

## Conservation Advisory Council Agenda

### Virtual meeting

Wednesday, June 17, 2020  
1:30 p.m. – 4:30 p.m.

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To join the Zoom meeting: <https://zoom.us/j/99686579931>. This meeting will be recorded.

Or dial by your location

- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 669 900 9128 US (San Jose)
- +1 301 715 8592 US (Germantown)
- +1 312 626 6799 US (Chicago)
- +1 646 558 8656 US (New York)

Meeting ID: 996 8657 9931

#### 1:30 Welcome

#### 1:45 Energy Trust final draft goals for 2021 (*input*)

Staff will present the organization's final draft 2021 goals and areas of focus. We are seeking feedback on CAC members' priorities for 2021 activities. Please review the "2021 Final Draft Organizational Goals" pages in the meeting packet and think about which 2021 areas of focus are your top priorities.

Presenter: Hannah Cruz

#### 2:20 Progress to 2020 diversity, equity and inclusion participation goals (*information*)

Staff will review progress to the residential, commercial and industrial energy efficiency participation goals outlined in the 2019-2020 Diversity, Equity and Inclusion Operations Plan.

Presenters: Tyrone Henry, Ryan Crews, Kate Wellington, Jessica Kramer

#### 2:40 Planning for Energy Trust's inaugural rural workshop (*input*)

Energy Trust is hosting a rural workshop to learn from and engage with rural customers on how our incentives and services are utilized and can be enhanced to improve participation. Staff will provide details on planning so far and ask for CAC member feedback.

Presenter: Sue Fletcher

#### 2:55 Break

#### 3:05 Update on Energy Trust response to coronavirus (*information*)

Staff will provide information on the status of adjustments being made to our energy-efficiency programs in response to COVID-19.

Presenters: Thad Roth, Oliver Kesting, Amanda Potter

- 3:35 Trade Ally Network survey results (*information*)**  
Energy Trust surveyed trade allies in late April through early May to better understand how the coronavirus pandemic has impacted their businesses. Staff will present a summary of feedback received from the survey including how Energy Trust can support trade allies.

Presenter: Cameron Starr

- 3:55 Commercial sector updates (*information*)**  
Staff will review the revised schedule for the Existing Buildings and Commercial Lighting RFP and provide a status update on the New Buildings program assessment to determine a pathway forward with higher efficiency levels in state code.

Presenter: Oliver Kesting

- 4:05 Residential mid-year program changes (*information*)**  
The Residential program has a number of program and measure updates to announce to CAC, including updates to Savings Within Reach eligibility requirements and incentive adjustments.

Presenter: Marshall Johnson

**4:20 Final updates and approval of minutes**

**4:25 Public comment**

**4:30 Adjourn**

Meeting materials (agendas, presentations and notes) are available [online](#).

**Next meeting:** Our next meeting is Wednesday, July 29, 2020.



# 2021 Final Draft Organizational Goals

Conservation Advisory Council  
June 17, 2020

# 2021 Goals



# 2021 Goals



## **Goal 1: Meet savings and generation targets with offers and services designed to support customers during the economic and social recovery related to the COVID-19 pandemic.**

We will meet 2021 targets of [XX] aMW and [YY] therms of savings and [ZZ] aMW of generation while creating opportunities for future savings and generation with a particular focus on:

- Continuing to adapt program design to respond to market changes resulting from the recovery related to the COVID-19 pandemic.
- Meeting the OPUC metrics for cost-effectiveness, diversity, customer service and innovation.
- Targeting savings and generation within specific communities when and where they have the greatest value to the utility grid.

# 2021 Goals

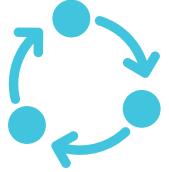


## **Goal 2: Invest in relationships and collaborations with other entities to meet common needs and future objectives.**

We will focus resources on working with utilities, agencies, communities, and business- and community-based organizations on joint initiatives that help each entity accomplish its purpose with a particular focus on:

- Collaborating with workforce organizations to enhance the diversity of our Trade Ally Network.
- Resolving funding uncertainties to enable continued delivery of clean energy programs and benefits and identifying other funding sources for complementary initiatives.
- Connecting our programs to community planning, housing affordability, economic recovery, resiliency and greenhouse gas reduction efforts.
- Collaborating with the Portland Clean Energy Fund and prospective grantees.
- Working with the OPUC and state agencies to support implementation of the state's energy- and climate-related policies.
- Working with mid-stream market actors to retain our ability to deliver affordable, clean energy at volume.

# 2021 Goals



## **Goal 3: Enhance operating processes and internal culture to efficiently respond to change.**

We will enhance operating efficiency through process improvements and continued investment in innovation that results in a flexible workforce and work environment with a particular focus on:

- Enhancing employee development and growth with an emphasis on intercultural awareness and inclusion.
- Improving the efficiency of our budget process.
- Continuing policy development and technology adoption to support remote work arrangements and social distancing for staff.
- Learning from experience and adapting our organizational structure to support progress in the focus areas identified in the strategic plan.
- Furthering our efforts to foster and promote innovation.
- Accelerating our use of digital platforms and increased process automation to enhance our customer and contractor experience through increased efficiency.

# CAC Feedback – Areas of Priority for You or for Energy Trust

## Goal 1: Meet savings and generation targets

1. Adapt program design to respond to market changes resulting from COVID-19 recovery
2. Meet OPUC metrics for cost-effectiveness, diversity, customer service and innovation
3. Target savings and generation within specific communities for greatest value to utility grid

## Goal 2: Invest in relationships and collaborations with others

4. Collaborate to enhance the diversity of our Trade Ally Network
5. Resolve funding uncertainties and identify other funding sources for complementary initiatives
6. Connect programs to community planning, housing affordability, economic recovery, resiliency and greenhouse gas reduction efforts
7. Collaborate with PCEF and prospective grantees
8. Support implementation of the state's energy- and climate-related policies
9. Work with mid-stream market actors to deliver affordable, clean energy at volume

## Goal 3: Enhance operating processes and internal culture

10. Enhance employee development and growth with an emphasis on intercultural awareness and inclusion
11. Improve budget process
12. Continue to support remote work arrangements and social distancing for staff
13. Adapt organizational structure to support strategic plan
14. Foster and promote innovation
15. Accelerate use of digital platforms and process automation



# Thank You

Hannah Cruz  
Sr. Communications Manager  
[hannah.cruz@energytrust.org](mailto:hannah.cruz@energytrust.org)

# Background

# Helping achieve Oregon's clean energy future

2020–2024 Strategic Plan

Focus Areas

## 1 ENGAGING CUSTOMERS

Engaging customers with programs, information and services, with attention to underserved customers.

## 2 SUPPORTING UTILITIES

Linking to the approaches utilities are using to meet changing customer energy needs.

## 3 INFORMING POLICYMAKERS

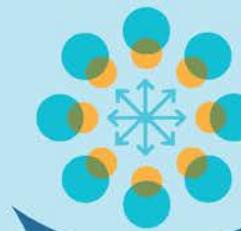
Supporting energy policies by providing objective information and analyses.

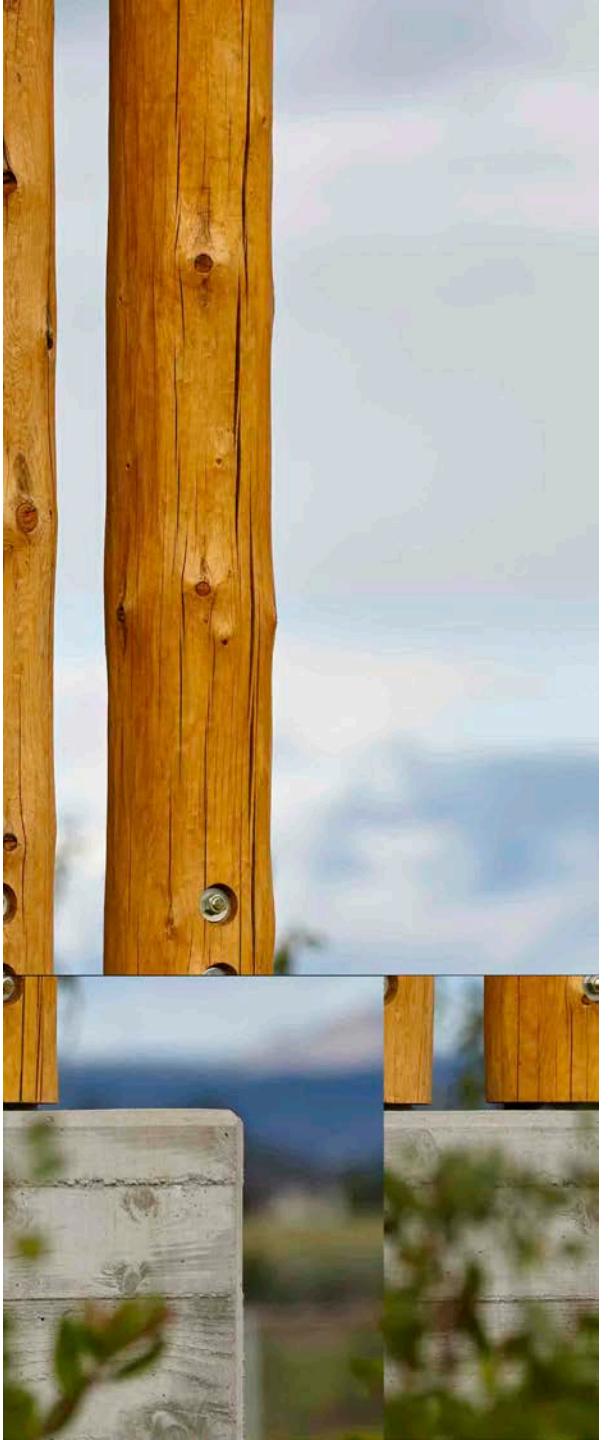
## 4 DELIVERING MULTIPLE BENEFITS

Leveraging additional funding to advance clean energy investments that deliver multiple benefits.

