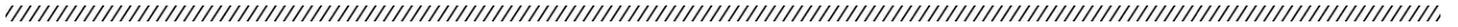


# Quarter One 2017 Report to the Oregon Public Utility Commission & Energy Trust Board of Directors



**ENERGY TRUST OF OREGON**  
**MAY 15, 2017**

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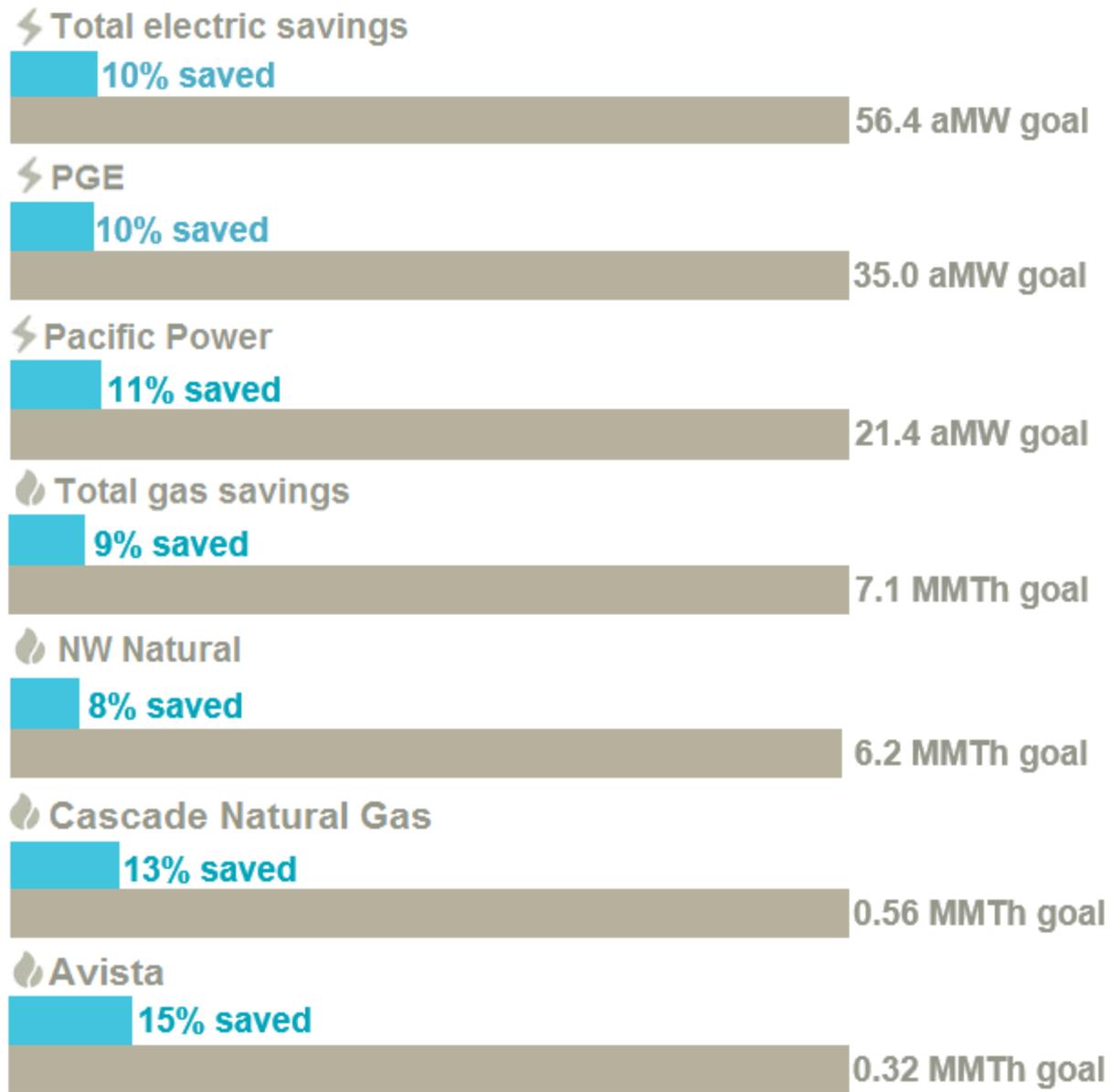
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A glossary of program descriptions and key terms is available online at [www.energytrust.org/reports](http://www.energytrust.org/reports)

# I Results at a glance<sup>1,2</sup>

## Savings

■ = Q1 savings



<sup>1</sup> This document reports net savings. Net savings are adjusted gross savings based on results of current and past evaluations.

<sup>2</sup> Note that aMW indicates average megawatts, MMTh indicates million annual therms and M is million.

## Generation

■ = Q1 generation

### Total renewable generation



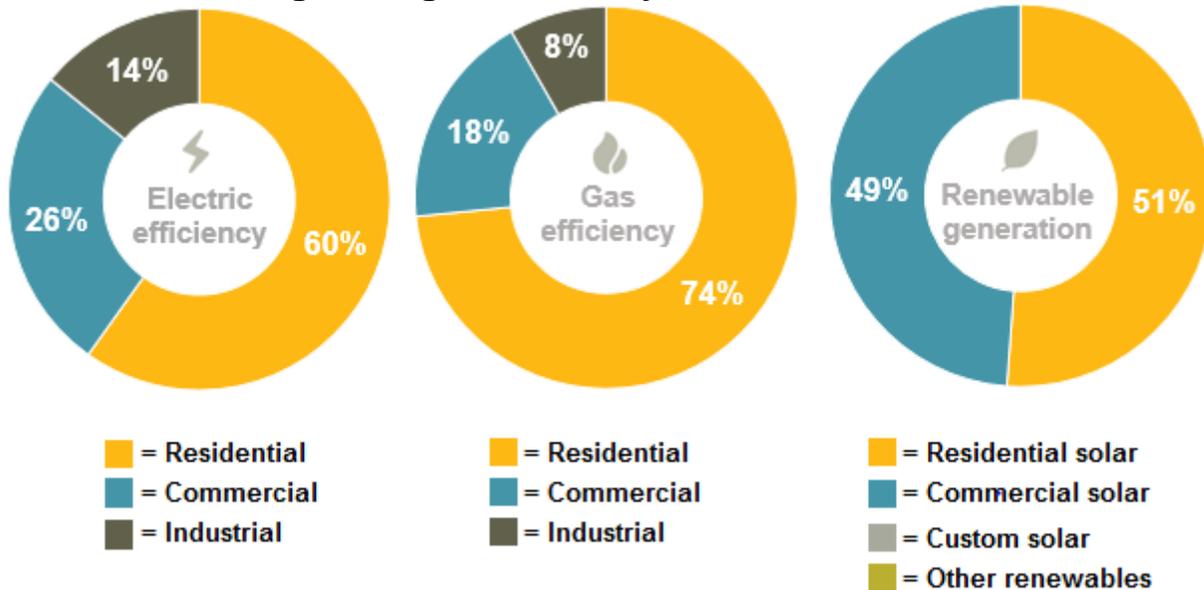
### PGE



### Pacific Power



## Percent of savings and generation by sector



## Customer satisfaction<sup>3</sup>



<sup>3</sup> From August 2016 through February 2017, Energy Trust delivered a short telephone survey to 630 randomly selected participants in five programs who completed projects between October and December 2016. Results indicate satisfaction with overall experience.

