Quarter One 2020 Report
to the Oregon Public Utility Commission
& Energy Trust Board of Directors

ENERGY TRUST OF OREGON
May 15, 2020

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A glossary of program descriptions and key terms is available online at www.energytrust.org/reports
From the executive director

I hope this letter finds you in good spirits and in good health. As Oregonians continue to confront the widespread effects of the COVID-19 pandemic that hit our region in March, we want to share with you how we are responding at Energy Trust. In place of quarterly program highlights of key activities and achievements, we have included in this report information on how our programs and organization are adapting to meet the needs of our customers and partners. We expect to return with standard program highlights in the quarter two report.

We understand many customers are focused right now on keeping their families safe, paying their bills and sustaining their businesses. As we assemble this first quarter report, it is too early to know the impact of the pandemic on energy-related projects customers have planned for 2020. Here’s what we do know: Saving energy is smart in good economic times and even smarter when the economy experiences a downturn. Money saved on utility bills can go toward other priorities for families and businesses. With so many facing lost or reduced income, our programs provide great value to customers by reducing utility costs, while our cash incentives serve as immediate stimulus for the state’s economy.

As this quarter closed, we continued to process incentives for completed energy efficiency and renewable energy projects at similar volumes to what we would normally see this time of year. From mid-March to mid-April, we quickly revised our processes and offers to make them relevant to customers during this challenging time. By the end of quarter two, we will begin to understand how customers are responding. In the meantime, we will continue to work with our network of trade ally contractors, retailers, local businesses, community organizations and affiliated utilities to reach and serve customers with incentive offers and promotional support for energy efficiency and renewable energy improvements. Together we are helping customers make changes that will save energy and money in the months and years ahead.

Michael Colgrove

[Signature]

Executive Director
I Results at a glance¹,²

Savings

= Year-to-date goal  = Annual goal

Total electric savings

4.9 aMW (11%) saved

Total electric goal 45.4 aMW

PGE

2.6 aMW (9%) saved

PGE goal 27.4 aMW

Pacific Power

2.3 aMW (13%) saved

Pacific Power goal 18.0 aMW

Total gas savings

1.2 MMTh (18%) saved

Total gas goal 6.5 MMTh

NW Natural

1.1 MMTh (19%) saved

NW Natural goal 5.6 MMTh

Cascade Natural Gas

0.09 MMTh (17%) saved

Cascade Natural Gas goal 0.55 MMTh

Avista

0.04 MMTh (10%) saved

Avista goal 0.39 MMTh

¹ This document reports gross savings.
² Note that aMW indicates average megawatts, MMTh indicates million annual therms.
Generation

- **Total renewable electric generation**
  - 0.42 aMW (13%) generated
  - 3.3 aMW goal

- **PGE**
  - 0.21 aMW (9%) generated
  - 2.2 aMW goal

- **Pacific Power**
  - 0.21 aMW (21%) generated
  - 1.0 aMW goal

Savings and generation by sector year-to-date

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3 Charts may not total due to rounding.
Customer satisfaction

- **Existing Buildings**: 96%
- **New Buildings**: 98%
- **Production Efficiency**: 95%
- **Residential**: 96%
- **Solar**: 96%

Expenditures

- **$ Total**: $34M (17%) of annual budget of $202M annual budget
- **$ Energy Efficiency**: $30M (17%) of annual budget of $174M annual budget
- **$ Renewable Energy**: $2M (12%) of annual budget of $18M annual budget
- **$ Administrative**: $2M (23%) of annual budget of $10M annual budget

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4 From December 2019 through March 2020, Energy Trust delivered a short web and phone survey to 389 randomly selected participants in five Oregon programs who completed projects between October and December 2019 and received an incentive or discount from Energy Trust. New Buildings participants are surveyed every other year, with the most recent survey in Q2 2018.

