EnergyTrust of Oregon, Inc.

Staff Report

August 8, 2007

This report from Margie Harris is on behalf of all staff and spans the period April 23, 2007 through July 20, 2007. Items not otherwise addressed in this board packet are described here.

General

- Conservation Services Group (CSG) was unanimously selected as the finalist for the Home Energy Solutions – Existing Homes competitive RFP. The selection committee included three Energy Trust staff and representatives from the Eugene Water and Electric Board and U.S. Environmental Protection Agency. CSG received a high aggregate score form the panel. Staff is now working with CSG to develop contract terms for board consideration at the October meeting.
- Moss Adams completed the draft Enterprise Architecture Study addressing the status and recommendations for current and future Energy Trust IT and financial systems.
- Tom Foley and Margie Harris presented the Q1 report to the OPUC.
- At Caddy McKeown's invitation, Margie addressed the South Coast Economic Development Council in Coos Bay, highlighting Energy Trust local projects and opportunities.
- Margie addressed a large group of attendees at the National Association of Utility Regulatory Commissions (NARUC) meeting in New York City, speaking on a panel about decoupling and addressing our third-party delivery model.
- With the Oregon Environmental Council, Energy Trust co-sponsored a well-attended event focused on sustainable practices for winery operations. Margie's comments focused on wineries who have participated in Energy Trust efficiency and solar programs.
- As a follow up to the Board Strategic Planning worksession in June, staff prepared materials to describe Energy Trust presence by geographic region throughout the state. This information appears under Tab 5 in the board meeting packet.

Program Planning and Evaluation

General

The Northwest Energy Efficiency Alliance

- The Northwest Energy Efficiency Alliance's board (which includes Energy Trust's representative) approved in principle a redesign of the board to reduce its size from 28 to 14 members and to create a more efficient organization. Three quarters of the new board will be representatives from organizations that fund the Alliance. Smaller funders and state energy offices will alternate having a representative serve a two-year term. As the second largest funder, Energy Trust will retain a permanent board seat. The future board will rely on expert advisory groups to complete work previously done by board committees. Energy Trust likely will participate in many of these groups.
- Cost effectiveness analyses were done for new multifamily building efficiency measures with more detailed analyses to be completed.

- Energy Trust is assessing the best way to address efficient furnaces when they are installed as backup units for heat pumps, a small part of a market we are trying to transform.

Efficiency Programs

Home Energy Solutions—ENERGY STAR® New Homes

- In conjunction with ODOE, the first verifier training was conducted in May and was well-received by more than 20 attendees.
- 388 efficient new homes have been built to date this year, along with 150 new home efficiency enhancements and 87 efficient new manufactured homes.

Home Energy Solutions—ENERGY STAR® Products

- A booth was staffed at the May KINK Sustainability Fair at OMSI with information provided on the "Change a Light, Change the World" campaign, ENERGY STAR New Homes, with interactive CFL displays.
- The BPA Change a Light Big-Box CFL specialty promotion concluded with tremendous success.
- Rebates for 8,842 efficient clothes washers were provided and the cost of 168,695 efficient compact fluorescent light bulbs reduced to date this year.

Home Energy Solutions—Existing Homes

- Trained energy advisors to promote solar measures during home energy reviews.
- Installed solar water heating systems in 23 homes with electric hot water and 25 homes with gas hot water.
- Attracted over 30 plumbing contractors and solar professionals to solar water heating trade ally training.

Business Energy Solutions—New Buildings

- Projects in the pipeline are being added at a rate faster than ever before, resulting from outreach to potential participants in communities and firms throughout the state involving one-on-one meetings, seminars, on-line "webinars" and expanded marketing collateral.

Business Energy Solutions—Existing Buildings

- Issued competitive RFP in July with finalist expected to be selected for presentation at the October 3 board meeting.
- Finalized hotel/motel lodging marketing materials, new fact sheet and web page.
- Worked closely with the Oregon Lodging Association to promote the new lodging program.
- Installed solar water heating systems at seven commercial sites.

