Board Meeting Minutes – 100th Meeting

September 1, 2010

Board members present: Rick Applegate, Dan Davis, Jason Eisdorfer, Dan Enloe, Roger Hamilton, Julie Hammond, Al Jubitz, Debbie Kitchin, John Klosterman, Caddy McKeown (arrived 12:30 pm), Alan Meyer (arrived 1:25 pm), Bob Repine (ODOE special advisor) and John Reynolds

Board members absent: John Savage (ex officio)

Staff attending: Debbie Blanchard, Kacia Brockman, Sarah Castor, Pete Catching, Amber Cole, Phil Degens, Cheryle Easton, Diane Ferington, Sue Fletcher, Fred Gordon, Hannah Hacker, Margie Harris, Ashley Jackson, Marshall Johnson, Jed Jorgensen, Betsy Kauffman, Nancy Klass, Steve Lacey, Debbie Goldberg Menashe, Thad Roth, Lizzie Rubado, Sloan Schang, Sue Meyer Sample, Brien Sipe, John Volkman, Peter West

Others attending: David Barnes, NW Natural; Joe Barra, PGE; Barbara Cronise, NW Natural; Robin Denney; Bill Edmonds, NW Natural; Lynn Frank, FiveStars; Jim Gordon, EBD Hydro; Josh Gordon, EBD Hydro; Brooke Graham, Allison Hamilton, Oregon Department of Transportation; Kendra Kalimanis, MIS Consulting; Jan Schaeffer; Marc Smiley, Decisions, Decisions!; Brooke Turner, Umpqua Bank

Business Meeting

President John Reynolds called the meeting to order at 12:05 pm. The business meeting was preceded by a short celebration of our 100th board meeting, and acknowledging our volunteer board's contribution toward Energy Trust's achievements. Former board members were invited, and Rick Kroon came. Margie thanked the board, commenting on its exceptional quality. She introduced Marc Smiley, who preceded her as interim executive director. Marc offered comments, noting the excellent reputation Energy Trust has gained across the country.

John Reynolds, one of three current board members who were members of the initial board, presented slides telling the story of the Energy Trust project with the longest gestation period, the Albany-Santiam canal hydro project—first proposed in 2003 and opened in 2009. Two other founding board members, John Klosterman and Jason Eisdorfer, offered comments, followed by other board members. Al Jubitz praised Margie's leadership of the organization.

Caddy McKeown arrived at 12:30 pm.

General Public Comments

There were none.

Consent Agenda

MOTION: Approve Consent Agenda. John Reynolds noted the Consent Agenda consisted of minutes from the July meeting. There were no proposed corrections.

Moved by: Debbie Kitchin			Seconded by: Caddy McKeown	
Vote:	In favor:	11	Abstained:	0
	Opposed:	0		

July 28, 2010, meeting minutes adopted as part of the Consent Agenda

President's Report

The 100th board meeting acknowledgement substituted for the President's report.

Energy Programs

Resolution 563, approving funds for the EBD Hydro LLC Generation Project. Margie said this is a large-scale, 3.5 megawatt hydropower facility. She introduced Jed Jorgensen and Betsy Kauffman. Jed introduced Josh and Jim Gordon from Earth by Design Hydro (EBD), representatives of the "45-mile" project near Madras in Central Oregon. Jed provided additional description of the project, which would sell its power to Pacific Power. This is Earth by Design's first hydro project. It has engaged an experienced team from Idaho to implement the project. The project is moving through federal and state permitting, arranging a power purchase agreement with Pacific, and has been approved for a $7.2 million loan from the Oregon Department of Energy. It also applied for a BETC, tier 3; we won't know the outcome of this application until November. Jed said the project appears to be viable without the BETC but payback would be longer if the tax credit is not granted.

The developers will own the project for 25 years, after which ownership is turned over to North Unit Irrigation District.

