feel our opinions and questions are being effectively silenced, and the IAP2 process is not delivering the benefits we hoped.

I will grant PSE this level of transparency: there is no pretense that any of the public's input will be incorporated into the IRP. We are merely an IRP2 prop whose job is to sit impassively and be informed and consulted on a superficial level while PSE uses IAP2 for public relations.

The repeated clarifying questions are out of sync with the presentation. A more conversational format would be a huge improvement. The current format, where answers to many questions are postponed to later meetings, greatly reduces the value of the IRP meetings.

If the only goal of the meeting is for PSE to get through its material and be sure I understand their position, then there is no need for me to participate in future meetings. If PSE does not clearly show that it is interested in meaningful dialog that could result in substantial changes in their IRP or is interested in doing what the law intends for it to do, then I may not continue to participate. My continued participation would be more likely if PSE allowed actual dialog when individual slides are being presented, not just written questions to be answered later by PSE. Questions separated in time from the material does not work well, especially for people listening who did not ask the question and don't have the material immediately in their minds. When PSE's response does not satisfy the questioner, the questioner has to type in that information while PSE has goes to another question, and then go back to the original question. This constant separation in time of what should be a single dialog can be difficult to follow. Dialog also means that PSE allows information to be presented, not just questions to be asked. It also means PSE has some intention of actually considering and using the information.

I appreciate the informative webinars held so far. However, as others have voiced, there should be more time for verbal exchange between PSE and stakeholders. I recognize this is difficult via virtual meetings, but I do think that for these meetings to be a productive use of everyone's time, this is a necessary change.

More time for questions on each slide - we have left-over time at the end because people can't remember the question they wanted to ask earlier.

By openly and honestly answering all questions that are raised. Giving "kindergarten level" answers such as "That's just the way PSE does it" is not an answer, and is an insult to stakeholders, who are technical people and adults. If you feel for some reason you cannot

openly and honestly answer a question then and there, then say so, and say why you think you can't answer the question. But don't pretend that you have answered the question when you haven't, and do say you will answer the question later, when you don't. And, like years past, please allow enough time in the meetings to allow people to raise questions at the slide that raises the question -- having to keep jumping back to 12 slides earlier is just too confusing. And again, the audience is technical people. Present at the technical level, not the kindergarten level!

Give us more than 6 days to respond to the material presented.

Honor our donation of our time to support these meetings by answering all the questions that are asked, even if the meeting must run long to do so. Honoring the "clock" is not honoring the time that your customers and the public are donating to these meetings when their questions are ignored / not answered.

Group participation and degree of answers to questions continues to be a major issue. Over the past few IRP's PSE has changed the approach from a TAG group and a non-TAG group orientation to an open to all. Penny and others have mentioned more than once 50 people involved. That is an issue, particularly when it comes to answering questions -- two way communication. Often questions by your best technical experts are not answered or only partially answered. Try thinking through -- fully answer, partially answer, will answer, outside purview and won't answer -- but be definitive in an answer and why.

PSE appears to view their obligation as merely to inform. I don't believe that is a lawful interpretation of their obligations. PSE should assume that they will be required to provide valid reasons for not accepting recommendations from the public.

Good so far

Allow interactive dialogue before moving on to a new slide. This means not only asking questions, but also making comments in a discussion format open to all participants before advancing to a new slide.