### Expenditures

■ = Q1 expenditures

#### \$ Energy efficiency



#### \$ Renewable energy



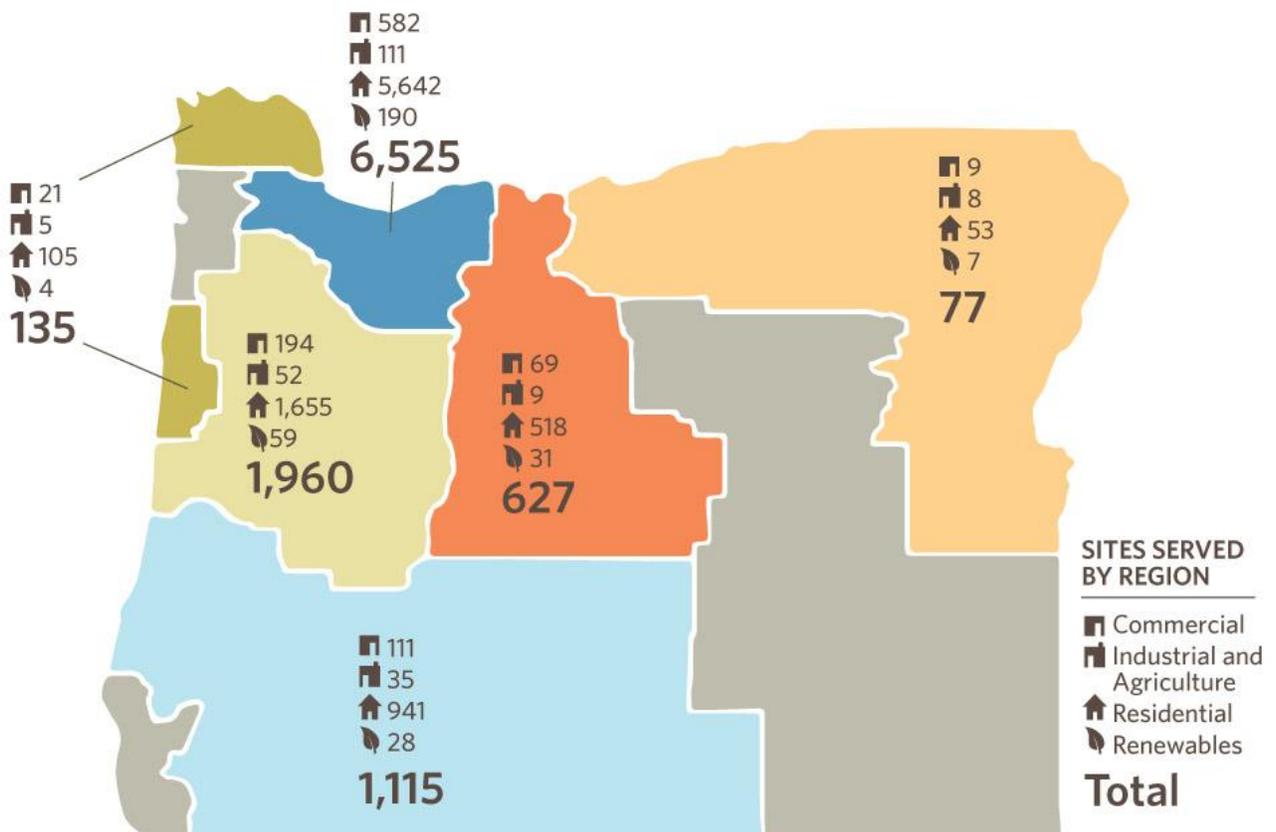
#### \$ Administrative



#### \$ Total



### Sites served by region



## II Executive summary

### A. Progress to energy efficiency and renewable energy goals<sup>4,5</sup>

- **At the close of quarter one, Energy Trust was on track with expectations**, with a strong pipeline of energy-efficiency and renewable energy projects expected to complete in 2017.
- **Savings are typically lower in the first half of the year** as more studies and assessments are completed compared to the second half of the year when more projects close. This report focuses on the development of those potential projects expected to save or generate energy and contribute to organizational goals by year-end.
- **Electric efficiency improvements completed in Q1 saved 5.9 average megawatts** of electricity, about 10 percent of the 2017 goal of 56.4 aMW. Q1 2017 electric savings were approximately 13 percent greater than savings in Q1 2016.
- **Gas efficiency improvements completed during Q1 saved approximately 645,000 annual therms** of natural gas<sup>6</sup>, about 9 percent of the 2017 goal of 7.1 million annual therms. Q1 2017 gas savings were approximately 33 percent greater than the savings in Q1 2016.
- **Savings and generation achieved in Q1 represent about 30,000 tons of carbon dioxide** kept out of the atmosphere, the equivalent of removing 5,200 cars from Oregon roads.
- **Renewable energy systems installed during Q1 will generate 0.4 aMW of electricity**, 14 percent of the 2017 goal of 2.86 aMW.

**5.9**  
AVERAGE  
MEGAWATTS SAVED

**645,000**  
ANNUAL THERMS  
SAVED

**30,000**  
TONS OF CARBON  
DIOXIDE AVOIDED

**0.4**  
AMW GENERATED

### B. Market and program trends

- **Energy Trust completed Q1 with a strong foundation of expected and completed projects** to help meet annual energy-efficiency and renewable generation goals, with strong new construction markets, continued demand for LEDs, high demand for solar systems, a colder than normal winter and the continuing benefits of a strong economy.
- **A robust, fast-paced new construction market is expected to continue** in 2017, providing both opportunities for energy-efficient construction and challenges to engaging customers moving quickly. Energy Trust engaged builders to ensure roughly one-third of the anticipated 10,000 homes built in Energy Trust territory in 2017 exceed energy-efficiency code. **New Buildings enrolled 190 projects in Q1**, more than in any other quarter to date, and high participation is expected from multifamily buildings, schools, offices, warehouses, retailers and mixed-use buildings.



