



NEW OPPORTUNITIES AND LASTING BENEFITS

Serving customers with diverse energy solutions

Each year, Energy Trust of Oregon brings the value of energy savings and renewable generation to thousands of homes and businesses.

Focusing on innovation and inclusion, we create opportunities for more and more customers to participate. In 2013, we served everyone well with strategies that:

- Adapted to market changes, such as the new construction market rebound
- Sustained momentum through a portfolio of established programs, plus new initiatives and strong utility collaboration
- Anticipated what customers need, such as easy, affordable financing
- Delivered to our goals at unprecedented low costs

With a **\$129 million investment** in 2013, we helped customers of Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas conserve energy, generate renewable power and **save \$309 million** on their energy bills. Our work provided the cheapest, cleanest energy for homes, businesses, industries and public buildings. To meet a few of the many customers we served last year, see the next page.

The jobs created and additional wages paid as a result of our work improve people's lives and strengthen our communities. And the broader benefits from fewer carbon emissions and cleaner air allow us all to breathe easier.

We are honored to make a difference for those we serve by delivering cleaner, more affordable energy. Thank you for the opportunity to share this snapshot of our growing impact. For a more detailed view, explore our 2013 annual report online at www.energytrust.org/annualreport.



Margie Harris, Executive Director

YEAR IN REVIEW



Delivered the **most affordable energy** for customers—paying just **2.4 cents/kWh** and **33 cents/therm**, compared to 7 cents/kWh and 55 cents/therm utilities would have paid



Created and supported **local jobs, wages and businesses** by working with energy services companies employing 14,400 people*

*Self reported by trade ally contractors and allied businesses

97%

CUSTOMER SATISFACTION

with Energy Trust representatives and 93% satisfaction overall

Produced **growing results** with **low administrative costs**

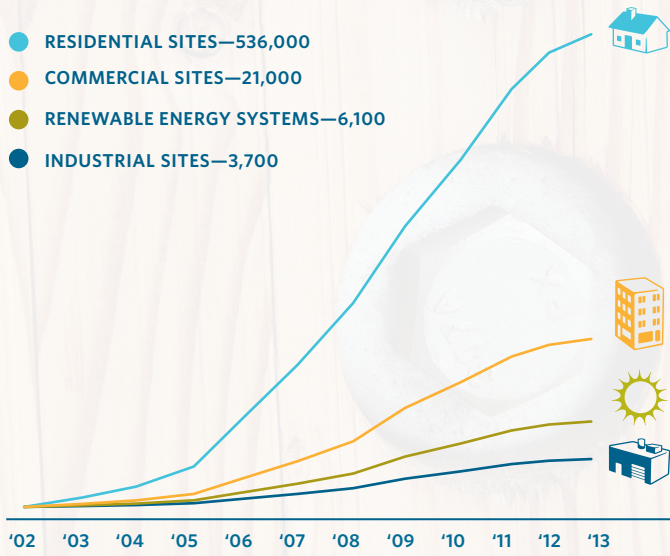


Served a variety of **customers at 69,000 sites** with **energy expertise, cash incentives** and connections to **local contractors**



Growing participation

Since 2002, increasing numbers of utility customers have participated in Energy Trust programs. With our help through 2013, more than half a million homes and buildings were more energy efficient or generating on-site renewable power.



Protected our **ENVIRONMENT AND AIR QUALITY** by avoiding 233,000 tons of carbon dioxide emissions



Achieved our **accountability goals**:

- ✓ Passed an independent annual financial audit
- ✓ Achieved performance measures set by the state
- ✓ Made progress toward annual and five-year goals

FULFILLED OUR COMMITMENT

to supply the electric and natural gas efficiency resource utilities count on to serve customers



Cultivated **LOCAL ENERGY GENERATION** from a range of **RENEWABLE RESOURCES**

REGIONAL INVESTMENT IN LOCAL SOLUTIONS

Active in your community

North to south, east to west, we help Oregonians conserve energy, save money, produce clean power, and make their homes more comfortable and businesses more competitive. The energy solutions we design and deliver serve our region's economy and support local businesses and contractors. This overview offers a glimpse of how we served customers across the region in 2013.



CENTRAL OREGON

 \$4.2 million saved



3,484 sites served




125 local trade allies

- Oregon Department of Transportation (pictured) built a new energy-efficient, solar-powered regional office in Bend. Although building space doubled, energy bills have dropped nearly 25 percent.
- The Central Oregon Builders Association tour of homes featured two Live Net Zero homes, which outperform state energy code by at least 35 percent.
- Bend Broadband built a solar-powered data center that was one of the most efficient in the United States at the time of construction.



PORTLAND METRO

 \$16.3 million saved



42,961 sites served



492 local trade allies

- Jun Suzuki and Jackie Kohon (pictured) insulated their home to eliminate winter drafts, just one of several energy-saving improvements they've made with help from Energy Trust.
- Grand Central Baking upgraded to high-efficiency LED lighting at its seven bakeries, reducing energy use, cooling load and maintenance.
- A high-efficiency pasteurizer helped Yoshida International Foods triple bottling capacity. With an energy-efficient compressed air system and a 166-kilowatt solar electric system, the manufacturer is keeping natural gas and electricity costs at bay.

