



Energy Trust Board of Directors Staff Report

May 22, 2013



Total Annual Results

- Energy Trust's 478 aMW gen/saved + 28.2m therms
- 508,000 sites served
- Direct benefit of \$1.3 billion saved on customer energy bills
- Benefits to all ratepayers = \$1.58 billion in deferred utility investment
- Independent study shows \$2.7 billion added to Oregon economy





Trade Ally Network

Attracted and supported a network of over 1,700 contractors and 950 engineers, architects, realtors and other professionals

- Businesses range in size from 1 to 200+ employees
- 74% employ 10 workers or less
- 145 are currently Minority, Women and Emerging Small Business certified
- Adding lender allies





Keeping our Air Cleaner



- Eliminated 8.4 million tons of carbon dioxide from our atmosphere
- Equivalent to removing 1.5 million cars from our roads for a year



Q1 2013 Results – Big Picture

- Lag time in capturing energy-efficiency savings
 - Transitions to new PMCs and new data entry and verification processes
 - Time needed to align with Energy Trust audit standards
 - Delayed projects closing and processing incentive payments
 - Procedures addressed and now in place
- Lower-than-expected renewable energy generation
 - Stagnant commercial solar market
 - Increased commercial solar incentives, expanded allowed system sizes
- Significant activity across most program offerings



Sector Highlights

- Commercial
 - Slightly behind historical Q1 savings for 3 utilities
 - Completed transition to ICF, new Program Management Contractor
 - 6 companies enrolled in Strategic Energy Management
 - Continue coordination with ODOE on Cool Schools initiative
 - Supported development of Mpower Oregon pilot
 - Positive response to New Buildings Market Solutions offerings
 - New Buildings enrolled 115 projects during Q1
- Industrial & Agricultural
 - Tracked well against historical savings for all utilities
 - Market penetration in high-tech sector
 - High enrollment in Strategic Energy Management and Refrigeration Operator Coaching



Sector Highlights, continued

- Residential
 - Savings trending behind historical results
 - 400 Clean Energy Works Oregon projects delayed until Q2
 - EPS™ for existing homes; 270 EPS-rated new homes
 - 14 solar-ready new homes were completed
 - Custom Home Energy Reports
 - Existing Homes pilot with MIT
- Renewable Energy
 - Poor market conditions for many projects
 - Residential solar remains strong; commercial stagnant
 - Farm Power biogas project reached commercial operation
 - RFPs in PGE and Pacific Power territories
 - Two projects delayed into 2014



Q1 Customer Service Highlights

- 6,958 calls and 176,890 web visits
- More customers directly calling programs
- Phone and on-site Home Energy Reviews continue
- Provided training for 40 new program representatives to support positive customer experience
- 6 customer complaints received in Q1
- Percent of participants “Satisfied” or “Very satisfied”
 - Nov 2012–Feb 2013 Fast Feedback phone surveys of 761 participants

	overall	with program representative
• Existing Buildings	93%	95%
• Production Efficiency	100%	98%
• Existing Homes	94%	
• Home Products	95%	
• Solar	91%	



Noteworthy Quarter 1 Activity

- Coordinated with utilities to notify customers of new data sharing
 - Transfer of data started in May
- ACEEE awards for New Buildings and Production Efficiency
- Rural outreach staff collaborations with Cascade Natural Gas
- Launched mobile-optimized version of website
- Annual board strategic planning work sessions June 7 and July 31





Thank You