5 Total expenditures include public purpose funds, expenditures for Energy Trust’s subcontract to deliver the Oregon Community Solar Program and expenditures for Energy Trust’s grant from the U.S. Department of Energy to increase access to solar energy for low- and moderate-income communities.
Sites served by region

This document reports on Energy Trust services to Oregon customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista. Areas in gray are not served by these utilities. Sites served excludes products purchased from distributors and retailers.
II Executive summary

A. Progress to energy efficiency and renewable energy goals

- In place of quarterly program and operations activity, notable activities and trends, **this report focuses on Energy Trust's response to the COVID-19 pandemic** and resulting market changes.

- **Savings are typically lower in the first half of the year** when more studies and assessments are completed compared to the second half of the year when more projects close.

- **Electric efficiency improvements completed in quarter one saved 4.9 average megawatts** of electricity. Savings accounted for 11% of the 2020 goal of 45.4 aMW, comparable to the goal savings achieved in quarter one 2019.

- **Gas efficiency improvements completed during quarter one saved approximately 1.2 million therms** of natural gas. Savings accounted for 18% of the 2020 goal of 6.5 million therms, more than the goal savings achieved in quarter one 2019.

- **Renewable energy systems installed during quarter one will generate 0.42 aMW** of electricity, 13% of the 2020 goal of 3.27 aMW, down from the goal savings achieved in quarter one 2019. The shortfall in generation and expenditures is due to a large biopower project that was delayed due to restrictions related to COVID-19. It is now expected to reach commercial operation in quarter two.

- **Savings and generation achieved in quarter one represent about 32,000 tons of carbon dioxide kept out of the atmosphere**, the equivalent of removing 6,900 cars from Oregon roads.

- Previous quarterly and annual reports had results in net savings. In this report and going forward, **Energy Trust will provide energy savings in gross savings**, which are energy savings that result from Energy Trust programs, regardless of why customers participated. This is the best representation of Energy Trust's influence because its long-standing presence in the marketplace has become normalized and increasingly programs are designed to account for influence using market baselines.

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7 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, 2018, 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 2018 Report is available online at www.energytrust.org/reports.

8 Each report serves a specific purpose for communicating activities. Quarter one typically reflects efforts to build a pipeline of projects through analyses, studies and outreach to achieve annual savings and generation goals, however this quarter one report focuses on Energy Trust's response to the COVID-19 pandemic and resulting market changes. Quarter two highlights the organization’s mid-year savings and generation, previewing expected achievement of year-end goals based on early indicators such as pipelines and forecasts and reflecting changes in order to reach year-end goals. Quarter three identifies savings and generation and previews expected achievement to year-end goals with more accuracy than the quarter two report as more information is available. Quarter four reflects Energy Trust’s final accomplishments and is delivered as an appendix to the annual report in April of the following year.

9 The gas savings do not include results for NW Natural in Washington. These results are available at www.energytrust.org/reports.

10 Net savings do not include savings from participants who would have completed an energy-saving action even in the absence of the program (also known as free riders) and do include estimates of savings from participants who completed an energy-saving action because of awareness of the program but didn’t receive a program incentive (known as the participant spillover effect).

11 Energy Trust’s gross energy generation is equal to net renewable energy generation, since projects are unlikely to move forward without Energy Trust incentives and therefore are not free riders. Based on these factors, Energy Trust claims 100% of generation for all renewable energy projects that receive incentives.
B. Updates requested by the OPUC

This section typically provides information requested by the OPUC in comments on Energy Trust’s 2020 Budget and 2020-2021 Action Plan. These standard updates will be provided in quarter two. The update below was requested specifically for the quarter one report in UM 1696 Order No. 19-301 and Order No. 20-105.

**Residential ductless heat pump cost effectiveness exceptions:**
Updates on progress on a market survey for suitable ductless heat pump controllers and field test in collaboration with Portland General Electric.

- Staff reduced incentives and introduced a new requirement that at least one indoor unit be located in the home’s primary living space following an evaluation that showed this configuration resulted in more energy savings.
- Staff completed a market technology review of advanced controls of ductless heat pumps and is moving forward on a pilot with PGE to jointly investigate energy efficiency and demand response potential of wireless smart controls for ductless heat pumps in order to improve savings, cost effectiveness and customer satisfaction.
III COVID-19 response

Due to the widespread and ongoing effects of the pandemic, this report provides information on actions and plans to provide relevant and timely services to customers during the pandemic as the state shifts into recovery mode in the coming months.

