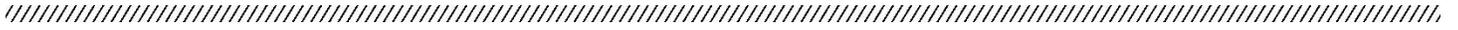


# 2021 Progress toward diversity, equity and inclusion goals



ENERGY TRUST OF OREGON  
APRIL 15, 2022

In 2021, Energy Trust developed 10 diversity, equity and inclusion (DEI) goals to improve and enhance offers for customers historically underserved by the organization. Since 2019, Energy Trust has provided progress reports on diversity, equity and inclusion goals twice a year. This appendix reflects activities and progress made from January 2021 through December 2021 unless otherwise noted. Customers underserved by Energy Trust are people of color, people with low incomes and people in rural areas, and they are identified based on census tract characteristics.

Highlights of this work and key lessons learned include:

- Energy Trust **met 17 of 22 targets** identified in the 2021 Diversity, Equity and Inclusion Operations Plan and partially met three of the remaining five targets.
- Through efforts to achieve goals, **staff learned important lessons** that will inform design of programs and practices going forward. Key lessons identified in this progress report include the critical importance of partnering with organizations that customers already know and trust, investing time to build trusting relationships with potential partners and collaboration across programs.
- To increase Energy Trust's contracts with Black, Indigenous and people of color (BIPOC)- and women-owned businesses, Energy Trust **developed a supplier diversity program** that will require all competitive solicitations for new contracts over \$100,000 to require a minimum spend for minority- and women-owned businesses certified by Certification Office for Business Inclusion and Diversity (COBID) beginning in 2022.
- Energy Trust hired **two new staff members focused on outreach to communities of color**: a senior outreach manager and a community outreach specialist.
- In 2021, Energy Trust **hosted a series of community summits** to learn from community leaders and customers about their experiences and perspectives on how Energy Trust can more equitably serve customers of color, customers experiencing low incomes and customers in rural areas. These four summits focused on residential customers, commercial and industrial customers, trade allies and tribal communities. Feedback from these summits shaped Energy Trust's 2022 diversity, equity and inclusion goals. In particular, the summit feedback helped Energy Trust to identify barriers to participation and opportunities for collaboration. Feedback also helped staff better understand the scarcity of affordable housing and how it contributes to displacement, how local communities differ, the life-saving impact of cooling systems during heat events, and the unique challenges faced by BIPOC- and women-owned contractors.
- Informed by community summits and feedback from stakeholders and advisory councils, **staff developed a 2022 DEI Plan** with goals and a primary focus on continued learning from customers and communities through engagement.

## Key

Goal achieved	Goal partially achieved	Goal not achieved
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### Goal 1: Increase customer participation in energy efficiency.

#### Goal 1A: Increase residential participation of people of color.

2021 Target	Results	Status
Achieve 34% participation or 3,500 single-family, small multifamily or manufactured homes projects within census tracts with a large proportion of people of color <sup>1</sup>	39% participation or 4,072 new participants from target census tracts	

- The Community Partner Funding pathway offers a suite of higher incentives delivered to customers via nonprofits and community organizations that serve communities of color, customers in rural areas, customers experiencing low incomes, veterans and/or people experiencing disabilities. Energy Trust increased outreach to new community partners to grow its Community Partner Funding pathway substantially in 2021, enrolling seven new participants. In total, Energy Trust paid \$586,000 in incentives to 12 of the 14 total participating community-based organizations. Compare that to 2020, when Energy Trust paid \$54,428 in incentives to four of six total participating organizations.
  - Energy Trust met with participating community partners to identify areas of improvement for the Community Partner Funding pathway. As a result, Energy Trust expanded onboarding materials, posted program resources online, improved joint forecasting and budgeting processes, and established an annual schedule of collaboration meetings, all of which will improve working relationships with these partners.
  - Through its partnership with Community Action of Washington County, Energy Trust provided \$271,891 in co-funding throughout 2021 that enabled Community Action to serve 28 additional customers with low incomes, leading to a total of 97 customers jointly served by the two organizations.
- The Residential program’s Spanish-language offer, Mi Comunidad, launched in quarter four 2021. The website and marketing materials are in Spanish, and customers work with Spanish-speaking trade ally partners. In 2022, a bonus incentive will be made available to Spanish-speaking trade ally partners to help encourage activity among Spanish-speaking customers.

