

**Quarter Three 2009 Report to the
Oregon Public Utility Commission**

July 1, 2009 through September 30, 2009

This Energy Trust quarterly report covers the period 7/1/09 through 9/30/09, the third quarter of 2009 (Q3). The report addresses progress toward 2009 and 2012 energy saving and renewable energy generation goals and includes corresponding revenue and expenditure information. The number of completed projects and incentives paid during the quarter are included, along with other quarterly activity highlights, including utility reports on SB 838 spending (Appendix 1) and Home Energy Reviews conducted during the quarter by region of the state (Appendix 2).

I. QUARTERLY HIGHLIGHTS

1. General

- This report reflects the revised budget and action plan adopted by Energy Trust's Board of Directors on July 29, 2009.
- Electric and gas energy efficiency activity is expected to come close to meeting 2009 stretch goals.
 - Electric efficiency is forecast to achieve 34.9 average megawatts, which is 91 percent of the stretch case goal and an 8.7 percent increase over 2008.
 - Gas efficiency is expected to achieve 2.95 million annual therms, representing 92 percent of the stretch goal and a 14.7 percent increase over 2008.
- Renewable energy programs expect to achieve 5.0 average megawatts in new generation by year end.
- Existing residential and solar programs appear to be our strongest performing programs thus far in 2009.
- Experience in several programs is causing concern that the economic situation may be catching up with us and potentially slowing what we can acquire going forward. We are watching this matter carefully.
- Electric efficiency expenditures for the quarter were 26 percent under budget, primarily a result of delays in completing commercial and industrial projects until fourth quarter of this year and first quarter 2010.
- Electric efficiency projects completed during the third quarter are expected to save 7.9 average megawatts, a 25 percent increase over second quarter.
- Since March 1, 2002, electric efficiency programs have cumulatively saved 206 average megawatts. When savings from self-directed industrial projects are added, the total represents 75 percent of Energy Trust's initial 2012 goal of 300 average megawatts. This is equivalent to the annual electric consumption of about 175,000 average Oregon homes.
- Gas efficiency spending for the quarter tracked 16 percent behind plan, primarily a result of lags in NW Natural industrial project completions.
- Gas efficiency projects completed during the quarter are expected to save 617,068 annual therms, a 19.5 percent increase over second quarter.
- Since gas programs began in 2003, cumulative savings of 10.9 million annual therms have been realized, accounting for 52 percent of the current 2012 goal of 21 million annual therms. This is equivalent to providing gas heat to about 21,500 homes.

- NW Natural agreed to file a tariff to increase its funding for Energy Trust programs sufficient to meet IRP goals for 2010 and cover additional spending in 2009. Energy Trust's board agreed to use reserves to cover the budget shortfall for 2009. The increased rate for the public purpose charge for NW Natural will be high enough to fully replenish Energy Trust's reserves by the end of 2010.
- Renewable energy projects completed during the quarter are expected to generate 1.5 average megawatts annually. Since March 1, 2002, renewable energy programs have helped develop projects with generation totaling more than 98 average megawatts. This is equivalent to powering about 76,000 average Oregon homes.
- Overall public purpose revenue plus incremental revenue from SB 838 totaled \$19.2 million for the quarter, about 10 percent less than budgeted.
- Total Energy Trust expenditures for the quarter equaled \$21.9 million, of which \$11.4 million was for incentives.
- With approval by the Washington Utilities and Transportation Commission, beginning October 1, 2009, Energy Trust will serve NW Natural residential and commercial customers located in Southwest Washington.
- Energy Trust continued its presence in Klamath Falls, staffing a temporary office on Thursdays, hosting monthly brown bag workshops and meeting with community leaders and organizations. Between March and the end of September, we had conducted 44 Home Energy Reviews, compared to 37 over the previous two years combined, and noted a 50 percent increase in electric savings April-September compared to the same period in 2008.
- The Clean Energy Works Portland pilot launched in early July with the goal of providing up-front funding for efficiency upgrades of 500 homes by mid 2010.
 - The pre-pilot phase saw 39 Home Performance assessments between July and September, and over one-third of the homes had moved forward with loan documents and construction by the end of the quarter.
 - An evaluation of the early activity, completed by mid September, is being used to guide planning for Phase II of the pilot, which envisions 70 home assessments by the end of the year.
 - Oregon and the City of Portland will compete for one of 8-20 large (\$5-\$75 million) federal ARRA energy efficiency grants, which could help expand the effort statewide and support pilot projects that meet Energy Efficiency and Sustainable Technology Act (EEAST/HB 2626) requirements.
 - The pilot itself will comply with EEAST, passed this year by the Oregon Legislature.
- Energy Trust is involved in rulemaking workshops for HB 3039, which requires the OPUC to establish a production-based tariff for solar photovoltaic projects. The tariff is to be established on a pilot basis by April 2010. The program is required to support up to 25 megawatts of solar electric projects, each of which is no larger than 500 kilowatts.