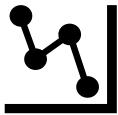
## 5 ADAPTING TO CHANGE

Enhancing our ability to respond to changes, needs and new opportunities.





# 2021 Assumptions



## ECONOMIC CONDITIONS



## MARKETS & CUSTOMERS



## TECHNOLOGY



## POLICY



## PROGRAM CONSIDERATIONS

# 2020 Goals

## **Goal 1:**

**Meet savings and generation targets and create future opportunities**

## **Goal 2:**

**Develop guidelines to guide resource investments in community efforts, engaging stakeholders for input**

## **Goal 3:**

**Provide information to policymakers, agencies and implementers**

## **Goal 4:**

**Strengthen internal innovation capabilities and develop new proposals**

## **Goal 5:**

**Make operational improvements**

## **Goal 1: Meet savings and generation targets and create future opportunities**

We will meet 2020 savings and generation targets of [aMW and therms] and create future savings and generation opportunities with a particular focus on:

- Serving more diverse customers
- Supporting higher value RE and EE
- Sustaining services for efficiency programs where cost-effectiveness is becoming a challenge
- Pushing new construction beyond code

## **Goal 2: Develop guidelines to guide resource investments in community efforts, engaging stakeholders for input**

We will seek input from community partners and advisory councils as we develop a set of guidelines to more clearly identify Energy Trust's role in supporting community energy efforts. These guidelines will have a particular emphasis on:

- Coordinating with utility efforts in communities
- Building capacity in communities and community-based organizations
- Strengthening internal capabilities to support community efforts
- Developing toolkits and templates

## **Goal 3: Provide information to policymakers, agencies and implementers**

We will provide objective information and analysis to policymakers, agencies, and implementers with a particular focus on:

- OPUC requests
- Portland's Clean Energy Fund
- State carbon policy development
- Communities forming clean energy objectives

## **Goal 4: Strengthen internal innovation capabilities and develop new proposals**

We will strengthen internal capability for innovation and support development of several new proposals with a particular focus on:

- Establishing an Innovation Team and resourcing initiatives
- Developing an Innovation Approach
- Adopting a framework, processes, and tools

## **Goal 5: Make operational improvements**

We will accomplish operational improvements and remove barriers to meeting organizational goals with a particular focus on:

- Budgeting tools
- Forecasting
- Staff development
- Alignment of systems, data, and reporting
- Collaborations



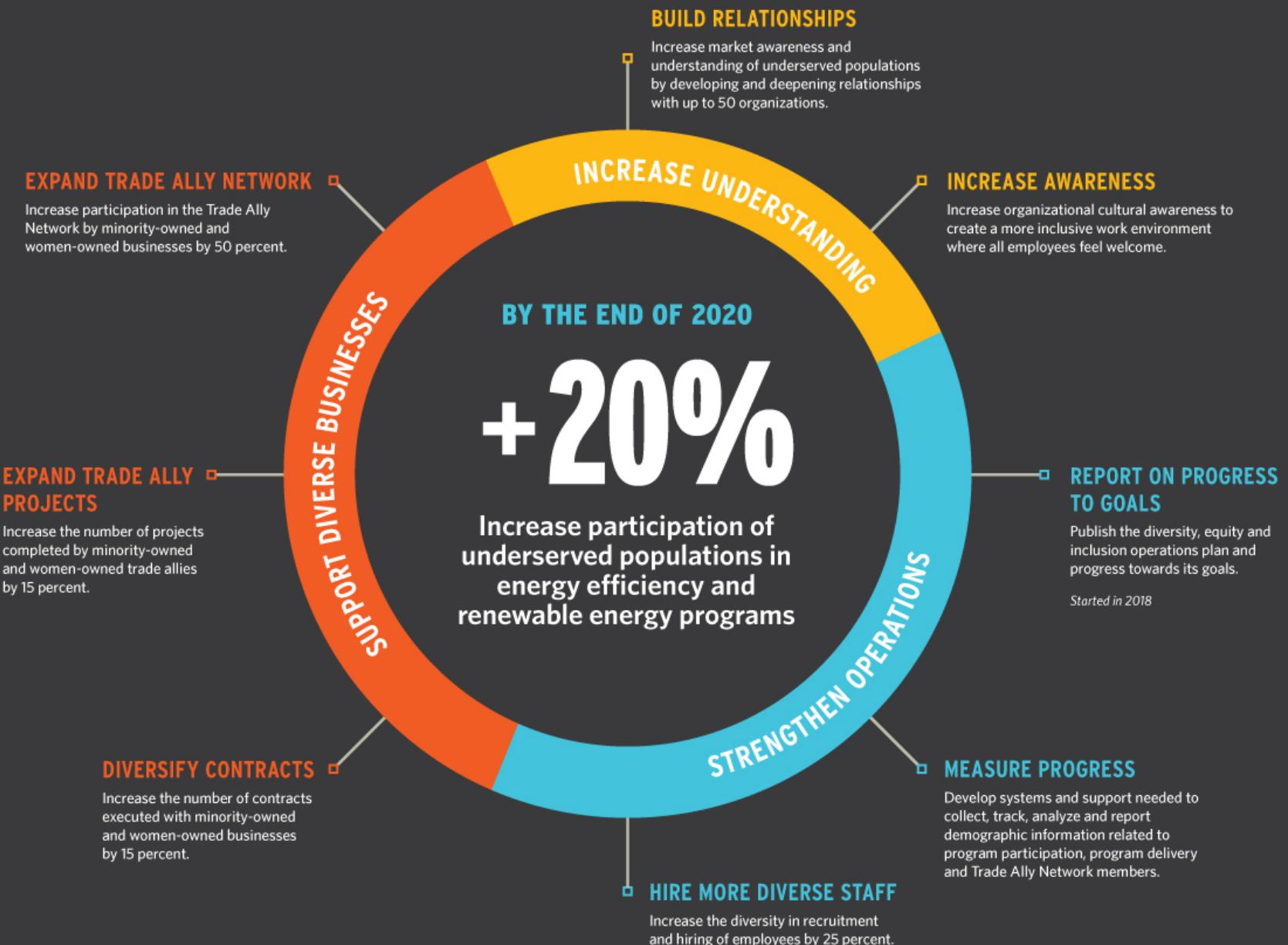
# Update on Diversity, Equity and Inclusion Goals

## Conservation Advisory Council

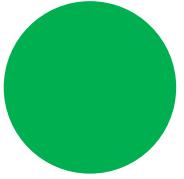
### June 17, 2020



# MAKING A COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION



# Goal 1A: Increase Residential Customer Participation



Goal 1A

- Increase residential participation rate by 20% in communities of color by the end of 2020

Baseline

- 50,000 participants (24% participation rate)

2019 results:  
**On track**

- 60,000 participants (29% participation rate)

2020 target

- 60,000 participants (29% participation rate)
- New target: 66,128 (32% participation rate)