Read more customer stories online at
www.energytrust.org/annualreport.



SOUTHERN OREGON



\$2.4 million saved



8,680 sites served



105 local trade allies

- Hanscam's Bowling Center (pictured) in Klamath Falls upgraded to LED lighting for better light quality and lower energy costs.
- Southern Oregon decision-makers learned how to support solar growth in their communities at Solar Now! University in Coos Bay.
- Bay Area Hospital in Coos Bay completed a new addition equipped with the latest energy-saving heating, cooling and lighting technology that minimizes maintenance and lowers operating costs.



WILLAMETTE VALLEY



\$6.2 million saved



13,140 sites served



196 local trade allies

- JC-Biomethane, the state's first commercial food waste biogas generating plant, began operating near Junction City.
- Wind projects came online in Independence, Newberg and Scotts Mills.
- Sweet Home resident Gene Chavez (pictured) was among the Oregonians who recycled 800 old refrigerators and donated \$30,000 in incentives to Oregon Food Bank.



EASTERN OREGON



\$505,000 saved



688 sites served



45 local trade allies

- Boise Cascade's Kinzua Lumber sawmill (pictured) in Pilot Rock reduced energy use by 14 percent with new energy management practices and behavior-based changes.
- Ontario builder Agile Homes completed its first five homes built with EPS™, an energy performance score, and incorporating features such as tankless water heaters, increased insulation and energy-efficient appliances.
- In Pendleton, Interpath Laboratories expanded its growing business by constructing an energy-efficient new building.



NORTHWEST OREGON



\$223,000 saved



1,120 sites served



41 local trade allies

- The Farm Power Misty Meadow Dairy biogas project came online, digesting manure from 2,500 cows to generate electricity.
- In Seaside, Avamere's Suzanne Elise Assisted Living (pictured) upgraded 70 rooms with no-cost energy-saving light bulbs and shower wands to help reduce energy costs, then also installed a high-efficiency water heater to supply reliable, affordable hot water.

RESPONSIVE PROGRAMS AND CUSTOM OFFERS

Sustaining performance with innovative strategies

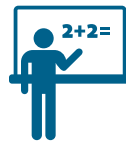
To reach as many people as possible, we offer a wide range of services for residential, commercial, industrial and agricultural customers. We continuously fine-tune technical assistance, cash incentives and support to achieve high levels of savings, generation and customer participation.

Investing in low-cost, high-performance solutions for a rebounding economy

- Helped industrial facilities and commercial businesses learn how to reduce energy use over the long-term using Strategic Energy Management practices
- Offered residential Energy Saver Kits and refrigerator recycling as an easy, first step to saving energy
- Broadened the selection of energy-efficient televisions and specialty lighting through support of the Northwest Energy Efficiency Alliance
- Captured dramatic savings in large energy-efficient data centers and industrial projects

Expanding established programs

- Met consumer demand for high-efficiency compact fluorescent light bulbs and new LEDs by reducing prices at retail stores and upgrading city streetlights
- Drove natural gas efficiency through greenhouse improvements in the state's nursery industry
- Grew the number of residential solar electric installations, celebrating the 5,000th solar home supported with our incentives since 2003
- Doubled the number of schools that are saving energy and worked with the Oregon Department of Energy to help 11 school districts participate in Cool Schools



HELPED SCHOOLS

save precious dollars for education and improve learning environments

Investing in Oregon

In 2013, Energy Trust transformed homes and businesses, giving rise to Oregon's growing clean energy economy. Investments yielded impressive results, including:

\$129 Million Invested



BENEFITS DELIVERED

\$309,254,233—Utility Bill Savings
\$67,243,453—Incentives Delivered
69,000—Sites More Energy Efficient
881—Solar-Powered Rooftops
2,675—Energy Studies & Site Assessments

2013 Investments by Sector



RESIDENTIAL
\$43,192,876



INDUSTRIAL/AGRICULTURAL
\$27,574,364



COMMERCIAL
\$50,175,018



RENEWABLE ENERGY
\$8,187,156

ANNUAL PERFORMANCE

Energy Trust provided outstanding value for utility customers last year and delivered to annual goals. At just 2.4 cents* per kilowatt hour saved and 33 cents* per therm saved, energy efficiency is our region's lowest-cost energy resource. And 888 renewable energy systems are sending clean power to the grid.