2. Commercial efficiency programs

- The Existing Buildings program expects to end the year about 10 percent above its conservative case electric goal and just above its natural gas conservative goal. The New Buildings program may fall short of the conservative goal, as large numbers of projects have shifted completion dates into 2010, a direct result of the economic pinch.
- Energy efficiency measures were installed in 402 existing commercial buildings during the third quarter, compared to 300 in the second quarter. The average incentive payment per

site was \$4,295. Of the total, 345 buildings received electric efficiency measures, 44 buildings received gas efficiency measures and 13 buildings saved both gas and electricity.

- This quarter, 82 efficient new commercial buildings were completed, compared to 77 in the second quarter. Average incentive payment per site this quarter was \$14,485. The overall number of projects expected to be completed this year is 264, up from the 223 completed in 2008.
- The Existing Buildings program is beginning to reach out to businesses with proprietors who speak Chinese.
- The Existing Buildings program completed several projects in coordination with the City of Ashland Electric Department and Northern Wasco County PUD per an agreement with BPA, which supplies power to these public utilities.
- The Existing Buildings program has helped dozens of cities, counties and state and federal agencies apply for stimulus grants and complete energy efficiency projects. For example, the Bureau of Land Management became a national model in securing ARRA funds after receiving services from Energy Trust. The success has driven other federal agencies in Oregon to seek out our program services, including the US Forest Service, Crater Lake National Park Service, the General Services Administration and federal courthouses in Portland, Medford and Eugene.
- Impressed by Energy Trust's success in the foodservice sector, US Environmental Protection Agency has developed, with our assistance, a national Commercial Foodservice Program Administrator Guide for utilities, agencies and public purpose administrators to use in designing foodservice energy efficiency programs.
- New Buildings staff finalized a revised approach to providing assistance early in the design cycle. The intent is to foster greater collaboration sooner among project team members regarding elements and approaches necessary to press past code.
- The Path to Net Zero pilot is now fully enrolled, with 15 projects committed to achieving 60 percent savings over Oregon Energy Code.
- NEEA continued development of Oregon's new non-residential energy code. A Building Codes Division draft is expected to go back to the advisory committee this fall and then out for public comment, with the goal of implementing a new code in April 2010.
- NEEA continued work on building operations implementation with Legacy Healthcare, completing preliminary scoping assessments for all five campuses and assembling teams to start the in-depth diagnostic assessment phase.
- NEEA tapped support from the Oregon Integrated Design Lab and SRG Partnership (architects) in applying sustainable design concepts from Mount Angel Academic Center to other projects, including the Portland School District's Da Vinci Middle School Music Building and Chemeketa Community College.
- NEEA trained Portland Mechanical Inc. on use of the "service assistant tool." The company plans to incorporate this tool into its new service package for optimizing rooftop HVAC equipment performance.

3. Industrial efficiency programs

- The program anticipates exceeding the conservative case savings goal by year end. Savings for NW Natural, delivered under the Small Industrial Initiative, are on track to exceed goals, largely through thermal efficiency measures in nurseries and greenhouses.

- The overall gas savings shortfall is due to a later launch of the gas industrial efforts and a slower than anticipated uptake. The pipeline of projects indicates that savings and expenditures will arrive relatively early in 2010.
- Electric efficiency projects were completed at 141 manufacturing firms in the third quarter, compared to 124 in the second quarter. The average incentive payment per site was approximately \$12,914.
- There are 629 projects expected to complete by the end of 2009, compared to an average of less than 325 per year in the preceding years. This shift is due to the Small Industrial Initiative, which provides an alternate track to cost effectively serve small industrial and agricultural participants. However, 80 percent of program savings will continue to come from larger projects of 250,000 kWh or more, which represent about 16 percent of all projects.
- NEEA held its first industrial energy management system forum for utilities to share key implementation lessons.
- NEEA continued implementation of its Continuous Energy Improvement energy management system at eight industrial facilities in Energy Trust territory. (Continuous Energy Improvement helps companies permanently embed energy management into the four key areas of their operations: organizational structure, people, manufacturing systems and measurement.)