# Goal 1A: Increase Residential Customer Participation

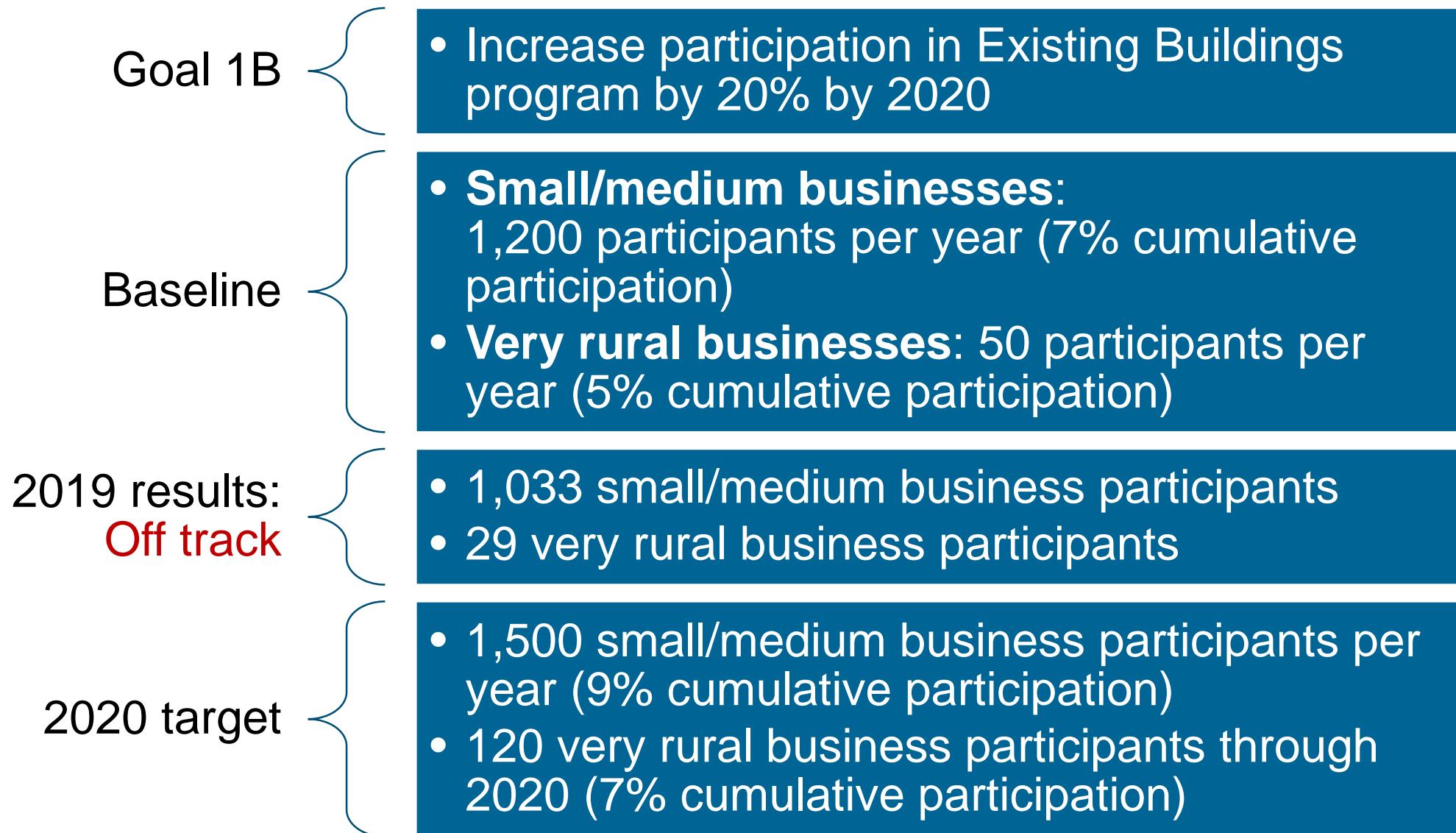
## Progress

- Replaced 26 aging manufactured homes
- Supported Community Energy Project to install 30 free heat pump water heaters, 100 free thermostats
- Co-funded 62 HVAC and weatherization improvements with Washington Co. community action agency
- Developed ductless heat pump direct install program plan with Verde

## Learnings

- Invest in partnerships in order to know and understand each other well
- It is important to ensure alignment in who each organization intends to reach

# Goal 1B: Increase Commercial Customer Participation



# Goal 1B: Increase Commercial Customer Participation

## Progress

- Engaged more than 4,000 small and medium business customers in 2019
- Hosted events and training for culturally specific business, contractors and community partner organizations
- Broadened new and existing offers and explored delivery mechanisms

## Learnings

- Long-term relationships are crucial for building awareness and trust, and may not always lead to quick-turn projects
- Continue to understand customer needs and develop offers applicable to small/medium businesses and very rural customers

# Goal 1C: Increase Industrial Customer Participation



Goal 1C

- Increase customer participation in Production Efficiency for small and medium businesses in rural territories by 20% by the end of 2020

Baseline

- 413 sites

2019 results:  
**Achieved**

- 619 sites

2020 target

- 495 total small/medium sites served through 2020

# Goal 1C: Increase Industrial Customer Participation

## Progress

- Hired program field representative for Central, Southern and Eastern Oregon
- Offered Eastern OR TLED pilot
- Tried new marketing approaches

## Learnings

- Participation highest with manufacturing, indoor agriculture, wood product manufacturing and winery sectors
- Measures installed: 1/2 upgraded to energy-efficient lighting, 1/3 invested in standard upgrades and the remainder completed custom projects or studies
- Participants located: 46% in the Willamette Valley, 24% in Southern Oregon and 21% in Portland Metro/Hood River
- Need to recruit more diverse trade allies
- Positive customer experiences but did not result in immediate technical studies or projects



## Questions?

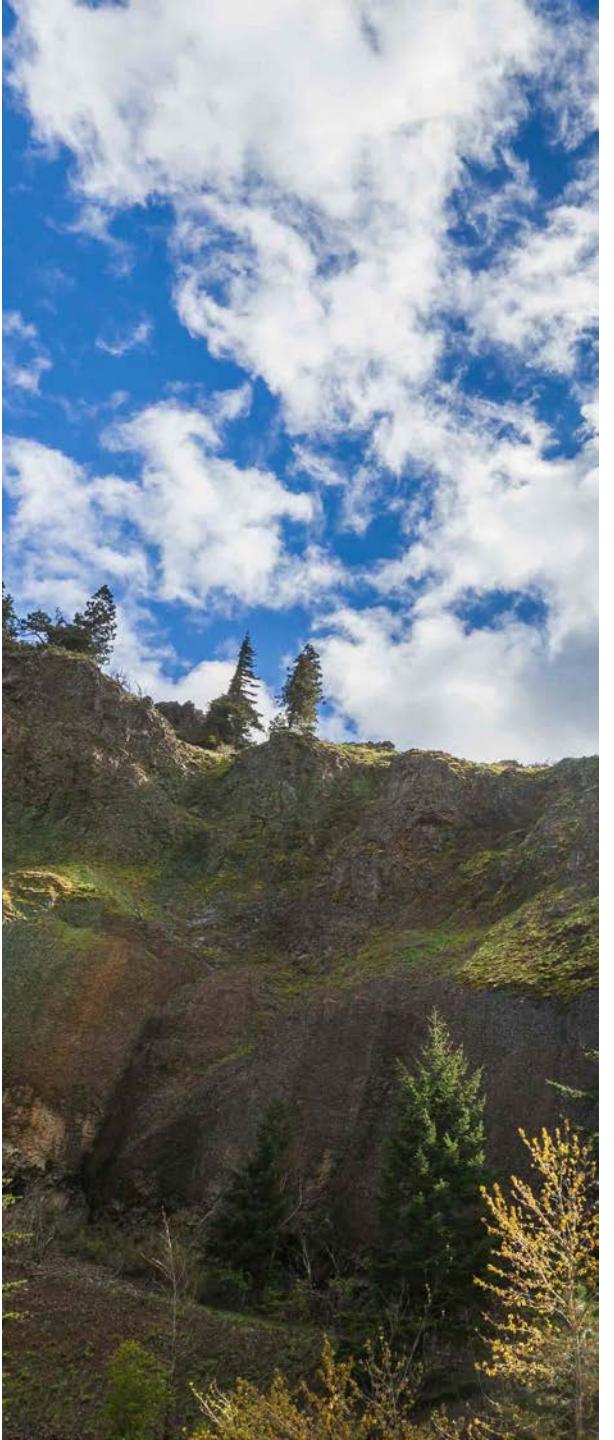
Tyrone Henry  
Diversity, Equity and Inclusion Lead  
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# Update on Rural Workshop Development

Conservation Advisory Council

June 17, 2020



# OPUC DEI Performance Measures

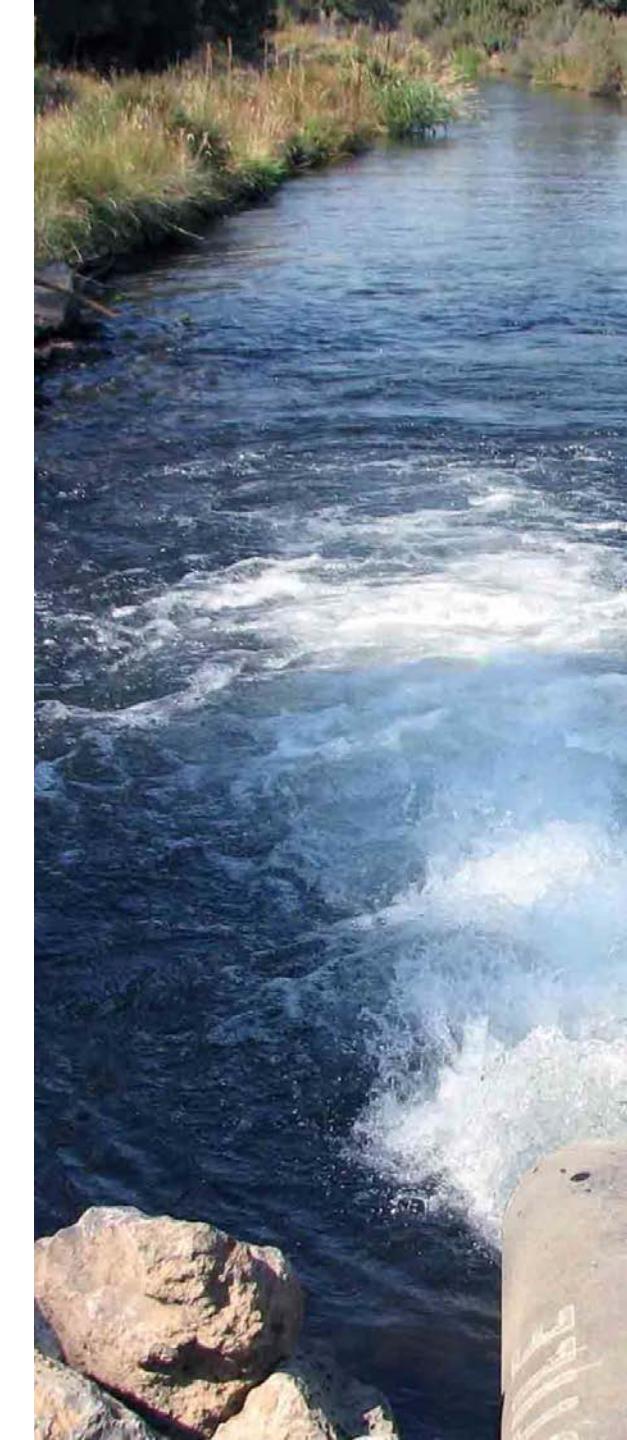
OPUC established four diversity, equity and inclusion performance measures for Energy Trust for 2020