Jed noted the project financials have been updated since a presentation to the Renewable Energy Advisory Committee in July: the federal tax credit lowers the above-market cost more than had been thought, and a third-party consultant hired to review the project by Energy Trust had concerns the project's average generation could be lower—increasing the above market

cost. As a result, staff proposes Energy Trust take more Renewable Energy Credits than presented to RAC (48 percent rather than 25 percent).

Jed reviewed the above-market cost analysis, which determined a net above-market cost of $3 million. He explained how Energy Trust developed its proposed $2 million incentive, spread over five years—if the project generates at least 10,500 megawatt hours during the previous irrigation season (the project would have five years to meet the four-year production goal, as first-year production often is lower). Staff has proposed contract milestones to assure the project proceeds on schedule, allowing Energy Trust to withdraw funding if the project stalls. The incentive equates to about $1.491 million per average megawatt, in line with other hydro projects Energy Trust has supported.

Jim Gordon spoke, expressing appreciation for the opportunity Energy Trust is offering.

Roger Hamilton asked whether the project would be in competition with irrigators for the water. Jed said North Unit is junior to several other irrigation districts in the area but historically has suffered little water loss, in part because of the capacity of the Wikiup Reservoir, and the fact they have lined a portion of their ditches and have other strong water-management practices.

RESOLUTION 563

APPROVING FUNDS FOR THE EBD Hydro LLC GENERATION PROJECT

WHEREAS:

1. **EBD Hydro LLC proposes to develop a 3.5 megawatt hydropower facility (expected to generate 26.83 average megawatts over a 20-year operating life).**
2. **Staff and an independent contractor reviewed the project design and costs and found them to be standard and reasonable for projects of similar type and design.**
3. **The net-present value of the project's above-market costs is $3,023,499 over 20 years.**
4. **Staff proposes a $2,000,000 incentive, to be paid in equal amounts ($400,000) over the course of five years.**
5. **At the proposed payment, the project's energy would cost Energy Trust about $1.491 million per average megawatt (aMW).**
6. **Energy Trust's hydropower generation portfolio is currently 4.75MW. At 3.5MW, the project would be a 73% increase.**

It is therefore RESOLVED, that the board of directors of Energy Trust of Oregon, Inc. authorizes:

1. **Payment of up to $2,000,000 to be paid to EBD to offset the above-market costs of the hydroelectric plant;**
2. **Energy Trust will take ownership of 48% of the green tags expected to be produced by the project annually, 112,000 total with a minimum of 5,600 annually; and**
3. **The executive director to enter into a contract(s) consistent with this resolution.**

Moved by: Julie Hammond Seconded by: Rick Applegate

Vote: In favor: 11 Abstained: 0

Opposed: 0

Adopted on September 1, 2010, by Energy Trust Board of Directors.

NW Natural solar thermal pilot. Margie introduced Bill Edmonds and Barbara Cronise of NW Natural. She regards this as a bold effort and innovative approach from NW Natural regarding how it diversifies its services. She knows of no other utility in the country doing something like this. It is a pilot in development and will go forward to our advisory councils, and the OPUC.

Bill Edmonds noted that solar thermal is much less costly than photovoltaics (PV). Nevertheless solar-thermal is a challenge because it is not supported by public policy and solar photovoltaics are. He thanked Energy Trust staff for being open to this idea. He is asking for the board's interest and excitement about the project, and ultimately its support when the project goes before the OPUC. They regard this as distributed generation using renewable energy.

Alan Meyer arrived at 1:25 p.m.

Barbara reviewed slides, noting 2-3 solar thermal panels produce 60 percent of a customer's hot water compared to 12 PV panels needed to offset the same portion of an electric customer's hot water use. NW Natural proposes to own and operate the systems on rooftops. Solar thermal panels connect to a hybrid natural gas and solar water heater or to a solar storage tank combined with a natural gas tankless or conventional water heater.

NW Natural would set a fixed monthly charge for solar service, about equal to current water heating expense. There would be no upfront cost to customers. The Energy Trust incentive would be available to all NW Natural gas customers, whether or not they opt for the NW Natural solar service.

