



OREGON CUB
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2024 IN REVIEW

CUB ANNUAL REPORT

This year, CUB celebrated its 40th anniversary with a bang. Thanks to your support (some of you for all 40 years!), we have reached a major milestone in 2024:

**CUB has saved Oregon households
over \$10 BILLION since our founding**

3,320

Testimony
from CUB
Supporters

4

Bills Passed
in the Oregon
Legislature

1,600

CUB Members

\$492M

Total Saved
for Customers
in 2024

Read more inside to see what CUB did for
Oregon utility customers in 2024!



**THE BEAR
FACTS**
WINTER
2024



**QUARTERLY NEWSLETTER
OF THE OREGON
CITIZENS' UTILITY BOARD**

**THE BEAR
FACTS**
WINTER
2024

DEAR CUB MEMBERS

This year has been one for the books. The CUB team has worked harder than ever, tackled more cases than ever, and seen more community support than ever before. I want to thank you for coming along for this wild ride -- we couldn't have done it without you.

Supporters like you showed up for our communities. When utilities asked for even more money from customers after four years of skyrocketing bills, you showed up. Thousands of you submitted public comments, talked to your neighbors, and shared the work we did this year.

We know that many of you have been hit hard by utility bills this year. Between ice storms, extreme heat, and rising billing rates, it certainly has been a difficult time for many of us. But we are carving a path forward.

This year we won a five-year fight against NW Natural's subsidy to expand the gas system. We expanded programs for lowering energy bills. And we continued to fight for affordable clean energy from our utilities.

I know there will be significant challenges in the coming year, especially given the changing political landscape. But this year I have never been more proud of our team, our supporters, or our community. Thank you for supporting our work and we look forward to another year of success in 2025.



Bob Jenks

Bob Jenks
Executive Director, Oregon CUB

CUB SAVES CUSTOMERS \$10 BILLION

Celebrate Saving \$10 BILLION



As CUB turns 40 this year, we are celebrating a major milestone for customers. Over countless cases, policy changes, and testimony, we have reached saving Oregon households \$10 billion since our inception.

**Thank you for making this major
milestone possible!**



**MAKING UTILITIES
AFFORDABLE, ACCESSIBLE,
RELIABLE, & CLEAN FOR
THE PEOPLE IN OREGON**

KEEPING YOUR UTILITIES AFFORDABLE

Oregon is in an energy affordability crisis. After years of regulators siding with utility companies, we have seen a dramatic increase in energy bills across the state. Extreme weather has increased energy usage in our homes as ice storms and scorching heat makes it harder to maintain safe inside temperatures. **CUB has worked tirelessly in 2024 to create stronger protections and relief programs to make utilities more affordable.**

CUB Fights More Bill Increases

This year, four of Oregon's six for-profit energy utilities asked for double-digit rate increases. For NW Natural Gas customers in Western Oregon, we won **phasing out subsidies for expanding fossil fuel infrastructure** and costs for lobbying and fossil fuel trade associations. For Idaho Power customers in Eastern Oregon, we secured a **monthly bill discount program** for low-income households. We are **still fighting increases from Pacific Power and Portland General Electric** and expect big wins by the end of the year.



**CUB has saved customers
\$492 million saved in rate increases so far this year**



CUB Pushes for Cap on Rate Increases

This year, CUB called for a **cap on all rate increases by for-profit utilities**. We are asking the Public Utility Commission to **limit rate increases to 10% or 7% plus inflation, whichever is lowest**. This cap would apply to the total increase customers see over a year. Any requests over that cap would be pushed into the future.