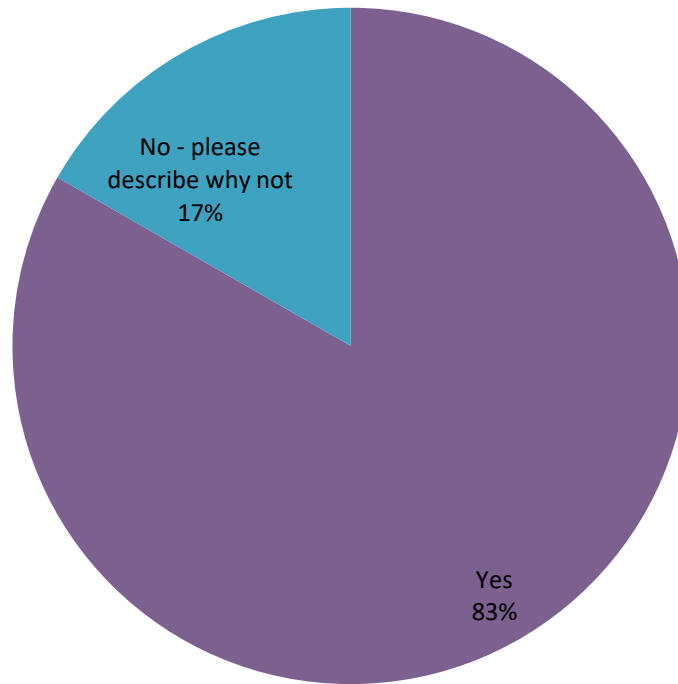
During the workshops, if the presenters could stop every 2-4 slides or where there is a natural break for questions, that would be helpful, while maintaining the ability of the presenter to make a coherent presentation.

Better planning for the thermal aspect of energy sources instead of all renewable energy sources including batteries

I would urge PSE to encourage Enviroissues to act as a "facilitator" rather than a timekeeper. An IAP2 facilitator should work - first and foremost, to ensure that stakeholders know they are heard, that their input is considered, that stakeholders know why their suggestions were or were not chosen, and importantly, that stakeholders conclude the process by agreeing that it

was transparent and fair. That cannot happen if internal decisions have already been reached before the stakeholders meet, and certainly not if the meetings have been designed with so much presentation format that conversations must be truncated to meet time constraints. I would prefer longer meetings or additional meetings as needed to ensure that all stakeholders are heard and know that their input is considered.

7.For the webinars you have participated in, have you stayed on for the entire meeting?

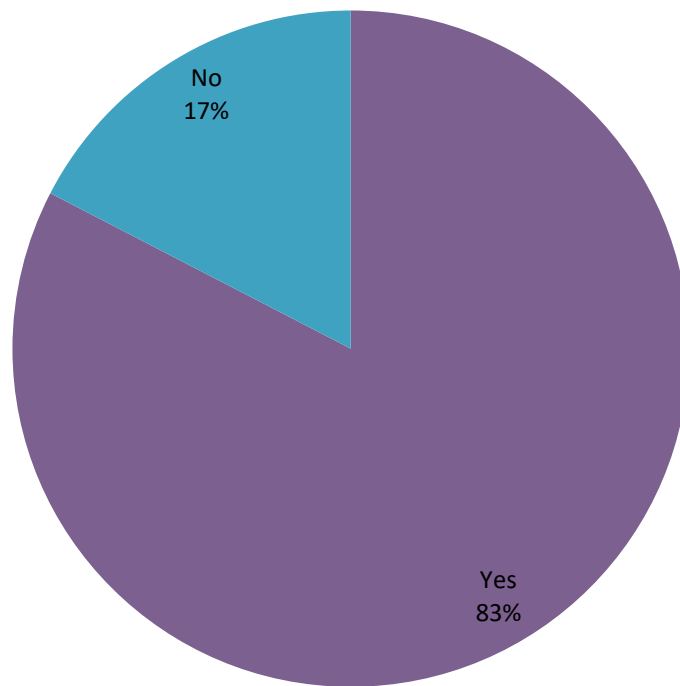


Value	Percent	Count
Yes	83.3%	20
No - please describe why not	16.7%	4
	Totals	24

No - please describe why not	Count
Areas that were of no interest to what is imporant to us	1
Competing meeting coverage	1
Schedule conflict	1

