

Adopted 2012 Performance Measures
for the Energy Trust of Oregon
March 13, 2012

The following performance measures and targets are intended to clearly define the Commission's minimum expectation of the Energy Trust of Oregon (Trust) performance. Should the Trust fail to meet these performance targets, the Commission will consider issuing a Notice of Concern pursuant to the Grant Agreement between the Commission and the Trust. In evaluating the Trust's performance against these standards, the Commission will consider mitigating circumstances and efforts made.

Savings targets for energy efficiency programs are set at an aggregate level rather than at a sector level to allow the Trust flexibility to pursue programs in different sectors as market forces and technological advances dictate. No renewable energy performance measure is being set for 2012.

Electric Efficiency Performance Targets:

The electric efficiency performance measure target shall be the same as the Energy Trust's combined electric conservative goal in their annual budget and action plan needed to meet utility Integrated Resource Plan (IRP) targets. For 2012, the Commission expects the Trust to obtain electricity efficiency savings of at least 41 aMW net, inclusive of transmission and distribution (T&D) losses.¹

The electric efficiency levelized cost performance measure target shall be 10% above the Energy Trust's annual conservative levelized cost goal in their yearly budget and action plan. For 2012, the Commission expects the Trust to obtain electricity efficiency savings at an average levelized life-cycle cost of not more than 4.4 cents per kWh.

Natural Gas Efficiency Performance Targets:

The natural gas efficiency performance measure target shall be the same as the Energy Trust's combined natural gas conservative goal in their annual budget and action plan needed to meet utility IRP targets. For 2012, the Commission expects the Trust to obtain natural gas efficiency savings of at least 4,500,000 therms.

The natural gas efficiency levelized cost performance measure target shall be 10% above the Energy Trust's annual conservative levelized cost goal in the yearly budget and action plan. For 2012, the Commission expects the Trust to obtain natural gas efficiency savings at an average levelized life-cycle cost of not more than 52 cents per therm.

¹ 2012 performance measures are based on T&D losses of 6 percent for industrial and 10 percent for commercial and residential.

Renewable Resource Development:

No renewable energy performance measure for 2012.

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 costs² below 9 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

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.

² For the purpose of these performance measures, program support costs are defined as program costs, except for the more direct program costs as reflected in the following cost areas: 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