One measure requires us to:

- *Convene a rural-focused workshop in 2020 to continue the dialogue on developing community capacity to serve customers and how to best drive energy efficiency dollars to rural communities for direct local benefit.*

## Progress To Date

- Assembled an internal team to support development of the workshop
- Requested guidance from OPUC on early approach and modifications due to coronavirus
- Considered 15 communities for workshop based on multiple criteria (e.g., opportunities for savings and generation, community characteristics) to create a list to engage
  - Seeking stakeholder and community input on locations
- Monitoring how regions are being affected by the coronavirus to inform workshop format and timing (likely Q4)



# Draft Location List

- Enterprise
- Chiloquin
- Umatilla
- Coquille
- Madras

Locations identified based on opportunity for increased savings and generation, existing relationships and likely interest, and other attributes such as income levels, race and ethnicity



# Possible Formats or Approaches to Gather Learnings

Original approach was an in-person event with broad invitation

Due to coronavirus, format options we are considering:

- A. In-person workshop
- B. Virtual workshop
- C. Survey or focus group

For options A and B, could be a component of another event in the community



# Discussion Questions to Guide Development

- Are there any other locations you would recommend considering for a rural workshop?
- What format seems most effective to gather learnings from a rural community under current conditions?
- Is there anything else we should consider as we move forward with planning this event?





# Thank You

Sue Fletcher

Communications and Customer Service Sr. Manager

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# Residential Program COVID-19 Update

Conservation Advisory Council

June 17, 2020

## Initiative Updates

- Energy Saver Kit promotions
  - Lowered eligibility requirements
  - Expanded marketing
- Lighting promotions
  - Retail lighting
  - LED giveaways to community agencies
- Smart thermostat promotions
- Savings Within Reach eligibility



## Feedback From The Market

- New Construction builders
  - Strong start to the year
  - Builders will respond to the market
- Retrofit trade allies
  - Slow down due to social distancing
  - Recovery beginning outside the metro area
- Retailers
  - Slow down through April
  - May shows signs of recovery





## Phase II Initiatives

- Role of bonuses as stimulus for customers and trades
  - Heating systems
  - Water heating
- Retail promotions
  - Expand promotions across big box stores
- Expansion of low-income co-funding opportunities