Business Energy Solutions—Production Efficiency

- Finalized estimated savings of 74,618 kWh for 2006 for the Blue Heron 2005 project through a revised savings methodology agreed upon by all parties. Savings are currently 70% of original estimates due to market condition changes and challenges impacting the company's ability to secure reasonably priced waste paper needed for the de-inking process. Foreign markets are overbidding the market and shipping most US waste paper to China, where the paper manufacturing industry is thriving.

- Completed and secured commitments for 15 projects through the new small industrial initiative, totaling 663,508 kWh savings and $100,891 incentive payments.
- Launched an operations and maintenance focused pilot project including a facility review and 1 year of engineering assistance for implementation of identified no/low cost measures.

NW Energy Efficiency Alliance

Residential sector

- Worked with the EPA, ODOE and Ecotope to develop a new ENERGY STAR specification in anticipation of Oregon code changes being approved.
- Provided $5,000 in matching funds for the EPA's cooperative print advertising campaign in southern Oregon.
- Issued an RFP for the Fall Change A Light promotion, negotiated product selection, established and validated the sales percentages for retail locations, and coordinated with other Oregon utilities to ensure collaboration.

Commercial sector

- Sponsored a contest with the Building Owners and Managers Association (BOMA) to recognize the most energy efficient Portland office buildings using the Energy Star Portfolio Manager benchmarking platform. Supported the BOMA Energy Efficiency Program (BEEP), an industry-led education program focusing on low and no-cost improvements in energy efficiency.
- Assisted Legacy Health System in facility scoping and benchmarking for its Strategic Resource Management Plan to support energy efficiency opportunities on a multi-year basis across the system.
- Provided education and technical assistance to architects and design engineers on a number of projects, including Portland State University's recreation building, Portland's Da Vinci Middle School, Shriner's Hospital for Children, Good Samaritan West Tower addition (Corvallis), Providence Hood River Hospital, Canby High School, and Happy Valley Elementary and Middle School.
- Assisted Lamb's Thriftway in developing a comprehensive approach to control energy costs through planning, tracking and benchmarking, maintenance, upgrades, and employee awareness training.

Industrial sector

- Supported EnVinta One-2-Five assessments, in concert with PGE and Pacific Power, for Norpac Foods Plants in Stayton and Salem, Sabroso's Woodburn plant and Georgia Pacific Camas. This industrial focused program leads businesses through the process of incorporating energy efficiency in their business practices by getting buy-in from senior management as well as plant floor staff.

Renewable Energy

Open Solicitation

- Multnomah County approved a resolution to pursue a megawatt of solar, financed using a third-party financing arrangement, over the coming three years.
- Developed an incentive specifically for solar projects hosted by non-taxable entities, using the "flip" model for ownership for promotion later this summer.

- Obtained Renewable Advisory Council support for two open solicitation projects: East Portland Community Center 90 kW solar project and the Swalley Irrigation District 750 kW hydropower project.
- Co-sponsored and helped plan the Northwest Environmental Business Council's "Making Renewable Power Projects Happen" event April 24; more than 300 people attended.
- Presented at a Bend workshop sponsored by the Hydropower Working Group May 16; more than 100 people attended.
- Met with Clean Water Services, Multnomah County, TriMet, and the City of Portland's Water Bureau to discuss potential projects and participation.
- Made presentations to the Molalla Rotary Club and the Kiwanis Club of Cedar Hills.

Utility Scale

- Energy Trust and PGE executed the final funding agreement to provide $6 million energy Trust support for the 125.4 MW first phase of the Biglow Canyon Wind Farm. Project completion may be as early as December, 2007
- Energy Trust and Pacific Power signed the amended funding agreement for the revised 94 MW GoodNoe Hills East Wind Project. The project is still expected to be completed by the end of this year.

