

Voices of Experience Addressing Equity

a U.S. Department of Energy Initiative

Learnings from Customer and Community Engagement

Documented at an October 2022 Voices of Experience workshop hosted by Tennessee Valley Authority in Nashville, Tennessee.

Participants included program designers and community engagement specialists at Tennessee Valley Authority, Knoxville Utilities Board, Nashville Electric Service, CPS Energy, Entergy, Austin Energy, and ComEd.



Equity is a journey. You won't get it perfect right out of the gate; instead, aim for continuously improving your programs and engagement strategies to reach the people who most need help.

Keree Brannen, Austin Energy



PROMOTE AWARENESS OF NEW CAREER PATHS TIED TO THE CARBON FREE TRANSITION

Develop and implement career readiness programs

IDENTIFY CUSTOMERS AND COMMUNITIES FOR ENGAGEMENT

Work on building relationships with customers and community leaders

PRIORITIZE FUNDING IN DISADVANTAGED COMMUNITIES

Find partners to pursue new funding and to get funding to qualified participating customers

BALANCE COMMUNITY WANTS WITH COMMUNITY NEEDS

Listen to community needs in order to prioritize along with utility needs

BALANCE GRID UPGRADES WITH AFFORDABLE RATES

Externally educate stakeholders on rate impacts from grid upgrades and internally manage new approaches for evaluating benefits and costs of grid upgrades

FOR MORE INFORMATION ON ELECTRIFICATION GO TO [SMARTGRID.GOV/ELECTRIFICATION](https://www.smartgrid.gov/electrification).

