

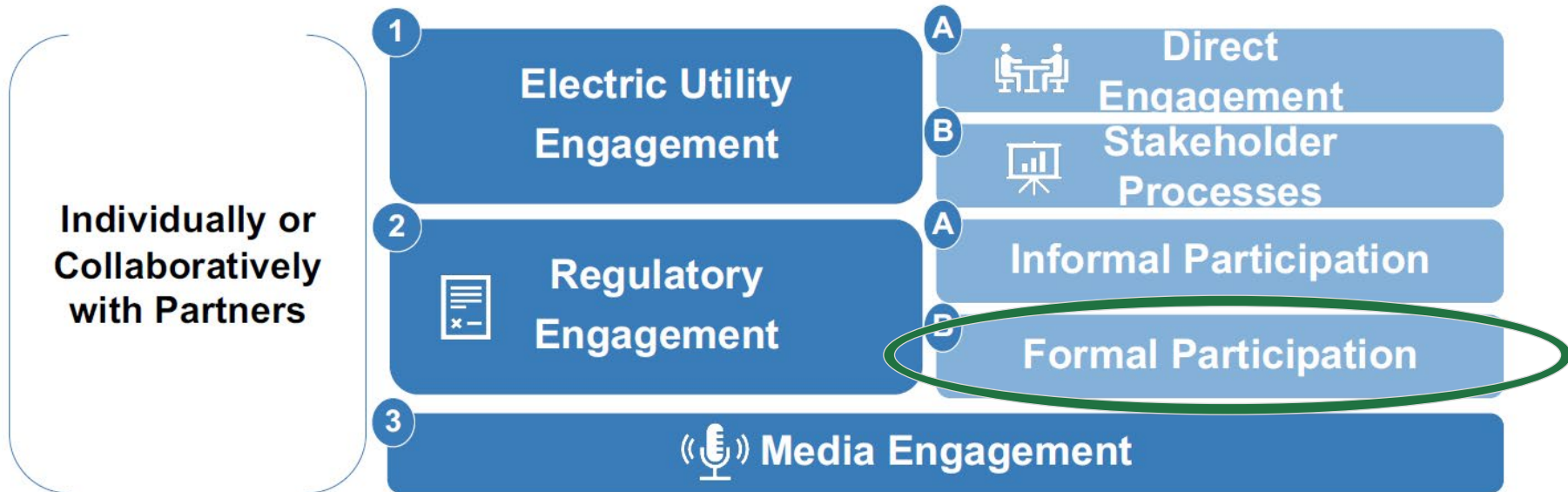


# Engagement with the North Carolina Utilities Commission Towards a Low-Carbon and Equitable Future

**GOAL: To share how upcoming engagement opportunities with the NC Utilities Commission (NCUC) will help Charlotte achieve its goals in alignment with the Strategic Energy Action Plan.**



**Charlotte engages in the broad spectrum of opportunities, from partnering with Duke Energy directly, to participating in formal proceedings at the regulatory level.**