Wind

- Presented the proposed approach to support small wind turbines for on-site use by PGE and Pacific Power customers to the Renewable Advisory Council for comment. RAC supported staff's approach and the final design and offering will be ready late in August.
- As part of an effort to take a more active role in helping local developers hurdle equipment supply issues for community wind projects, staff met with several turbine suppliers and financers to help secure a reliable supply of large turbines for Oregon projects.
- Finished the evaluation of web-based wind mapping and evaluation tools in an effort to shift the anemometer loan program away from smaller towers and speed the process of project evaluation. Web data compared favorably to our own measured data for similar sites and has proven to be an accurate and effective source in other states. Staff will contract with the finalist to provide the mapping and evaluation for us and project sponsors.
- Completed USDA Section 9006 grant and loan applications for the China Hollow project.
- Installed a 50m anemometer for PEAMS community wind project.

Biopower

- Began feasibility study for City of Woodburn Wastewater Treatment Plant.
- Completed feasibility study for Clean Water Services; USDA Section 9006 application for Gervais Biopower; scoping study for Scenic Fruit; scoping study for Heard Farms.
- Initiated conversations with 3 wood products firms about biomass cogeneration projects and potential feasibility studies.
- Signed Declaration of Cooperation for Oregon Solutions Animal Byproducts project, and committed to co-fund market assessment.
- Reached in-principle agreement with Oregon Dairy Farmers Association to provide project facilitation services for dairy digester projects.

Solar

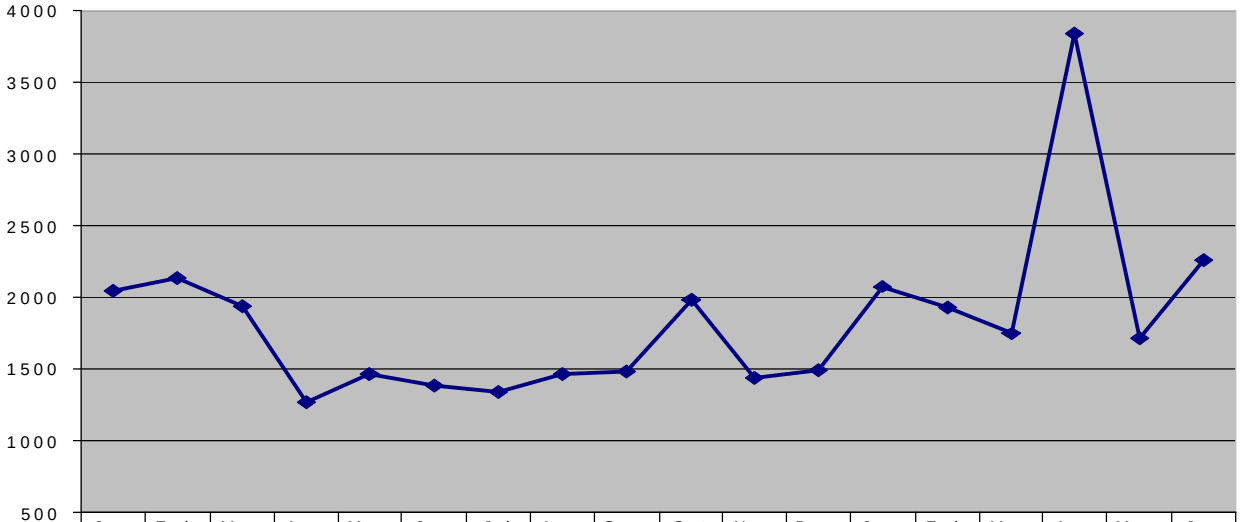
- Hosted over 35 electricians and solar professionals at an Energy Trust solar electric trade ally training.
- Announced collaboration between ENERGY STAR New Home and Solar programs to promote the inclusion of PV in new residential construction.
- Sponsored Solar Oregon's Basics of Going Solar workshops, which attracted full-house audiences totaling 350 attendees.
- Communications and marketing assistant Spencer Plumb will backfill Dave McClelland's solar program assistant position while Dave is on family leave through September.