#### Going forward:

- Deferred maintenance costs in lower-income housing stock often prevent customers from participating in Energy Trust offers that require upfront investment. Energy Trust should continue supporting and encouraging community partners to access complementary funding sources (such as the Portland Clean Energy Community Benefits Fund) to help cover these expenses.
- Energy Trust should collect demographic data beyond Community Partner Funding projects to better understand if offers are reaching communities of color.
- Energy Trust should refine community-focused offers (such as Community Partner Funding, regionally specific offers, rental housing offers or manufactured home offers) to be more accessible through community agencies or trade allies, with less rigorous eligibility requirements and processes that are easier to navigate.

<sup>1</sup> Census tracts identified as racially diverse 5 in Energy Trust’s [Diversity, Equity and Inclusion Data Baseline Analysis](#).

**Goal 1B: Support participation of small and medium commercial business customers and commercial business customers in rural areas.<sup>2</sup>**

2021 Target	Results	Status
Serve 1,082 small and medium businesses and 54 customers in very rural areas	Served 1,270 small and medium businesses and 39 customers in very rural areas	

- Energy Trust served 1,270 small and medium businesses in 2021, exceeding goals for this customer group by 17%. Small and medium businesses installed lighting, smart thermostats and food service equipment most commonly.
- Energy Trust fell short of its goal to serve more businesses in very rural areas. Staff should develop more solutions to support businesses in these areas by continuing to focus on local community engagement.
- Energy Trust launched a no-cost direct lighting installation offer for small and medium businesses in 2021. Through this offer, Energy Trust provided more than 200 commercial and industrial businesses with no-cost site assessments. These businesses received information on energy efficiency opportunities and also established relationships with Energy Trust that may result in additional energy savings projects in the future.
- The Existing Buildings program is contracting with a network of community-based liaisons to reach new customers and make program offerings more equitable, including by incorporating a racial equity lens, equity trainings, meaningful community engagement strategies and community listening sessions with small, BIPOC-owned businesses. The network, launched in late 2020, is designed to influence and accelerate diversity, equity and inclusion initiatives and help the program reach new customers, including customers of color, customers in rural areas and those for whom English is not their first language.
- Existing Buildings and business lighting staff collaborated closely on customer outreach, providing holistic services to small businesses and engaging with community-based organizations to serve their communities.
- Centering equity in the design of a new offer takes time and requires intentional community engagement. The Existing Buildings small business offer, originally scheduled to launch in 2021, was put on hold to reassess the offer through a racial equity lens and conduct listening sessions with BIPOC-owned small business owners.

Going forward:

- In 2021, Energy Trust defined small business based on energy usage, which customers found challenging as it made identifying eligibility difficult. For 2022, Energy Trust developed a more customer-focused definition based on number of employees and square footage. In addition, Energy Trust made community service providers (such as community centers and organizations that provide social services) eligible for small business offers.
- Energy Trust learned that building trust is an ongoing activity and that energy efficiency projects result from meaningful relationships over time. Specific lessons that Energy Trust will apply in 2022 and beyond include:
  - Businesses are wary of no-cost offers. By approaching customers alongside a trusted partner, such as a utility or community-based organization, Energy Trust found businesses more receptive to participation. Energy Trust will continue partnering with utilities and community-based organizations to promote no-cost offers.
  - Partnering with community-based organizations can significantly increase access to energy efficiency for small businesses, a group that has historically participated at a lower rate than average in Energy Trust programs. In 2022, Energy Trust will expand Community Partner Funding offers to serve multifamily and small commercial customers, conduct joint outreach to community-based organizations about relevant offers and develop co-created offers with community-based organizations.
- Energy Trust should develop messaging and marketing materials that are responsive to different cultures and languages to build trust and relationships with businesses.