Bill said one unknown is whether people care about owning the system versus NW Natural owning it. His best guess is that people don't care. Barbara noted NW Natural feels it's important to maintain the systems over time to assure they continue to operate at peak performance. She noted OPUC staff has encouraged NW Natural to go forward with development of the service.

Al Jubitz said his mind has been changed over the years to believe that tankless is better than tanked water heating. Barbara said there are hybrid tanks that store solar-heated water on the bottom and has a burner on the top half. Solar-heated water would be used first.

Jason thinks it is an interesting proposal. He asked, if the gas company is passing through its commodity costs to customers, he can see the societal benefit of the solar service, but what is

the benefit to NW Natural customers who pay a public purpose charge but don't take the solar-thermal option? He also asked whether the solar service would in effect take gas public purpose funds away from other efficiency projects they support now? Bill said there would be no real impact on Energy Trust's "bread and butter" gas efficiency programs. Regarding the benefit to non-participating customers, there would likely be some benefit to non-participants based on NW Natural having lower infrastructure costs. Discussion about this question continued without reaching resolution.

Bob Repine said ODOE was contacted by NW Natural to discuss the program relative to RETC. While RETC as currently structured would not apply, the department is interested in further discussions.

Alan Meyer asked why NW Natural proposes to raise the public purpose charge. Barbara answered a subsidy is needed because the solar water service is not mature in the marketplace, much like a subsidy is needed for PV. Dan Enloe asked about the relative cost of the service; Bill said a little higher than wind but much below solar PV.

John Reynolds stated the most efficient water tank in the world only keeps the water hotter longer, it doesn't heat the water. He has worn out his soap box making the case for direct use of solar to heat water. This is not recognized in the law (SB 1149) as a renewable use, as that law defines a renewable resource as one that *generates* electricity.

Caddy said a solar thermal system provides about half of the water heating needs of her pool, with the balance coming from natural gas. She is enthusiastic about NW Natural's proposal.

Debbie Kitchin asked what will be put in place to evaluate the pilot, and whether results will be made public. Barbara said project development has been done collaboratively with Energy Trust, with all details open; the OPUC has asked the company to set aside budget for evaluation.

Resolution 562, authorizing funds for the ODOT Solar PV Project. Margie noted this is phase 2 of a project the board has seen before, the solar highway project that was put forward by the governor's office. She introduced Kacia Brockman, who introduced Joe Barra, PGE; Allison Hamilton, Oregon Department of Transportation, and Lynn Frank, consultant working with Allison. Kacia noted the first phase of the project did not require board approval, as it was smaller in size.

The project, to be installed in two locations off I-5 (one extending the current solar highway site and the other at the Baldock rest stop), would deliver power directly to PGE. Capacity would depend on the capacity of Solar World panels available at the time of installation, as well as whether I-5/I-205 expansion is postponed for tax reasons. She noted the project will be installed on ODOT land. The project is pre-certified for a BETC and has secured an investor. ODOT will not own the project. PGE will utilize a sale/lease-back model. PGE will develop the project, operate it and maintain it, receiving the electricity benefit in their system. Upon completion of the project, PGE will sell it to the investor, lease it back for six years and in year seven buy it back.

Because of the ownership model, Kacia said she developed two calculations of above market cost, from the perspective of the third-party developer ($9 million) and PGE ($5 million, lower because the developer has received tax benefits). Energy Trust is proposing an incentive of $1/watt. At the current system size (smaller panels), this represents 56 percent of the above market cost. She proposes Energy Trust claim 65 percent of the renewable energy credits. We propose to pay in a lump sum when the project starts generating.

Joe Barra said the sale/lease-back model is more straightforward than the flip model Energy Trust has seen on several large projects, including Pro Logis. Alan Meyer asked for clarification about the financial summary. Kacia said net above-market cost after tax adjustment takes into account the fact that our incentive is taxed. Jason asked if PGE will sell to the third party at cost. Joe said they sell at a price that covers cost of construction. Jason asked if there's a shareholder gain at the time of sale; Joe said no. Roger noted one of the benefits touted is the project's visibility and asked if there is data on its effectiveness in inspiring people to install solar. Allison Hamilton of ODOT said she gets about one call every day from folks enthused and curious about the project. She noted the Baldock location, with 7,000 panels, will be accessible to school groups and will have an interpretive kiosk.