4. Residential efficiency programs

- The New Homes program expects to meet its 2009 conservative case savings goals, while the Existing Homes program is on track to meet or exceed its best case goals.
- Energy Trust completed 2,048 Home Energy Reviews during the third quarter, a 38 percent increase over third quarter 2008.
- The number of measures installed increased by 74 percent from Q3 2008, with gains of 51 percent in kWh savings and 39 percent in therms. There were 5,243 measures in Q3 2009 compared to 3,462 over the same time period in 2008.
- The Home Energy Solutions program trained and enrolled 89 new trade ally contractors during Q3.
- Existing multifamily installations achieved more than 1.2 million kWh and 10,963 therms in Q3.
- Through SHOW self-audit fulfillments, retail sales, fundraiser promotions and other activities, 213,599 compact fluorescent light bulbs were provided during the quarter, in addition to those installed during Home Energy Reviews.
- In addition to compact fluorescent light bulbs, energy-efficient measures were installed in 5,739 single-family homes, 2,677 multifamily units and 603 manufactured homes. Of these, 4,856 homes received electric efficiency measures and 3,115 received gas efficiency measures, with 1,048 sites saving both gas and electricity.
- Energy Trust incentives supported construction of 406 efficient new homes, compared to 235 in Q2 2009 and 310 in Q3 2008.
- Of the Energy Trust new homes, 186 have electricity-saving measures, 41 have gas-saving measures and 179 have both electricity-saving and gas-saving measures.
- With the help of Energy Trust incentives, 91 electrically-heated and 17 gas-heated new efficient manufactured homes were sold.
- Energy Trust incentives helped fund the purchase of 10,765 energy-efficient clothes washers, refrigerators and freezers, and the pickup and recycling of 4,751 old refrigerators and freezers.

- The fridge recycling program received strong media coverage by piggy-backing onto the federal “cash for clunkers” hype. As a result, more than 4,300 fridges were scheduled for pick up, which is 83 percent of the total collected in Q1 and Q2 combined.
- Sears has agreed to recycle old fridges they pick up from their customers.
- Solar water heating systems were installed in 39 homes with electric hot water and 14 homes with gas hot water. Of these homes, nine were Low Income Solar Access (LISA) projects.
- Energy Trust sponsored 12 home tours across the state and promoted 85 new homes in those tours with Energy Performance Scores.
- Energy Trust reached 422 homeowners at residential solar workshops across the state, and connected with an additional 400 attendees at the SolWest Renewable Energy fair in John Day.
- NEEA reported Northwest ENERGY STAR[®] certification of 126 homes for an approximate year-to-date market share of 14 percent in Oregon.
- NEEA launched its 2010 “Be an ENERGY STAR” campaign in the Portland metro area to gain consumer awareness around making better, greener choices.
- NEEA installed 63 ductless heat pumps under the Northwest Ductless Heat Pump pilot, conducted two manufacturer technical trainings and completed three quality assurance checks on contractor-installed pumps.

5. Renewable energy programs

- Solarize Portland, a neighborhood-driven bulk purchase of solar electric systems, far exceeded expectations by attracting 350 homeowners expressing strong interest in participating. Staff provided significant technical and outreach support to the neighborhood organizer, SE Uplift. Approximately 160 new residential installations are expected to result by end of Q1 2010—more residential solar systems than were installed in Portland from 2003 through mid-2009.
- PV module costs have declined, resulting in a decrease in average installation costs of approximately \$1 per watt, or 11 percent, since January 2008. In response, staff will be adjusting incentives downward in the fourth quarter.
- More than twice as many new solar electric incentive applications, both residential and commercial, were received in Q3 2009 as compared to Q3 2008.
- Program information was presented to audiences in Bend, Coos Bay, Hood River, Pendleton, Salem, John Day, Medford and Lincoln City.
- Staff participated in design charrettes for three new commercial buildings, providing solar input early in the design process.
- Laboratory testing of the pull-out strength of clamps designed to attach solar panels to standing seam metal roofs was completed under Energy Trust’s direction. The results will be shared to help local jurisdictions clarify and streamline structural permit requirements for those installations.
- The 85.4-kilowatt East Portland Community Center solar project was completed, supported by a \$150,500 Energy Trust incentive. The solar system boosted the facility’s score high enough to earn the first LEED[®] Platinum ranking in the nation awarded to an aquatic center.
- Staff completed production of a set of guidebooks that will help hydro project developers more easily complete their state and federal permitting applications.