<sup>2</sup> Census tracts identified as rural 5 in Energy Trust's [Diversity, Equity and Inclusion Data Baseline Analysis](#).

**Goal 1C: Increase participation of small and medium industrial and agricultural businesses in rural areas.**

2021 Target	Results	Status
Serve 55 (with a stretch target of 67) new small and medium business customers in census tracts outside metro areas	Served 58 new small and medium business customers in census tracts outside metro areas	

- Energy Trust engaged small and medium businesses in rural areas to participate in 26 standard, 13 custom and 19 lighting projects.
- Energy Trust launched a no-cost direct lighting installation offer for small and medium businesses in 2021. Through this offer, Energy Trust provided more than 200 commercial and industrial businesses with no-cost site assessments. These businesses received information on energy efficiency opportunities and also established relationships with Energy Trust that may result in additional energy savings projects in the future.
- Energy Trust collaborated with local trade groups and organizations to connect with building owners and motivate them to complete lighting projects with small and medium businesses in rural areas.
- In quarter four, Energy Trust staff conducted four interviews with rural economic development professionals in Eastern Oregon to gather insight on how industrial energy efficiency investments may positively impact communities. These insights informed planning in 2022.
- Energy Trust also increased participation in the Klamath Basin by completing 15 projects on farms and three compressed air projects in the region.

Going forward:

- In-person visits with trade allies, vendors and customers (such as events and site visits) motivate program participation, especially in rural areas. These in-person visits are also a great way to collect customer and market information and to provide support to move projects forward. Energy Trust should continue these proven tactics while finding more new ways to increase program awareness in rural areas.
- Businesses are wary of no-cost offers. By approaching customers alongside a trusted partner, such as a utility or community-based organization, Energy Trust found businesses more receptive to participation. Energy Trust will continue partnering with utilities and community-based organizations to promote no-cost offers.
- Energy Trust will continue to increase the number of COBID-certified lighting installers who deliver the direct lighting installation to small and medium business customers.
- Energy Trust should implement new mechanisms to collect data on industrial and agricultural customers’ race/ethnicity, gender and business size to inform Production Efficiency program design, enable real-time tracking of progress toward diversity, equity and inclusion outcomes, and address shortcomings of prior baseline and data collection approaches.
- Energy Trust should engage with industrial and agricultural customers and business groups to develop new program approaches to reach small and medium businesses and BIPOC- and women-owned customers in rural areas.

**Goal 2: Increase the adoption of solar projects benefitting customers experiencing low-incomes, communities in rural areas and communities of color.**

2021 Targets <sup>3</sup>	Results	Status
38% of residential projects (approximately 646) are Solar Within Reach projects or projects in census tracts that are rural and have low- to moderate-income customers and people of color <sup>4</sup>	41% of residential projects (1,099) are Solar Within Reach projects or located in census tracts that are rural and have low- to moderate-income customers and people of color	
45% of residential projects (approximately 765) are in census tracts with a large proportion of people of color <sup>5</sup>	37% of residential projects (984) are in census tracts with a large proportion of people of color	

- Energy Trust engaged 424 households in Solar Within Reach, which provides higher incentives for income-qualified customers installing solar systems. This compares to 86 participating households in 2020.
- The number of projects in census tracts with a large proportion of people of color increased from 576 in 2020 to 984 in 2021; however, the percentage of these projects as compared to the total project volume was only 37%, short of the goal of 45%. This ambitious goal of 45% was based on forecast data and market assumptions that did not prove accurate over the course of the year. While overall demand for solar increased substantially, high-volume solar trade allies completed more projects in more rural and less racially diverse parts of the state. This resulted in a less racially diverse percentage distribution of projects overall.