**ENROLLED 190 NEW  
BUILDINGS PROJECTS**

<sup>4</sup> This document reports net savings, which are adjusted gross savings based on results of current and past evaluations.

<sup>5</sup> This report includes the best available energy savings data as of the date of submission. Energy savings reported here for periods prior to January 1, 2016, may be different than previously reported as a result of applying updated evaluation factors to Energy Trust savings and generation in Oregon through the annual true up process. The full True Up 2016 Report is available online at [www.energytrust.org/reports](http://www.energytrust.org/reports).

<sup>6</sup> The gas savings do not include results for NW Natural in Washington. These results are available at [www.energytrust.org/reports](http://www.energytrust.org/reports).

- **Energy Trust prepared to navigate a dynamic residential lighting market** by monitoring store shelves and planning to diversify the mix of products and retail partners. In Q1 2017, **small and independent retailers represented two-thirds of active participating retailers**. However, surveys indicate that small and independent retailers have less selection and less competitive pricing than big box stores, affirming Energy Trust's strategy to boost engagement with these retailers.
- **Energy Trust invested in outreach to engage more diverse customers, allies and stakeholders.** Existing Buildings added two trade ally coordinators to grow participation among minority- and women-owned allies and allies in Central, Eastern and Southern Oregon. Existing Multifamily added business development staff to bolster participation in Southern and Eastern Oregon. Production Efficiency reached out to rural farmers and irrigators through a presentation in Chiloquin hosted by Klamath Watershed Partnership and Sustainable Northwest. New Homes added a new verifier to serve Eastern Oregon.
- **The organization supported stronger than expected demand for solar incentives, with 445 solar project applications received in Q1—20 percent more than in Q1 2016.** To support as many projects as possible with a limited budget, the program reduced incentives several times in response to market demand.

2/3

OF PARTICIPATING  
RETAILERS WERE  
SMALL, INDEPENDENT  
RETAILERS



RECEIVED 445 SOLAR  
INCENTIVE  
APPLICATIONS

## C. Notable achievements

- **Energy Trust began delivering its full range of gas energy-efficiency services to Avista's Oregon customers**, including 90,000 Oregon customers in Roseburg, Medford, Klamath Falls, La Grande and surrounding areas. Energy Trust re-engaged Pacific Power commercial and industrial customers in Avista territory to offer dual-fuel and gas upgrades, with particular success for Existing Buildings and Existing Multifamily customers.
- **The organization launched a new Energy Trust website** to make it easier for customers to navigate and find information and incentive forms. The website is now optimized for smart phones and tablets used by more than 50 percent of the site's visitors.
- **Energy Trust released a request for proposals for management and delivery of residential programs.** The RFP follows a decision to consolidate Energy Trust's three residential programs—Existing Homes, New Homes and Products—into a single residential program. The change will increase management and delivery flexibility to reach more customers and respond to new opportunities. The Energy Trust board will review the selection committee's recommendation at its public meeting in July.
- **In collaboration with Pacific Power, Energy Trust embarked on a pilot project to reduce peak demand in an identified area** through targeted energy efficiency and renewable energy offerings.
- **Energy Trust launched an organizational review project and a project to improve budget processes and communications.** Additional development projects began in Q1, including projects to explore customer needs for energy education in K-12 schools and for moderate-income customers. Both projects will inform development of potential new program offers.

## III Program and operations activity

### A. Commercial sector highlights

- **The commercial sector was on track with expectations in Q1**, with a robust pipeline of Existing Buildings, Existing Multifamily and New Buildings projects expected to complete by year-end.
- **Savings from NEEA activities comprised approximately 13 percent of the sector's results in both PGE and Pacific Power territories.** Savings in 2017 are expected from building code and equipment standards improvements, working with distributors and manufacturers to encourage stocking of efficient commercial lighting, and from technical trainings to improve the energy-efficient operation and maintenance of commercial buildings.

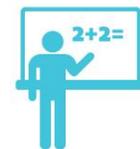
# 13%

OF COMMERCIAL  
SECTOR ELECTRIC  
SAVINGS FROM NEEA  
ACTIVITIES

### Existing Buildings

*The Existing Buildings program offers energy-efficient improvements for existing commercial buildings of all sizes. Incentives are available for custom projects, including capital upgrades; operations and maintenance improvements; standard upgrades; lighting upgrades; and energy management offerings such as Strategic Energy Management, with incentives, tools, training, and technical assistance to help customers reduce energy use through behavioral and operations improvements.*

- **The program conducted outreach to market sectors with the greatest potential for savings**, including lodging, hospitality, foodservice, office buildings, grocery stores, healthcare and K-12 schools.
- **Existing Buildings expects strong participation from schools and grocery stores in 2017.** The program already has a **pipeline of 32 K-12 school projects** expected to complete in 2017 and 2018. Interest from local and national grocery stores was also high, especially for lighting upgrades and adding doors to open refrigerator cases. Adding doors to refrigerated cases saves electricity from reduced cooling needs and saves gas or electricity by reducing heating needs for the stores.
- **Existing Buildings launched commercial SEM cohorts in Portland and Bend, with 62 customers enrolled** compared to 50 total last year. In addition, the program launched a new incentive for commercial SEM customers that hire paid interns to increase capacity for energy management. Applications are expected in Q2.
- **The program introduced a new incentive for Energy Management Certification.** Energy Management Certification training helps customers implement and analyze energy-efficiency improvements.
- **Beginning in Q1, Commercial SEM and Pay for Performance** were managed and delivered by the Existing Buildings PMC. This better integrates both offerings into a suite of comprehensive program services and increases the internal efficiency of program delivery.



32 K-12 SCHOOL  
PROJECTS IN  
EXISTING BUILDINGS  
PIPELINE

# 62

CUSTOMERS  
ENROLLED IN  
COMMERCIAL SEM

- **Existing Buildings added two trade ally coordinators to grow participation** among minority- and women-owned allies and allies in Central, Eastern and Southern Oregon.



