

December 1, 2009

Dear Home Energy Solutions trade allies:

This email announces Energy Trust of Oregon changes to select Home Energy Solutions incentives and notification policies for 2010. The following changes have been endorsed by Energy Trust's Conservation Advisory Council and, pending approval from Energy Trust's board of directors, will go into effect January 1, 2010.

Incentive changes for Oregon customers

Direct-vent gas fireplaces

Requirements for high-efficiency direct-vent gas fireplaces are changing from a minimum 80 percent AFUE specification to a tiered approach with varying incentive amounts for qualifying models, based on Fireplace Efficiency (FE) standards. A complete list of qualifying models will be posted to the trade ally and consumer-facing pages of our website by January 1, 2010:

- Tier 1: Direct-vent gas fireplace with a minimum 65 percent FE—\$100
- Tier 2: Direct-vent gas fireplace with a 70 percent or greater FE—\$150

Home Energy Solutions and Home Performance with ENERGY STAR[®] trade allies can still offer this service to Oregon homes primarily heated with gas from NW Natural or Cascade Natural Gas.

Floor insulation

The floor insulation incentive is decreasing from \$0.45 per square foot to \$0.30 per square foot. Floor insulation can be installed by a contractor or by the homeowner.

- Floor insulation—\$0.30 per square foot
- If existing floor insulation is R-11 or less, insulate the floor to R-30 or fill cavity

Home Energy Solutions and Home Performance trade allies can still offer this service to Oregon homes heated by Portland General Electric, Pacific Power, NW Natural or Cascade Natural Gas.

Gas furnace and gas water heater bonus

Gas furnaces will no longer qualify for Energy Trust incentives; the \$100 incentive for installing a stand-alone gas furnace expires December 31, 2009.

However, from January 1, 2010, to April 30, 2010, Oregon homeowners can receive a \$100 bonus for combining the purchases of a qualifying gas furnace and a qualifying gas water heater:

- Tankless gas water heater: Minimum Energy Factor (EF) of 0.80, or greater—\$200
- Tank gas water heater: Minimum EF of 0.67, or greater, when available—\$35
- Gas furnace: 90 percent or greater AFUE, primary heat source only—no Energy Trust stand-alone incentive
- **Gas furnace and gas water heater bundle bonus—\$100**

There is no change to the gas water heater incentives, and they can still be offered as stand-alone measures even if a gas furnace is not installed.

Home Energy Solutions and Home Performance trade allies can still offer this service to Oregon homes primarily heated with gas by NW Natural or Cascade Natural Gas.

Incentives for Washington customers of NW Natural

With Energy Trust's recent service territory expansion, select services and incentives are available to NW Natural customers in Washington. These incentive amounts and requirements are not affected by the changes for Oregon customers. The Washington incentives will remain the same for 2009 and 2010 and can be found online at www.energytrust.org/ta.

A NW Natural Washington fact sheet and comprehensive incentive brochure for homeowners are available in the Resources section of the trade ally web pages, and can be downloaded and printed as a guide for your customers. You can also direct your customers to www.energytrust.org/nwnwa for additional information.

Only trade allies who are licensed and insured to work in Washington are eligible to perform Energy Trust services in this territory. If your company has a Washington Contractor's License and Washington State business registration, and you would like to serve potential customers in Washington, email Leana Mathews, trade ally coordinator, at leana.mathews@energytrust.org.

General updates for trade allies

Incentive applications required within 90 days

Customer incentive applications must be submitted to Energy Trust within 90 days of installation—previously 120 days—to receive payment for qualifying energy-efficiency improvements. Additional qualifying improvements required for windows incentives must also be installed within 90 days.

Trade allies or homeowners can mail or fax their completed and signed applications, along with a contractor's invoice marked "paid in full," and any additional required supporting documentation. Forms can be faxed to 1.866.516.7592 or mailed to:

Energy Trust of Oregon
Home Energy Solutions
P.O. Box 847
Portland, OR 97207

Notification policies

To address the greater need to quickly inform you of changes in program requirements and details, we are moving to a goal of a 30-day advance notice to trade allies of program changes before they go into effect. Notification will be through our monthly Insider e-newsletter, the Updates section of the trade ally web pages and as needed by email.

Energy Trust will no longer release pertinent program and incentive updates or other communications by paper mail. To align with our mission to conserve resources, we will communicate program information through web updates, in Insider and as needed by email.

The cash incentives brochure for homeowners and new marketing materials will no longer be mailed to trade allies but will be available online for printing by January 1, 2010. Professionally printed copies can be requested by contacting 1.866.365.3526 option 4 or hescooperativemarketing@csgrp.com. Please recycle all past incentive brochures and refer to the updated brochure online.

Your email address is needed to update you on program modifications, trainings and promotions. If you are not currently receiving Insider or need to update your email address, email Leana Mathews, trade ally coordinator, at leana.mathews@energytrust.org.

Online resources

We encourage you to familiarize your staff with our website and use it as a valuable training tool and resource. A specific trade ally section of the website includes past issues of Insider, program updates, forms, fact sheets, upcoming trainings, events and other information. Visit www.energytrust.org/ta.

Thank you for providing your customers with Energy Trust incentives and helping to make their homes more energy efficient. If you have any questions, or to receive additional information on the updated incentives, Trade Ally Network or Energy Trust website, contact Marshall Johnson, trade ally and quality control manager, at 503.715.2301 or marshall.johnson@csgroup.com.

Sincerely,

A handwritten signature in cursive script that reads "Marshall Johnson".

Marshall Johnson
Trade Ally/Quality Control Manager
Energy Trust of Oregon