Regulators are still considering this request and will make a decision by the end of the year. **This cap could become reality as early as January 2025.**

2025 PREVIEW: BILL DISCOUNTS & BEYOND

Expanding Programs for Lowering Energy Bills

While we're fighting new rate increases, CUB is also working to expand programs that help people manage expensive energy bills now:

- Deeper bill discount programs for all utilities
- Creating strong programs to forgive and address utility bill debt
- Expand energy efficiency programs to lower energy usage and bills
- Pass new laws in 2025 to address structural issues for energy affordability



WINTER 2024
**THE BEAR
FACTS**

KEEPING YOUR UTILITIES ACCESSIBLE

CUB Empowers Customers to Fight Bill Increases

This year saw more people than ever before engaged with fighting bill increases. Portland General Electric alone had more than 3,300 public comments to regulators. Pacific Power saw nearly 1,500 public comments. In a normal year, a case like this would only see around 100 public comments. **Thank you to everyone who spoke out this year!**

CUB SUPPORTERS SPEAK OUT



PLEASE DO NOT APPROVE PGE'S REQUEST FOR A RATE INCREASE. THEY ALREADY GOT ONE, AND IT'S BEEN DEVASTATING. EVERYONE I KNOW WAS HORRIFIED BY THEIR INCREASED ENERGY BILLS THIS YEAR. THE AVERAGE PERSON'S WALLET IS ALREADY STRAINED RIGHT NOW, BETWEEN OUT-OF-CONTROL GROCERY PRICES, RENT INCREASES, AND EMPLOYERS REFUSING TO GIVE ANYONE ENOUGH HOURS TO LIVE ON. MY FAMILY IS STRUGGLING FINANCIALLY. WE CAN'T POSSIBLY "SAVE ENERGY" ANY MORE THAN WE ALREADY ARE, AND WE CAN'T POSSIBLY "SAVE MONEY" ON ANYTHING ELSE. THERE ARE NO FRIVOLITIES LEFT TO CUT.

- MARGARET, SALEM
PGE CUSTOMER

MY INCOME DOES NOT RISE EACH YEAR AS MUCH AS MY POWER BILL IS RISING. MY BILL HAS MORE THAN DOUBLED COMPARED TO LAST YEAR (WITHOUT THIS PROPOSED INCREASE) [...] HOW MUCH LONGER DO YOU THINK OUR SOCIETY CAN SURVIVE WITH UNCURTAILED GREED? HOW MANY MORE HOMELESS SENIORS DO YOU WANT TO SEE? WE HAVE TO SUCK IT UP WHEN LIFE THROWS US CURVES; THE CORPORATIONS NEED TO DO THE SAME WITHOUT PASSING ON EXPENSES TO THEIR CUSTOMERS. PLEASE DENY THIS INCREASE.

- JJ, INDEPENDENCE
PACIFIC POWER CUSTOMER



OUR VOICES ARE LOUDER TOGETHER

This year was a **record breaking year for public engagement**. Oregonians stood up, spoke up, and let our utility regulators know that enough is enough.

In a normal rate case, we would usually expect to see 100-200 comments. This level of outcry is unprecedented.

And regulators are listening.

3,328

Public Comments
for
Portland General
Electric

1,480

Public Comments
for
Pacific Power



MAKING UTILITIES
AFFORDABLE, ACCESSIBLE,
RELIABLE, & CLEAN FOR
THE PEOPLE IN OREGON

KEEPING YOUR UTILITIES RELIABLE

Wildfire Mitigation Plans

As we have seen over the past few years, wildfires are a huge threat to the safety and livelihoods of Oregonians. This year, CUB focused on ensuring that our utilities are planning to protect our communities without sacrificing reliability. And when they fail, CUB is making sure the cost of their negligence is not added to customer bills.



CUB's work helped move the needle on prioritizing people as utilities confront the issue of wildfires.

After a summer marked with power outages in areas most affected by wildfires, CUB's advocates stepped up. We joined forces with advocates from across the state and called on regulators to ensure wildfire plans are made to support community needs and solutions and to do so affordably.