A. Program highlights

- Energy Trust continues to distribute incentives for energy-efficiency upgrades and renewable energy systems while supporting customers and contractors in accordance with social distancing guidelines.
- Energy Trust remains active in essential markets—including agriculture, manufacturing, grocery stores and some large retailers—where work can be completed safely.
- Because regions and sectors have been impacted differently, Energy Trust is tailoring its response to align with customer needs.
- All changes are done under cost-effectiveness requirements.
- For residential customers, near-term response efforts focused on low- and no-cost offers that help lower utility bills, including:
  - Ramping up promotions of free Energy Saver Kits in coordination with utilities and community-based organizations and expanding eligibility requirements for residential and multifamily customers.
  - Increasing outreach to community-based organizations to distribute tips to their members to save energy and improve indoor air quality.
  - Increasing incentives for LEDs purchased at grocery stores, especially in discount retailers.
  - Rolling out a free online LED offer for low-income households and coordinating with community-based organizations and community action agencies.
  - Expanding pilots to serve more low-income customers in coordination with community action agencies.
  - Significantly increasing discounts for smart thermostats purchased online.
- For multifamily, commercial and industrial customers, near-term response efforts include:
  - Pausing all direct installation offers in multifamily properties.
  - Offering a project completion bonus for small businesses.
  - Expanding LED incentives to distributors and retailers that are passed on to small businesses in rural areas.
  - Increasing incentives and offering bonuses for commercial and industrial prescriptive and custom lighting upgrades and a lighting bonus for schools statewide.
  - Increasing incentives for operations and maintenance, select standard measures and for custom projects in existing commercial buildings.
  - Expanding direct installation offers for pipe insulation and municipal water leak fixes.
• In-person trainings and events including commercial and industrial Strategic Energy Management have been moved to webinars and video conferencing. Staff is offering SEM incentive increases and bonuses to keep participants engaged along with bonuses for operations and maintenance.

• Longer-term response efforts under consideration include:
  o For residential customers, a water heater promotion and increased incentive; revised Savings Within Reach income requirements so that more people qualify; low- and no-cost ceiling insulation offers; and a smart thermostat optimization offer.
  o For multifamily property owners, developing offers that can be installed at night or by tenants with assistance from the property manager and/or maintenance personnel.
  o For existing commercial building owners, targeted bonuses for businesses most impacted by the pandemic.
  o A smart thermostat offer for multifamily and existing commercial customers.

• Staff has revised procedures to facilitate remote inspections and verifications for the commercial, industrial and renewables sectors. Photos, video recordings and video conferencing walk-throughs have replaced most on-site inspections. If these options pose a hardship (e.g., if a customer or contractor is ill), staff may move forward with processing and payment.
  o Some programs have temporarily raised post-installation verification thresholds to limit the number of customers subject to post-installation verification.
  o For projects that typically require formal vendor quotes to generate an incentive offer, this requirement may be waived since vendor site visits are limited. Vendor estimates by phone may suffice if the source of the cost estimate is provided.
  o Limited field staff continue to inspect new construction to enforce quality standards while maintaining social distancing guidelines.

• Marketing efforts have been revised to promote low- and no-cost upgrades and energy-saving tips. Promotions emphasizing capital upgrades are now on hold and staff is partnering with trade allies on promotions to emphasize emergency equipment replacements and/or repairs.

• Staff sent a survey to more than 1,500 trade ally contractors to understand how the crisis is affecting their business and how Energy Trust might support them going forward.
  o The survey asked about their interest in being promoted on a list of contractors who can provide emergency equipment replacement services and in enhanced training from Energy Trust. Survey results are still being analyzed and will be released in quarter two.

• Staff is working to include funding for personal protective equipment in business development funds for trade allies starting in June that can be applied retroactively to March 1.