**2 TRADE ALLY  
COORDINATORS  
ADDED**

## Existing Multifamily

*The Existing Multifamily program serves existing multifamily buildings with two or more units, including market-rate housing, affordable housing, homeowners associations, individual unit owners, and assisted living and campus living facilities. The program offers standard incentives for water heaters, HVAC equipment, weatherization, appliances and foodservice equipment; free in-unit installation of LEDs, showerheads and faucet aerators and distribution of advanced power strips; custom incentives for capital improvements; incentives for lighting upgrades in common areas; and incentives paid to distributors to reduce costs of efficient lighting and equipment for customers.*

- **In Q1, Existing Multifamily observed strong customer interest in prescriptive upgrades**, with a robust pipeline of high-savings gas upgrades such as boilers, steam traps, thermostatic radiator valves and commercial water heating, particularly in the assisted living and campus living markets.
- **Customer interest was lower than expected for in-unit installation of energy-saving LEDs, showerheads and faucet aerators.** To bolster savings, staff plan to direct additional resources toward popular, high-savings measures such as ductless heat pumps in condominiums, and boilers, steam traps and thermostatic radiator valves in large buildings.
- **After several years of consistent cash flow from increasing rents and low vacancy rates**, many property managers now have resources to make capital investments in energy-efficiency improvements that increase tenant comfort and amenities. These improvements help properties remain competitive as more supply comes into the market.
- **Existing Multifamily launched a new incentive structure and simplified eligibility requirements** that increase alignment with Existing Homes offerings. The changes will make it easier for customers and trade allies to participate and reduce market confusion.
- **To bolster participation in Southern Oregon, Existing Multifamily hired new business development staff located in Medford**, and increased in-person representative resources in Bend.
- **Existing Multifamily used third-party data to target outreach** to multifamily properties likely to participate in specific program offerings.
- **Energy Trust completed a process evaluation that provided insights into customer motivations** and barriers to participation for multifamily market segments. The report will inform the program's strategy and marketing in 2017 and 2018.
- **Energy Trust launched a water submetering pilot** in collaboration with the Portland Water Bureau to study the savings from shifting participants from master-metered to individually metered water billing. In Q1, staff completed the design phase and began identifying participating contractors and recruiting properties to participate.



**STRONG MULTIFAMILY  
CUSTOMER INTEREST  
IN PRESCRIPTIVE  
UPGRADES**



**HIRED NEW BUSINESS  
DEVELOPMENT STAFF  
IN MEDFORD**



**LAUNCHED WATER  
SUBMETERING PILOT**

## New Buildings

*The New Buildings program supports design and construction of high-performance commercial buildings and major renovations of all sizes and building types. Staff engage with building owners, developers and design professionals to provide standard prescriptive incentives, market solutions incentive packages and custom incentives. Tailored market solutions incentive packages help businesses make quick decisions and achieve deeper energy savings when constructing small restaurant, grocery, multifamily, office, school or retail buildings less than 70,000 square feet.*

- **New Buildings enrolled 190 projects** in Q1, more than in any other quarter to date. Since 2009, an average of 126 projects enroll in the first quarter.
- **Construction is expected to continue at a fast pace in 2017**, providing both opportunities for energy-efficient construction and challenges to engaging customers moving quickly and making decisions in short time frames. Strong participation is expected from multifamily buildings, schools, offices, warehouses, retailers and mixed-use buildings, especially through the Market Solutions offering.
- **The program engaged designers and architects through several training and education forums reaching key audiences around the state**, including building design allies through an Allies for Efficiency presentation and energy analysts and mechanical engineers through a Building Energy Simulation.
- **New Buildings selected a Net Zero Fellowship recipient** who will develop net-zero prototypes for multifamily and mid-rise construction. Shilpa Surana, lead energy analyst and energy modeler at Brightworks Sustainability, will explore strategies to achieve net-zero energy in new multifamily and office buildings based on systems that are technically and economically feasible today. Energy Trust offered two Net Zero Fellowships as a capacity-building approach to grow market adoption of design strategies.



**ENROLLED 190 NEW BUILDINGS PROJECTS**

## B. Industry and agriculture sector highlights

- **The industry and agriculture sector performed in line with expectations**, with a strong pipeline of electric and gas projects expected to complete in 2017.
- **Savings from NEEA activities comprised approximately 1 percent** of the sector's results in both PGE and Pacific Power territories. Savings in 2017 are expected to come from NEEA's reduced wattage lamp replacement initiative as well as from a previously funded initiative to improve awareness of and establish standards for efficient motors.

**1%**

**OF INDUSTRY AND AGRICULTURE SECTOR ELECTRIC SAVINGS FROM NEEA ACTIVITIES**

## Production Efficiency

*The Production Efficiency program offers technical assistance and incentives to industrial and agricultural businesses, including incentives for custom projects, standard lighting and equipment upgrades delivered by trade allies, and an industrial Strategic Energy Management offering to help customers achieve*

*persistent energy savings through behavioral and operations and maintenance improvements.*

- **Production Efficiency helped customers identify energy savings opportunities through a new regional diagnostic tool lending library with more than 1,000 tools available.** In Q1, 10 customers checked out 65 tools using this new offering.
- **The program promoted comprehensive lighting projects through the Performance Plus offering,** with five projects expected to complete in 2017. Comprehensive lighting projects help industrial customers save more energy by going beyond replacing bulbs and addressing the whole building, updating fixtures and incorporating lighting controls.
- **Production Efficiency recruited Willamette Valley customers for an industrial SEM cohort** to begin in Q3 or Q4 2017.
- **The program launched a second Continuous SEM engagement in January with 12 participants,** and staff recruited for two additional Continuous SEM engagements to launch in June and October of 2017. The multiyear Continuous SEM offering provides ongoing engagement, support and performance-based incentives to help graduates of first-year SEM offerings further reduce energy waste. Production Efficiency is on target to meet the program goal of 20 to 30 enrolled participants in 2017.
- **Energy Trust began qualitative market research to better understand how cannabis producers consider energy efficiency** in their facilities. Expected in Q3 2017, results will inform program design, outreach and marketing.
- **Outreach continued to help new or expanding cannabis production facilities save energy,** with one large custom HVAC project and 18 lighting projects expected to complete by year-end. Energy Trust completed 10 lighting projects at cannabis facilities in Q1 alone, compared to 12 completed in all of 2016.
- **Production Efficiency reached out to rural farmers and irrigators** through a presentation in Chiloquin hosted by Klamath Watershed Partnership and Sustainable Northwest.
- **Energy Trust offered lighting trainings for 320 trade allies** in Bend, Medford and Portland.
- **Phase 1 of a megaproject budgeted to complete in 2018 may be completed late in 2017,** and is expected to save nearly 2.4 aMW. Megaprojects are large commercial or industrial projects receiving more than \$500,000 in Energy Trust incentives for energy-efficiency upgrades. These projects are reviewed and approved by Energy Trust's board of directors and provide savings at a very low levelized cost.