- Energy Trust paid a \$5,800 incentive to the OSU Dixon Recreation Center for demonstrating the generating capabilities of elliptical trainers.
- Feasibility studies investigating the hydroelectric potential for two sites in Wallowa County were completed.
- The board approved a \$1.2 million incentive for a 9 MW community wind project in Wasco County.
- One tall tower and two 30-meter towers were installed to assess wind resources. In addition, three wind resource reports were completed for tall towers in Hood River and Sherman counties.
- The Wind program provided grant writing assistance for four USDA Rural Energy for America Program grant applications, of which three were successful.
- A small wind system was installed at a residential location during the quarter. In addition, applications for three commercial and five residential small wind systems were received and approved.
- Energy Trust is conducting a survey to characterize food waste from large kitchens, bakeries and processors in the Portland metro area. The goal of the survey is to document volume, type and seasonality of the waste to determine opportunities for energy generation through anaerobic digestion.
- The Biomass program has received a full application for a multi-site dairy digester project. The project uses a third-party ownership model and includes four sites, collectively expected to generate 800 kW. Depending on the results of the financial and technical review of the project, it may be presented to the board in late 2009 or early 2010.

6. Revenues and expenditures

- \$19.2 million in public purpose and incremental revenues were received during the quarter, with expenditures at \$21.9 million.
- A total of \$11.4 million in incentives was paid.

7. OPUC performance measures

- Following are the most recent performance measures established by the Oregon Public Utility Commission for Energy Trust. Comparison of performance against these measures for 2009 will be reported in the 2009 annual report.

Category	Measures
Energy Efficiency	<ul style="list-style-type: none"> • Obtain at least 31 aMW computed on a three-year rolling average • Levelized cost not to exceed 3.5 cents/kWh
Natural Gas	<ul style="list-style-type: none"> • Obtain at least 1.8 million annual therms computed on a three-year rolling average • Levelized cost not to exceed 60 cents/therm
Renewable Energy	<ul style="list-style-type: none"> • Achieve at least 3 aMW from small-scale projects, computed on a three-year rolling average
Financial Integrity	<ul style="list-style-type: none"> • Receive an unqualified financial opinion from an independent auditor on annual financial statements
Administrative/Program Support Costs	<ul style="list-style-type: none"> • Keep below 11 percent of annual revenue

Customer Satisfaction	<ul style="list-style-type: none"> Achieve reasonable rates
Benefit/Cost Ratios	<ul style="list-style-type: none"> Report both utility system and societal perspective on an annual basis
Incremental Electric Efficiency Funding	<ul style="list-style-type: none"> Report annually energy savings achieved as a result of SB 838

8. Benefit-cost ratios for 2008 (year-end data)

Program	Utility system benefit-cost ratio	Societal benefit-cost ratio
1. Existing Homes	2.6	1.4
2. New Homes and Products	2.4	1.7
3. Existing Buildings	3.3	1.5
4. New Buildings	3.3	3.1
5. Production Efficiency	4.1	1.9
6. NW Energy Efficiency Alliance	12.2	4.1

II. TABLES

1. Revenues

Source	Actual revenues received Q3	Budgeted revenues Q3
Portland General Electric	\$8,160,375	\$9,408,648
Pacific Power	\$5,006,722	\$5,289,579
PGE Incremental	\$3,191,275	\$3,356,022
Pacific Power Incremental	\$1,902,960	\$2,049,651
NW Natural	\$639,201	\$723,874
NW Natural Incremental	\$225,000	\$225,000
Cascade Natural Gas	\$82,274	\$86,574
Total	\$19,207,806	\$21,139,347

2. Expenditures

Type	Actual Expenditures Q3	Budgeted Expenditures Q3
Energy Efficiency programs	\$18,398,867	\$24,235,169
Renewable Energy programs	\$2,618,131	\$5,964,448
Administration	\$896,294	\$1,270,750
Total	\$21,913,292	\$31,470,367

3. Incentives paid

Quarter	Energy Efficiency					Renewable Energy		Total
	PGE	Pacific Power	NW Natural	Cascade Natural Gas	Avista	PGE	Pacific Power	
Q1	\$2,179,158	\$1,144,836	\$1,372,914	\$125,265	\$8,134	\$1,778,071	\$348,870	\$6,957,248
Q2	\$3,830,710	\$1,759,482	\$2,105,995	\$93,043	\$5,187	\$607,074	\$1,342,110	\$9,743,601
Q3	\$4,273,485	\$3,038,442	\$2,005,720	\$92,284	\$8,194	\$914,053	\$1,065,719	\$11,414,354
Q4	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$10,283,353	\$5,942,760	\$5,484,629	\$310,592	\$21,515	\$3,299,198	\$2,756,699	\$28,115,203

4. Savings and generation

Electric efficiency savings. In the third quarter of 2009, energy efficiency programs saved 7.9 average megawatts, representing 21 percent of the 2009 best case goal of 39 average megawatts and 27 percent of the conservative case goal of 29 average megawatts. Since March 1, 2002, these programs have cumulatively saved 206 average megawatts. When savings from self-directed industrial projects are added, the total represents 75 percent of Energy Trust’s 2012 goal.