John Klosterman asked what has been learned from the original installation. Allison said it's been simple to operate. Joe said output has actually exceeded projections. There have been no issues with security. Lynn said we learned you need to do larger installations to offset transaction and fixed costs. ODOT is identifying solar potential on all its rights of way. Joe said the lighting is green by virtue of ODOT receiving 25 percent of the renewable energy certificates; the power will go into PGE's grid.

RESOLUTION 562
AUTHORIZING FUNDS FOR THE ODOT SOLAR PV PROJECT

WHEREAS:

1. **Oregon Department of Transportation (ODOT) plans to use highway rights-of-way to increase the visibility of solar and encourage its adoption in Oregon.**
2. **Portland General Electric (PGE) plans to install a total of 1.715-1.915 megawatts (MW) of solar photovoltaic generating capacity on ODOT property to count toward its state Renewable Energy Standard and Solar Capacity Standard mandates.**
3. **This project has already secured Business Energy Tax Credit precertification and a tax equity investor, two major barriers to renewable energy projects in Oregon.**
4. **Total project cost is estimated to be $9,982,486, which staff considers reasonable for a project of this size and design.**
5. **The above-market cost on a net-present value basis over 25 years is estimated to be $3,136,088.**
6. **Staff recommends an Energy Trust incentive of $1.00/watt, representing approximately 56% of the above-market cost, and PGE supports this incentive level.**
7. **Energy Trust will receive green tags equal to its share of above-market cost, which will be calculated based on final project size and cost, or 65%, whichever is greater.**

It is therefore RESOLVED that the board of directors of Energy Trust of Oregon, Inc.:

1. **Authorizes an incentive of up to $1,915,000 for a 1.715-1.915 MW, ground-mounted solar photovoltaic facility to be installed on ODOT property and operated by PGE.**
2. **Authorizes Energy Trust to assign its share of green tags from this project to PGE for the benefit of its ratepayers and for compliance with PGE's renewable energy generation obligations to the state.**
3. **Authorizes the executive director to negotiate and sign an agreement consistent with this resolution.**

Moved by: Jason Eisdorfer Seconded by: Dan Davis

Vote: In favor: 12 Abstained: 0

Opposed: 0

Adopted on September 1, 2010, by Energy Trust Board of Directors.

Break

The board took a 15 minute break at 2:20 pm.

Operations

Amending Resolution 558, authorizing purchase and implementation of Epicor 9 Software Solution. Margie provided background. She recalled the robust discussion at the July meeting of the board. At the end of that meeting, when the board voted on this, there was confusion. Some members said they weren't sure what they were voting on. Staff is proposing a substitute resolution that includes the whereas clauses left off the motion at the last meeting.

She said all questions raised at the prior meeting have been answered. One was to seek OPUC opinion; Margie talked with John Savage, answered his many good questions and satisfied him that we should go forward. Regarding SAP, we asked a third party, Gartner, to take apart and comment on SAP's concerns. Gartner provided assurance that Epicor (our selected vendor) is suited to our needs, which are different from those of the utilities SAP serves. She said reference checks of Epicor by staff and Gartner produced uniformly high praise and loyalty. Their customization process is of good quality. There was a change in management referenced in the credit checks—the founder came back in to help the company manage its growth, which is viewed as a positive. Sue analyzed Epicor's financial stability and found them to be a strong company with good cash flow.

Margie said there is a scope of work that Robin Denney, Debbie Blanchard and Debbie Menashe have developed. Epicor is responding to that scope of work, which is much more

detailed than they are used to. The budget in the resolution accounts for a number of contingencies. That has created a robust budget for the total project cost, but we don't expect to have to spend it all. She said the resolution has a tenth Whereas, which states that we expect to recover the costs of purchase and implementation within four to five years, primarily by avoiding the cost of adding staff to support growth while maintaining and patching Energy Trust's current systems.