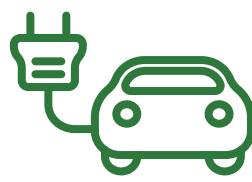
BIG WIN: CUB HELPS PASS 4 NEW STATE LAWS

**RIGHT TO REPAIR
(SB 1596)**



RIGHT TO REPAIR (SB 1596): Now, we have the ability to repair our electronics either ourselves or through a third party. Repairing personal electronics is less expensive and is better for the environment.

**CLIMATE BUDGET
(SB1530)**



CLIMATE BUDGET (SB1530): As part of SB 1530, several Climate Budget requests passed with overwhelming support. The **Healthy Homes Program** received \$15 million to support whole-home energy upgrades. The bill also provides \$4 million for the **Residential Heat Pump Fund** and funding for more!

**BATTERY STORAGE
PERMITTING
(HB 4015)**



BATTERY STORAGE PERMITTING (SB 1596): HB 4015 passed, making it easier to build battery storage by integrating battery storage system permits with existing renewable energy projects.

**FAMILY FINANCIAL
PROTECTION ACT
(SB 1595)**



FAMILY FINANCIAL PROTECTION ACT (SB 1595): This law helps give Oregonians more fairness in debt collections by updating rules to ensure folks can get back on their feet. The new law can protect customers sent to collections for outstanding utility bills, in addition to other debt collections.

THE BEAR
WINTER 2024
FACTS

KEEPING YOUR UTILITIES CLEAN

Holding Utilities Accountable Planning to Reduce Emissions Affordably

Oregon's largest energy utilities must reduce their emissions to meet the state's climate mandates. Unfortunately, Pacific Power and all of the gas utilities are missing the mark. CUB has pushed back hard this year to hold utilities accountable to meet climate regulations.

CUB successfully kept up the pressure on regulators to reject Pacific Power's faulty clean energy plan. This year, the utility presented a plan that did not meet near-term clean energy targets -- and may not ever meet 100% clean energy requirements. Thanks to our work, **regulators have once again rejected Pacific Power's plan to keep investing in fossil fuels and charge customers more** instead of meeting climate regulations.

BIG WIN: NW NATURAL RATE CASE

CUB Eliminates NW Natural Gas Expansion Subsidy

Existing customers will soon no longer pay to expand NW Natural's business through a subsidy called a "line extension allowance." This subsidy is often paid to building developers, encouraging new homes to be built with gas. The subsidy will phase out by 2027.

Regulators had reduced the subsidy in 2022 thanks to CUB. This year, we found that NW Natural was still massively overspending. In 2022, the utility spent \$86,553 for adding a single home. Now, \$13.7 million will be removed from rates.



REGULATORS HAVE MADE IT CLEAR — IT'S TIME WE STOPPED SUBSIDIZING THE EXPANSION OF THE FOSSIL FUEL NETWORK. GETTING RID OF THESE SUBSIDIES IS A BIG WIN FOR CUSTOMERS AND WILL HAVE LASTING IMPACTS ON OUR BILLS.

IT'S GOOD FOR PEOPLE. IT'S GOOD FOR THE PLANET. AND IT'S THE RIGHT THING TO DO.

- BOB JENKS
CUB EXECUTIVE DIRECTOR



\$13.7 CUT FROM BILLS DUE TO
OVERSPENDING
MILLION
GAS EXPANSION SUBSIDY
PHASES OUT **2027**



MAKING UTILITIES
AFFORDABLE, ACCESSIBLE,
RELIABLE, & CLEAN FOR
THE PEOPLE IN OREGON

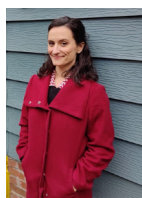
WE HAVE SOME NEW FACES MEET THE CUB STAFF

Our team has grown this year! Here is who represented household utility customers at CUB in 2024.