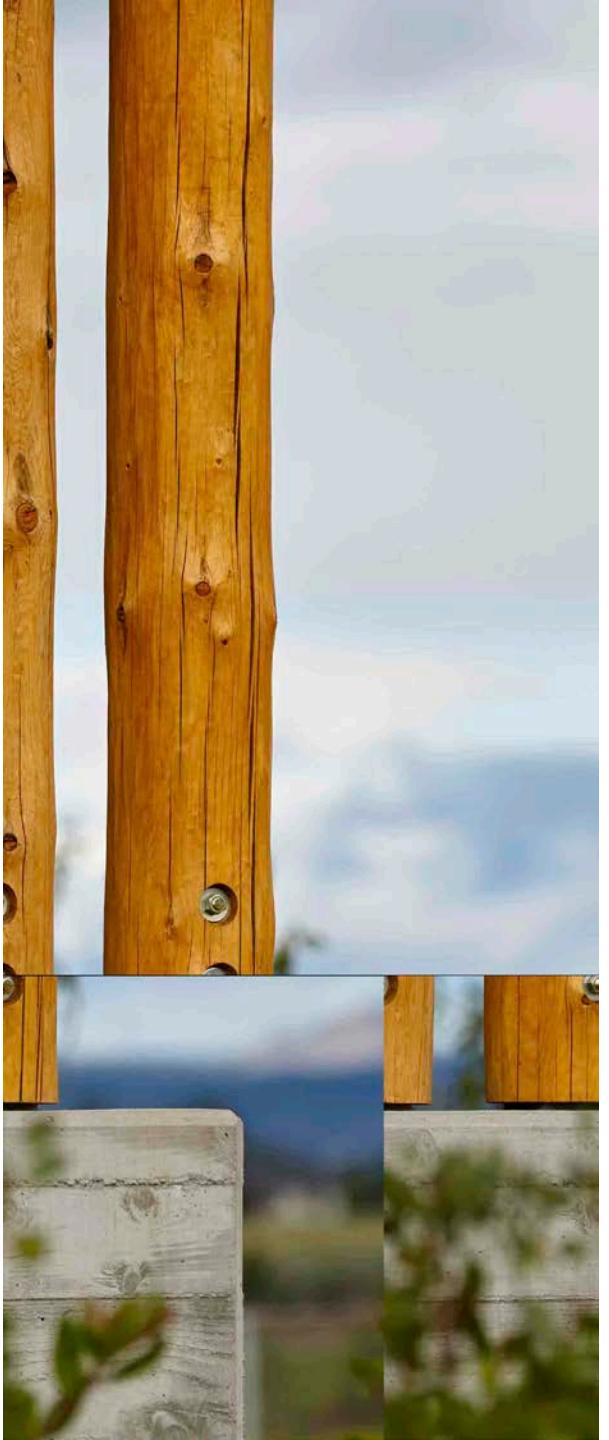
Thank you

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503-445-7632



# Commercial Sector COVID-19 Update

Conservation Advisory Council  
June 17, 2020



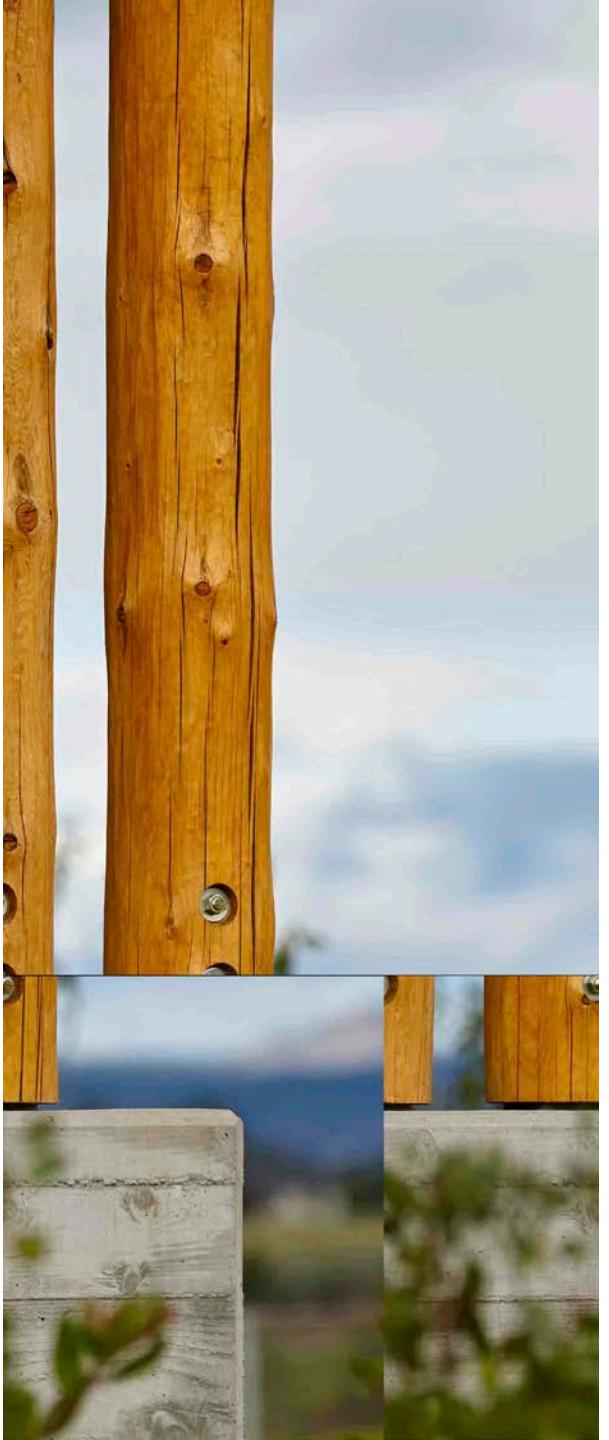
# Market Impact

Significantly decreased activity

- Small Retail
- Restaurants
- Hospitality
- Higher Education

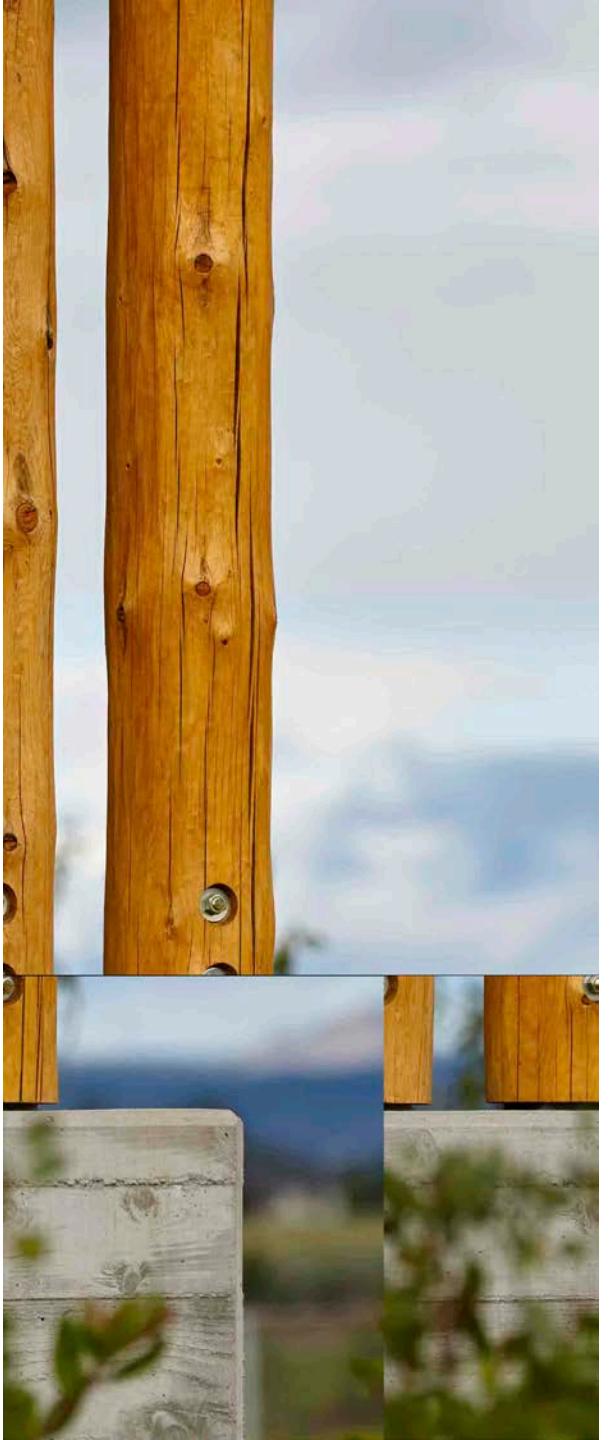
Somewhat stable

- Municipal
- Hospitals/Healthcare
- Grocery
- Schools
- Data Centers



## Program Changes

- Remote inspections
- Electronic payment for trade allies
- Online training
- Expanded online forms
- Extended deadlines to complete work
- Multifamily site-level kits



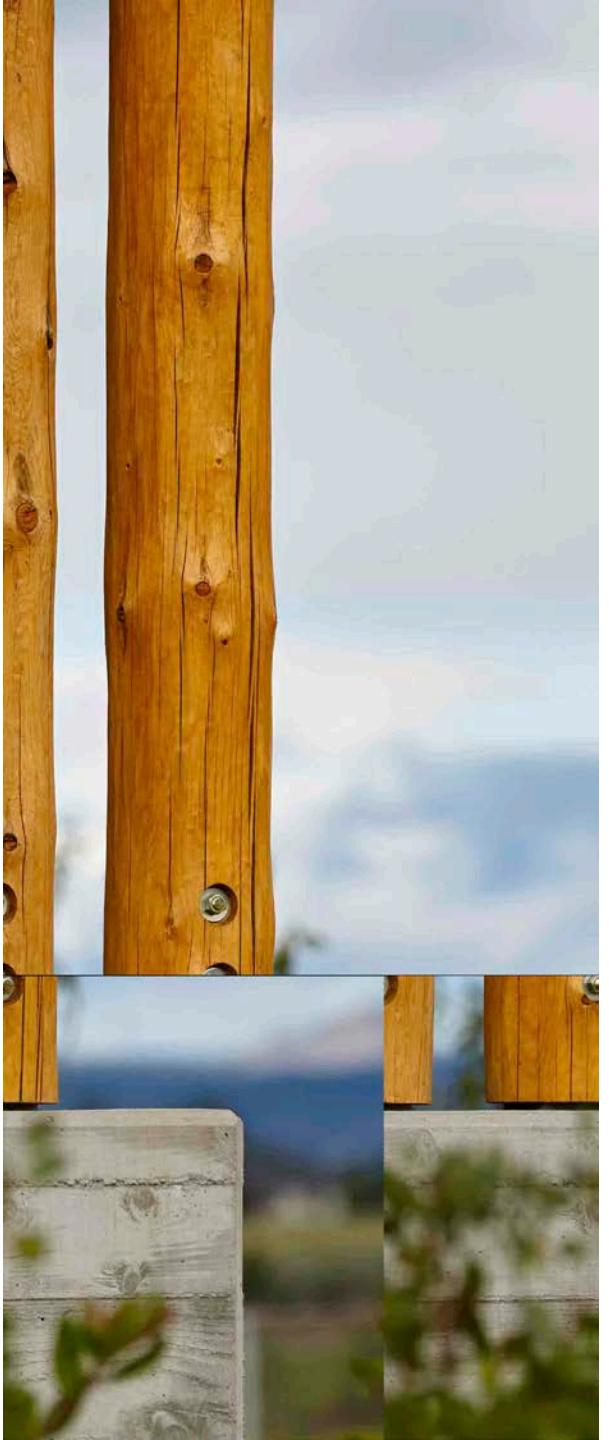
# Incentive Changes

## New Buildings Design Bonus

## Custom Bonus

### Increased Standard Incentives

- Lighting (joint w/Production Efficiency program)
- Ductless heat pumps
- Packaged terminal heat pumps
- Multifamily furnaces
- Foodservice equipment
- Grocery equipment
- Insulation
- Variable refrigerant flow



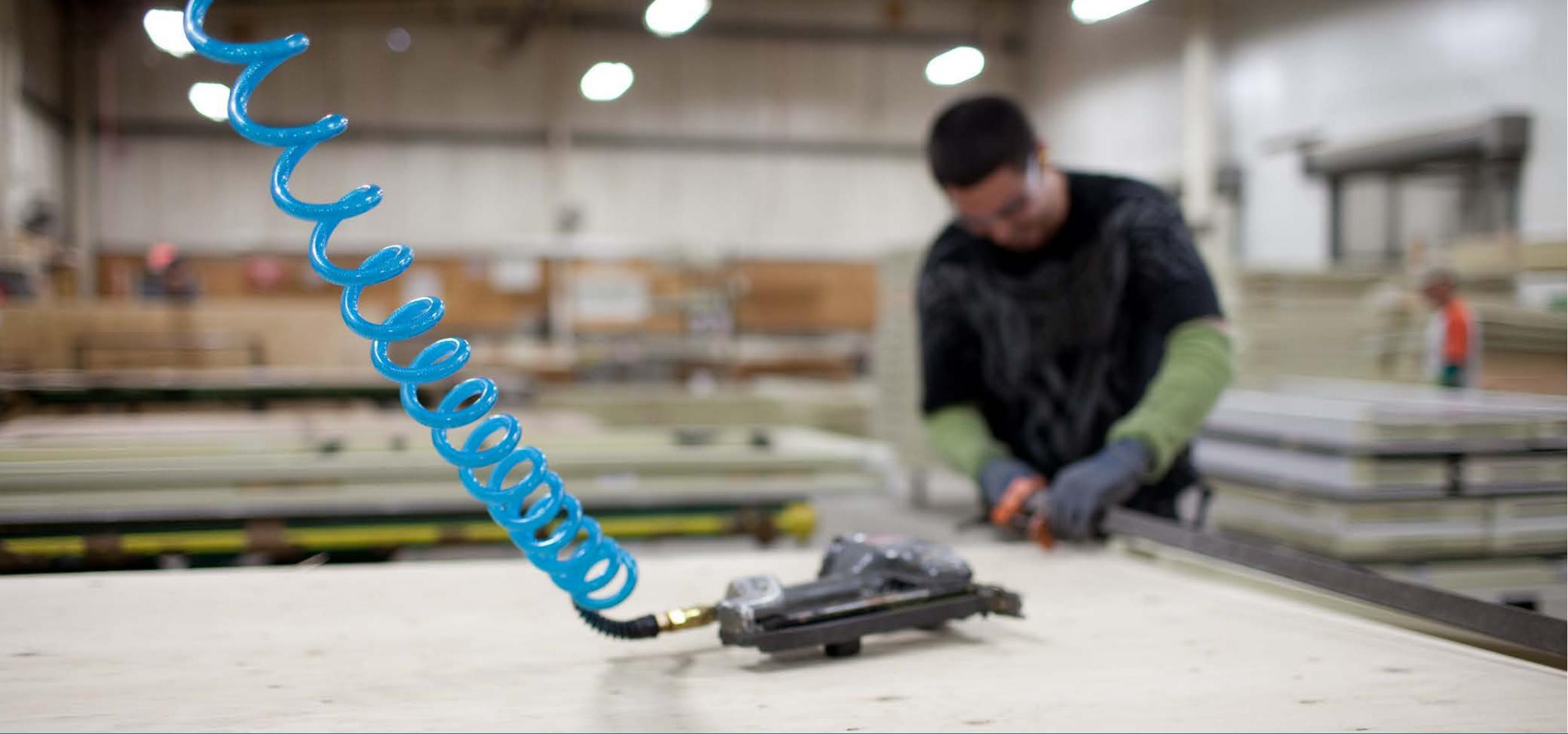
## Longer-term Impacts

- Market unknowns
- Bonuses very well received
- Baseline challenges
- Diminished savings
- Program improvements



# Thank You

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Commercial Sector Lead  
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# OR Manufacturing COVID-19 Update

Conservation Advisory Council  
June 17, 2020

## Sectors Generally Stable So Far\*

- Paper
- High-tech
- Food processing: grocery
- Food distribution/storage: grocery
- Water supply, wastewater
- Large breweries, wineries and cannabis
- Chemical companies in supply chain to above industries