Communication, Marketing and Outreach

Call Center/Customer Service

- Provided program training for PGE Energy Experts.
- Designed new Business Energy Solutions reference with improved program contact information for call center.
- Added dedicated phone number for Spanish speakers to be used in ENERGY STAR® products literature.
- Provided speaker training for select internal staff and PMCs.
- Presented program information for Solar Home Tour organizers in Coos Bay, resulting in new Tour of Solar Homes in Coos Bay area.
- Presented program information for East Metro Association of Realtors, resulting in push for realtors to complete green certification with Earth Advantage.
- Began work on customer service follow up survey for callers.

Call Volume through June 2007



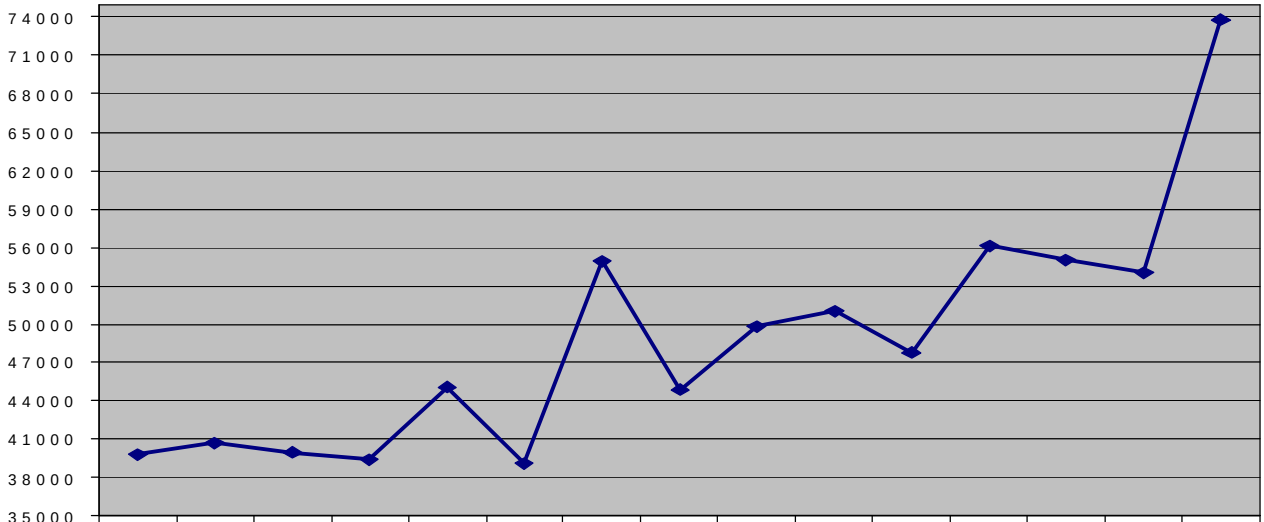
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07
Calls	2043	2133	1936	1272	1470	1383	1340	1464	1484	1979	1434	1489	2077	1931	1745	3839	1718	2259

Website

- Achieved another quantum leap up in website visits – 73,795 visits in June represents a gain of nearly 33% over the previous record, set in March 2007.

- Launched an online residential program survey to help determine what programs customers are interested in and what motivates them to invest in energy efficiency measures and/or renewable energy.
- Completed work on the online form and coupon for the special Solar Coupon promotion.
- Posted the new Solar Photo Gallery, sporting new navigational features and quotes from profiled participants.
- Launched the new Solar Calculator, an interactive tool designed to help consumers and businesses determine the costs and feasibility of installing a solar electric system.
- Posted a new website map.
- Posted new Active Builder pages, providing information and photos on specific builders, including their developments and costs.