BOB JENKS

Executive Director
At CUB since 1991



JENNIFER HILL-HART

Policy & Program
Director
At CUB since 2022



CHARLOTTE SHUFF

Communications &
Outreach Director
At CUB since 2020



CASSIE ALLEN

Communications &
Development Lead
At CUB since 2023



JOHN GARRETT

Utility Analyst
At CUB since 2023



SHARIF MORTON

Office Manager
At CUB since 2023



RYAN TRAN

Economist
At CUB since 2024



CLAIRE VALENTINE-FOSSUM

Staff Attorney
At CUB since 2024

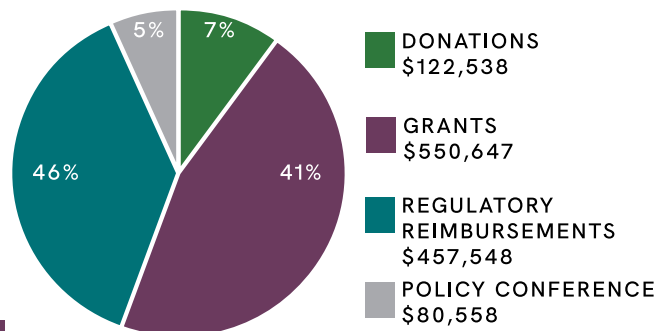


SARAH WOCHOLE

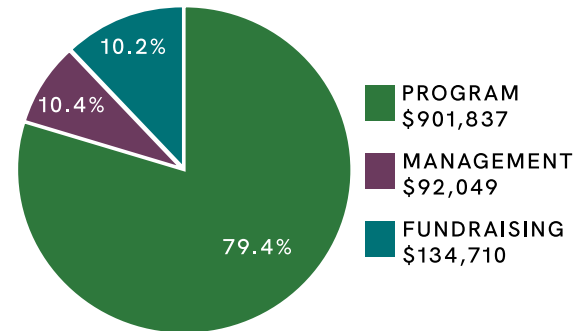
Policy Associate
At CUB since 2024

CUB BY THE NUMBERS

2023 REVENUE



2023 EXPENSES



THE BEAR FACTS WINTER 2024

2024 CUB ENERGY POLICY CONFERENCE ENERGY POLICY FOR PEOPLE & PLANET



Conference Highlights

On October 4th, CUB's 14th annual policy conference, Energy Policy for People & Planet, was held at the Left Bank Annex in Portland, Oregon. Over 250 attendees came from all over the Pacific Northwest to engage in a day of networking, discussions, and community building.

2024 Consumer Champion Michelle Scala

Michelle Scala is the Manager of Regulatory Strategy at the Oregon Public Utility Commission, where she collaborates with industry peers on advancing equitable systems, socially informed policy, energy justice, and ratemaking for the public interest.

“THESE ISSUES ARE SO MUCH BIGGER THAN JUST PAYING BILLS. WHEN WE TALK ABOUT ENERGY AFFORDABILITY, WE'RE TALKING ABOUT KEEPING FAMILIES SAFE DURING EXTREME WEATHER, STABILIZING HOUSEHOLDS SO CHILDREN CAN HAVE A CONDUCIVE LEARNING ENVIRONMENT, AND CREATING ECONOMIC OPPORTUNITIES BY ENSURING THAT PEOPLE CAN FOCUS ON THEIR LIVES INSTEAD OF WORRYING ABOUT LOSING ESSENTIAL SERVICES.”



CELEBRATING 40 YEARS OF CUB



“WE HAVE BEEN A MEMBER/DONOR TO CUB FROM ITS INCEPTION. AS A NON-PROFIT ORGANIZATION, SERVING AS OUR CITIZEN LAWYER, RESEARCHING, WATCHDOGING, AND TESTIFYING ON OUR BEHALF, WE APPRECIATE YOU. YOU'VE SAVE US UNTOLD DOLLARS IN ENERGY CHARGES OVER THE YEARS.”

EVERY USER OF ENERGY IN OREGON WOULD BENEFIT THEMSELVES, AND THEIR NEIGHBORS, BY BEING A MEMBER OF CUB.

- FRAN
CUB MEMBER