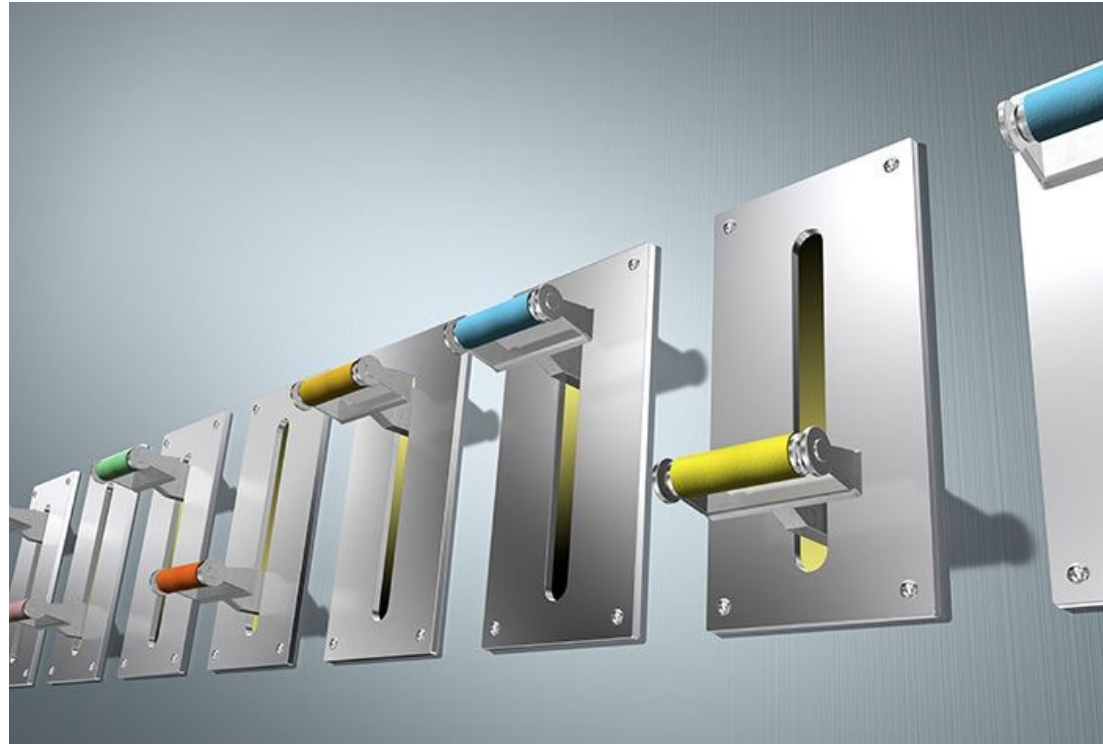
\*These pathways are not mutually exclusive!

# THE OPPORTUNITY AND THE CHALLENGE

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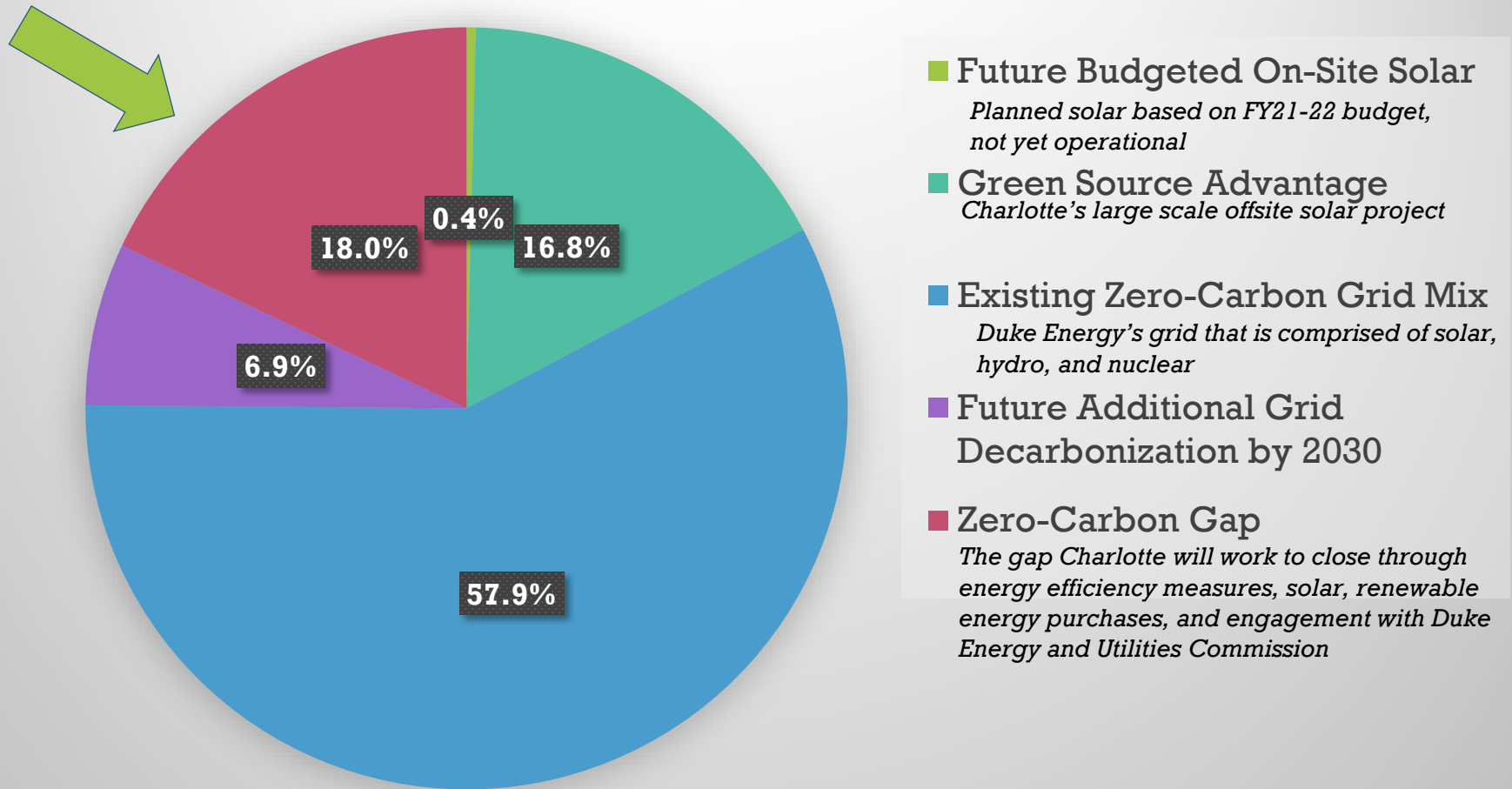
- Many proceedings the NCUC rules on are directly relevant to the City's climate and equity SEAP goals.
- Charlotte can influence outcomes of recurring NCUC proceedings related to rate making, energy generation planning, and design of renewable energy and energy efficiency programs.
- Additional near-term engagement opportunities are arising out of passage of HB951 - Bipartisan energy legislation signed into law by Gov. Cooper on October 13, 2021.
  - Requires NCUC to take steps needed to get the state to a 70% reduction in carbon emissions by 2030 and carbon neutrality by 2050