• Energy Trust issued a request for proposals for management and delivery of Existing Building services and commercial and industrial lighting offers in March. The deadline for receiving proposals was extended by four weeks to May 15.
B. Organization highlights

- Customer services have continued uninterrupted via remote telecommunications.
- Trade ally and vendor payments were transitioned to direct deposit to streamline the payment process and improve vendor cash flow.
- Staff expanded the use of DocuSign online forms, which were launched in 2019 and allow customers to electronically sign and submit program applications. This allows forms to be filled out more easily during the crisis, with long-term benefits of reducing the time and cost associated with managing forms.
- Energy Trust is exploring how to accelerate collaboration with community-based organizations.
  - Over the past 18 months, Energy Trust has strengthened relationships with community-based organizations that work with low-income customers, rural customers and communities of color.
  - To help these partners build capacity for working with Energy Trust to serve underserved customers, staff is exploring offering training on the energy efficiency and renewable energy sectors in exchange for capacity-building funding.
- Staff is monitoring cash flow, incentives and revenues to understand the financial impact of virus-related market conditions on Energy Trust and is coordinating closely with utilities to understand the effect on their revenues. As of April, there was no significant downturn in the volume of incentives processed.
- Public meetings of Energy Trust’s board of directors and all three advisory councils in April were transitioned to videoconferencing platforms that are accessible to the public. Public meetings will continue via teleconferencing until further notice.
- Staff has adjusted outreach efforts to use remote tools and moved event commitments to virtual engagements where possible.
- Work continues to plan a rural-focused workshop in fall 2020 to discuss how to better serve rural customers and drive funding to rural communities for direct local benefit.
- Staff provided regular communications to customers and stakeholders regarding immediate changes and sustained operations.
- An internal response team established office procedures, staff communications and IT support to enable a rapid transition to remote working to protect staff health and comply with public health directives. A team has begun planning for the eventual reopening of Energy Trust’s office.
IV Revenues and expenditures tables\textsuperscript{12,13}

A. Revenues and expenditures summary\textsuperscript{14}

- Overall revenues totaled $54.7 million for Q1 2020, 2\% below what was budgeted.
- Q1 expenditures totaled $34.4 million; of which, $14.0 million was for incentives.
- Q1 electric efficiency expenditures were 1\% over budget.
- Q1 gas efficiency expenditures were 25\% over budget due to delayed projects from 2019 that were completed in Q1.
- Q1 renewable energy expenditures were 48\% below budget, largely due to a single delayed project.
- Q1 administrative costs were $2.2 million, 5\% below what was budgeted.

B. Revenues\textsuperscript{15,16}

<table>
<thead>
<tr>
<th>Source</th>
<th>Q1 actual revenues</th>
<th>Q1 budgeted revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portland General Electric</td>
<td>$11,043,073</td>
<td>$11,001,973</td>
</tr>
<tr>
<td>PGE Incremental</td>
<td>$14,060,081</td>
<td>$15,202,776</td>
</tr>
<tr>
<td>Pacific Power</td>
<td>$7,818,587</td>
<td>$7,879,070</td>
</tr>
<tr>
<td>Pacific Power Incremental</td>
<td>$9,438,384</td>
<td>$9,645,416</td>
</tr>
<tr>
<td>NW Natural</td>
<td>$9,156,539</td>
<td>$8,970,627</td>
</tr>
<tr>
<td>NW Natural Industrial DSM</td>
<td>$1,393,862</td>
<td>$1,395,195</td>
</tr>
<tr>
<td>Cascade Natural Gas</td>
<td>$1,070,843</td>
<td>$1,216,114</td>
</tr>
<tr>
<td>Avista</td>
<td>$518,323</td>
<td>$518,323</td>
</tr>
<tr>
<td>Oregon Community Solar Program</td>
<td>$144,114</td>
<td>$133,751</td>
</tr>
<tr>
<td>Low- and moderate-income grant</td>
<td>$13,922</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>$54,657,729</td>
<td>$55,963,244</td>
</tr>
</tbody>
</table>