**1,000**  
DIAGNOSTIC TOOLS  
AVAILABLE THROUGH  
NEW LENDING  
LIBRARY

**12**  
PARTICIPANTS  
ENROLLED IN  
CONTINUOUS SEM

  
BEGAN QUALITATIVE  
RESEARCH TO HELP  
CANNABIS  
PRODUCTION  
FACILITIES SAVE  
ENERGY

**320**  
TRADE ALLIES  
ATTENDED LIGHTING  
TRAININGS

## C. Residential sector highlights

- **The residential sector activities were in line with expectations,** with strong savings driven by a continuing robust new construction market, continued growth of existing home values supporting home improvement

projects, and a healthy retail market for LEDs, showerheads and smart thermostats.

- **Energy Trust made it easier for customers to install smart thermostats** by allowing trade allies to apply for smart thermostat incentives on behalf of customers. Solar trade allies also began installing smart thermostats, and Energy Trust plans to integrate smart thermostats into solar incentive forms.
- **Staff promoted midstream water heater incentives to distributors**, in collaboration with NEEA. Midstream incentives are provided to distributors and to retailers, and customers see lower prices for high-efficiency equipment as a result.
- **Savings from NEEA activities comprised approximately 16 percent and 17 percent** of the sector's results in PGE and Pacific Power territories, respectively. Savings in 2017 are primarily expected from previously funded efforts to improve battery charger standards, as well as from residential building code improvements. Ductless heat pump, heat pump water heater and super-efficient dryer initiatives are also expected to deliver savings in 2017.

# 16%

OF RESIDENTIAL  
SECTOR SAVINGS IN  
PGE TERRITORY FROM  
NEEA ACTIVITIES

# 17%

OF RESIDENTIAL  
SECTOR SAVINGS IN  
PACIFIC POWER  
TERRITORY FROM  
NEEA ACTIVITIES

## Existing Homes

*The Existing Homes program serves single-family homeowners, renters and owners of existing manufactured homes with energy-saving recommendations, referrals to qualified trade ally contractors, cash incentives for heating and water heating equipment, smart thermostats, insulation and windows, and LEDs, showerheads and faucet aerators delivered through kits. Enhanced Savings Within Reach incentives are available for moderate-income residents.*

- **Energy Trust developed a new Energy Saver Kit ordering process to improve installation rates and increase savings per kit.** Expected to launch in Q2, customers will be able to select a kit with lighting, water-saving devices or both, ensuring customers only receive products they intend to install. The new order form will include questions to help determine the value of potential new products such as advanced power strips.
- **In Q1 2017, 58 customers financed energy-efficient home upgrades with loans to be paid back through utility bills**, compared with 35 in Q1 2016. In addition, Energy Trust extended eligibility of on-bill repayment financing to customers installing heat pumps in owner-occupied condominium units and moderate income-qualified customers installing tier 3 heat pump water heaters, gas water heaters and windows. Financing with on-bill repayment reduces upfront costs, a barrier to installing energy-efficient upgrades.
- **Installation of heat pump water heaters declined slightly** in Q1 as the General Electric GeoSpring model transitioned out of the market and Energy Trust worked with NEEA to promote availability and use of A.O. Smith and Rheem models, including outreach to distributors and training for contractors.
- **By issuing more than 2,400 Existing Homes EPS ratings since 2012, Energy Trust primed the market for adoption of widespread home energy scoring.** In mid-2017, Energy Trust will no longer offer EPS for existing homes. Energy Trust's discontinuation of EPS for existing homes will



58 CUSTOMERS USED  
ON-BILL FINANCING



PRIMED MARKET FOR  
HOME ENERGY  
SCORING PROGRAM  
TRANSITIONS

take place at the same time other providers are entering the market. Oregon homeowners can instead obtain the U.S. Department of Energy's Home Energy Score for existing homes. At this time, the Home Energy Score will be provided by Earth Advantage and delivered by both trade ally and non-trade ally contractors. Also in mid-2017, the City of Portland will pilot a new requirement that sellers of Portland existing and new construction single-family homes must obtain a home energy performance report, which aligns with the U.S. DOE Home Energy Score.

- **In response to market adoption of LEDs, staff planned the discontinuation of LivingWise kits in schools**, including early communication to teachers and schools announcing the change and asking for input to shape potential new educational offerings in development.

## New Homes

*The New Homes program works with trade ally builders, subcontractors and verifiers to construct energy-efficient homes that exceed code through construction of EPS-rated homes and prescriptive incentives for individual equipment.*

- **In Q1 2017, New Homes launched a new EPS™ incentive structure** with incremental incentives based on a home's performance above Oregon energy code. The program also updated best practices recommended for each incentive increment and added smart thermostats as an eligible EPS measure.
- **With continued strong economic activity, roughly 10,000 homes are expected to be built in Energy Trust territory in 2017.** The program aims to match housing market growth and achieve a 33 percent market share for EPS homes. Outreach staff, verifiers and industry associations engaged builders to exceed energy-efficiency code in new homes.
- **In Q1, nearly all of Energy Trust's 53 verifiers attended an annual verifier training webinar** featuring a review of 2016 results, updates to Energy Trust's data entry system for verifiers and the information about the City of Portland's Home Energy Score Ordinance. In addition, the program added a new verifier to serve Eastern Oregon. Trade ally verifiers provide technical guidance and inspection to home builders, ensuring that homes rated with EPS save energy through energy-efficient windows, HVAC, appliances and weatherization.
- **New Homes supported research to better understand the differences between the City of Portland's Home Energy Score and Energy Trust's EPS.** The City of Portland continued rulemaking for its Home Energy Score Ordinance in Q1, and Energy Trust continued to provide information to the city and customers. Energy Trust will continue to offer EPS for new homes while transition out of scoring for the existing homes market by summer 2017.

