Community Working Group Meeting #1 Summary

Electric Integrated Resource Plan

Orlando, FL
March 31, 2026

Contents

Tables

Figures

This page is intentionally left blank.

1 Meeting Details

1.1 Date and Time

March 31, 2026, 2:00 PM to 5:00 PM

1.2 Meeting Description

Orlando Utilities Commission (OUC) is developing a long-term energy plan to continue delivering services that are reliable, affordable, sustainable, and resilient. This plan is known as the Electric Integrated Resource Plan (EIRP). As a key part of the engagement strategy, HDR (Community Engagement Consultant for the EIRP) convened a balanced and representative Community Working Group (CWG) made up of customers and partners from across OUC's service territory.

During this meeting, participants were able to share perspectives from their respective 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 attendees were encouraged to share what they learned with their communities. CWG insights and takeaways are included throughout this meeting summary.

Figure 1-1: CWG Members During Interactive Exercise

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 to inform the CWG on why this group was gathered. Multiple interactive group exercises were conducted with the goal of creating a common ground between the attendees.

1.4 Attendee Outreach and Selection

The CWG members were strategically identified and received an invitation via email and phone, with a request to either be the representative for their organization or refer to

someone else from their organization that better reflects the community group criteria they represented.

The purpose of these categories was to provide a clear, organized way to bring representative voices into the planning process. They are broad enough to cover major stakeholders while contributing a distinct perspective. The CWG categories included:

- Education & Workforce Development
- Public Health
- Economic Development
- Local Government & Planning
- Environmental & Climate Advocacy
- Small Business & Residential Customers
- Wholesale & Large Customers
- Community Advocacy

1.5 Organizations Represented

- AdventHealth (Public Health)
- CareerSource Central Florida (Education & Workforce Development)
- City of Orlando (Economic Development & Local Government & Planning)
- City of St. Cloud (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)
- Hispanic Chamber of Commerce (Economic Development)
- National Entrepreneur Center (Small Business & Residential Customers)
- Orange County Government (Local Government & Planning)
- Orange County Office of Sustainability & Resiliency (Environmental & Climate Advocacy)
- Orlando Economic Partnership (Economic Development)
- Osceola Council on Aging (Community Advocacy)
- Pine Hills Neighborhood Improvement District (Small Business & Residential Customers)
- Sierra Club (Environmental & Climate Advocacy)
- Tavistock (Wholesale & Large Customers)
- TECO / Peoples Gas (Wholesale & Large Customers)
- Universal Orlando Resort (Wholesale & Large Customers)

1.6 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
Trinity Otero	HDR
Stephen Alianiello	HDR
McKenzie Fox	HDR
Orlando Alancastro	OUC
Luz Aviles	OUC

1.7 Meeting Agenda

The meeting agenda included a mix of presentations and interactive activities. The full agenda is included in Table 1-2.,

Table 1-2. Meeting Agenda

Time	Activity
2:00 PM	Welcome & Introductions
2:30 PM	Interactive Exercise: Common Ground Circles
3:00 PM	Why We're Here
3:25 PM	OUC Overview
3:45 PM	Break
3:55 PM	Defining Our 4 Key Attributes
4:00 PM	Interactive Exercise: Walk Around Gallery
4:55 PM	Preview of Next Meeting

2 Key Takeaways

- The first CWG focused on building trust, understanding, and transparency around OUC's long-term energy planning process while hearing early community feedback.
- Overall, attendees described energy as adaptive, resilient, innovative, and technology driven.
- OUC explained that the EIRP is a plan for the next 20 years and highlighted the importance of collaboration with all partners.

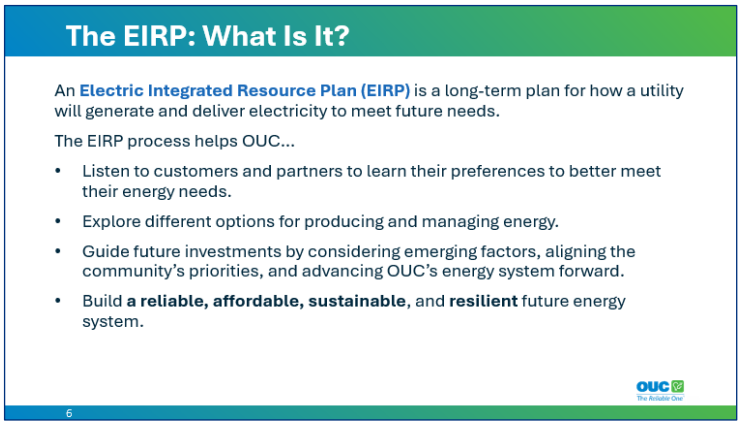
- The affordability and equity key attributes were discussion points called out during the small group report out.
- The interactive exercise outlined that the community values safe, reliable service, consistent costs, a power system that is resilient against extreme weather, transparent communication, and new technology.

3 Meeting Summary

3.1 Why We're Here

The meeting began with a brief introduction of the project team. Attendees introduced themselves and noted which organization they represented. This was followed by an overview of why these particular individuals were asked to be a part of the CWG and why they are essential in updating the EIRP. The definition of EIRP and its process was shared, as shown below.

Figure 1-2: The EIRP: What is it?