1. Energy Efficiency
2. Renewable Energy
3. Cleaner Duke Grid Mix
4. Renewable Energy Credit Purchases



The City can influence outcomes by engaging with North Carolina Utilities Commission.

# REMINDER: 2030 Zero-Carbon Buildings - 2021 Progress Snapshot



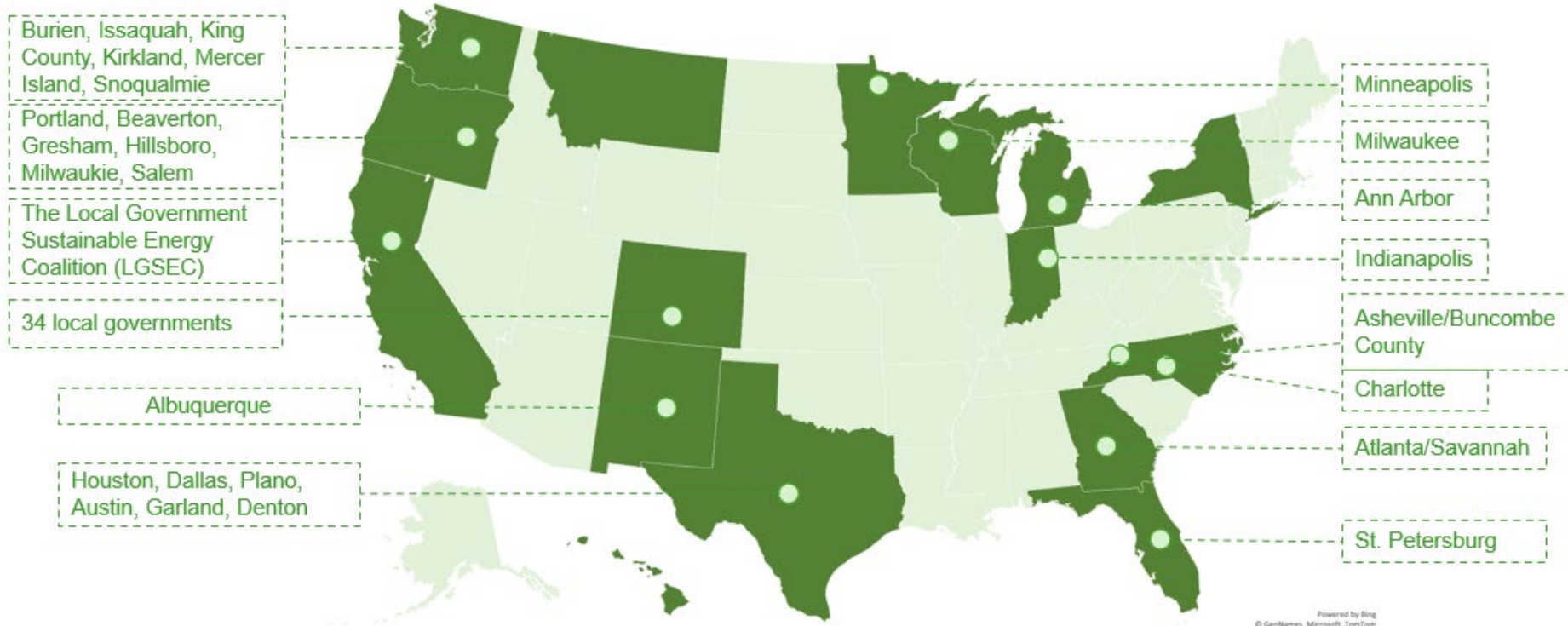
- *As Duke Energy's grid mix becomes less carbon intense, the gap to zero carbon buildings by 2030 decreases.*
- *Engagement with NCUC can influence decision making that could accelerate the greening Duke Energy's electricity grid.*

