

OREGON PUBLIC UTILITY COMMISSION PERFORMANCE MEASURES FOR ENERGY TRUST OF OREGON

In 2010, Energy Trust met or exceeded the nine annual Oregon Public Utility Commission performance measures, including cost-effective services and low administrative and program support costs.

Energy Trust is accountable to the Oregon Public Utility Commission and our volunteer board of directors. We provide the commission with quarterly and annual reports measuring actual performance against target metrics set by the commission. A third party completes independent reports on Energy Trust and all public purpose spending, which the commission submits to the Oregon Legislature every other year.

View complete annual accomplishments and results at www.energytrust.org/annualreport.

PERFORMANCE MEASURES – OREGON PUBLIC UTILITY COMMISSION

OPUC Performance Measures	Energy Trust Performance Results in 2010
Electric Efficiency	
At least 31 aMW electricity saved (3-year average)	35 aMW electricity saved ('08-'10 average)
Average levelized life-cycle cost not exceeding 3.5 cents/kWh	2.5 cents/kWh average levelized life-cycle cost ('10)
Natural Gas Efficiency	
At least 1.8 million annual therms saved (3-year average)	3.3 million annual therms saved ('08-'10 average)
Average levelized life-cycle cost not exceeding 60 cents/annual therm	32 cents/annual therm average levelized life-cycle cost ('10)
Renewable Resource Development	
3 aMW new renewable resources (3-year average)	3 aMW new renewable resources ('08-'10)
Financial Integrity	
Unqualified financial audit opinion	Unqualified financial audit opinion
Program Delivery Efficiency	
Administrative and program support costs below 11 percent of annual revenues	Administrative and program support costs were 5 percent of annual revenues
Customer Satisfaction	
Reasonable customer satisfaction rates	Documented high levels of customer satisfaction*
Benefit/Cost Ratios	
Value of energy saved must exceed cost	Value of energy saved exceeded cost

*Phone surveys of a sample of participants shortly after they completed projects indicated high customer satisfaction levels ranging from 87 percent to 95 percent for the six programs surveyed.