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

Challenges were outlined for the attendees to help them understand the full scope of what they face when trying to provide services to customers. The challenges included:

- Advancing Technology Costs
- Aging Infrastructure
- Limited Energy Diversity
- Growing Population and Demand

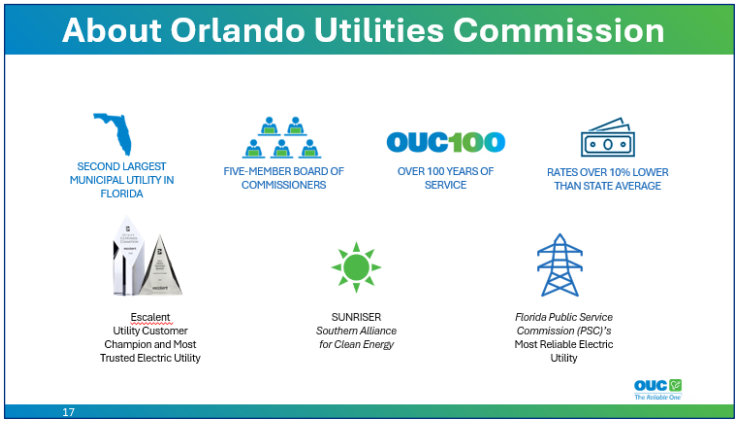
Key questions/comments during this section included:

- An attendee asked about how airport planning could align with other organizations' future energy plans and when it might be an option to develop an independent grid.
    - OUC explained that they will directly engage with partners to address technical planning needs. This coordination will be guided by OUC's long-term planning framework.
- Another attendee asked how OUC can be more affordable.
    - OUC responded that affordability is a key attribute and is a part of all decision-making processes. They noted that affordability of rates depends on generation resources (mixes of energy), and the timing and amount of energy used at a time resulting in peak energy demand.
- The attendee then inquired about the use of solar energy.
    - OUC explained that solar energy contributes to meeting generation needs during certain times of the day when the sun is shining. Solar does have limitations as it is more expensive because of both land and usability constraints.
- OUC then mentioned that maintaining balance in this process is crucial to effective communication, which is why this group includes a variety of community and customer representatives
- An attendee asked how OUC would share this information with the community.
    - OUC explained that they will be asking for community input and feedback in the next phase of this process. There will be community outreach and opportunities for members of the public to fill out surveys.
- An attendee asked about the issue this group is trying to solve.
    - OUC noted that this group will be important to scorecard development. The scorecard will test each portfolio and outline which will be the best option. This group will inform the scorecard, which will be applied to the portfolios.

3.2 OUC Overview

The OUC Overview portion of the presentation started with a summary of the types of utilities OUC provides, investor-owned utilities and municipal utility/public power. The presentation also highlighted important information about OUC shown below.

Figure 1-3: About OUC



Key questions/comments during this section included:

- An attendee noted that they have worked with OUC and the Florida Commerce for their efficiency programs to help people pay their electricity bills. They mentioned that great work is done there.
    - This comment was related to how OUC is in the community and works to help individuals pay their bills.

3.3 Defining OUC's Key Attributes

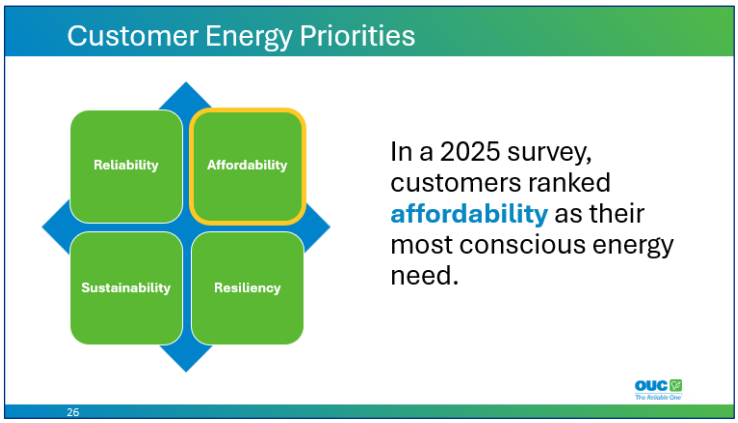
The Defining OUC' Key Attributes portion of the presentation provided more details about the four key attributes mentioned earlier in the presentation. These attributes help guide planning decisions, investments, and tradeoffs over time.

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 from a 2025 survey was affordability.

Figure 1-4: Customer Energy Priorities



3.4 Interactive Exercise: Walk Around Gallery

During this portion of the meeting, attendees participated in an interactive exercise. Each attendee walked around the room and visited four different stations that represented the four key attributes: reliability, affordability, sustainability, and resiliency.

Figure 1-5: CWG Members During Final Exercise

3.4.1 What We Heard

At each station, participants provided feedback on the four key attributes related to what the attributes mean to them, how they matter to their perspective communities, and possible opportunities that attribute could propose. Feedback collected from the participants on each attribute during this activity included:

Reliability

- Safety is a fundamental aspect to reliability.
- Technology advancement and clear communication is important to build trust and transparency.
- Community service partnerships present an opportunity to strengthen trust and meet community needs.

Affordability

- Affordability is about reducing energy burdens.
- Predictable and equitable costs help customers budget and predict expenses.
- Affordable services help customers during life-changes like natural disasters, family issues and budgeting.
- There is an opportunity to educate customers on energy usage to better manage costs and energy use.

Sustainability

- Sustainability focuses on the future and long-term benefits for customers and the community.
- Conservation is an important value helping resources to be used wisely and responsibly.
- Community and people come first, with sustainability efforts intended to increase quality of life.
- Education and awareness about solar energy is important for customers.

Resiliency

- Resiliency is built on trust, so the community can know that energy will be there for their everyday and during emergencies.
- Prevention matters, planning can help reduce the frequency and impact of outages.
- Strong community communication improves awareness and coordination before, during, and after disruptions.

OUC
The *Reliable* One®