

## Attachment A

### Approved 2014 Performance Measures for the Energy Trust of Oregon January 27, 2014

The following performance measures and targets are intended to clearly define the Commission's minimum expectation of the Energy Trust of Oregon (Trust) performance. In evaluating the Trust's performance against these standards, the Commission will consider mitigating circumstances and efforts made.

#### Electric Efficiency Performance Targets:

Electric efficiency performance measure targets shall be established by utility and shall be equal to 15 percent below the Energy Trust target as defined in their annual budget and action plan needed to meet utility Integrated Resource Plan (IRP) targets. For 2014 the Commission expects the Trust to obtain net electricity efficiency savings of at least 32 aMW and 17.1 aMW for PGE and PacifiCorp, respectively, inclusive of transmission and distribution (T&D) losses.<sup>1</sup>

The electric efficiency levelized cost performance measure targets shall be set by utility as 15 percent above the Energy Trust's annual targets as defined in their yearly budget and action plan. For 2014 the Commission expects the Trust to obtain electricity efficiency savings at an average levelized life-cycle cost of not more than 3.2 cents per kWh for PGE and 3.7 cents per kWh for PacifiCorp.

#### Natural Gas Efficiency Performance Targets:

The natural gas efficiency performance measure targets shall be established by utility and shall be equal to 15 percent below the Energy Trust target gas defined in their annual budget and action plan needed to meet utility IRP targets. For 2014 the Commission expects the Trust to obtain natural gas efficiency savings of at least 4,530,000 therms for NW Natural and 400,000 therms for Cascade Natural Gas.

The natural gas efficiency levelized cost performance measure targets shall be set by utility as 15 percent above the Energy Trust's annual targets as defined in the yearly budget and action plan. For 2014 the Commission expects the Trust to obtain natural gas efficiency savings at an average levelized life-cycle cost of not more than 45.3 cents per therm for NW Natural and not more than 52.0 cents/therm for Cascade Natural Gas.

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<sup>1</sup> 2014 performance measures are based on T&D losses of 6 percent for industrial and 10 percent for commercial and residential.

### Renewable Resource Development:

The following are performance measures for renewable resource development for calendar year 2013.

- 1) For project and market development assistance, report annual results including number of projects supported, milestones met, and documentation of results from market and technology perspective. Report on specific barriers and success in reducing those barriers.
- 2) Obtain at least 0.70 aMW in installed generation of net-metered standard program projects, including solar and small wind.
- 3) For non-solar custom projects, the three year rolling average of project incentives dollars provided divided by the total number of renewable energy certificates (RECs) delivered to Energy Trust over the term of the contracts should not exceed \$29/allocated MWh.
- 4) For innovative and custom solar projects, report sources of funding for projects and the criteria for selection.

### Financial Integrity:

The Commission expects the Trust to demonstrate its financial integrity by obtaining an unqualified financial audit opinion annually.

### Program Delivery Efficiency:

The Commission expects the Trust to demonstrate program delivery efficiency by keeping its administrative and program support costs<sup>2</sup> below nine percent of annual revenues.

### Customer Satisfaction:

Based on Fast Feedback results, over the full calendar year, for applicable sectors and programs, Energy Trust should maintain a minimum of 85 percent of customers indicating they are satisfied or very satisfied with:

- Interaction with program representatives
- Overall satisfaction

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<sup>2</sup> For the purpose of these performance measures, costs associated with program management, program delivery, program incentives, program payroll and related expenses, outsourced services, planning and evaluation services, customer service management and trade ally network management are direct program costs and *not* program support costs that are included in the nine percent.

Benefit/Cost Ratios:

The Commission expects the Trust to report the benefit/cost ratio for its conservation acquisition programs in its annual report based on the utility system perspective and societal perspective. The Commission expects the Trust to report significant mid-year changes in benefit/cost performance as necessary in its quarterly reports.