*\*we are seeing variation in sectors*

## Sectors Under Strain or Making Reductions

- Aerospace and supply chain including Metals
- Dimensional lumber
- Food production/distribution: hospitality
  - (Events, College/school services, Restaurants, Sports venues)
- Meat processing and some agriculture (dairy/feed/protein)
- Hemp
- Some supply chain manufacturers to the above industries

# What We Are Doing

- Virtual work with customers
  - Audits
  - Support for measure implementation
  - Verifications
- Customer bonuses

|                     | Current Incentive  | Bonus  |
|---------------------|--|--|
| Custom O&M          | 90% of project costs if completed in 90 days             | 100% of project cost in 2020   |
| SEM                 | \$0.02/kWh and \$0.20/therm                              | \$0.04/kWh and \$0.40/therm  |
| Lighting            | Custom incentives - \$0.19/kWh up to 50% of measure cost | Custom incentives – \$0.25/kWh up to 50% of measure costs;<br>Increased prescriptive incentives by 50% and TLEDs by 150% |
| Standard Calculated | \$0.30/kWh and \$2.50/therm, up to 70% of measure cost   | \$0.40/kWh or \$3.25/therm, up to 100% of measure costs  |

# Project Trends

- High interest in low/no cost offerings (as expected)
  - Strategic Energy Management successfully pivoting to virtual delivery
  - Operations and maintenance offerings (though tune-ups, leak repairs, setpoints can be difficult to identify remotely)
- Capital Expenditures: A mix
  - Projects in motion mostly proceeding for cost savings
  - Some delays
  - Hold/freeze in some organizations heavily impacted

## What's Working in the Field

- Virtual work with ongoing projects
- Remote verifications
- High interest in customer bonuses
- Some customers and trade allies have more time to engage
- Trade allies active

## Biggest Challenges

- Developing new project opportunities without going into facilities
- Funding for large capital projects
- Identifying O&M opportunities remotely
- Supply chain disruptions slowing implementation
- Staff availability at some facilities



# Thank You

Amanda Potter  
Industry and Agriculture Sector Lead  
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# COVID-19 Trade Ally Network Survey Results

## Conservation Advisory Council

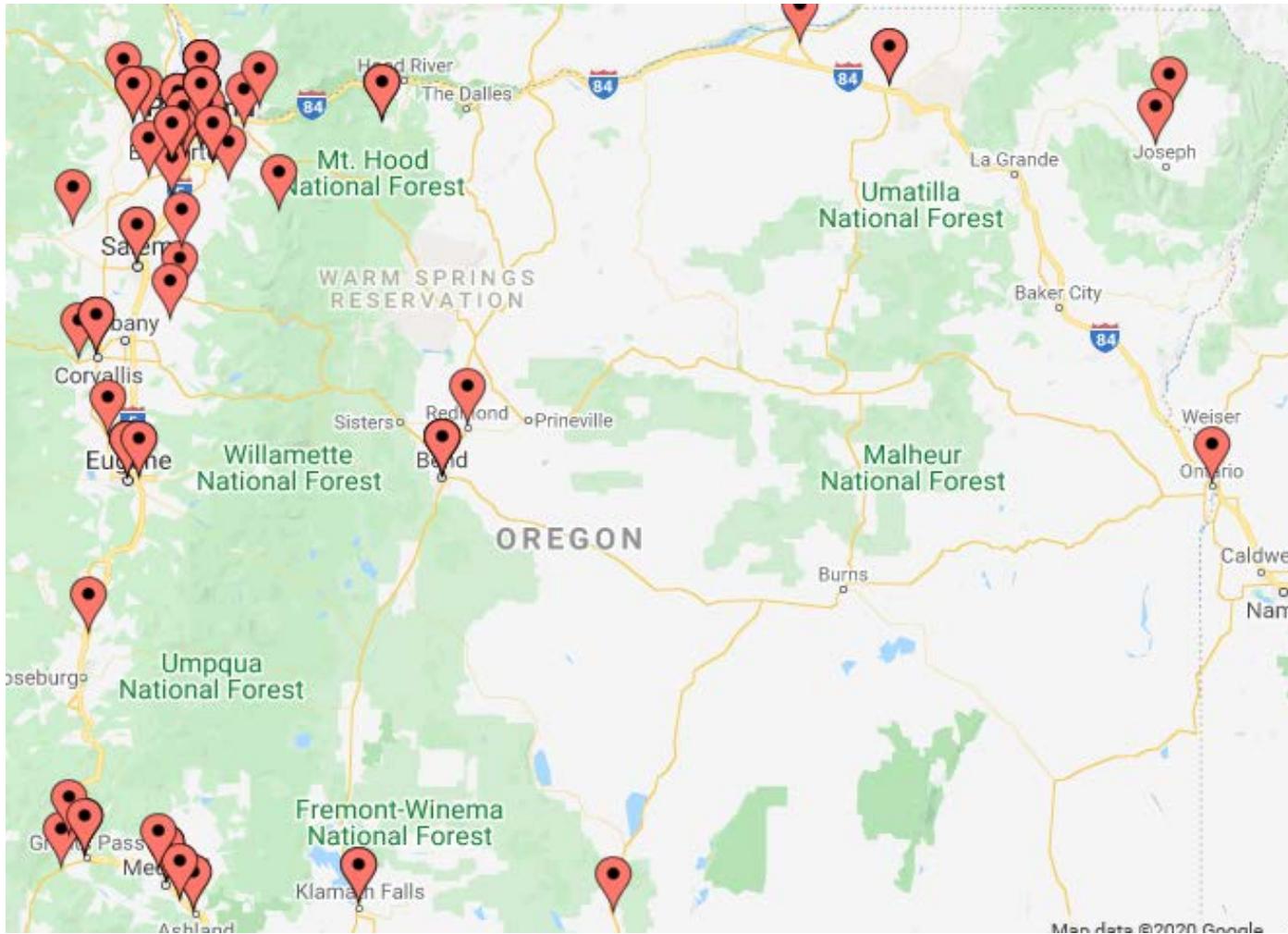
June 17, 2020

## Background and Response Rate

- Better understand impacts of coronavirus pandemic on trade allies
- Modeled survey after Solar Energy Industries Association (SEIA) survey
- Sent to more than 1,500 trade and program allies
  - Over 100 responses received (7 percent response rate)
  - Survey was not a scientific sample