Going forward:

- Solar Within Reach effectively drives adoption of solar among customers with moderate incomes. Funding for this offer will remain stable going forward as the program prioritizes funding and staff time for offers that bring additional value to the market (like Solar Within Reach).
- Limiting reporting to just the number of residential solar projects installed in target census tracts provides an incomplete picture of all diversity, equity and inclusion-related work in the renewables sector. Future measures of success will focus on community engagement (especially in the development of new offers), additional benefits of renewable energy projects (solar and non-solar; residential, nonresidential, community-focused), as well as the number of projects installed and dollars invested in communities that have been traditionally underserved by Energy Trust.
  - Passed in 2021, House Bill 3141 mandates that at least 25% of Energy Trust’s public purpose charge revenues for renewable energy programs must be used for activities, resources and technologies that serve low- and moderate-income customers, including for technologies that do not have above-market costs. This will enable Energy Trust to develop more offers and dedicate more funds to offers that meet the needs of low- and moderate-income customers.

**Goal 3: Increase participation in the Trade Ally Network by BIPOC-owned and women-owned businesses.**

2021 Target	Results	Status
Three new women-owned trade allies and six new BIPOC-owned trade allies, a 50% increase	Three new women-owned trade allies and one new BIPOC-owned trade ally	

<sup>3</sup> Solar targets assumed Energy Trust will complete about 1,700 residential projects in 2021.  
<sup>4</sup> Census tracts identified as composite 4 and 5 in Energy Trust’s [Diversity, Equity and Inclusion Data Baseline Analysis](#).  
<sup>5</sup> Census tracts identified as racially diverse 4 and 5 in Energy Trust’s [Diversity, Equity and Inclusion Data Baseline Analysis](#).

- Energy Trust designed a Contractor Development Pathway for potential and current Existing Buildings trade allies in 2021, working with the National Association of Minority Contractors-Oregon, LatinoBuilt and Professional Business Development Group. Launching in January 2022, the pathway will engage contractors who have not worked with Energy Trust’s Existing Buildings program and will support existing trade allies who participate infrequently with the program. The pathway will:
  - Provide one-on-one mentorship, technical training and program training.
  - Offer training on Energy Trust programs, additional utility programs for contractors and business opportunities in the emerging energy efficiency field.
  - Provide technical training on installation of advanced rooftop controls in small commercial buildings, which will include both online and in-person learning labs for contractors to get hands-on installation experience.
- Energy Trust launched a Pathway to Certification in 2021 to help contractors get certified through the state’s COBID. The pathway is delivered through Professional Business Development Group and provides coaching and advising on achieving COBID certification. Five contractors participated in the pathway in 2021, including one that received COBID certification.
- Energy Trust held a trade ally summit in 2021 with three trade partners (National Association of Minority-owned Contractors-Oregon, LatinoBuilt and Professional Business Development Group) with workforce development a key issue for discussion. Partners recommended ways that Energy Trust can support development of a more diverse, inclusive and equitable workforce, including being more involved in education (from primary school through higher education) and supporting mentorships between experienced and novice contractors. Participants also discussed the need to support more minorities and women in joining the architecture and engineering fields. Energy Trust has begun this work through the New Buildings program’s Building Engineering Simulation Forum training and Net Zero fellowship and internship. Feedback was also shared about COBID certification and Energy Trust’s support and requirement of it to track BIPOC- and women-owned trade ally businesses in the Trade Ally Network. Energy Trust learned that COBID certification is useful, but it does not work for every contractor. The organization should consider when to require COBID certification and when to be more flexible.
- Energy Trust conducted outreach to BIPOC-owned contractor businesses through presentations at membership meetings of National Association of Minority Contractors-Oregon, Professional Business Development Group and LatinoBuilt.