\textsuperscript{12} Columns may not total due to rounding.
\textsuperscript{13} The gas savings do not include results for NW Natural in Washington. These results are available at www.energytrust.org/reports.
\textsuperscript{14} Revenues and expenditures in Section A include public purpose funds, funds for a subcontract to deliver the Oregon Community Solar Program and funds for low- and moderate-income solar innovation grants. Revenues and expenses for the Oregon Community Solar Program and low- and moderate-income solar innovation grants are included in the tables.
\textsuperscript{15} Revenues in Table B include public purpose revenue, incremental electric revenue from SB 838 and revenue from the low- and moderate-income solar grant and the Oregon Community Solar Program. 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.
\textsuperscript{16} Revenues in Table B exclude revenue from investments and activity in Washington.
C. Expenditures\textsuperscript{17,18}

\begin{tabular}{|l|c|c|}
\hline
Source & Q1 actual expenditures & Q1 budgeted expenditures \\
\hline
Portland General Electric & $15,917,948$ & $17,162,599$ \\
Pacific Power & $11,778,935$ & $12,383,365$ \\
NW Natural & $4,701,566$ & $3,726,287$ \\
NW Natural Industrial DSM & $1,009,504$ & $629,130$ \\
Cascade Natural Gas & $574,016$ & $561,932$ \\
Avista & $272,096$ & $314,388$ \\
Oregon Community Solar Program & $84,180$ & $69,598$ \\
Low- and moderate-income grant & $14,182$ & - \\
Business development & $258$ & - \\
\hline
Total & $34,352,686$ & $34,847,298$ \\
\hline
\end{tabular}

D. Expenditures by sector and program\textsuperscript{17,18}

\begin{tabular}{|l|c|c|}
\hline
 & Q1 actual expenditures & Q1 budgeted expenditures \\
\hline
Commercial & & \\
Existing Buildings & $7,899,640$ & $7,425,565$ \\
Existing Multifamily & $1,714,792$ & $1,880,165$ \\
New Buildings & $2,822,350$ & $2,633,069$ \\
NEEA Commercial & $1,007,074$ & $841,750$ \\
\hline
Commercial total & $13,443,856$ & $12,780,549$ \\
\hline
Industrial & & \\
Production Efficiency & $5,581,397$ & $5,828,059$ \\
NEEA Industrial & $23,238$ & $107,264$ \\
\hline
Industrial total & $5,604,635$ & $5,935,323$ \\
\hline
Residential & & \\
Residential & $9,851,400$ & $8,648,439$ \\
NEEA Residential & $1,082,179$ & $990,208$ \\
\hline
Residential total & $10,933,579$ & $9,638,647$ \\
\hline
Energy efficiency total & $29,982,069$ & $28,354,519$ \\
\hline
Renewables & & \\
Solar & $1,482,570$ & $1,892,481$ \\
Other Renewables & $638,028$ & $2,261,965$ \\
\hline
Renewable generation total & $2,120,598$ & $4,154,445$ \\
\hline
Administration & & \\
Administration & $2,157,590$ & $2,272,719$ \\
\hline
Administration total & $2,157,590$ & $2,272,719$ \\
\hline
Other & & \\
Oregon Community Solar Program & $78,893$ & $65,614$ \\
Low- and moderate-income grant & $13,278$ & - \\
Business development & $258$ & - \\
\hline
Total expenditures & $34,352,686$ & $34,847,298$ \\
\hline
\end{tabular}

\textsuperscript{17} Energy Trust received a grant from the U.S. Department of Energy to collaborate with the Oregon Department of Energy to increase access to solar energy for low- and moderate-income communities. Low- and moderate-income solar grant and Oregon Community Solar Program expenditures do not match grant expenditures in Table C. This is because a portion of the expenditures in Table D are under administration expenditures.