Electric Efficiency Savings	PGE aMW	Pacific Power aMW	Total Savings aMW	Expenses	mil \$ / aMW	Levelized Cost/kWh
Commercial	1.36	0.62	1.98	\$5,170,098	\$2.6	3.1 ¢
Industrial	1.01	0.84	1.85	\$3,360,636	\$1.8	2.9 ¢
Residential	2.51	1.57	4.08	\$6,747,639	\$1.7	2.4 ¢
Total Energy Efficiency programs	4.89	3.03	7.92	\$15,278,373	\$1.9	2.7 ¢

Gas efficiency savings. In the third quarter of 2009, efficiency programs saved 617,068 annual therms of natural gas, representing 19 percent of the 2009 best case goal of 3.2 million annual therms and 26 percent of the conservative case goal of 2.4 million annual therms. Since gas programs began in 2003, cumulative savings of 10.9 million annual therms have been realized, accounting for 52 percent of the current 2012 goal.

Gas Efficiency Savings	NWN Therms	Cascade Natural Gas	Avista	Total Savings Therms	Expenses	\$ / Therm	Levelized Cost/Therm
Commercial	240,998	6,425	0	247,423	\$1,155,408	\$4.7	35 ¢
Industrial	15,147	0	0	15,147	\$83,900	\$5.5	38 ¢
Residential	331,880	20,420	2,198	354,498	\$2,667,961	\$7.5	54 ¢
Total Energy Efficiency	588,025	26,845	2,198	617,068	\$3,907,269	\$6.3	46 ¢

Renewable energy generation. In the third quarter of 2009, renewable energy programs brought on-line small-scale projects generating a total of 1.5 average megawatts annually. Since March 1, 2002, these programs have cumulatively saved more than 98 average megawatts.

Renewable Energy Generation	PGE aMW	Pacific Power	Total Generation	Q3 2009 Expenses	mil \$ / aMW	Levelized Cost/kWh
Biopower	0.000	1.390	1.390	\$513,060	\$0.4	0.3 ¢
Open Solicitation	0.010	0.000	0.010	\$327,779	\$32.5	29.6 ¢
Solar Electric Program	0.052	0.060	0.112	\$1,718,252	\$15.4	14.0 ¢
Utility Scale	0.000	0.000	0.000	(\$383)	n/a	n/a
Wind Program	0.004	0.000	0.004	\$168,938	\$41.9	46.7 ¢
Total Renewable Programs	0.066	1.450	1.516	\$2,727,646	\$1.8	1.7 ¢

5. Projects completed this quarter *

	Total	Electric-only	Gas-only	Both
ENERGY EFFICIENCY				
Commercial projects				
Existing buildings retrofitted	402	345	44	13
Efficient new buildings constructed	82	46	20	16
Solar water heating commercial installations	6	1	5	0
Subtotal Commercial	490	392	69	29
Industrial projects				
Subtotal Industrial	141	136	3	2
Residential projects				
ENERGY STAR new homes constructed	406	186	41	179
ENERGY STAR new homes enhanced	2	1	0	1
Efficient new manufactured homes purchased	108	91	9	8
Home energy reviews conducted	2,048	458	77	1,513
Single family homes retrofitted	5,696	2,041	2,862	793
Manufactured homes retrofitted	603	558	16	29
Multifamily units retrofitted	2,677	2,254	197	226
New multifamily units enhanced	65	65	0	0
Residential solar water heating installations	53	39	14	0
ENERGY STAR appliance rebates	10,765	8,765	172	1,828
Subtotal Residential	22,423	14,458	3,388	4,577
TOTAL EFFICIENCY	23,054	14,986	3,460	4,608
RENEWABLE ENERGY INSTALLATIONS				
Biopower project installations	1	1	0	0
Open solicitation project installations	2	2	0	0
Solar electric residential installations	106	106	0	0
Solar electric commercial installations	30	30	0	0
Wind project installations	1	1	0	0
TOTAL RENEWABLES	140	140	0	0
TOTAL EFFICIENCY & RENEWABLES	23194	15126	3460	4608

* We define "projects" to be completed installations or services at one location with certain exceptions:

- A Home Energy Review, with CFL installation, counts as one project. If that home subsequently installs one or more measures, this installation counts as a separate project.
- See Appendix 2 for a geographical breakdown of Home Energy Reviews.
- Each apartment unit treated counts as one project.
- Each manufactured home counts as one project.
- Measures installed in separate facilities within a large industrial complex count as separate projects.
- Project totals do not include 213,599 CFL packages sold/provided in third quarter.