Website Visits through June 2007



	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07
Visits	39804	40703	39979	39460	45084	39126	54912	44813	49794	50995	47761	56098	55013	54050	73795

Trade Ally Coordination

- Worked with web team to create shared trade ally training calendar for Energy Trust, BPA and ODOE.
- Held first trade ally roundtable sessions and scheduled two more for the year.
- Coordinated with Home Energy Solutions staff and provided 3 trade ally informational meetings in Portland, Bend and Grants Pass.
- Scheduled trade ally recruitment sessions for Cascade Natural Gas in Pendleton and Baker City for August.
- Provided support for Home Energy Solutions trade ally coordinator during staff transitions.
- Fielded trade ally survey in cooperation with evaluation team.
- Developed trade ally service plan in response to survey results.
- Worked with legal team to review trade ally requirements as step toward unified trade ally requirements and application procedure for all programs.

Community Energy

- Following a strong expression of interest in response to the Community Energy RFP, a joint Energy Trust and NW Natural team will meet in August with city manager Greg Ellis of Independence, Oregon to explore development of a community "Energy Independence" promotion.

Events, Speaking Engagements and Sponsorships

- Participated in 45 energy/conservation-related events during the period.
- Presented at the Small-scale Hydroelectric Generation in Oregon conference.
- Sponsored three Basics of Going Solar workshops.
- Staffed booths at 12 fairs and expos around the state.
- Completed the New Buildings Road Show: *Why Build Green?* with stops in Albany/Corvallis, Medford, Bend and Portland.

Creative Products

- Produced and mailed the 2006 annual report to over 800 recipients.
- Created 45 new and resized advertisements: 16 commercial, 20 residential, 8 renewable and 1 general.
- Produced and released 3 newsletters: Synergy (general, monthly), Insider (for trade allies, bimonthly) and Pit Stop (internal, monthly).
- Created 3 new case studies representing the Existing Buildings and Production Efficiency programs.
- Created 6 new fact sheets representing the New Buildings, Existing Buildings and Production Efficiency programs.
- Created new window clings for commercial and residential programs.
- Updated and created a new suite of materials for the Multifamily Home Energy Solutions program

News Releases and Media Events

- Distributed 6 press releases: Benson High School ENERGY STAR home program, Molalla High School solar array, Warm Springs biomass, Solar in Portland/Solar Now!, Parr Lumber commercial lighting upgrade, lodging initiative for Existing Buildings.
- Assisted Solar Oregon in promoting Oregon Green + Solar Tours.
- Continued to build a pipeline of stories and press releases for 2007.
- Continued to garner news coverage about Energy Trust programs in local newspapers around the state.

Utility Co-promotions

- Cascade Natural Gas: April bill insert featuring clothes washer offer; June bill insert featuring $50 bonus offer for Existing Homes measure.
- NW Natural: May bill insert featuring $50 bonus offer for Existing Homes measure.
- Pacific Power: April *Voices* newsletter story on energy saving ideas, *Energy Connections* newsletter story on Burgerville/sprayers and *Energy Insights* newsletter story on Rough & Ready Lumber/biomass; May *Voices* newsletter story on Home Energy Analyzer, ENERGY STAR appliances & heating/cooling; May heat pump bill insert.
- PGE: April Wash, Dry & Win newsletter stories in *Update* & *Online News; May* heat pump spring campaign with Energy Trust and Lennox including heat pump giveaway newsletter stories in *Update* and *Online News,* bill insert, direct mail and radio advertising; June mention of Energy Trust incentives for energy-saving appliances and

home improvements in *Update* and *Online News;* and ongoing online listings on PGE website for classes Energy Trust co-sponsors for business customers.