\textsuperscript{18} In quarter one 2020, Energy Trusted invested business development funds to explore new business opportunities. These funds are unrestricted donations and consulting fees and are independent from ratepayer funds.
### E. Incentives paid

<table>
<thead>
<tr>
<th>Qtr</th>
<th>Pacific NW PGE Power efficiency</th>
<th>Pacific NW Natural Gas efficiency</th>
<th>Cascade Natural Gas efficiency</th>
<th>Avista efficiency</th>
<th>PGE Power generation</th>
<th>Total</th>
<th>Pacific NW PGE Power generation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>$5,580,213</td>
<td>$4,103,630</td>
<td>$2,880,466</td>
<td>$193,953</td>
<td>$71,170</td>
<td>$523,516</td>
<td>$669,645</td>
<td>$14,022,593</td>
</tr>
<tr>
<td>Total</td>
<td>$5,580,213</td>
<td>$4,103,630</td>
<td>$2,880,466</td>
<td>$193,953</td>
<td>$71,170</td>
<td>$523,516</td>
<td>$669,645</td>
<td>$14,022,593</td>
</tr>
</tbody>
</table>
V  Savings and generation tables\textsuperscript{19,20,21,22,23}

A. Savings and generation by fuel

<table>
<thead>
<tr>
<th></th>
<th>Q1 savings / generation</th>
<th>Annual goal</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electric savings</strong></td>
<td>4.9 aMW</td>
<td>45.4 aMW</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Natural gas savings</strong></td>
<td>1,206,438 therms</td>
<td>6,526,799 therms</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Electric generation</strong></td>
<td>0.42 aMW</td>
<td>3.27 aMW</td>
<td>13%</td>
</tr>
</tbody>
</table>

B. Progress toward annual efficiency goals by utility\textsuperscript{24}

<table>
<thead>
<tr>
<th>Utility</th>
<th>Q1 savings</th>
<th>Annual goal</th>
<th>Percent achieved YTD</th>
<th>Annual IRP target</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portland General Electric</td>
<td>2.6 aMW</td>
<td>27.4 aMW</td>
<td>9%</td>
<td>30.5 aMW</td>
<td>8%</td>
</tr>
<tr>
<td>Pacific Power</td>
<td>2.3 aMW</td>
<td>18.0 aMW</td>
<td>13%</td>
<td>19.2 aMW</td>
<td>12%</td>
</tr>
<tr>
<td>NW Natural</td>
<td>1,076,695 therms</td>
<td>5,591,966 therms</td>
<td>19%</td>
<td>6,018,697 therms</td>
<td>18%</td>
</tr>
<tr>
<td>Cascade Natural Gas</td>
<td>92,200 therms</td>
<td>547,244 therms</td>
<td>17%</td>
<td>621,804 therms</td>
<td>15%</td>
</tr>
<tr>
<td>Avista</td>
<td>37,543 therms</td>
<td>387,588 therms</td>
<td>10%</td>
<td>313,420 therms</td>
<td>12%</td>
</tr>
</tbody>
</table>

\textsuperscript{19} Columns may not total due to rounding.
\textsuperscript{20} This document reports gross savings.
\textsuperscript{21} Electric savings also include transmission and distribution savings.
\textsuperscript{22} Gas savings do not include results for NW Natural in Washington. These results are available at www.energytrust.org/reports.
\textsuperscript{23} Energy Trust reports 100\% 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.
\textsuperscript{24} Integrated Resource Plan for Portland General Electric and Pacific Power are pending acknowledgement by the OPUC.
### C. Electric savings by sector and program