- ✓ Achieve *community priorities* (e.g., equity: public health, air quality, address **low-income energy burdened households**)
- ✓ Reinforce our **public commitment to climate and equity** goals
- ✓ **Strengthen relationships** with Duke Energy, regulators, and others
- ✓ Spur **additional collaboration** among stakeholders
- ✓ Increase Charlotte's awareness of Duke Energy's/Utilities commission's work so we can **seize opportunities**



# ENGAGEMENT WITH UTILITY COMMISSIONS ON THE RISE

## Parts of Cities and Counties that engaged with PUCs, 2018-2021



*From SEAP: There is potential for the cities of North Carolina to come together with Duke and others to provide signals to the North Carolina Utilities Commission of their combined desire to lower the carbon intensity of electricity production.*



# WHAT WILL OUR COMMENTS INCLUDE?

More Zero Carbon Energy

Reduction of Energy Burden (Equity)

Increased Programs for Electric Vehicles

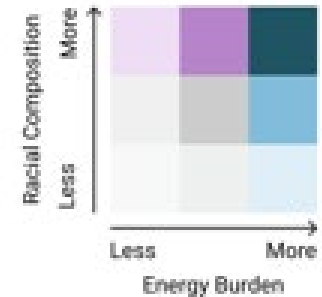
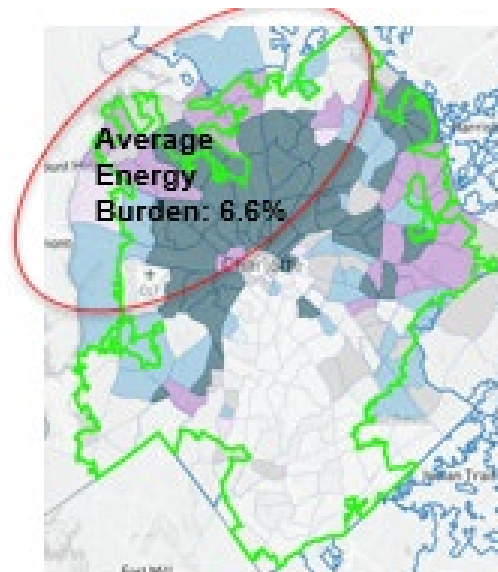
Coal Retirement

Increased Efficiency

Local Government Opportunities

## Example of previously submitted comment and related data by the City:

*City of Charlotte encourages Duke Energy to expand access to efficiency programs for low-income customers.*



# EXAMPLES OF NCUC PROCEEDINGS

Proceeding	Description	SEAP Relevance
Carbon Plan	Carbon reduction proposal to achieve 70% reduction by 2030 and 100% carbon free grid by 2050.	Plan for affordably achieving equitable carbon reduction.
Renewable Energy Rider	Parameters for voluntary renewable energy program to offset customer energy use.	Can expand renewable energy procurement options for City.
On-Bill Financing	Enables customers to pay for energy efficiency upgrades through energy bill savings.	Reduces upfront costs for energy efficiency and expands access for solutions to low-income customers.