Going forward:

- Energy Trust should connect with local contractors through community-based organizations that contractors know and trust. Through relationships with community-based organizations, Energy Trust received contractor referrals including for two new trade allies who enrolled in 2021.
- Energy Trust’s programs can impose an administrative burden on participating contractors that are very small (one- or two-person) firms with limited capacity. Energy Trust should weigh the benefits of gathering more information against the risk of creating administrative work when determining what information to require.
- Energy Trust will continue outreach to identify and enroll COBID-certified contractors as trade allies.
- Energy Trust can better support recently enrolled (within the past two years) BIPOC- and women-owned trade ally contractors in completing projects and ultimately delivering more incentive dollars to the communities they serve.
- Energy Trust will engage the Tribal Employment Rights Office to involve more Indian-owned contractors in its energy efficiency and renewable energy programs. The Tribal Employment Rights Office has an Indian-owned business certification.

**Goal 4: Increase the number of projects completed by BIPOC-owned and women-owned trade allies.**

2021 Target	Results	Status
1,800 total projects completed by BIPOC- and women-owned contractors, a 15% increase	2,114 total projects completed by BIPOC- and women-owned contractors	

- Energy Trust completed 1,574 projects with women-owned trade allies and 540 projects with BIPOC-owned trade allies in 2021; 363 of these projects were done by firms that are both BIPOC- and women-owned.

Going forward:

- Stakeholders have provided feedback that Energy Trust should set goals and targets based on the dollar amount of incentives delivered by BIPOC-owned and women-owned trade allies rather than number of projects completed.
- Energy Trust should seek to break down barriers and develop improved onboarding and training for BIPOC- and women-owned trade allies, which will benefit the entire Trade Ally Network.

**Goal 5: Increase the number of contracts with Black-owned, BIPOC-owned and women-owned businesses and improve contract tracking systems to support increased supplier diversity.**

2021 Targets	Results	Status
Enter into 25 new contracts with BIPOC-owned or women-owned businesses and 10 new contracts with Black-owned businesses in Oregon, a 20% increase	Entered into 21 new contracts with BIPOC-owned or women-owned businesses and 7 Black-owned businesses in Oregon	
Track number of contracts with community-based organizations to establish a baseline for comparison for future contracting goals	Established system to track number of contracts with community-based organizations to establish a baseline for comparison for future contracting goals	
Establish a system for tracking community-based organizations by March 1, 2021	Established in quarter one 2021 a system for tracking community-based organization contracts	

- In 2021, Energy Trust entered into contracts with eight BIPOC-owned businesses, seven Black-owned businesses, three women-owned businesses and three community-based organizations. As these numbers fell short of the 2021 target, they indicate that Energy Trust has work to do in identifying and reaching out to Black-owned, BIPOC-owned and women-owned businesses.
- Energy Trust is working to contract with more BIPOC- and women-owned suppliers. As part of this effort, Energy Trust has expanded support for COBID-certified firms.
- Energy Trust developed a supplier diversity program in 2021 to guide development of a supplier diversity tracking system in 2022. The policy will require all competitive solicitations for new contracts to require a minimum spend for COBID-certified BIPOC- and women-owned businesses beginning in 2022.

Going forward:

- Energy Trust does not yet have all processes and systems in place to engage and recruit services from BIPOC- and women-owned businesses. Energy Trust is currently working on identifying, developing and implementing a supplier diversity tracking system to improve visibility and tracking of contracts with BIPOC businesses.
- The organization’s work to develop a supplier diversity tracking system will standardize tracking and improve visibility on our procurement and contracting practices.

## Goal 6: Build relationships with community-based organizations.

2021 Targets	Results	Status
Continue to deepen and develop relationships with 50 community-based organizations to better reach and serve more diverse customers	Tracked relationships with 59 community-based organizations	
Have at least twice yearly conversations with community-based organizations focused on workforce diversity to understand workforce opportunities for energy efficiency and renewable energy	Held regular meetings with community-based organizations focused on workforce diversity (more than two)	
Ensure more than one-half of the community-based organizations' missions are to serve people of color	61% of the 59 community-based organizations tracked serve BIPOC customers or communities	