6. Added costs from utility SB 838 expenditures

	Quarter 3 Expenditures	YTD Expenditures	YTD \$/aMW*	YTD Levelized Cost*
PGE	\$209,463	\$345,177	\$0.03	0.04 ¢
PAC	\$106,568	\$320,052	\$0.05	0.07 ¢
Total	\$316,031	\$665,229	\$0.04	0.05 ¢

* Reflects incremental increase in costs derived from expenditures incurred by Pacific Power and Portland General Electric under terms of the agreement described in SB 838. See Appendix 1 for a report on SB 838 activities of Pacific Power and PGE.

Appendix 1 – SB 838 Report for Q3 2009**i. Pacific Power****SB 838 General**

- Pacific Power's Energy Trust liaison attended Energy Trust Conservation Advisory Council meetings.
- Pacific Power's Energy Trust liaison met with Energy Trust's Eastern Oregon outreach coordinator to discuss outreach opportunities for Pendleton and Wallowa County.
- Pacific Power's Energy Trust liaison participated in the SB 838 process evaluation interview sponsored by Energy Trust.
- Pacific Power's Energy Trust liaison participated in a webinar on "Transforming Employees into Energy Efficiency Ambassadors." The webinar focused on planning and implementing employee training on Energy Trust programs; motivating employees to be champions of the utility's energy efficiency message; overcoming barriers; and special events for employees.
- Pacific Power's Energy Trust liaison attended the Oregon Retrofit Strategy meeting to discuss options and ideas for applying for federal competitively selected Energy Efficiency and Conservation Block Grants.

SB 838 Commercial efficiency programs

- Pacific Power's Energy Trust liaison participated on a panel at the annual Oregon Main Street conference on energy efficiency opportunities for Pacific Power communities.
- Pacific Power's Energy Trust liaison participated on a panel at the Columbia Corridor Association on energy efficiency opportunities for Pacific Power customers.
- Pacific Power's Energy Trust liaison met with Cannon Beach's sustainability team to discuss energy efficiency opportunities for residents, including brainstorming ideas for a commercial district energy efficiency challenge.
- Pacific Power's Energy Trust liaison continued to coordinate the second series of three small- to mid-size commercial energy efficiency conferences in Pendleton, Albany and Seaside. Pacific Power collaborated with Energy Trust, Oregon Department of Energy, USDA, Business Oregon and Northwest Energy Efficiency Institute, who were tasked with providing material and delivering the breakout session presentations. The agendas include:
 - Breakfast
 - General session
 - First breakout series (customers selected one)
 1. Commercial buildings
 2. Multifamily properties
 3. Tax credits, loans and grants
 - Second breakout series (customers selected one)
 1. Commercial buildings
 2. Restaurants/lodging
 3. Tax credits, loans and grants
- Welcome Aboard kits continued to be mailed to all new commercial customers. The kit contains information on Energy Trust programs and incentives to help customers invest in energy efficiency.

- The summer Energy Connections newsletter to mid-size business and government customers featured an energy efficiency business case for Delta Waters Car Wash in Medford. The company has made dramatic changes in the customer experience—and in its monthly electrical bills. Energy Trust provided \$1,507 in incentives. Delta Waters Car Wash also applied for a Business Energy Tax Credit. The owner said the project will save about \$700 in energy costs every year.

SB 838 Industrial efficiency programs

- Pacific Power's Energy Trust liaison provided support for Pacific Power's regional customer conferences in Medford, Bend and Albany. The conferences are targeted to industrial customers and community leaders. The focus of the conferences was on company updates, legislative activities impacting the electric utility industry and the need for increased energy efficiency.
- The summer issue of Energy Insights, the newsletter for community leaders and managed commercial/industrial accounts, featured a case study for HP Corvallis. The company has saved approximately \$7 million through energy efficiency technical assistance offered by Pacific Power and Energy Trust. HP Corvallis has received more than \$250,000 in incentives from Energy Trust and has taken advantage of the Business Energy Tax Credit.