She said Al Jubitz suggested adding reference to Gartner Inc. in the resolution (*italics* type in the fourth Whereas clause).

AMENDED RESOLUTION 558

AUTHORIZING PURCHASE AND IMPLEMENTATION OF EPICOR 9 SOFTWARE SOLUTION

WHEREAS:

1. **Energy Trust's original information technology (IT) systems have operated since the organization's beginning, and were scaled for a smaller organization. Those systems now support 300 users, maintain 4.8 million utility accounts, 5,000 trade and program ally files, and manage five terabytes of data.**
2. **In 2007, Energy Trust commissioned an independent study of IT and data management systems. The evaluation recommended that Energy Trust replace or retool all elements of these systems.**
3. **In December 2009, the board authorized staff to develop a Request for Proposal (RFP) for options to replace these systems with an integrated solution. The RFP was issued March 19, 2010.**
4. **To oversee the project, a Steering Committee was composed of senior staff, three outside experts, and board members *with insights and expertise provided by Gartner, Inc.***
5. **A selection committee composed of senior Energy Trust managers and two outside experts reviewed and ranked the proposals. Epicor 9 emerged unanimously as the top choice, the best combination of functional fit, price, and long-term value for Energy Trust needs.**
6. **Based on Epicor 9's high ranking, the selection committee conducted a "project design" session to better detail the approach, deliverables, schedule, and costs.**
7. **The purchase and implementation contract amount for an Epicor 9 solution is still under discussion, but will not exceed $1.57 million.**
8. **The Epicor 9 solution's total ten-year cost of ownership was the second lowest-cost option.**
9. **Staff estimates the two-year project budget to be approximately $3.7 million, considering training, staff backfill, project management and other contingencies.**
10. **Energy Trust estimates it will recover the cost of purchasing and implementing Epicor 9 within four to five years, primarily by avoiding the cost of adding staff to support program growth with Energy Trust's current systems.**

It is therefore RESOLVED that the Board of Directors of Energy Trust of Oregon, Inc. authorize the Executive Director to negotiate and sign contracts to pay up to $1.57 million to purchase and implement the Epicor 9 software solution.

Moved by: Al Jubitz Seconded by: Jason Eisdorfer

Vote: In favor: 12 Abstained: 0 Opposed 0

Adopted on September 1, 2010, by Energy Trust Board of Directors.

Committee Reports

Finance Committee

Resolution 564, Transfer $4 million line of credit to Umpqua Bank. John Klosterman explained the Finance Committee's desire to continue a line of credit, transferring it from Cascade Bank to Umpqua Bank.

RESOLUTION 564
TRANSFER $4 MILLION LINE OF CREDIT TO UMPQUA BANK

WHEREAS:

1. **Energy Trust wishes to continue its line of credit availability.**
2. **Umpqua Bank will become Energy Trust's bank of record effective September 1, 2010.**
3. **Umpqua Bank has authorized a commitment for a revolving line of credit offered by Umpqua Bank at an interest rate of prime minus 50 basis points conditioned upon the board's approval by resolution.**

It is therefore RESOLVED:

1. **Energy Trust may**
   a. **Borrow up to $4 million from a revolving unsecured line of credit offered by Umpqua bank at an interest rate of prime -50 basis points to bridge timing issues of revenue receipt and program expense.**
   b. **Incur a fee of up to $5,000 for the ability to maintain such line of credit.**
   c. **Repay the line of credit with monthly interest payments and principal due at maturity, within one year of the date the agreement.**
2. **Any two (2) of the following agents of this corporation, one a representative from management and one a representative from the board:**
   a. **President**
   b. **Treasurer**
   c. **Executive Director**
   d. **Chief Financial Officer**
   e. **General Counsel**

are hereby authorized and directed, in the name of this corporation to execute and deliver to Umpqua bank and Umpqua Bank is requested to accept credit agreements, other instruments, agreements and documents which evidence the obligations of this corporation under the credit facilities obtained or to be obtained pursuant to this resolution.