\* City of Charlotte has intervened



# EXAMPLES OF NCUC PROCEEDINGS

Proceeding	Description	Timeline	SEAP Relevance
Integrated Resource Plan (IRP)*	Outyear plan to deliver reliable energy supply at lowest system-wide cost.	Every 2 years; City's first intervention in 2021.	Influences carbon intensity of Duke Energy's generation mix and equitable distribution of clean energy benefits.
Carbon Plan	Carbon reduction proposal to achieve 70% reduction by 2030 and 100% carbon free grid by 2050.	Every 2 years; will sync with IRP.	Plan for affordably achieving equitable carbon reduction.
Rate Case	Governs when and by how much Duke Energy can raise electricity rates.	Every 2-3 years once multi-year rate plan commences.	Can mitigate impact of rate cases on low-income customers.

\* City of Charlotte participated in 2021 IRP proceeding.



# OUR APPROACH

## ***All engagement messages will:***

- *Be consistent with Council-adopted policies (SEAP)*
- *Consider equity in framing of comments*
- *Reference published research/data from subject matter experts*

## ***For all NCUC dockets staff formally participate (intervene) in:***

- *City staff will brief Council on engagement outcomes during regular reporting intervals*
- *Include Intergovernmental Relations staff as relevant*
- *Utilize existing and potentially new technical experts to decode complex regulatory documents*
- *Collaborate with other local governments to share knowledge, and amplify voices*

- City participation is a part of the strategy for achieving 2030 and 2050 SEAP climate and equity goals.
- HB951 presents a unique opportunity to shape the State's climate and equity future.
- When staff regularly engage with the NCUC on matters relevant to SEAP goals, the City's voice makes a difference.

**Question for Council Committee: What do you think of this approach?**



**OFFICE OF EQUITY, MOBILITY AND  
IMMIGRANT INTEGRATION**  
WELCOMING CERTIFICATION

**EMILY YAFFE – [EMILY.YAFFE@CHARLOTTENC.GOV](mailto:EMILY.YAFFE@CHARLOTTENC.GOV)**

# Welcoming Standard



## PURPOSE

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The Welcoming Standard provides a comprehensive roadmap for places building more cohesive and equitable communities and fostering connections between newer immigrants and long-time residents. It also sets benchmarks that community organizations, residents, and others can use to hold welcoming places accountable and inspire continued innovation.

Source: Welcoming America

# Welcoming Standard: Core Criteria

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-  Government Leadership
-  Equitable Access
-  Civic Engagement
-  Connected Communities
-  Education
-  Economic Development
-  Safe Communities



# Audit Highlights



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- **Government Leadership** - Office of Equity, Mobility and Immigrant Integration (OEMII) was consistently recognized by various community stakeholders as a key point of contact
- **Civic Engagement** - Safety grants have provided opportunities for immigrant and ethnic community-based organizations to scale up and improve their service delivery
- **Connected Communities** – Partnerships with Spanish language media has fostered new and innovative means of information sharing

# Audit Highlights



# Audit Highlights

 <b>CHARLOTTE.</b>	<u>Subject/Title</u> <u>Language Access Policy</u>
	<u>Date Effective</u> <u>November 30, 2021</u>
 City Manager	<u>Revision Date Effective</u>  <u>Code Number</u> <u>ADM 3</u>
	<u>City Manager's Office- HNS</u> <u>Responsible Department</u>

## PURPOSE

The City of Charlotte is committed to making services and programs accessible to all people, including those with Limited English Proficiency (LEP). The Language Access Policy (LAP) defines the actions needed to ensure that persons with LEP have meaningful access to services, programs, and activities offered by the City of Charlotte. This policy ensures compliance with Title VI of the Civil Rights Act of 1964, other applicable federal and state laws, and the implementing regulations of these laws with respect to LEP individuals. Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the grounds of race, color, or national origin by any entity receiving federal financial assistance.

## SCOPE

This policy will apply to departments, programs, and services provided by the City of Charlotte.

## POLICY

The city is committed to delivering services to all residents regardless of their English language ability. All departments will designate a Language Access Liaison to coordinate the implementation of this policy in consultation with the Office of Equity, Mobility, and Immigrant Integration's Language Access Coordinator. Each department will be responsible for providing translation and interpretation services for department programs, ensuring employees are trained on the city's interpretation services, utilizing multilingual employees appropriately, and obtaining feedback from residents. Departments will also work with the Language Access Coordinator to develop an annual Language Access Strategy, which will include an assessment of the department's language access needs, a summary of the department's progress towards addressing those needs, and a plan for addressing any unmet needs. This strategy will be evaluated and updated annually.