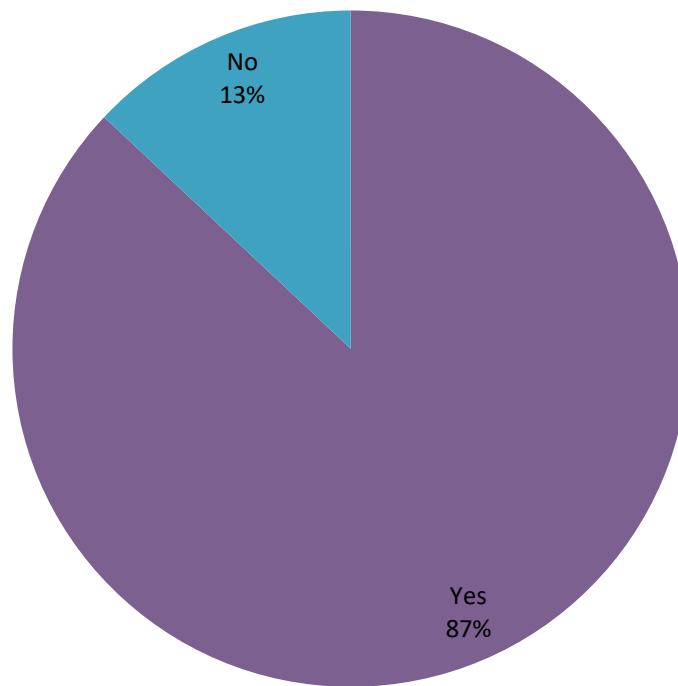
meetings are a bit long so need to break for few minutes from time to time	1
Totals	4

8.Do you know where to access the Feedback Forms on the IRP website?



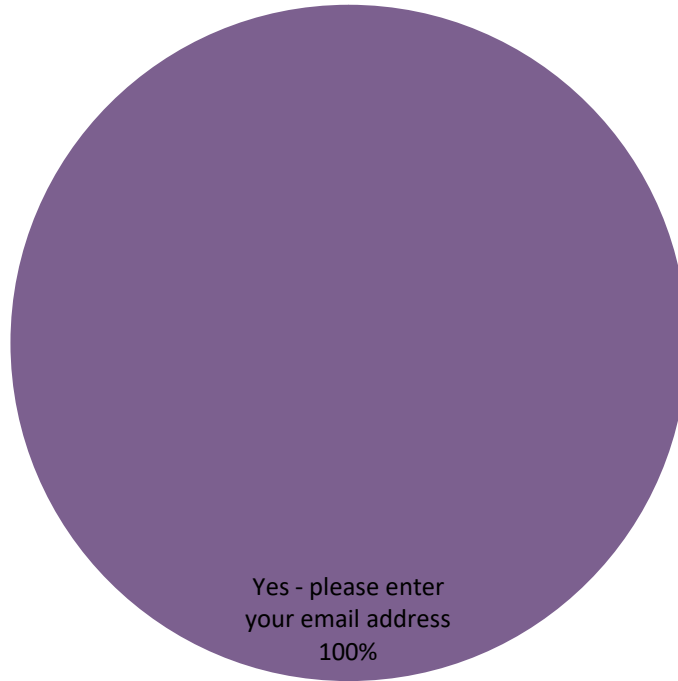
Value	Percent	Count
Yes	82.6%	19
No	17.4%	4
	Totals	23

9. Have you been receiving our meeting notifications in your email inbox?



Value	Percent	Count
Yes	87.0%	20
No	13.0%	3
	Totals	23

10.Can we send you a tip sheet so that our regular Mail Chimp notifications are coming directly to your inbox and not landing in your junk or SPAM folders?