Diversifying services for a range of customers

- Provided homeowners with EPS, an energy performance scoring tool that shows a home's carbon footprint and efficiency level
- Gave renters more control over their utility bills with free energy-saving products
- Delivered earlier assistance to support hydropower, wind, biopower and geothermal projects in development
- Added a lending ally for commercial customers and a utility on-bill repayment option for affordable multifamily housing projects

Supporting new construction

- Enrolled a record number of new commercial construction projects, and tailored incentives to meet small business needs
- Engaged builders in constructing homes with efficiency built in, and completed the 4,000th home with an EPS since 2009
- Trained builders to construct "solar ready" homes and buildings that make it easier for owners to install solar later

Strengthening trade ally and community engagement

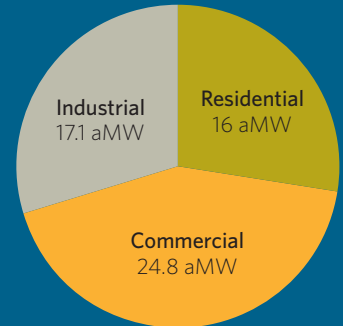
- Expanded training, services and online tools to support trade allies, including a new commercial "Allies for Efficiency" training series
- Helped Oregon dairies and agricultural operations solve waste management issues
- Collaborated with community assistance agencies to distribute Carry Home the Savings kits filled with energy-saving products for families in need



Completed an annual record of **INDUSTRIAL AND AGRICULTURAL EFFICIENCY PROJECTS**, helping business stay lean

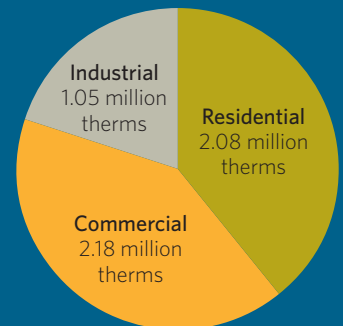
Exceeded electric savings goal

57.8 aMW saved



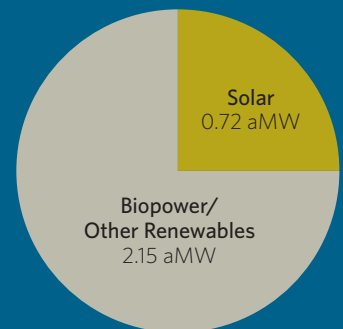
Close to meeting natural gas savings goal

5.3 million annual therms saved



Progressed to renewable generation goal

2.87 aMW generated



In addition, we surpassed efficiency targets for Portland General Electric, Pacific Power and NW Natural and achieved 86 percent of the target for Cascade Natural Gas.

*Totals may not add due to rounding
aMW: One average megawatt is the generation of one megawatt of electricity every hour for one year
Levelized cost: Energy Trust's total cost to save or generate each unit of energy over the life of the measure (which ranges from two to 20 years or more)

12 YEARS OF AFFORDABLE ENERGY

LOOKING AHEAD

In 2013, we began work on our next five-year strategic plan. The 2015-2019 plan will guide us as we continue to deliver comprehensive, sustainable energy efficiency and renewable energy for all those we serve.

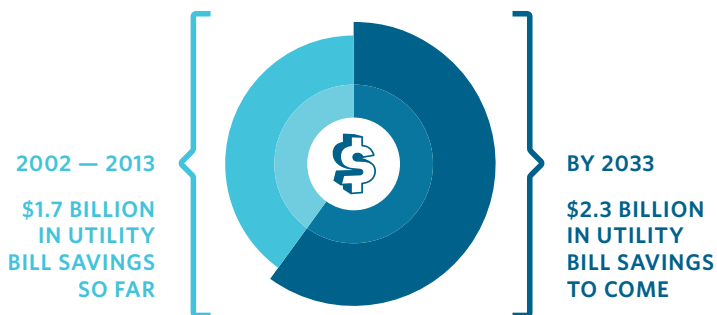
Potential strategies include:

- Continuously improve program designs and services to support customers
- Engage customers who have not yet participated in our programs
- Support a robust mix of cost-effective energy-efficiency options
- Emphasize early-stage support for renewable energy projects
- Proactively plan for operational systems needed to support future programs
- Leverage opportunities created by federal, regional, state and local efforts on climate, water and other sustainability initiatives

Accelerating economic benefits

Energy Trust has invested **\$968 million** since inception, driving significant clean energy activity and delivering far-reaching benefits. Customers have already saved **\$1.7 billion** on their utility bills, and over time these savings will grow to reach **\$4 billion**. Their investments, along with Energy Trust spending, benefit Oregon's economy to the tune of **\$3 billion**.

PARTICIPANT SAVINGS GROW TO \$4 BILLION OVER TIME



LEARN MORE

See details of our online annual report and:

- Review our financial statement and progress to goals
- Learn how we're serving your community
- Meet customers from around the state
- Gain insights about program results



www.energytrust.org/annualreport

Cover photo: Southpark Seafood, Portland

421 SW Oak St., Suite 300
Portland, Oregon 97204
1.866.368.7878

Printed with vegetable-based inks on recycled paper.

About Energy Trust

Energy Trust is an independent nonprofit organization dedicated to providing utility customers with low-cost and clean energy solutions. We serve and are funded by Oregon customers of Portland General Electric, Pacific Power and Cascade Natural Gas, and by Oregon and Washington customers of NW Natural. Our work is made more effective through collaboration with utilities, community leaders and representatives, industry organizations, allied businesses and government agencies.

An independent board of directors guides our work with input from two advisory councils. Our meetings are open to the public and all agendas, reports, plans and financial statements are published online, in keeping with our commitment to transparency and inclusion.