3. **Umpqua Bank is authorized to act upon the foregoing resolution until written notice of the revocation is received by the Bank, and the authority hereby granted shall apply with equal force and effect to the successors in the office of the authorized agents.**

Moved by: Debbie Kitchin			Seconded by: Roger Hamilton
Vote:	In favor:	11	Abstained: 1 (Dan Enloe abstained due to personal relationship with someone at Umpqua Bank)
	Opposed:	0	

Adopted on September 1, 2010, by Energy Trust Board of Directors.

Audit Committee. Julie Hammond said the committee has not met since the last meeting. Alexis Dow is stepping off the committee, while Shirley Cyr, like Alexis a professional auditor, is joining the committee.

Evaluation Committee. Debbie Kitchin referenced notes from the committee meeting, which covered a number of evaluations. The evaluation group is doing a great amount of work and bringing valuable information forward from the programs. John Reynolds asked about the reference to concern about the potential of “aggressive EE” to damage equipment. Debbie said this is a concern encountered, as opposed to a result. Our contractor provides information to attempt to allay such concerns. Alan Meyer said the Kaizen Blitz and IEI programs are effective. He learned about them by sitting on the Evaluation Committee and thinks other board members might be interested. Debbie noted the committee includes Ken Keating and Tom Eckman, who bring knowledgeable outside perspectives to the team; she suggested Margie think of a way to thank them and other outside committee members for their service.

Policy Committee. Jason Eisdorfer said the committee met late last week, too late for notes to be included in the packet. He said the committee previewed many of the topics covered today, including the NW Natural solar thermal project and the changes in numbers for the hydro project from those shown the RAC. Margie recalled several other topics, including integrating risk assessment into our daily activities, and legislative outreach.

Compensation Committee. John Klosterman said the committee met yesterday. There were three agenda items: first was regular review of the 401k portfolio, second was whether to have one individual from The Standard as our administrative manager and investment advisor or use an independent party for investment advice; last was the future of the regulatory environment,

which is getting tighter with more audits performed. We are paying attention to how we ensure plan documentation is ready in the event of an audit. The committee will meet again in about a month.

Staff Report

Website overview, *Sloan Schang, Online & Interactive Strategy Manager, with Amber Cole, Director of Communications and Customer Service.* Amber said Sloan is our only staff person dedicated to the website. He manages the work of our web development contractor, Pollinate Media, and collaborates with programs and IT. IT provides support for the integration of the website forms and our data systems. We launched a redesign of the site just under a year ago, in September 2009.

The website is available 24 hours a day. It has 2,500 pages of content and 2,000 trade ally listings, 1,000 unique visitors a day and 2.6 million page views in 2009.

She noted Energy Trust conducted a usability study in 2008 to determine how well our site serves customer needs, based on viewing actual customers in action and a thorough evaluation by a usability expert. Some findings were that the navigation was confusing, people got lost, and content overwhelmed the user. In conclusion, we learned there was a large opportunity to improve the site navigation, content structure, and design to make it more effective. IT suggested changing the programming language underlying the site, in order to facilitate IT support and integration with other IT systems. We also sought to gain efficiency for programs by creating a solid customer engagement web platform for investment in online forms.

Sloan said the old site was a rubber band ball wound over the years. The first thing we had to do was unwind it and decide how to reorganize. In 2009 we developed a new front end design, new organization/architecture, rewrote all customer-facing content to suit a web audience, developed a custom, in-house content management system. Right about the time the new site was launched, the organization redesign effort was wrapping up. There were a few things identified as priorities in the redesign that were not reflected in the new web site design, so early in 2010 we updated the new website in response to new priorities highlighted by the organization redesign. For example, we made customer service enhancements to the trade ally search function and updated some navigation structures to reflect new customer audience types.

We added industry and agriculture (ag) to the customer types—a fourth category, along with homes, businesses and renewables. We incorporated a number of special sub-audiences, such as mobile homes. We reorganized business offerings using marketplace language.