- In 2021, Energy Trust tracked its relationships with 59 community-based organizations as part of this goal. More than one-half (61%) of the 59 organizations tracked for this goal focus on serving BIPOC customers or community members.
- Energy Trust launched Working Together grants, a new offer for nonprofits. Several organizations tracked for this goal provided insight to help shape the offer.
- Staff deepened relationships with organizations focused on workforce diversity including Professional Business Development Group, National Association of Minority Contractors-Oregon and LatinoBuilt by establishing contracts, holding twice yearly meetings and recruitment and training events.
- Through collaborations with food banks, community action agencies and nonprofits around the state, 24 organizations ordered a total 31,200 LEDs to provide to their communities and clients in 2021. Since 2020, Energy Trust has collaborated with 77 organizations to offer—39 food pantries, 29 community-based organizations, and nine community action agencies.

### Going forward:

- Energy Trust will continue to engage community-based organizations as these partnerships can help us reach customers not previously served and bring new ideas and approaches to achieving energy savings and generation.
- Working with community-based organizations requires a commitment to long-term relationships and a desire to achieve mutual benefits. Energy Trust should focus, in the early stages of relationships, on building trust, which requires dedicated staff time.
- There are fewer community-based organizations in rural communities than in urban communities and many of these are stretched thin financially and in terms of staffing. Supporting rural community-based organizations and developing long-term partnerships may require more staff time or funding.
- As relationships with many of these organizations deepen, staff will move toward co-developing offers with each organization. Staff will continue to build their skills in this regard.
- Energy Trust can support organizations enrolled in Community Partner Funding by generating customer leads and by working more closely together on outreach and external funding opportunities.

## Goal 7: Increase representation of staff identifying as people of color.

2021 Targets	Results	Status
Increase percentage of applicants identifying as people of color by 10%	Increased percentage of applicants identifying as people of color by 19%	

Ensure at least 50% of all new hires identify as people of color	64% of new hires in 2021 identify as people of color	
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- Energy Trust implemented a new recruiting strategy to promote diversity, equity and inclusion, which includes (among other changes):
  - Requiring all hiring panels to consider qualified applicants of color throughout the hiring process
  - Inviting members of the Diversity Advisory Council to participate in hiring panels
  - Using a hiring blueprint and scoring card to help make objective hiring decisions
  - Requiring members in all hiring panels to take an implicit bias training
  - Analyzing and tracking where our applicants learn about Energy Trust openings

Going forward:

- Energy Trust’s leaders will apply an equity lens to any changes to remote and/or hybrid work policies and practices.
- Energy Trust will evaluate its recruiting strategies on an annual basis.

**Goal 8: Determine new ways to track participation among communities of color, households experiencing low incomes and rural customers.**

2021 Targets	Results	Status
Complete report on data enhancement project	Reported to Diversity Advisory Council and Oregon Public Utility Commission on data enhancement project	
Conduct contractor/trade ally analysis	Improved tracking of enrollment and project-level activity for BIPOC- and women-owned contractors involved in projects receiving Energy Trust incentives	
Explore market research to inform customer engagement (e.g., marketing and outreach) and differential baselines for developing new offers (e.g., measure development)	<ul style="list-style-type: none"> <li>• Scoped next iteration of Customer Awareness and Participation Survey to study participation and awareness of all Energy Trust customers and within communities of color, households experiencing low incomes and customers in rural areas</li> <li>• Participated in a work group for the next update of Northwest Energy Efficiency Alliance’s Residential Building Stock Assessment, including prioritizing demographic information on residential and multifamily building stock to be used in program designs and planning</li> <li>• Engaged outreach teams, trade allies and customers for feedback on current measures to inform updates, including participation requirements</li> </ul>	

	and additional insight on baseline conditions	
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- Staff researched what data are meaningful and feasible to measure and track for program engagements beyond the census tract approach used in the 2021 DEI Operations Plan, including demographics and trade allies involved in projects. Staff sought qualitative insights from focus groups and community partners and evaluated customer-level quantitative metrics from the Customer Awareness and Participation Study and Fast Feedback Survey reports.
- In 2021, Energy Trust concluded several informative qualitative research projects (such as research on Black-owned businesses) and posted reports to its website.
- Program teams used market insights from outreach, trade allies and customers to develop measures focused on customers historically underserved by Energy Trust, including focused offers for low- and moderate-income customers, small businesses and rural customers to expand participation pathways.