SB 838 Residential efficiency programs

- Pacific Power's Energy Trust liaison attended the EEAST (Energy Efficiency and Sustainable Technology) stakeholders kick-off meeting.
- Pacific Power's Energy Trust liaison attended Coos County Energy Group with more than 100 local residents. The group was formed after a Coos County commissioner attended Pacific Power's June Energy Savings Answers breakfast in Grants Pass and wanted to bring the same message out to Coos County residents.
- Pacific Power's Energy Trust liaison met with a Coos County commissioner on energy efficiency opportunities for residents.
- Pacific Power's Energy Trust liaison continued to attend and lead Pacific Power's participation in Clean Energy Works Portland (on-bill financing) pilot kick off and planning meetings. The pilot targets 500 homes in the Portland area with energy efficiency measures that can be paid back through their monthly heating utility bills.
- Pacific Power's Energy Trust liaison continued planning with Energy Trust to bring a time-modified version of the Home Energy I.Q. training sessions to 14 areas throughout Pacific Power's Oregon service area before year-end. The target locations are Astoria, Lincoln City, Coos Bay, Medford, Grants Pass, Roseburg, Cottage Grove, Albany, Portland, Hood River, Bend, Klamath Falls, Pendleton and Enterprise.
 - The Home Energy I.Q. series kicked off in Cottage Grove and Albany in September 2009. The remaining sessions will be delivered throughout October and November.
- Oregon residential customers received information about Energy Trust's refrigerator recycling program in July bills.
- Welcome Aboard kits continued to be mailed to all new residential customers. The kit contains information on how Energy Trust helps Pacific Power customers manage their energy costs and benefit from renewable energy.
- Pacific Power and Energy Trust co-branded energy efficiency radio communications aired in Medford and Bend.

- July/August Voices residential newsletter featured an article on summer energy efficiency tips, including adding insulation to ceilings or attic, walls and floors and air sealing, and applying for incentives and rebates from Energy Trust to help offset the cost of the projects—making it an affordable investment.

ii. PGE

SB 838 General

- PGE staff participated in evaluating responses to Northwest Energy Efficiency Task Force Work Group #4 RFP for market research overview on energy efficiency communications. Along with the Work Group #4 committee, staff met with Summit Blue, the chosen vendor, to scope work. PGE has committed funds to the joint research effort.
- PGE staff participated in a Research into Action report for Energy Trust that analyzed utility spending on SB 838.
- PGE staff sent a report to OPUC evaluating first year spending by PGE on SB 838.
- PGE staff attended the Energy Trust CAC meeting in August.

SB 838 Commercial efficiency programs

- Beaverton School District, the lighting winner of PGE's first annual Save More, Matter More™ business energy efficiency awareness campaign, implemented its project in third quarter.
- In the third quarter, grocery customers received three PGE/Energy Trust co-branded direct mail appeals: first, a teaser postcard encouraging energy efficiency as a way to cut operating costs, then a direct mail letter with more information, lastly a follow-up reminder postcard. Pieces were targeted to the segment (for example, grocery outreach suggests in this environment raising prices isn't an option but cutting costs can be). Mailers have featured current and past Energy Trust program participants as well as the best energy efficiency opportunity by segment. Call to action is call/email for a free energy consultation from PGE. The free energy consultation serves as a mechanism to prequalify customers for Energy Trust program participation and to facilitate installation of energy efficiency measures. In the third quarter, 48 customers requested energy consultations, 123 total since the beginning of the campaign in February.
- The 2009 Save More, Matter More™ campaign launched September 1. Small- and medium-sized business customers are invited to make a pledge on the PGE website and are entered to win one of five \$3,000 lighting retrofits. Improvements to the campaign this year included adding two outreach letters signed by Carol Dillin, PGE Vice President of Customers and Economic Development, and Margie Harris, Executive Director of Energy Trust; the Energy Trust self-assessment form; and a residential "spot the sticker" campaign. Starting in October, and supported by radio advertising, residential customers are encouraged to look for Save More, Matter More stickers on participating businesses. When they send a sighting to PGE, they are entered to win one of four energy-efficient refrigerators filled with \$250 of New Seasons groceries. Businesses are pledging at a slower rate than in 2008, possibly because of greater campaign focus on projects rather than any promise. Quality of pledges from a project point of view are higher. At the end of September, 63 businesses had pledged.
- Business Connection, PGE's email newsletter to small/medium business customers, featured Paloma Clothing, a Save More Matter More pledging company, and its Energy Trust

lighting retrofit project in July, along with GreenStreet Lending and energy efficiency classes. August issue followed Save More Matter More pledging company Anytime Fitness and its successful Energy Trust project, and information at PGE community offices. September issue launched the 2009 Save More, Matter More campaign.