The web site redevelopment also allowed us to capture some process efficiencies. We built a content management system, allowing us to make in-house, real time changes to about 80 percent of the site. We have requests for about 2,000 changes annually, not including new initiatives. We do most of that through the content management system now. The system allows us to give restricted role access for PMCs and administrative staff. They can upload documents

and search for data without drawing on the web development contractor or limited staff resources.

Trade ally search enhancements included tagging the location of the customer and giving a list of contractors closest to this location. This replaces the old randomized list. We also added stars—two stars indicates an “enhanced” trade ally based on volume of work and high quality work; three stars indicates a top-performing trade ally; one star represents a good contractor. You can enter your own address or zip code to pull up a list of contractors close to you. Currently only the existing homes program lists tiers of trade allies.

Sloan noted the ongoing effort to streamline the customer experience and gain efficiencies. We coordinate with IT to support active web application forms for incentive payments. We support new program initiatives with new online fulfillment and informational forms. PECI reports processing time has been cut in half by the use of on-line forms for appliance rebate applications.

Al asked if data on a customer or customer site location can be stored, allowing us to communicate with them using email. He asked if our data can be used to populate ODOE tax credit forms. Amber said we would like to coordinate with ODOE to create a joint online application process for some time. We’ve learned from ODOE that their systems are not robust enough nor are they resourced to develop their systems. We are exploring other ways to help customers complete ODOE forms.

Sloan said we are considering developing password enabled customer accounts that would allow customers to identify and store potential projects and enable follow-up communication. We already allow customers to check the status of their incentive application, and we have scoped what it would take to develop an account system. We still need to understand if this is what customers want and programs need before moving forward.

Sloan reviewed the web development contract. He noted that the 2010 web development contract supported new initiatives, as well as general site maintenance and core content updates. Examples include developing search capabilities for new categories of allies such as architects and engineers. We’re also looking at incorporating online training tools for trade allies that would allow them to access the training whenever they wish rather than at a scheduled time. We support program campaigns and fulfillment, i.e. E-Saver kits.

He reviewed the 2011 work scope. We will be taking our contract for web services out for bid this fall. We will look at adapting our web tools to the new ISP system. We want to develop a “recommendation engine” for existing homes. We want to move farther toward account management systems. We anticipate the need for coordination with Clean Energy Works Oregon and/or Homestar.

Alan suggested incorporating recommendations from Home Energy Reviews and sending out reminders to folks who have had the reviews. Amber said we are now doing that, and the ISP system will take us further down that road of customer interaction. Caddy asked if we could support utility initiatives like the NW Natural solar thermal program.

Al asked if we have a “rate your building” module. Sloan said we are incorporating something like that on the homes side. On the commercial side we have spoken with programs about this and there is room for accommodating this. Amber said we’re working to assure the scores of information coming from on-line tools sync with the Energy Performance Score.

Highlights. Margie Harris highlighted the second quarter report. She said we expect to meet or exceed NW Natural savings goals and are endeavoring to meet Cascade Natural Gas goals. We are doing especially well on electric savings acquisition in Pacific Power service territory and somewhat lagging on PGE savings goals due to delays in the O-Power project. The delays stem from an inability to update data transfer agreements with the utilities due to temporary staffing limitations at the OPUC. She noted that, in order to help people save energy in a down economy, we have increased incentives, added bonus incentives, and emphasized measures that don’t require as much up front capital. We are seeing more activity associated with less cost and fewer savings.

She highlighted the IEI program (industrial energy initiative), in which we worked with a cohort of industrial managers who, by implementing low cost measures saved an average of 8 percent.

She noted Energy Trust is working closely with ODOE. Bob Repine has been very responsive. The two staffs have a work session September 7, recognizing the two organizations need to reflect a coordinated, efficient set of services to the public at a time when legislators are concerned about revenue shortfalls and government inefficiencies.

