

Terms and Conditions FAQ

Q: The Terms and Conditions state that I authorize Energy Trust of Oregon to access energy usage data relating to the property by accessing the electric and natural gas accounts at the physical address of the project. What exactly is being accessed?

A: Usage data is a snapshot of the energy used and helps Energy Trust gauge the effectiveness of its programs, determine incentive levels and compare buying trends throughout the state. At no time will Energy Trust access a customer's personal information such as bank account numbers, social security numbers, etc. and the energy usage data used is presented as an aggregate.

Q: Will Energy Trust come to my home?

A: No, Energy Trust will not ask to come to your home.

Q: The Terms and Conditions state that I will provide other reasonable assistance to Energy Trust to obtain my energy usage data; what does that mean?

A: By participating in an Energy Trust program you are allowing your utility to provide your energy usage data to Energy Trust. During a program evaluation, you may receive a phone call asking about your experience with Energy Trust, as well as other general household questions to better determine what demographics are being served. The evaluation process occurs approximately every two years, depending on the program, and is handled by a third-party evaluator. All information is kept confidential and any data collected from a home is only reported in the aggregate to show trends and demographics, not individual information.

Q: The Terms and Conditions state that by depositing my incentive check, I also agree that Energy Trust may include my name, Energy Trust services and resulting energy savings in reports or other documentation submitted to the Energy Trust board of directors, the Oregon Public Utility Commission, the Oregon Department of Energy, the Oregon Housing and Community Services, or the Oregon Legislature. What does this mean?

A: When a customer submits an appliance incentive application or schedules their fridge or freezer for pick-up through our recycling program, they release their name and utility information to Energy Trust. This information confirms that the customer has a qualifying utility.

This information is kept confidential and is at no time sold to outside sources. The Energy Trust Board of Directors, the Oregon Public Utility Commission, the Oregon Department of Energy, the Oregon Housing and Community Services, and/or the Oregon Legislature, the entities entrusted to oversee the funding for Energy Trust of Oregon, may request this information. In that case, customer data is compiled and submitted as an aggregate report so your information remains private.

Q: Why does Energy Trust submit documentation to the Energy Trust Board of Directors, the Oregon Public Utility Commission, the Oregon Department of Energy, the Oregon Housing and Community Services, and/or the Oregon Legislature?

A: As a result of our funding, Energy Trust is accountable to the Energy Trust Board of Directors, the Oregon Public Utilities Commission, and the Oregon Legislature to ensure that monies are used appropriately and cost-effectively.

Q: The Terms and Conditions state that Energy Trust is not responsible for any tax liability, which may be imposed on me as a result of payment of any incentives, what does this mean?

A: As you can see from your incentive stub, no taxes were taken on the incentive you were given. Talk to your own financial advisor to see how your incentive may affect your state and federal tax obligations.

Q: What should I do with my incentive if I don't agree to these Terms and Conditions?

A: If you don't agree with the Terms and Conditions, then you are not obligated to deposit the incentive. Simply return the check to Energy Trust, stating the reason for the return.