Operations, Contracts, Human Resources, Finance and Information Technology

Finance

- Completed and filed annual Form 5500 for Energy Trust retirement savings plan.
- Completed and filed annual Form 990 Exempt Organization information return and Form 990T to claim telephone excise tax refund.
- Renewed $4 million line of credit with Bank of the Cascades.
- Worked with Great Plains contractor to modify vendor screens to accommodate collection of required vendor tax identification information.
- Reviewed and eliminated consideration of Microsoft Forecaster as potential tool for budget planning and preparation and integration with Great Plains.
- Initiated preliminary reviews of two potential accounting systems, Deltek and Blackbaud.
- Contracted with consultant to analyze and recommend improvements to utility allocation process.
- Completed Q3 forecast. The forecast is included under Tab 2 in the board meeting packet.
- Participated in Enterprise Architecture study interviews.
- Participated in Cascade Washington evaluation interviews.
- Updated timesheet templates to record planning study work for Cascade Gas in Washington.
- Designed and implemented documentation and reporting for Conservation Rate Credit and applied for PGE.
- Formed Reporting Task Force to complete process improvements and standardize approach used to complete reports; first report selected for improvement is Q2 report to OPUC and board.
- Completed Interdependent Projects schedule and began next phase of project to develop documentation and timelines for all underlying processes.
- Completed Q1 FastTrack audit, with 4 programs receiving 100% scores.
- Designed and implemented several practices to prevent import errors and conflicts in incentive payment processing.
- Conducted several process evaluations:
  - Observed data entry for the "receive, review, release" process of FastTrack projects at all PMCs; made process recommendations.
  - Reviewed flow of checks from approval stage in FastTrack to mailing to recipient and made process recommendations.
  - Researched and documented how an idea becomes an energy efficiency measure.
- Completed cross training of accounting staff on month-end closing process and processing of stale-dated checks.
- Designed and provided training on business entities and W-9 collection procedures for commercial/industrial programs, introducing policy, new forms, and enhanced features in support systems.
- Completed all document retention of project files and initiated document retention procedures for programs managed in-house.
- Attended regional system for tracking of Green Tag activity, WREGIS.

- Processed approximately 500 checks weekly.
- Participated in auditor selection process and set preliminary schedule for 2007 financial statement audit.
- Began preparations for the 2008-09 budget season.

Human Resources

- Completed bi-annual salary survey in partnership with NW Energy Efficiency Alliance; survey was conducted by the MBL Group.
- Completed annual employee survey and presented to staff; compiled a list of recommendations.
- Conducted the following trainings:
  - New Employee Orientation
  - Supervisory Performance Management Training
  - 401K retirement planning and website tools
  - CPR & First Aid
  - Presentation skills
  - Negotiations skills
  - Business Finance Training for Energy Professionals
- Held anniversary celebration with staff, board and PMCs to acknowledge Energy Trust's first five years.
- Facilitated annual review and renewal of Energy Trust business insurance policies.
- Welcomed return of Thuong Ho to the finance team following her maternity leave.
- Following board approval for a new accounting position, hired Dean Penner as a full-time employee to provide financial resources in response to increased transactions and workload.
- Hired Jessica Rose as business sector coordinator in the Energy Efficiency group. Jessica is an Environmental Studies graduate of the University of Oregon. Her last position was project manager for marketing and investor relations at Axial Vector Engine Corporation.
- Hired Santina Brohen as program tracking coordinator in the IT department. Santina comes to Energy Trust from PECI, where she held various positions including project assistant, senior project assistant and project coordinator.
- Welcomed Russell Snead as a contractor to replace Nancy Mounir, who accepted a permanent position in her field. Russell brings both SQL database administrator experience and extensive developer experience.

Legal and Contracts

- Activity incorporated under other headings.

Information Technology

- Re-designed utility billing database and validated data to provide more effective and efficient access for evaluation purposes. Participant account number matching now approaches 90%.
- Upgraded address standardization software to provide more accurate translation of locations to counties and regions for reporting.
- Reviewed all database structures to delete unused tables, utilize best practices for table design, and standardize processes to generate data change audit trails.
- Redesigned measure and payment reversal features in FastTrack to streamline operations and reporting.

- Independent telephone switch and e-mail systems suffered major failures July 18. Telephones were back in service within 24 hours. E-mail required a complete reload of all mailboxes from a backup.
- Retired Energy Trust's first fileserver and as budgeted, purchased a new replacement to maintain reliability.