Value	Percent	Count
Yes - please enter your email address	100.0%	3
	Totals	3

11. Is there anything else you'd like to share about what's working well for you so far in this IRP process?

Response
Sadly, it feels less participatory than previous IRPs. We had hoped there would be improvement. There has been no substantive improvement from our standpoint.
It is obvious that all decision making is up to PSE alone. It feels as though the public is trying to chisel away at a granite mountain of intransigence, unfettered by regulation or any oversight at all.
There have been some helpful and insightful comments made by some participants regarding utility industry trends. PSE should come prepared to respond and discuss these contributions. The energy landscape is changing dramatically. PSE's inability to respond to new information is extremely concerning and greatly reduces the value of the IRP process.
I appreciate having the webinars posted, so I know that I will have the opportunity to see the complete webinar if I have a conflict with a particular date. I also appreciate the posting of all questions from the feedback forms with PSE's responses. I appreciate that PSE lets us know when the feedback forms and responses will be available for us to see. I appreciate the shorter meetings we are having compared to the last IRP meetings. The length of the meetings has been appropriate in terms of staying mentally focused, but it has not been long enough in terms of having a meaningful dialog. I suggest considering more frequent meetings rather than longer meetings. Given the new format of not meeting in person, this is much more feasible than during the last IRP cycle.
I like the feedback system, but so far I'm in the minority
I like the webinar format - it makes the meetings more accessible than in-person meetings. Not just during COVID, but also in general - less time spent in the car = more time available for other things.
The PSE IRP process has been on a downward trend for the entirety of the last 12 years, and this time around is even worse than last time -- which PSE canceled before it was even finished! I know that I, along with everyone else, am considering simply "boycotting" the entirety of the PSE IRP process -- because PSE is simply "using us" -- by misrepresenting our participation in the process, and by trying to imply that we agreed to what PSE is doing -- when on the contrary there has been nearly universal 100% disagreement with what PSE has been doing!
I was trying to mail our comments from the car while in the line to the ferry this evening, and googled PSE to try to get to feedback forms. For some reason, the links didn't open and I had to go back to the meeting announcement to find a link to the feedback site that worked. It might

have been a glitch, but all other weblink were working fine, so I assume it had something to do with PSE's particular link.

This question does imply things are working well, which has not been shown true to date. Please strive to reduce explanations of material provided in advance for our review in favor of dialogue to resolve issues that remain unresolved since the 2017 IRP.

I appreciate the webinars and difficulties in today's environment. PSE's staff is doing a good job. Words have meaning: "Informed-Consent" seems to be a new consultant buzz word. I am a little confused (maybe offended) by what that means. The IRP WAC requires "participation". We have struggled with exactly how to accomplish that. PSE even introduced the practice of a listening session. At the same time, PSE would not provide any discussion or follow-on to the TAG. In the last IRP, the team basically got dismissed, with many action items hanging. The issue of transparency needs to be thought through, discussed and massaged continually. As to informed-consent, is this PSE informing and the TAG then consenting? OR is this the TAG informing and PSE consenting? I am sure the point here can be easily discarded by simply saying it is both BUT that is not what is coming across in your meetings. It is more PSE informing and informing is consenting I do believe PSE will find many situations where the TAG informing and PSE consenting is not appropriate. Let's be clear. If so tell the TAG each and every time. Frankly, I was informed and shocked that PSE would not address the five major issues brought up in the WUTC's 2017 Acknowledgement Letter concerning demand forecasts and Energize Eastside; And, dismayed when the entire TAG voted to have these questions and a presentation made stating that the Clean Energy excuse had nothing to do with this issue so let's go ahead with the transmission presentations. I appreciate PSE's attempts to improve these processes but it does no good unless mutually acceptable changes occur.

So far seems to be very accessible. Thanks!

Only that PSE's approach to this IRP appears worse than to previous IRPs, which were not acceptable.

I think the chat feature to queue up questions enables them to be answered more efficiently and stay on track for meeting agenda and not become side-tracked

(1) Now that we don't have to travel or rent a meeting room, please consider spreading out shorter sessions over consecutive days. This would give participants time to digest information and ask questions about the previous day's slides. (2) Allow meeting participants to have a time to present their own slides (using the share screen feature) to support their comments during a particular session. (3) See my answer to question # 6 above for an important change in meetings conduct. (4) If a question can not be answered at the immediate time that it is asked, then it would be helpful to have it posted in a wrap-up conclusion slide in at end of that day's session. In the very next session that same slide could then be pulled up with answers shown. (5) All of the above suggestions would make for a slower pace in covering any subject and these would make necessary the scheduling of more total meeting time, but these changes would make attendance more participatory and therefore more satisfying for attendees.

Back to the future in energy these days !

I appreciate that PSE has explored alternate webinar platforms to allow the meetings to be more interactive. I also appreciate the strong expertise and knowledge among the IRP staff members. Appreciate being invited as a stakeholder, and genuinely hope that we can achieve an outcome in which everyone agrees to informed consent of the results.

We appreciate the time, effort and work that has gone into these webinars. Opening up the webinar to the public and the recordings are helpful.