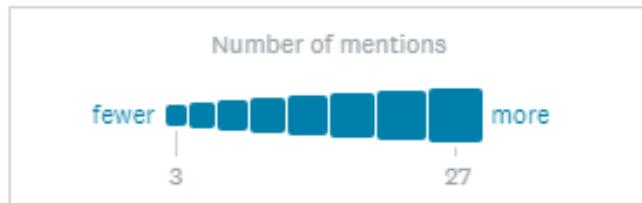


# Background and Response Rate (continued)

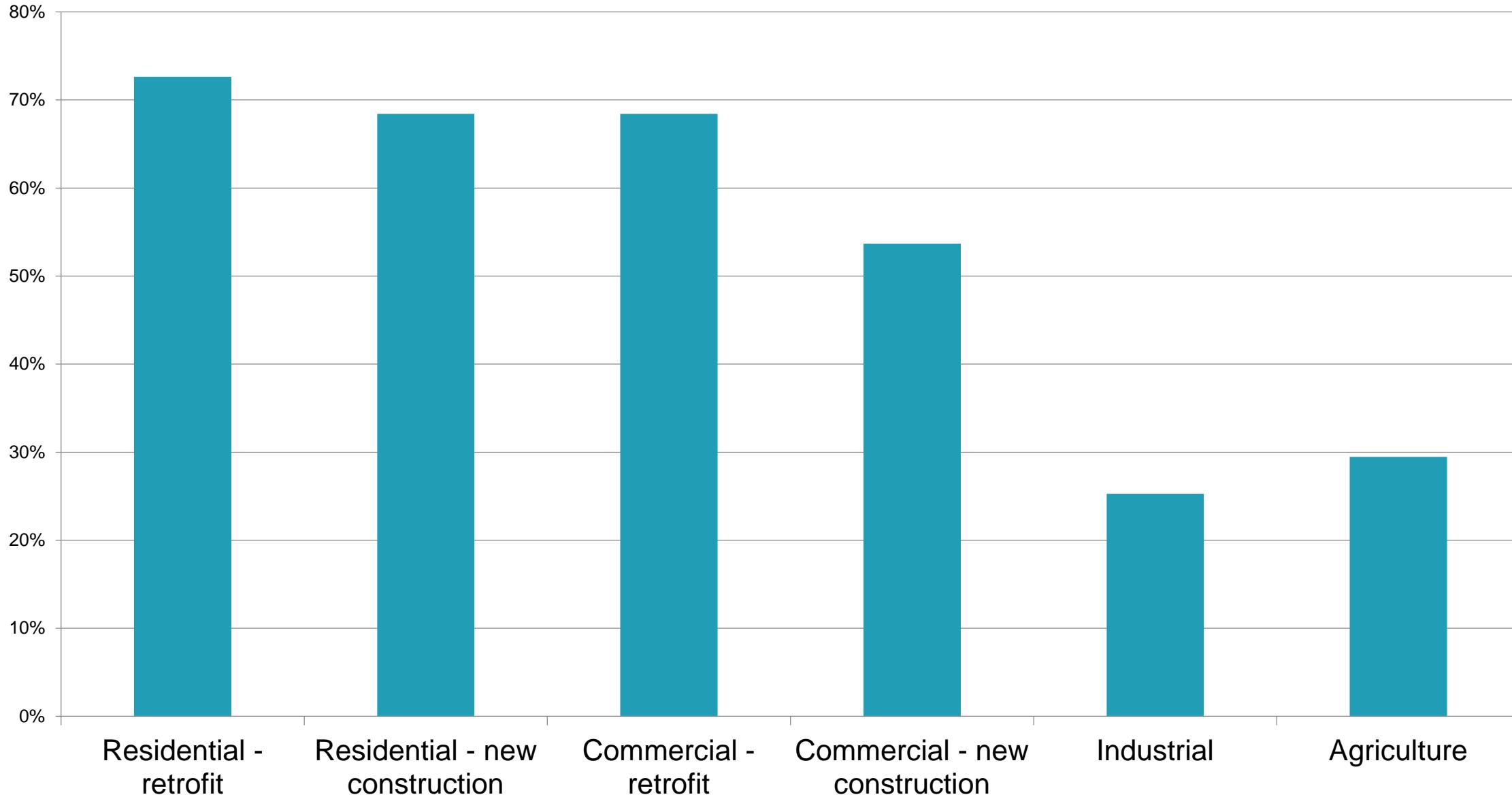


## Question 2: What is your job title?

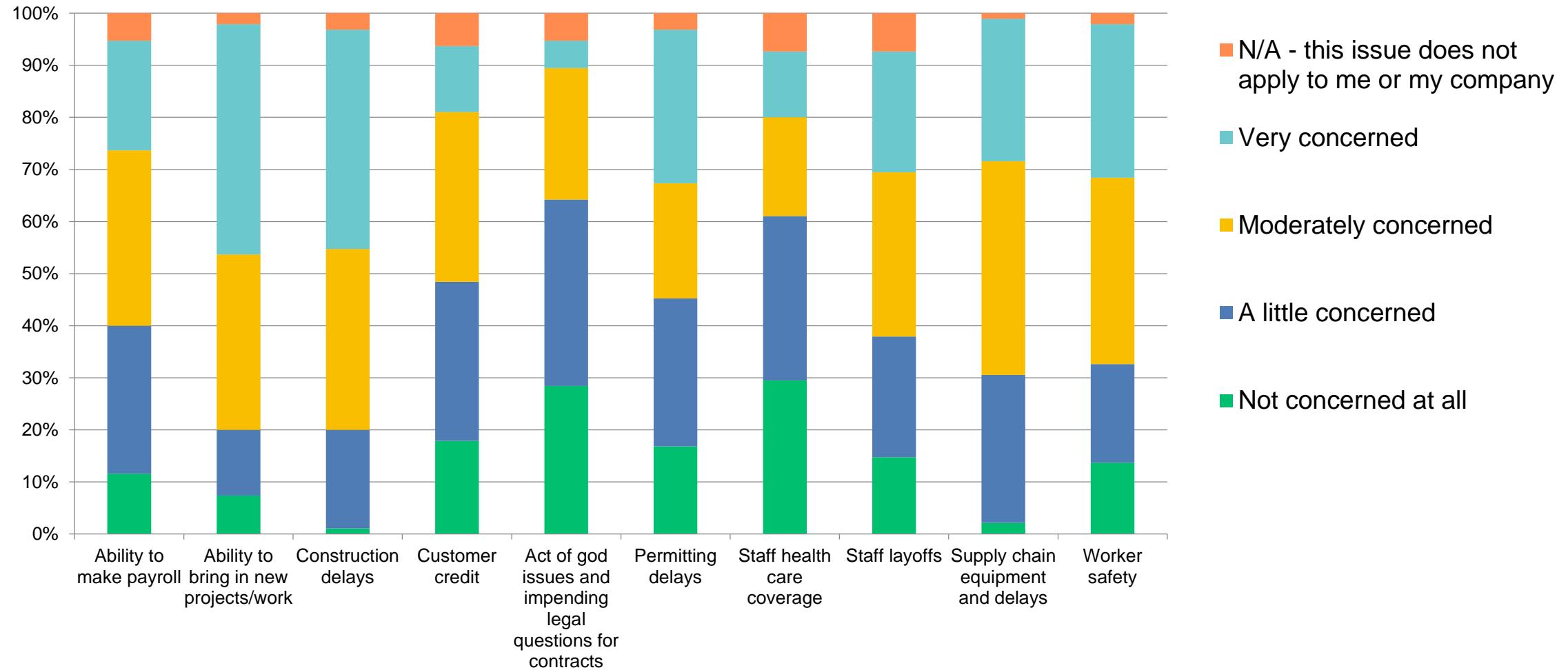
GM CEO Sales Senior Project Principal Manager  
Coordinator Owner Construction President Member  
Operations Director



# Question 5: What market segments does your company work in?



# Question 7: Level of concern over COVID-19 impacts on you, your employees and/or your business



## Question 9: What best describes the current status of you or your company's work?

|   | Responses |
|---|-----------|
| Closing out current projects BUT NOT accepting new projects | 2%        |
| Closing out current projects AND accepting new projects     | 92%       |
| Only responding to emergency replacement situations         | 4%        |
| Suspending operations - temporarily closed                  | 2%        |
| Permanently shut down operations                            | 0%        |

## Question 12: Please describe any other impacts Energy Trust should be aware of and how we can support your business?

- Increased incentives to stimulate market
- Co-marketing
- Stay in touch and communicate
- Remote learning environments
- Faster incentive processing

## Promising Feedback from Lighting Trade Allies

- “You guys really made it happen! It’s really going to help customers and we really appreciate all you are doing to help the market! Despite the crisis and thanks to Energy Trust, we should have a strong 2020!”
- “The bonus is going to keep my crew busy which is great because we are all caught up! I’m reaching out to all of my customers and I guarantee that we will pick back up again.”
- “This is exactly what we needed! I have a customer...that was able to bring staff back to work to upgrade lighting at the facility. Thanks for the support!”



# Thank You

Cameron Starr

Sr. Customer Service Strategies Manager

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# Residential Program Updates

Conservation Advisory Council

June 17, 2020

**EnergyTrust**  
of Oregon

# Agenda

- Savings Within Reach eligibility requirements
- New window incentive tier
- New heat pump incentive

# Savings Within Reach Eligibility Update

- Updated income guidelines July 1

| Household Size | 2020 FPG | Updated SWR Minimum | Current SWR Minimum | 2020 Oregon SMI | Updated SWR Maximum | Current SWR Maximum |
|----------------|----------|---------------------|---------------------|-----------------|---------------------|---------------------|
| 1 person       | \$12,760 | \$25,520            | \$23,095            | \$43,305        | \$51,966            | \$54,240            |
| 2              | \$17,240 | \$34,480            | \$30,201            | \$56,629        | \$67,955            | \$62,040            |
| 3              | \$21,720 | \$43,440            | \$37,307            | \$69,954        | \$83,945            | \$69,720            |
| 4              | \$26,200 | \$52,400            | \$44,413            | \$83,278        | \$99,934            | \$77,520            |
| 5              | \$30,680 | \$61,360            | \$51,519            | \$96,602        | \$115,922           | \$83,760            |
| 6              | \$35,160 | \$70,320            | \$58,625            | \$109,927       | \$131,912           | \$89,880            |
| 7              | \$39,640 | \$79,280            | \$59,958            | \$112,425       | \$134,910           | \$96,120            |
| 8              | \$44,120 | \$88,240            | \$61,290            | \$114,924       | \$137,909           | \$102,360           |

- *Temporary eligibility extension for Coronavirus related employment disruptions – through December 31, 2020*

- Requirements relate to Solar Within Reach, as well as Savings Within Reach customers in manufactured and single-family homes, and certain multifamily residences—duplex, triplex, fourplex or side-by-side properties (such as a townhouse or rowhome)

Note: FPG (Federal Poverty Guidelines; 2020 levels <https://aspe.hhs.gov/2020-poverty-guidelines>)

SMI (State Median Income; 2020 levels [https://www.acf.hhs.gov/sites/default/files/ocs/comm\\_liheap\\_smiiattachment\\_1\\_fy2019.pdf](https://www.acf.hhs.gov/sites/default/files/ocs/comm_liheap_smiiattachment_1_fy2019.pdf))

# New Window Incentive Tier

- Current window tiers / incentives

| Tier                 | Incentive/sq ft |
|----------------------|-----------------|
| U-Value 0.30 to 0.28 | \$1.75          |
| U-Value 0.27 or less | \$4.00          |

- Updated window tiers / incentives

| Tier                 | Incentive/sq ft |
|----------------------|-----------------|
| U-Value 0.30 to 0.28 | \$1.75 (same)   |
| U-Value 0.27 to 0.25 | \$4.00 (same)   |
| U-Value ≤ 0.24       | \$6.00 (new)    |

- Requirements: customers in manufactured and single-family homes; and certain multifamily residences, including duplex, triplex, fourplex or side-by-side properties (such as a townhouse or rowhome)