- Energize, PGE's quarterly bill insert newsletter for small/medium customers, featured Lake Grove Garden Center, a 2008 Save More, Matter More lighting retrofit winner, and announced the 2009 campaign. The newsletter also featured Green Street Lending and heat pumps for commercial applications.
- PGE participated in Metro Multifamily Housing Association's Spectrum show for multifamily maintenance personnel in September.
- Information on energy efficiency and Energy Trust programs is now available at all PGE community offices.
- Staff made 10 field project lead generation presentations to chambers and business associations, including the Westside Professional & Business Association, Gresham Chamber, Beaverton Chamber, Estacada Chamber, Oregon Association of Minority Entrepreneurs, Happy Valley Business Association, Columbia Corridor Association and Main Street Panel. Total attendance of 384 produced 204 potential customer project leads and 46 qualified project leads for Energy Trust contractors and trade allies.
- Staff met with Kathleen Ortbal of Energy Trust, Kari Greer of Pacific Power and Eric Anderson of Pacific Power to discuss and coordinate the Main Street Panel presentation.
- Staff met with Susan Jowaiszas and Lee Litchy of Energy Trust, and Roch Naleway, Sheelagh Bandettini and Chris Walker of PGE, to discuss the Southern Region customer event.
- Staff met with Liesl Karasaki, Energy Trust program contractor, to discuss commercial customer leads.
- Staff coordinated, attended and/or conducted scheduled meetings with internal PGE departments that have direct customer access to maximize resources and customer exposure to Energy Trust programs.

SB 838 Industrial efficiency programs

- In third quarter, manufacturing customers received a three-part direct mail campaign cobranded with Energy Trust: first a teaser postcard encouraging energy efficiency as a way to cut operating costs, then a direct mail letter with more information, lastly a follow-up reminder postcard. Call to action is call/write for a free energy consultation from PGE.

SB 838 Residential efficiency programs

- PGE fall/spring energy efficiency advertising to residential customers features tips on programmable thermostats, turning off electronics, CFLs and low-flow showerheads. Outdoor communications have remained up longer than anticipated, as the slow economy has meant outdoor space has gone unsold. In addition, PGE experimented with banner advertising about energy efficiency on OregonLive this quarter.
- PGE's residential newsletter Update in July featured windows, including Energy Trust incentives, and PGE Energy Expert Dave Merriman, who was described as helping customers find Energy Trust programs for their needs. August Update's offer of a \$10 low-flow showerhead at George Morlan moved almost 6,000 showerheads. September Update

featured energy efficiency information available in Community Offices and a sweepstakes for a CFL-only lighting fixture from Rejuvenation.

- PGE's residential email newsletter Home Connection covered windows and ductless mini-split sweepstakes in July, air leaks and Home Energy Reviews in August, and the PGE winner of Energy Trust's Home Energy Makeover Contest, the Rejuvenation Lighting sweepstakes and PGE's new Go Solar! web pages that link to Energy Trust incentives in September.
- The rotating promotion on PGE's website featured a light fixture from Rejuvenation with GU-24 sockets that accept only CFL lamps. Sweepstakes continues through September and October.
- Staff participated in residential energy efficiency fairs, including the Hillsboro Energy Fair, and employee fairs for Providence Medical Systems.
- Staff, along with Energy Trust, continued work on a City of Portland/Homebuilders Association pilot of efficient and affordable new homes.
- Staff continued the planning phase to support Energy Trust's moderate-income initiative, Savings within Reach, scheduled to launch in September. At Energy Trust's request, PGE is delaying support through target marketing outreach until 2010.

Appendix 2 – Geographic Breakdown of Home Energy Reviews in Third Quarter

Service region	HERS completed
1 – North Coast (Astoria)	35
2 – South Coast (Coos Bay, North Bend)	8
3 – Portland Metro	1,449
4 – Mid-Willamette Valley (Salem, Dallas)	232
5 – Southern Willamette (Eugene, Corvallis, Albany)	144
6 – Southern (Medford, Roseburg, Grants Pass)	73
7 – Columbia Basin (Hood River, The Dalles)	17
8 – Central (Bend, Redmond, Prineville)	114
9 – Klamath Basin (Klamath Falls, Lakeview)	22
10 – Northeastern Oregon (Pendleton, LaGrande)	18
11 – Eastern Oregon	0
Total	2,112