**10,000**  
NEW HOMES  
EXPECTED IN ENERGY  
TRUST TERRITORY IN  
2017

## Products

The Products program offers cash incentives for ENERGY STAR qualified products, including lighting, clothes washers and showerheads, and for recycling old refrigerators, freezers and clothes washers. The program offers midstream incentives for select measures, with incentives provided directly to distributors and retailers and cost savings passed onto customers. The program also provides energy-saving kits to food pantries to deliver to their clients, and distributes showerheads through water bureaus and districts. In addition, the program encourages the sale of energy-efficient new manufactured homes.

- **In Q1 2017, LED sales continued to grow with support from Energy Trust incentives** to reduce bulb prices at retail, and Energy Trust discontinued incentives for CFLs. **Customers purchased 50 percent more LEDs in Q1** than in the same time last year.
- **Energy Trust planned to diversify its mix of products** in response to maturation of the LED general purpose market. Products under consideration include LED string lights, tier two advanced power strips and efficient clothes dryers.
- **Energy Trust began working with new small and independent retailers**, including Ace stores in Eagle Point and Seaside and six Dollar General stores outside of the Portland Metro area. In Q1 2017, **small and independent retailers represented two-thirds of total active participating retailers**.
- **The program monitored lighting market changes through a twice-yearly survey** to determine shelf space devoted to various lighting categories and types, such as CFL, non-ENERGY STAR LED, ENERGY STAR LED and incandescent/halogen bulbs. Surveys inform program strategies and indicate adoption of highly efficient products in certain retailers and geographic regions. As anticipated, preliminary data indicates small and independent retailers have less selection and less competitive pricing than big box stores, affirming Energy Trust's strategy to boost engagement with these retailers.
- **The program developed its first online-only lighting promotion** with 1000bulbs.com, including a digital marketing campaign to drive customers to the online retailer for high-efficiency lighting products.



**CUSTOMERS PURCHASED 50 PERCENT MORE LEDS IN Q1 THAN LAST YEAR**

**2/3**

**OF PARTICIPATING RETAILERS WERE SMALL, INDEPENDENT RETAILERS**

## D. Renewable energy sector highlights

- **The renewable energy sector was on track with expectations in Q1**, with **0.4 aMW of solar installed in Q1** and completion of a 10-kW small wind turbine in Coos Bay that was delayed from Q4 2016.
- **Energy Trust's success engaging the solar, hydropower and biopower markets resulted in high demand for incentives**. Staff will monitor trends and adjust incentive levels to support as many systems as possible with a limited budget.

**0.4**

**AMW OF SOLAR INSTALLED IN Q1**

## Solar

*The Solar program aims to create a vigorous and sustainable market for solar energy by offering cash incentives that lower above-market costs for small residential and commercial solar projects, educating consumers, creating and enforcing quality standards and ensuring a robust network of qualified trade ally contractors. Staff review incentive levels regularly and gradually reduce them to manage budget and respond to decreases in solar costs. The Solar program supports installation of standard solar systems on residential and commercial properties, and also large custom projects when funding is available.*

- **The program supported stronger than expected demand for solar incentives, with 445 project applications received in Q1**—20 percent more than in Q1 2016. Commercial solar applications were particularly strong, with 68 received in Q1 2017 compared to 25 at the same time last year.
- **To support as many projects as possible with a limited budget, the program reduced incentives in response to market demand.** Additional incentive changes are expected to enable the program to meet its objective to provide incentives continuously 12 months a year.
- **Two large solar projects are expected to complete by year-end**, the 1.4-aMW Old Mill project in Bly and the 0.85-aMW Klamath Falls project (previously called Ewauna 2).
- **In Q1, 140 community members attended four workshops to discuss solar opportunities for low-income communities in Hood River, Roseburg, Redmond and Portland**, with 30 stakeholders joining a working group to guide low-income solar efforts over the next 18 months. Hosted by Energy Trust in collaboration with the Oregon Department of Energy and Oregon Public Utility Commission, the workshops were supported by a U.S. Department of Energy grant.
- **Staff were selected to participate in the Rocky Mountain Institute's Electricity Innovation Lab Accelerator.** The invitation-only event brings together energy innovators from around North America. Energy Trust and the City of Portland worked on a team to accelerate development of solar-plus-storage systems to provide grid benefits and improve community resilience.
- **Staff co-hosted a monthly Women in Solar networking roundtable** to promote opportunities for women.
- **On request, staff provided information to the OPUC** for docket AR 603 regarding community solar program operations, design and project evaluation.



RECEIVED 445 SOLAR  
INCENTIVE  
APPLICATIONS

2

LARGE SOLAR  
PROJECTS EXPECTED  
TO COMPLETE IN 2017

140

ATTENDEES OF FOUR  
LOW-INCOME SOLAR  
COMMUNITY  
WORKSHOPS

## Other Renewables

*The Other Renewables program provides project development assistance and incentives that lower above-market costs for projects that generate renewable energy from hydropower, biopower, wind and geothermal resources. Project development assistance supports early-stage development and helps build a pipeline of future renewable energy installation projects. In 2017, staff are focused on projects that provide a wide range of benefits, including biogas*

*projects generating energy from anaerobic digestion of organic waste and hydropower projects at irrigation districts.*

- **Other Renewables selected 10 new projects to receive project development assistance**, bringing the total number of **current project development assistance recipients to 57**, including 46 hydropower, eight biopower, two geothermal and one community wind project.
- **The program continued assessments to help 12 irrigation districts** identify renewable energy and energy-efficiency projects through Energy Trust's irrigation modernization initiative with Farmers Conservation Alliance. Energy Trust's collaborative irrigation modernization strategy leverages the wide range of benefits irrigation modernization projects can provide, including energy generation, energy and water savings, and investment in rural communities. In addition, two new districts signed up to receive assessments.
- **Through project management guidance and timely project development assistance, Energy Trust helped two biogas projects secure funding**, including \$3 million from PGE's Renewable Development Fund for a municipal biogas project and a 30 percent federal Investment Tax Credit for a food processing biogas project. The projects are expected to apply for Energy Trust installation incentives in 2017 or 2018.
- **Other Renewables contracted with a third-party evaluator to document best practices** and opportunities to improve performance for a completed hydropower project and a completed biopower project.