Going forward:

- Gathering external stakeholder input on what metrics and targets to track is important. Outreach to stakeholders requires time as well as knowledge of program implementation strategy and Energy Trust’s data systems.
- Scoping research objectives and conducting research about people and communities historically underserved by Energy Trust requires intentionality, relationship building with research partners/vendors and time.
- Energy Trust will continue to engage stakeholders, the Diversity Advisory Council and community-based organizations to understand what data are valuable and should be collected as part of the 2022 Diversity, Equity and Inclusion Plan engagement efforts.
- Program teams will continue to use market insights, including qualitative information, to design offers and measures for customers historically underserved by Energy Trust.

**Goal 9: Increase the ability of staff and board to work across cultures and be more inclusive through structural organizational change and continuous staff learning.**

2021 Targets	Results	Status
Create a work environment that supports staff who are people of color	Improved Energy Trust’s work environment through launching affinity groups, including one for staff of color, continuing First Thursday Diversity Days and surveying staff of color regarding retention	
Ensure 100% of Energy Trust employees attend a training that addresses gaps in organizational readiness	Offered four different training courses to address organizational readiness and provided each staff member a LinkedIn Learning license	

- All new hires and anyone participating on an interview panel were asked to take an implicit bias training. As a result, 100% of interview panelists have completed this training.
- As part of 2021 training offerings, each full-time staff member had access to LinkedIn Learning as a professional development resource. LinkedIn Learning offers an extensive library of training and modules on diversity, equity and inclusion.

- Energy Trust offered in quarter two a tribal culture training led by an external expert that 32% of staff attended. The training gave staff critical historical, political and cultural context as they work with and develop relationships with tribes across the state. Many people requested an additional training on this topic in 2022.
- All trainings were recorded and stored in SharePoint for employees to access on demand.
- All staff members were required to identify a diversity, equity and inclusion training element in their annual workplan. Completion of this task was monitored by management throughout the year.

Going forward:

- Energy Trust learned several lessons that it should incorporate into future efforts related to this goal; specifically, that management should continue to respond to staff requests for training and encourage staff to utilize the LinkedIn Learning platform.
- Energy Trust will continue to provide diversity, equity and inclusion training opportunities.

**Goal 10: Increase awareness and understanding of the diversity, equity and inclusion goals and progress.**

2021 Targets	Results	Status
Provide progress reports in an appendix to Energy Trust’s Q2 2021 and 2021 Annual Report to the OPUC	Published two progress reports on diversity, equity and inclusion goals	
Ensure efforts to support diversity, equity and inclusion are reflected in organizational communications and public relations	Featured stories about diversity, equity and inclusion efforts on website, in materials and in presentations	

- Energy Trust continued to publish twice yearly progress reports on diversity, equity and inclusion activities that serve to inform the OPUC, Energy Trust board, staff and external stakeholders on current work and lessons learned.
- Work to advance Energy Trust’s diversity, equity and inclusion objectives was featured in articles on Energy Trust’s blog and monthly stakeholder newsletter. Highlights included a community solar installation on an affordable multifamily building, support for BIPOC- and women-owned contractor businesses, our first outreach manager dedicated to communities of color, Energy Trust’s support for AmeriCorps Resource Assistance for Rural Environments community development resources in rural communities, and partnerships with community-based organizations like EUVALCREE and Lake County Resources Initiative.

Going forward:

- Energy Trust will continue to report twice yearly on progress to diversity, equity and inclusion goals set in its 2022 Diversity, Equity and Inclusion Plan. In addition, staff will evaluate the organization’s current website content related to diversity, equity and inclusion and determine and implement improvements.