# New Heat Pump Incentive

| Energy Upgrade   | Incentive | Requirements  |
|--|-----------|---|
| Extended capacity heat pump                                      | \$650     | <p>Must be home's primary heating source.</p> <p>Unit must be included in Energy Trust's list of <a href="#">qualifying products</a>. Controls must be set with an auxiliary heat lockout setting when available.</p> <p>Heat pump cannot have a backup gas heating system.</p> <p>Cannot be combined with other Energy Trust heat pump or controls incentives.</p>   |
| Extended capacity heat pump (replacing electric resistance heat) | \$1,350   | <p>Must replace electric resistance heat (e.g., baseboards, wall heaters, etc.) as home's primary heating source.</p> <p>Unit must be included in Energy Trust's list of <a href="#">qualifying products</a>. Controls must be set with an auxiliary heat lockout setting when available.</p> <p>Heat pump cannot have a backup gas heating system.</p> <p>Cannot be combined with other Energy Trust heat pump or controls incentives.</p> |
| Extended capacity heat pump (replacing electric resistance)      | \$1,650   | <p>Same requirements as above</p> <p>Must meet Savings Within Reach eligibility requirements or be installed in a single-family rental property</p>   |



Available for manufactured and single family homes; and certain multifamily residences, including duplex, triplex, fourplex or side-by-side properties (such as a townhouse or rowhome)



# Thank You

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# Conservation Advisory Council Meeting Notes

April 22, 2020

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## Attending from the council:

Alyn Spector, Cascade Natural Gas  
Anna Kim, Oregon Public Utility  
Commission  
Emily Moore, Northwest Energy Efficiency  
Alliance (for Julia Harper)  
Dave Moody, Bonneville Power  
Administration  
Jason Klotz, Portland General Electric  
Kari Greer, Pacific Power

Kerry Meade, Northwest Energy Efficiency  
Council  
Lisa McGarity, Avista  
Rick Hodges, NW Natural  
Tim Hendricks, BOMA  
Wendy Gerlitz, NW Energy Coalition  
Warren Cook, Oregon Department of  
Energy

## Attending from Energy Trust:

Hannah Cruz  
Alex Novie  
Kirstin Pinit  
Thad Roth  
Peter West  
Amber Cole  
Tyrone Henry  
Julianne Thacher  
Spencer Moersfelder  
Fred Gordon  
Scott Leonard  
Eric Braddock  
Peter Schaffer

Quinn Cherf  
Steve Lacey  
Jay Ward  
Marshall Johnson  
Mark Wyman  
Sue Fletcher  
Melanie Bissonnette  
Tom Beverly  
Cameron Starr  
Caryn Appler  
Jay Ward  
Shelly Carlton

## Others attending:

Don Jones, Jr., Pacific Power  
Lindsey Hardy, Energy Trust Board  
John Molnar, Rogers Machinery  
Alan Meyer, Energy Trust Board  
Elee Jen, Energy Trust Board

Shelly Beaulieu, TRC  
Whitney Rideout, Evergreen Consulting  
Dan Tillis, Cascade Natural Gas  
Andrea Estrada, ICF International  
William Rector, BPA

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## 1. Welcome and Introductions

Hannah Cruz, senior communications manager, convened the meeting at 1:30 p.m. The meeting was held as a video conference. Prior council meeting notes are posted [online](#) and the council accepted them with no changes.

Hannah Cruz welcomed Rick Hodges from NW Natural to the council. He is replacing Holly Meyer, who served on the council for 11 years.

The council was to give input on the development of Energy Trust's 2021 organizational goals on this day in a workshop. Instead, members will have an opportunity to give feedback at the council's June meeting. By then, goals will be near final, and council input will be referenced by staff members as they move into drafting action plans.

## 2. COVID-19 Updates

*Topic summary*

Council members provided updates on how COVID-19 has affected their organizations and how they are responding to the pandemic and social distancing requirements.

*Discussion*

Tim Hendricks of BOMA described conditions at buildings in his portfolio. Most people are working from home. They've adjusted HVAC schedules to unoccupied modes. Sanitizing is a focus area. They are starting to look at how they will re-admit people into buildings while maintaining social distancing and sanitary conditions. They've been asked to put all discretionary spending on hold.

Council members asked if energy efficiency upgrades are considered discretionary and about opportunities for work in light of high vacancy rates (Emily Moore). Tim Hendricks said both answers depend on the organization or company.

Kari Greer of Pacific Power described actions taken by the utility. Most staff are working from home. Pacific Power has suspended disconnections for nonpayment, is waiving late fees and has flexible repayment plans for customers. Employee safety is a priority. Pacific Power is trying to forecast revenues and usage and has seen a significant shift from commercial to residential, which is to be expected.

Pacific Power is now one full billing cycle into the stay-at-home order and starting to see what will happen to customers' ability to pay. Unpaid balances will begin to accrue. Chambers and economic development groups have advised in urban areas, 10% of businesses won't come back after restrictions are eased; in rural areas, 30% won't come back.

Dan Tillis of Cascade Natural Gas said the utility is getting calls from customers with bill payment difficulties and is working with those customers. Cascade is not disconnecting customers for nonpayment or charging late fees. The utility's winter help fund, which is funded by donations, had \$100,000 in it as of a few weeks ago. Customers can request help or receive a hardship grant if they were laid off or if their work hours were cut back.

Cascade does not yet have data to share on changes in energy use.

Dave Moody of Bonneville Power Administration said as a wholesaler, BPA will lag behind utilities in terms of financial impact. Staff is working remotely. Load has shifted slightly toward the evening. Most consumer-owned utilities have halted in-home work and efficiency programs have been curtailed or halted other than processing invoices.

BPA is working to support consumer-owned utilities. Trade ally workshops have been converted to webinars and strategic energy management offers have gone remote. Some projects are ongoing, but discretionary projects will stop. In the short term, BPA sees a significant impact in the pipeline, but it's too early to tell for the long term.

Lisa McGarity of Avista said it is suspending late fees and proactively communicating payment and assistance options to customers. Avista has scaled back all nonessential field work and everyone is working remotely.

Community Action Partnership agencies have stopped weatherization work for now and are doing intake via email, mail and phone. There still is money in Avista's low-income assistance budget. Avista is offering energy savings tips, building shutdown checklists and HVAC system change lists for commercial customers. Avista also created a small business resource handout

for customers to know how to access federal funds, made additional donations to nonprofits responding to the crisis and is staying in touch with local leaders to assist where possible.

Jason Klotz of Portland General Electric said PGE has suspended disconnections and late fees and is making payment arrangements to help customers or connecting them to energy assistance. PGE has closed community offices for safety reasons and waived credit card fees for small businesses. Regional outreach managers are in contact with key customers and sending internal weekly reports on what they hear.

PGE has committed \$1 million for food insecurity and educational programs and has committed funding to community action organizations and the Oregon Business Foundation.

PGE has seen a drop in sales and revenue. It has reduced spending on operations and maintenance. There's a 6.5% shift to residential usage and a shift in the time of day when customers are using power. The non-residential load is down. Hardest hit sectors are restaurants and lodging with a 25% reduction in usage. PGE fielded an international survey and found most countries are seeing an 8% to 25% reduction in overall load.

Council members asked if there have been reductions in customer demand response programs including smart thermostats (Rick Hodges). Jason Klotz said PGE suspended some marketing and will ramp back up in early May. There are also concerns with Google Nest and migration that has impacted how customers sign up and stay engaged. Test Bed activity timelines have changed, and PGE may request an extension from the OPUC depending on field work.

Rick Hodges of NW Natural said it won't know quarter one impacts until early May but that impacts so far have varied sector to sector. Some hotels are operating with very low occupancy; some restaurants are remodeling kitchens to accommodate takeout orders; most food processors are busy; auto and airline part shipments are way down, but cardboard production for Amazon is up. Elsewhere, schools that have bond funds that need to go toward energy efficiency are moving forward with projects.

Rick Hodges said low- and no-cost project messaging from Energy Trust is helpful, while bill assistance calls should go to the utilities.

Council members asked about the future of natural gas commodity costs given the decline in demand for gasoline (Alan Meyer). Rick Hodges noted oil and natural gas prices are somewhat linked. Lisa McGarity noted natural gas prices are combined into long- and short-term contracts and that savings will be on short-term contracts.

Kerry Meade of Northwest Energy Efficiency Council said it is working remotely, still loaning out tools and working with a Building Operator Certification program online.

Wendy Gerlitz of NW Energy Coalition said it is working to protect customers, particularly low-income customers. It is requesting Congress put additional funding into the federal Low Income Home Energy Assistance Program (LIHEAP), which received \$900 million in the CARES Act. The coalition is also advocating for state funds to help low-income customers.

Warren Cook of Oregon Department of Energy said nearly all department staff is working remotely. There hasn't been a slowdown in its solar rebate program.

After the meeting, Emily Moore of Northwest Energy Efficiency Alliance provided an update via email. NEEA is tracking supply chain insights and gathering insights from trade associations, manufacturers, distributors, retailers, contractors and utilities from around the region. Like NW

Energy Coalition, NEEA is working on a market insights summary that can be shared when ready.

*Next steps*

None.

**3. Energy Trust COVID-19 Response**

*Topic summary*

Peter West, Energy Trust's director of energy programs, described changes Energy Trust has made to customer offerings, including short- and long-term adjustments. Project counts are down substantially this year compared with last year. Energy Trust's response has been targeted industry by industry. For instance, residential markets aren't being impacted as much. Staff is looking at what customers are experiencing right now and what can be done to meet their needs. From now through May, several new offers will be made available.

*Discussion*

Members asked about a list of 12 renewable energy projects Energy Trust submitted to Sen. Jeff Merkley's office for possible future funding (Lisa McGarity). Peter West said the list had irrigation modernization efforts in Klamath Falls and east of the Cascades.

*Next steps*

None.

**4. Public Comment**

None.

**5. Adjourn**

The meeting was adjourned at 3 p.m. The next council meeting is scheduled for June 17, 2020.