<table>
<thead>
<tr>
<th>Sector</th>
<th>Q1 savings aMW</th>
<th>Annual goal aMW</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Existing Buildings</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.5</td>
<td>13.1</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Existing Multifamily</strong></td>
<td>0.2</td>
<td>1.5</td>
<td>11%</td>
</tr>
<tr>
<td><strong>New Buildings</strong></td>
<td>0.4</td>
<td>4.8</td>
<td>8%</td>
</tr>
<tr>
<td>NEEA Commercial</td>
<td>0.1</td>
<td>0.7</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Commercial total</strong></td>
<td>2.1</td>
<td>20.0</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Industrial</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production Efficiency</td>
<td>1.5</td>
<td>17.1</td>
<td>9%</td>
</tr>
<tr>
<td>NEEA Industrial</td>
<td>0.08</td>
<td>0.80</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Industrial total</strong></td>
<td>1.6</td>
<td>17.9</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Residential</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1.0</td>
<td>5.5</td>
<td>18%</td>
</tr>
<tr>
<td>NEEA Residential</td>
<td>0.2</td>
<td>1.9</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Residential total</strong></td>
<td>1.2</td>
<td>7.4</td>
<td>16%</td>
</tr>
<tr>
<td><strong>Total electric savings</strong></td>
<td>4.9</td>
<td>45.4</td>
<td>11%</td>
</tr>
</tbody>
</table>

### D. Natural gas savings by sector and program

<table>
<thead>
<tr>
<th>Sector</th>
<th>Q1 savings therms</th>
<th>Annual goal therms</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Existing Buildings</strong></td>
<td>401,707</td>
<td>1,757,530</td>
<td>23%</td>
</tr>
<tr>
<td><strong>Existing Multifamily</strong></td>
<td>42,973</td>
<td>204,919</td>
<td>21%</td>
</tr>
<tr>
<td><strong>New Buildings</strong></td>
<td>27,316</td>
<td>548,061</td>
<td>5%</td>
</tr>
<tr>
<td>NEEA Commercial</td>
<td>0</td>
<td>456</td>
<td>-</td>
</tr>
<tr>
<td><strong>Commercial total</strong></td>
<td>471,995</td>
<td>2,510,966</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Industrial</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production Efficiency</td>
<td>288,740</td>
<td>1,514,698</td>
<td>19%</td>
</tr>
<tr>
<td>NEEA Industrial</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td><strong>Industrial total</strong></td>
<td>288,740</td>
<td>1,514,698</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Residential</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>445,702</td>
<td>2,478,903</td>
<td>18%</td>
</tr>
<tr>
<td>NEEA Residential</td>
<td>0</td>
<td>22,232</td>
<td>-</td>
</tr>
<tr>
<td><strong>Residential total</strong></td>
<td>445,702</td>
<td>2,501,135</td>
<td>18%</td>
</tr>
<tr>
<td><strong>Total natural gas savings</strong></td>
<td>1,206,438</td>
<td>6,526,799</td>
<td>18%</td>
</tr>
</tbody>
</table>

### E. Renewable energy generation by utility

<table>
<thead>
<tr>
<th>Utility</th>
<th>Q1 generation aMW</th>
<th>Annual goal aMW</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portland General Electric</td>
<td>0.21</td>
<td>2.25</td>
<td>9%</td>
</tr>
<tr>
<td>Pacific Power</td>
<td>0.21</td>
<td>1.02</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0.42</td>
<td>3.27</td>
<td>13%</td>
</tr>
</tbody>
</table>

---

25 Energy Trust allocated budget to NEEA for gas market transformation activities. While there were no associated savings in quarter one, savings are expected later in 2020.
F. Renewable energy generation by program

<table>
<thead>
<tr>
<th></th>
<th>Q1 generation aMW</th>
<th>Annual goal aMW</th>
<th>Percent achieved YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar</td>
<td>0.42</td>
<td>2.24</td>
<td>19%</td>
</tr>
<tr>
<td>Other Renewables</td>
<td>0.00</td>
<td>1.03</td>
<td>-</td>
</tr>
<tr>
<td>Total generation</td>
<td>0.42</td>
<td>3.27</td>
<td>13%</td>
</tr>
</tbody>
</table>

G. Incremental utility SB 838 expenditures

<table>
<thead>
<tr>
<th>Utility</th>
<th>Q1 SB 838 Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portland General Electric</td>
<td>$259,380</td>
</tr>
<tr>
<td>Pacific Power</td>
<td>$96,544</td>
</tr>
<tr>
<td>Total</td>
<td>$355,924</td>
</tr>
</tbody>
</table>

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