Compliance with the policy will be monitored by the Office of Equity, Mobility, and Immigrant Integration. The standard operating procedure for language access will be available online as a resource to all employees.

Administrative methods or procedures that intentionally subject individuals to discrimination or prevent access to services are prohibited.

## Charlotte Compact on Immigration

As supporters of the City of Charlotte Compact on Immigration, we are committed to advocating for common-sense and comprehensive immigration reforms that strengthen our economy and attract talent and business to our city.

Charlotte is America's Queen City, opening her arms to a diverse and inclusive community of residents, businesses, and visitors alike; a safe family-oriented city where people work together to help everyone thrive. Immigrants play an important role in our nation and contribute toward the growth of our economy. Charlotte's immigrant community continues to grow and now represents at least 16 percent of our city's total population. They are integrated in our communities across Charlotte and help foster our unique culture. They are an integral part of our vision for the future.

We urge all Charlotte-Mecklenburg residents, including leaders in government, philanthropy, business, faith, nonprofits, our neighborhoods, and at the grassroots levels, to join us in advocating for the adoption of these five principles to guide the immigration discussion in our city.

- FEDERAL RESPONSIBILITY:** Immigration policy is a federal issue between the U.S. government and other countries. Our community's representatives in Congress should work to enact federal immigration policy that improves our immigration system, keeps our communities safe, and protects our borders. As a municipality, we maintain the right to advocate to our federal representatives regarding the needs of our residents through our federal legislative agenda.
- STRENGTHENING OUR ECONOMY AND WORKFORCE:** Charlotte needs a robust workforce and policies that prioritize attracting a diverse talent pool to our city. Immigrants represent at least 12.6 percent of the Charlotte Metro Area's working-age population. We acknowledge the large economic role immigrants play as workers, entrepreneurs, and taxpayers. Charlotte's policies must reaffirm our global reputation as a welcoming city, and be flexible enough to address the needs of businesses while protecting the interests of workers. We support local policies that ensure all residents have the tools and opportunities they need to succeed.
- FAMILIES:** Strong families are critical to developing successful individuals and unified communities. As stated in the Charlotte-Mecklenburg Economic Opportunity Task Force report, "children and youth do best in stable households where they know what to expect and where they feel safe and secure." We champion policies that support families and improve the health, education, and well-being of all Charlotte's children.
- LAW ENFORCEMENT:** We support a law enforcement strategy that focuses on public safety, targets crime, and safeguards witnesses and victims. We support engaging all residents about their rights and responsibilities in relation to law enforcement. The Charlotte-Mecklenburg Police Department provides police services to everyone in this community regardless of their immigration status, race, creed, color, or sexual orientation.
- COMMUNITY LEADERSHIP:** Consistent communication between our city government and its immigrant residents is mutually beneficial. Community leaders play an important role in keeping city staff and elected officials informed of their unique needs. We support immigrant residents being able to access more leadership and advocacy development and the expansion of those opportunities.

# Audit Highlights

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En Albemarle Rd.

## Forme parte del proceso del proyecto 'PLAYBOOK'

**¿V**ive, trabaja o tiene un negocio en la calle Albemarle Road? La ciudad de Charlotte está creando un proyecto virtual llamado 'Playbook' para la calle Albemarle Road, que ayudará a desarrollar la nueva imagen de su vecindario. La reunión inicial de 'Playbook' será el martes 29 de junio, donde habrá sesiones en inglés y en español.

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MES DE LA HERENCIA HISPANA | Página 37



## Henry Sandoval

Supervisor en Solid Waste de la Ciudad de Charlotte

### DE DÓNDE ES ORIGINARIO?

De San Pedro Sula, Honduras

### ¿NOS PUEDE CONTAR UN POCO DE SU HISTORIA DE INMIGRANTE?

Llegué primero a vivir al Este de Los Ángeles en compañía de mi mamá, luego fuimos a Denver, Colorado y en diciembre de 1995 llegamos a Charlotte.

### DESDE QUE LLEGÓ A CHARLOTTE, EN QUE HA LABORADO?

#### ¿QUÉ FUNCIONES HA REALIZADO?

En la construcción en los primeros años, haciendo formas para el concreto hasta llegar al piso 32. Después me aventuré a mi propio negocio de la construcción hasta 2010, cuando la economía se fue abajo. Me quedé casi 2 años sin trabajo, hasta que una vecina me recomendó para la ciudad en 2012.