57

HYDROPOWER,  
BIOPOWER,  
GEOTHERMAL AND  
WIND PROJECTS IN  
THE PIPELINE

## E. Internal operations highlights

### Communications

- **Launched a new Energy Trust website** to make it easier for customers to navigate and find information and incentive forms. The website is now optimized for smart phones and tablets used by more than 50 percent of the site's visitors.
- **Received 170,000 website visits in Q1 2017**, a 7 decrease from Q1 2016. A small decrease in web traffic is typical following launch of a new website and reflects a drop in search traffic referrals, as search engines re-evaluate and update their scores for the new site.
- **Garnered 19 news stories about Energy Trust** programs and services with a media value of \$3,800—what it would have cost to purchase the equivalent advertising space and air time—as a result of media outreach and responses to report inquiries. Energy Trust streamlined its media tracking in Q1 2017, which excluded many print and broadcast media.
- **Distributed four press releases in Q1 2017**, including announcement of Energy Trust offerings for Avista customers, new board members and two notices of a competitive solicitation for residential program management and delivery.

170,000

WEBSITE VISITS

19

NEWS STORIES ABOUT  
ENERGY TRUST

## Customer service

- **Received 6,000 calls in Q1 2017, 6 percent more** than in Q1 2016. This was an exception to the overall trend of declining call volumes as Energy Trust builds more online self-service web content and tools.
- **Responded to 536 inquiries via info@energytrust.org in Q1 2017**, a 9 percent increase from Q1 2016.
- **Received no complaints in Q1 2017 that could not be easily resolved** by a call center representative. This compares to two complaints in Q1 2016.

**6,000**  
CUSTOMER CALLS  
RECEIVED

## Trade and program allies

- **Provided education and networking opportunities for 25 Klamath Valley trade allies** and stakeholders, the highest ever turnout for this area.
- **Met with Metropolitan Contractor Improvement Partnership and City of Portland** to discuss support for minority- and women-owned businesses and diversifying the Trade Ally Network.

## General outreach

- **Hosted three Klamath Falls outreach events providing information, guidance and energy-saving products to 700 residents**, in collaboration with Pacific Power and regional trade allies.
- **Expanded awareness about Energy Trust services through presentations and events**, including with American Association of University Women in Grants Pass, Coos County Rental Owners Association, Roseburg's Good Governance Committee, the Oregon Cannabis Business Council, Douglas County Smart Energy, the Seeds for the Sol workshop in Talent and the Southern Oregon Home Show.
- **Provided information about Energy Trust programs through meetings** with legislators, Blue Mountain College, Hermiston Chamber Latino Business Network, Confederated Tribes of the Umatilla Indian Reservation, Pendleton Mayor's Housing Expansion Initiative, Eastern Oregon Climate Change Coalition, South-Central Oregon Regional Solutions Team meeting and Hood Rivers County's Energy Plan.

**700**  
KLAMATH FALLS  
RESIDENTS ATTENDED  
OUTREACH EVENTS

## IT

- **Processed 23,300 customer projects in Energy Trust systems**, including 17,080 submitted through web applications.
- **Developed on-demand reports summarizing participation and benefits for commercial and industrial customers**. The automated reports save time and offer a new resource for customer engagement.

**23,300**  
CUSTOMER PROJECTS  
PROCESSED

## Planning and evaluation

- **Created 78 new energy-efficiency measures and revised 162 measures**.
- **Completed and posted five evaluations and market studies** on the Energy Trust website, including Multifamily Showerhead Study Report,

**78**  
NEW ENERGY-  
EFFICIENCY  
MEASURES CREATED

Impact Evaluation of Commercial Strategic Energy Management Final Report, Impact Evaluation of the 2013-2014 Existing Buildings Program, Process Evaluation of Energy Trust of Oregon's Existing Homes Program, and Solar PV Evaluation Report.

## IV Revenues and expenditures tables<sup>7,8</sup>

### A. Revenues and expenditures summary

- Overall revenues totaled \$58.6 million for Q1 2017, 4 percent over what was budgeted.
- Q1 expenditures totaled \$30.4 million, of which \$12.1 million or 40 percent was for incentives.
- Q1 electric efficiency expenditures were 13 percent below budget.
- Q1 gas efficiency expenditures were 11 percent below budget.
- Q1 renewable energy expenditures were 34 percent over budget, due to high demand for solar incentives.

### B. Revenues

Revenues includes public purpose revenue plus incremental electric revenue from SB 838. Incremental revenues are those authorized under SB 838 to support capturing additional cost-effective electric efficiency savings above the amount supported by funding through SB 1149.

Source	Q1 actual revenues	Q1 budgeted revenues
Portland General Electric	\$ 11,285,037	\$ 10,871,000
PGE Incremental	\$ 16,570,382	\$ 18,711,134
Pacific Power	\$ 8,619,655	\$ 7,734,788
Pacific Power Incremental	\$ 10,217,618	\$ 8,099,661
NW Natural	\$ 8,501,487	\$ 8,030,420
NW Natural Industrial DSM	\$ 1,720,596	\$ 1,720,596
Cascade Natural Gas	\$ 1,256,898	\$ 978,587
Avista	\$ 417,433	\$ 349,885
<b>Total</b>	<b>\$ 58,589,106</b>	<b>\$ 56,496,071</b>

### C. Expenditures by utility

Source	Q1 actual expenditures	Q1 budgeted expenditures
Portland General Electric	\$ 15,555,695	\$ 17,028,965
Pacific Power	\$ 10,961,855	\$ 11,725,967
NW Natural	\$ 2,904,681	\$ 3,209,218
NW Natural Industrial DSM	\$ 340,001	\$ 615,405
Cascade Natural Gas	\$ 556,071	\$ 409,643
Avista	\$ 108,769	\$ 159,790
<b>Total</b>	<b>\$ 30,427,072</b>	<b>\$ 33,148,988</b>

<sup>7</sup> Columns may not total due to rounding.

<sup>8</sup> The gas savings do not include results for NW Natural in Washington. These results are available at [www.energytrust.org/reports](http://www.energytrust.org/reports).