She noted an IBEW solar installation that celebrated completion recently. She noted the city of Coos Bay has two visible solar installations on their new visitor center and their fire station. We received a lovely plaque thanking Energy Trust for its support. Caddy thanked John Reynolds for coming to the grand opening of the visitors center. Margie noted we blended efficiency and renewables for these projects.

She reported a 9 MW wind generation project called PaTu, approved in 2009. The project has declined our incentive in order to retain their Renewable Energy Credits (RECs). We have encountered this in the past. We will keep the board posted on this and if it becomes a trend, we may want to revisit our REC policy. Peter said we value RECs at $8; the most optimistic forecast, based on assuming the California market develops, would price RECs at $35. He said we have at least 50,000 tags. The market is driven by RPS regulations and, within that, whether only certain resources count. The big change is whether you have to deliver the energy with the REC. If California allows utilities to buy RECs separately from energy, this might drive REC prices up.

Margie said the project represented over 3 average megawatts that we had counted on booking this year.

She said Planning and Evaluation is updating its resource plan. Steve Lacey is working with each utility on its IRP planning and tariff filings.

IT has new system capability to access data and generate reports more easily for management purposes.

She said the new 2009 annual report is well done and has been well received. It has been sent to every legislator.

We have kill-a-watt energy monitors in 50 libraries around the state. That was a proposition brought to us by Representative Nancy Nathanson and the state librarian.

Organization-wide customer service values are being linked to training.

As part of the redesign implementation, Margie has been doing a lot of external relationship building and outreach. She has been part of a number of meetings with legislators interested in Energy Trust. In all, we have met with 70 legislators over the last year to describe our work and results. Last week, Margie testified at the joint Revenue Committee, where Representative Jules Bailey talked about us as a national model.

She reported her work with Clean Energy Works Oregon, which is the recipient of the $20 million block grant. She is on the board of the new non-profit organization, which will take the Portland pilot statewide. We will present a report to OPUC in October on the Portland pilot with learnings to be applied to the statewide scale up.

Other topics

Availability of CFL specialty bulbs. Al Jubitz requested time to discuss what he believes he read in an evaluation report that big box stores are not carrying specialty CFLs. Dan said the report found good selections at big box stores and in the Portland area but not in outlying areas. Fred Gordon said while the market has transformed for twisties, the specialty bulbs have not been as widely available or used.

Proposed meeting schedule 2011*.* John Reynolds asked board members to get back to Nancy with any conflicts.

Recommended book. Al Jubitz recommends a new book, The Climate War, which traces why the US and other countries have failed to establish a coherent climate reduction policy.

Hand driers to replace paper towels. Al asked if we would consider supporting this. Fred said there are efficient hand driers. They are on our list to analyze.

Solar tour takeaways. Several board members and staff toured a solar installation on the Nature Conservancy‘s building. Al thinks maintenance of solar systems will be an issue—who cleans them, checks them? Some systems can be monitored through the internet. He thinks volunteers could monitor systems, alert owners to investigate why systems aren’t performing up to plan, and/or offer to come clean the systems. He learned Energy Trust sends a postcard to solar owners at the end of their system’s first year of operation urging them to read their meter

to determine if their system is performing to plan; we don't follow up again until year 5. This should be done more often.

Peter explained the reason we follow up after one year is the vast majority of what could go wrong happens in the first year. The on-line monitoring systems have improved greatly in the past year. Monitors are part of current Solarize programs. He said we have surveyed our systems twice and determined we are getting 99 percent of what we forecast.

Julie commented on the problem of ownership changes, when a new owner may not have the same level of interest. Anything we can do that marries information manuals to the system would help.

Al wondered what can be done to collect solar data on all installations. Board members discussed this.

Adjourn

The meeting adjourned at 4:25 pm.

***Next meeting*. The next regular meeting of the Energy Trust Board of Directors will be held Wednesday, November 10, 2010, 12:00 noon at the Energy Trust of Oregon, Inc., 851 SW Sixth Avenue, 12th Floor, Portland, Oregon. The draft 2011 budget will be presented to the board at the November board meeting.**

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Debbie Kitchin, Secretary