Comencé recogiendo la basura de la 'yarda', es un trabajo muy pesado,



# Welcoming Standard: Core Criteria

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-  Government Leadership
-  Equitable Access
-  Civic Engagement
-  Connected Communities
-  Education
-  Economic Development
-  Safe Communities

# Areas of Growth – Equitable Access

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A program(s) is in place to ensure language access across government agencies with the goal of expanding equitable access to programs, services, and activities.

- The program(s) assesses and addresses language needs for accessing important community information including safety services and emergency and alert systems.
- The program(s) includes training for staff

# Areas of Growth – Safe Communities

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A program(s) exists to train public safety staff on working with diverse populations

- The program(s) includes training for staff operating emergency response systems under the jurisdiction of the local government.
- The program(s) includes code enforcement staff under the jurisdiction of the local government.
- The program(s) engages other jurisdictions whose public safety or emergency response systems impact local residents.

OEMII staff have worked with our colleagues in both Code Enforcement and Fire to address the identified Areas of Growth by:

- Collaborating with the Office of Emergency Management to help build out more accessible safety communications
- Worked with Code Enforcement to augment a pre-existing professional development opportunity to include a Cultural Competency component
- Implementing a Language Access program across all departments that includes regular training



# 2022 Welcoming Interactive

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# EQUITY IN GOVERNANCE FRAMEWORK

**EEE MEETING**

APRIL 18, 2022

# Purpose

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- Provide Update and Seek Insight on:
  - Framing Statement
  - Equity in Governance Framework
  - Guiding Question Review
  - Engagement Strategy

***Goal of Today: Provide final feedback; vote to move to full Council.***

# What we heard so far

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- Acknowledgement of our role
- Equity lens should be embedded in core responsibilities that do not change over time, in addition to our priorities
- Don't center the conversation around unintended consequences.
  - Make sure they do not occur and reflect that commitment in our language
- Engagement is important, specifically who will steer this effort?

# Framing Statement

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*The City of Charlotte **recognizes and acknowledges** its role in the creation and perpetuation of systemic inequities through policies enacted and practices committed throughout its history.*

*Charlotte is dedicated to undoing the impacts of these decisions through **an intentional, strategic approach that incorporates an equity lens** in decision-making processes.*

*To serve our community with integrity, we **must address racial and other inequities and exclusion by:***

- 1. Prioritizing disenfranchised residents*
- 2. Mitigating disproportionate impacts*
- 3. Acknowledging and addressing historic inequities*
- 4. Creating more opportunities for upward mobility*
- 5. Consistently evaluating government systems*
- 6. Meaningfully engaging residents*

*By taking this approach Charlotte City Council will strive towards a more inclusive, healthy, thriving, equitable Charlotte.*