## D. Expenditures by sector and program

		Q1 actual expenditures		Q1 budgeted expenditures	
Commercial	Existing Buildings and Multifamily	\$	7,357,652	\$	8,893,834
	New Buildings	\$	2,259,350	\$	3,623,625
	NEEA Commercial	\$	727,814	\$	532,645
<b>Commercial total</b>		<b>\$</b>	<b>10,344,815</b>	<b>\$</b>	<b>13,050,105</b>
Industrial	Production Efficiency	\$	5,203,381	\$	4,597,110
	NEEA Industrial	\$	37,234	\$	64,159
	<b>Industrial total</b>	<b>\$</b>	<b>5,240,615</b>	<b>\$</b>	<b>4,661,269</b>
Residential	Existing Homes	\$	3,453,801	\$	3,716,224
	New Homes and Products	\$	4,711,881	\$	5,703,505
	NEEA Residential	\$	1,236,326	\$	1,187,554
<b>Residential total</b>		<b>\$</b>	<b>9,402,008</b>	<b>\$</b>	<b>10,607,283</b>
<b>Energy efficiency total</b>		<b>\$</b>	<b>24,987,438</b>	<b>\$</b>	<b>28,318,657</b>
Renewables	Solar	\$	2,708,063	\$	2,038,356
	Other Renewables	\$	1,160,955	\$	811,353
	<b>Renewable generation total</b>	<b>\$</b>	<b>3,869,018</b>	<b>\$</b>	<b>2,849,709</b>
Administration	<b>Administration</b>	<b>\$</b>	<b>1,570,615</b>	<b>\$</b>	<b>1,980,621</b>
<b>Total expenditures</b>		<b>\$</b>	<b>30,427,072</b>	<b>\$</b>	<b>33,148,988</b>

## E. Incentives paid

Quarter	PGE efficiency	Pacific Power efficiency	NW Natural efficiency	Cascade Natural Gas efficiency	Avista efficiency	PGE generation	Pacific Power generation	Total
Q1	\$4,552,627	\$3,086,395	\$1,139,036	\$167,746	\$39,665	\$1,967,134	\$1,103,469	\$12,056,072
<b>Total</b>	<b>\$4,552,627</b>	<b>\$3,086,395</b>	<b>\$1,139,036</b>	<b>\$167,746</b>	<b>\$39,665</b>	<b>\$1,967,134</b>	<b>\$1,103,469</b>	<b>\$12,056,072</b>

## V Savings and generation tables<sup>9, 10, 11, 12</sup>

### A. Savings and generation by fuel

	Q1 savings/generation	YTD savings/generation	Annual goal	Percent achieved YTD
Electric savings	5.9 aMW	5.9 aMW	56.4 aMW	10%
Natural gas savings	645,116 therms	645,116 therms	7,130,306 therms	9%
Electric generation	0.40 aMW	0.40 aMW	2.86 aMW	14%

### B. Progress toward annual efficiency goals by utility

	Q1 savings	Annual goal	Percent achieved YTD	Annual IRP target	Percent achieved YTD
Portland General Electric	3.5 aMW	35.0 aMW	10%	32.7 aMW*	11%
Pacific Power	2.4 aMW	21.4 aMW	11%	19.1 aMW*	12%
NW Natural	524,820 therms	6.2 million therms	8%	4.7 million therms	11%
Cascade Natural Gas	73,218 therms	563,862 therms	13%	563,862 therms*	13%
Avista	47,079 therms	318,332 therms	15%	318,332 therms**	15%

\* Integrated Resource Plans for PGE, Pacific Power and Cascade Natural Gas are pending acknowledgement by the OPUC.

\*\* Energy Trust and Avista have not yet determined an IRP target for 2017, and will begin the IRP development process in 2017. Energy Trust's program goal is used in lieu of an IRP target for the 2017 program year.

### C. Electric savings by sector and program

		Q1 savings aMW	Annual goal aMW	Percent achieved YTD
Commercial	Existing Buildings and Multifamily	1.1	14.7	8%
	New Buildings	0.2	6.3	3%
	NEEA Commercial	0.2	1.5	13%
	<b>Commercial total</b>	<b>1.5</b>	<b>22.5</b>	<b>7%</b>
Industrial	Production Efficiency	0.8	13.6	6%
	NEEA Industrial	0.0	0.1	10%
	<b>Industrial total</b>	<b>0.8</b>	<b>13.7</b>	<b>6%</b>
Residential	Existing Homes	0.5	3.9	13%
	New Homes and Products	2.5	10.9	23%
	NEEA Residential	0.6	5.4	11%
	<b>Residential total</b>	<b>3.5</b>	<b>20.2</b>	<b>17%</b>
	<b>Total electric savings</b>	<b>5.9</b>	<b>56.4</b>	<b>10%</b>

<sup>9</sup> Columns may not total due to rounding.

<sup>10</sup> Electric savings also include transmission and distribution savings.

<sup>11</sup> The gas savings do not include results for NW Natural in Washington. These results are available at [www.energytrust.org/reports](http://www.energytrust.org/reports).

<sup>12</sup> Energy Trust reports 100 percent of generation and capacity for renewable energy installations supported by Energy Trust's cash incentives. While some of these projects have additional sources of funding, Energy Trust enabled project completion.

## D. Natural gas savings by sector and program

		Q1 savings thm	Annual goal thm	Percent achieved YTD
Commercial	Existing Buildings and Multifamily	93,873	2,200,792	4%
	New Buildings	24,387	946,372	3%
	<b>Commercial total</b>	<b>118,261</b>	<b>3,147,164</b>	<b>4%</b>
Industrial	Production Efficiency	53,220	1,071,174	5%
	<b>Industrial total</b>	<b>53,220</b>	<b>1,071,174</b>	<b>5%</b>
Residential	Existing Homes	125,700	1,112,252	11%
	New Homes and Products	347,936	1,799,715	19%
	<b>Residential total</b>	<b>473,636</b>	<b>2,911,967</b>	<b>16%</b>
<b>Total natural gas savings</b>		<b>645,116</b>	<b>7,130,306</b>	<b>9%</b>

Energy Trust allocated budget to NEEA for gas market transformation activities. While there were no associated savings through 2017, savings are expected in subsequent years.

## E. Renewable energy generation by utility

	Q1 generation aMW	Annual goal aMW	Percent achieved YTD
Portland General Electric	0.26	1.23	21%
Pacific Power	0.14	1.63	9%
<b>Total</b>	<b>0.40</b>	<b>2.86</b>	<b>14%</b>

## F. Renewable energy generation by program

	Q1 generation aMW	Annual goal aMW	Percent achieved YTD
Other Renewables program	0.00118	0.00120	99%
Solar program	0.40	2.86	14%
<b>Total generation</b>	<b>0.40</b>	<b>2.86</b>	<b>14%</b>

## G. Incremental utility SB 838 expenditures<sup>13</sup>

Utility	2017 Q1 SB 838 Expenditures	
Portland General Electric	\$	181,774
Pacific Power	\$	145,428
<b>Total</b>	<b>\$</b>	<b>327,201</b>

<sup>13</sup> Reflects expenditures by Pacific Power and PGE in support of utility activities described in SB 838. Reports detailing these activities are submitted annually to the OPUC.