# EQUITY IN GOVERNANCE FRAMEWORK



Staff Service  
Delivery



Strategy



Council Decision  
Making



Policy



Residents  
Community  
Engagement



Shared  
Accountability



## RESOURCES & INVESTMENTS



1

Prioritize  
disenfranchised  
residents

2

Mitigate  
disproportionate  
impacts

3

Acknowledge  
and address  
historic inequities

4

Create more  
opportunities for  
upward mobility

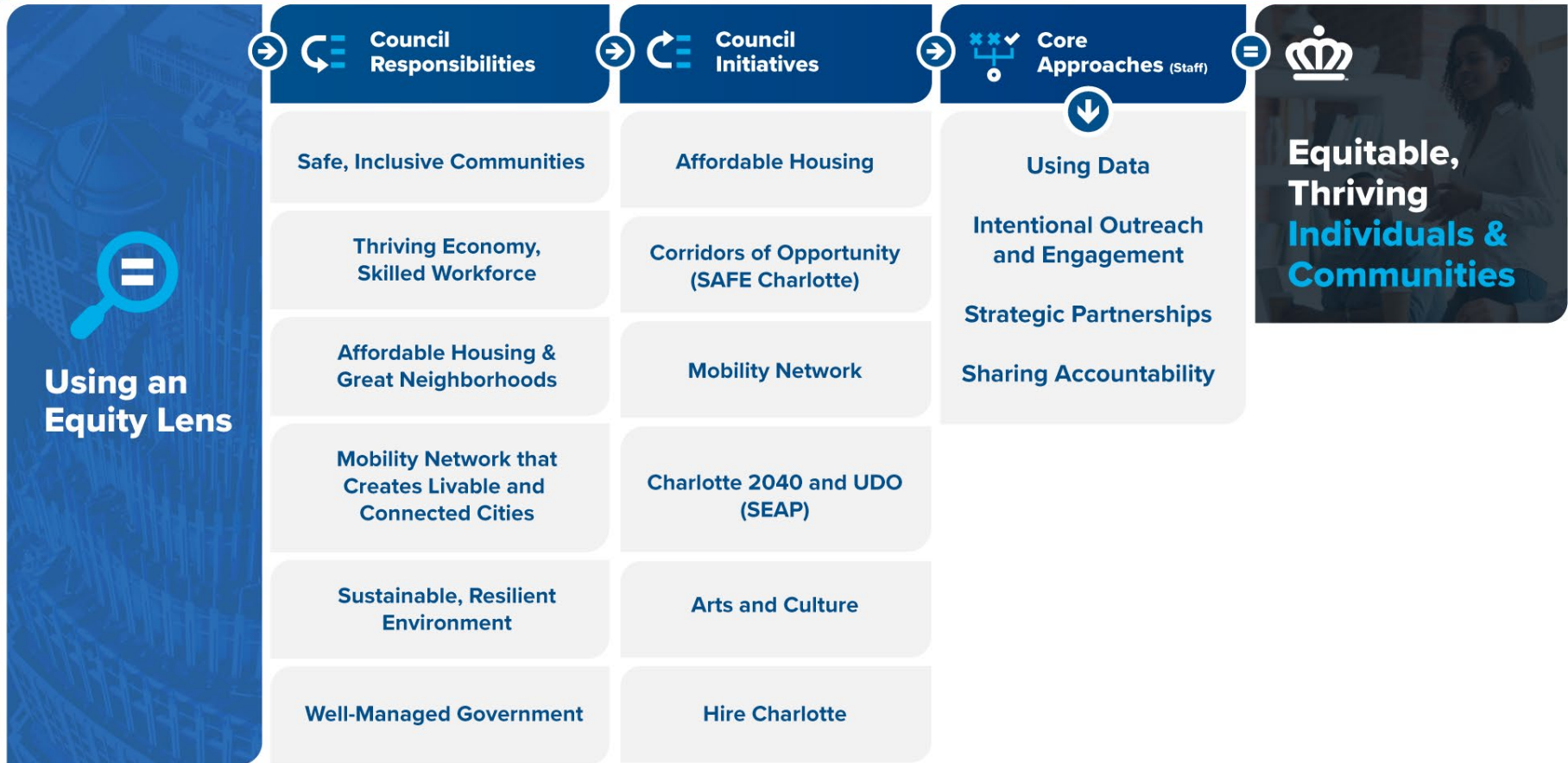
5

Consistently  
evaluate  
government  
systems

6







Meaningfully  
engage residents

# EQUITY IN GOVERNANCE FRAMEWORK



*\*Council priorities and initiatives may change year over year, but the responsibilities and approach remain consistent.*

# EQUITY LENS TOOL: GUIDING QUESTIONS

-  **What does this policy seek to accomplish?**
-  **Have people most impacted by this policy been engaged? How?**
-  **Who benefits or could be burdened by this policy proposal?**
-  **What benefits or adverse impacts could result from this proposed policy?**
-  **How was addressing racial or other inequities considered in this policy?**
-  **Will it reduce disparities?**





# Framework Engagement Strategy

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## Step 1: Leverage Existing Groups and Relationships

- Present the Acknowledgement, Tool, and Equity in Governance Framework for feedback by City Council appointed Boards and Commissions:
  - *Community Relations Committee*
  - *NEST*
  - *Charlotte International Cabinet*
  - *CBI Advisory Committee*
  - *Charlotte Equitable Development Commission*
- *Seek feedback from community-based organizations.*

Step 2: Partner with the Duke Sanford Policy Lab on researching the questions - How can policy debates include an equity lens? What is the best public policy definition of equity?

Step 3: Report back on suggested incorporations into the Framework

## Additional Feedback?

### *Next Steps:*

1. *Share with Council*
2. *If City Council agrees, move forward with preliminary engagement strategy*
3. *Share final draft with Council*