

SINCE 2002

Year after year, we've connected with people to help them improve their homes, build resilient businesses and create a better energy future. Since 2002, Energy Trust has:

- Supported energy-efficiency and renewable energy improvements at **508,000 locations around the state**. Over the lifetime of these upgrades, Energy Trust participants will save approximately \$3 billion on their utility bills.
- Saved and generated 478 average megawatts and 28.2 million annual therms—enough electricity to power every Portland home for 18 months and enough natural gas to heat every Bend home for the same amount of time.
- Added **\$2.7 billion to the local economy**, including \$793 million in wages, \$155 million in small business income and 2,200 full-time jobs lasting a decade.
- Kept more than 8.4 million tons of carbon dioxide out of the atmosphere—equivalent to removing **1.5 millions cars from Oregon roads** for one year.

Investing in deep and lasting results for customers takes collaboration. We work hand-in-hand with PGE, Pacific Power, NW Natural, Cascade Natural Gas, local businesses and organizations. Together we're able to serve customers with clean energy solutions, delivering economic and environmental benefits for all.



Connecting people to smart energy choices



Sulzer Pumps trimmed energy costs in its Portland operation



Jason Lawrence upgraded lighting in his Klamath Falls business



Nestor Campos weatherized his Portland home



Patty Loder purchased an energy-efficient Bend home

2012 ANNUAL REPORT

ABOUT ENERGY TRUST OF OREGON

Energy Trust began as an independent nonprofit organization in 2002. We serve Oregon customers of PGE, Pacific Power, NW Natural and Cascade Natural Gas, and Washington customers of NW Natural. By providing energy-efficiency and renewable energy solutions we help keep energy costs as low as possible, strengthen the economy and build a sustainable energy future.

An independent board of directors oversees Energy Trust operations, provides strategic direction and approves annual budgets and major expenditures. Board members volunteer their time and guide the organization with input from two advisory councils. View a list of Energy Trust's Board of Directors and advisory council members at www.energytrust.org/annualreport.

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OREGON'S MINDSET TOWARD ENERGY HAS SHIFTED

For more than a decade, Energy Trust of Oregon has been connecting people to smart energy choices. Investing with customers, we've brought energy efficiency into half a million homes and businesses across the state, and renewable energy into thousands more. Together, we're using energy differently.



The change we've been working toward is here. Since Energy Trust was created, energy has become a topic of conversation and a factor in everyday decisions and actions. Throughout our state, we are using energy differently and more efficiently, and harnessing clean, renewable power from Oregon's natural resources.

Energy Trust has helped spur these changes, making it possible for people to save money on energy, be more comfortable and improve productivity. Last year we surpassed our most aggressive goals, helping customers capture unprecedented energy savings and generate more renewable power from small-scale sources. By listening carefully to customers, we made it easier and more affordable for more people to make changes—changes that deliver lasting benefits.

This summary offers a snapshot of what we accomplished in 2012. For a detailed look at our achievements and the people we serve, I invite you to explore our online annual report.

Thank you for helping us make 2012 such an outstanding year.

Margie Harris

Margie Harris, Executive Director

YEAR IN REVIEW

Record-breaking results, expanded services and broader benefits

Customers saved more energy than ever before in 2012 as we deepened our economic, environmental and quality of life contributions across Oregon. Our success hinged on our ability to remain nimble and flexible, embrace innovative approaches and take calculated risks.

Highlights

- **Invested \$154 million** in energy-efficiency and renewable energy programs and incentives that will produce energy bill savings of \$408 million for participants. Nearly \$91 million went directly to customers as cash and service incentives.
- **Served a full range of customers**, including homeowners, renters, new home buyers, schools, small and large businesses, manufacturers, farmers, nonprofit organizations and governments.
- **Expanded outreach and services** to better support small businesses, multifamily property owners, irrigation customers and moderate-income homeowners.
- **Achieved high customer satisfaction** by making it easier for people to participate in ways that are right for them.
- **Reduced the need for more expensive energy from fossil fuels**, improving Oregon's air quality.
- **Connected customers to 2,700 Oregon businesses** that work with Energy Trust and provide clean energy services.
- **Met or exceeded every Oregon Public Utility Commission performance measure**, keeping administrative and program support costs low, and demonstrating solid stewardship of ratepayer dollars.



Christenson Electric helped customers save energy around the state

Get the full story online

There's a lot more to share in our online annual report. See how we are working in your part of the state, meet customers who took action in 2012, learn how our programs performed and view our financial statements. Connect with us at www.energytrust.org/annualreport.

Energy Trust of Oregon 2012 ANNUAL REPORT

CONNECTING PEOPLE TO SMART ENERGY CHOICES
A decade ago, Energy Trust of Oregon set out to change the way Oregonians use energy. Year after year, we've connected people with resources to improve their homes, build resilient businesses and create a better future. After unprecedented progress in 2012, the change we've been working toward is here.



YEAR IN REVIEW
Customers saved more energy than ever before in 2012. And we deepened our economic, environmental and quality of life contributions across Oregon.
[READ MORE](#)

LOCAL BENEFITS
We served families and businesses in communities throughout the state. See the results in your area—and read some local stories.
[READ MORE](#)

STRUCTURE & PERFORMANCE
Energy Trust operates with a high level of public transparency and accountability. Our financials were structured to serve Oregonians and how we performed in 2012.
[READ MORE](#)



Blanchet House built a cost-saving, high-performance building



Thomas and Patty Loder, bought a solar-powered home in Bend

SERVING THE STATE

Programs and services meet needs across Oregon

Energy Trust has helped families, businesses and communities—from Astoria to Medford, Portland to Pendleton—get more from their energy dollar.

Residential

A diverse range of services made it easier for renters and homeowners to engage. Customers made energy improvements at 113,000 newly built and existing homes, including 32,500 high-efficiency appliances purchased, 10,800 homes weatherized and 1,320 newly built homes rated with EPST[™], Energy Trust's energy performance score.

Commercial and Multifamily

Innovative, targeted services supported commercial and multifamily customers. We reached out to Oregon businesses and developed new ways to help them reduce costs and improve performance.

In spite of state energy tax credit uncertainty, businesses upgraded energy efficiency at 5,511 sites—saving twice as much energy in 2012 as in 2011.

Industrial and Agricultural

Broader and deeper industrial and agricultural services continued momentum. Low-cost behavior-based offerings were expanded to serve smaller manufacturers.

Customers from a wide array of industries and sizes tapped into diverse approaches to complete projects at 972 locations throughout Oregon.

Renewable Energy

We expanded clean energy generation through five renewable energy technologies. With a flexible approach, we responded to changing markets and pursued successful projects.

Our investments in small-scale generation included 1,243 residential and commercial solar electric systems, two small wind projects, four hydropower projects, five biopower projects and project development assistance for 18 projects using non-solar technologies.

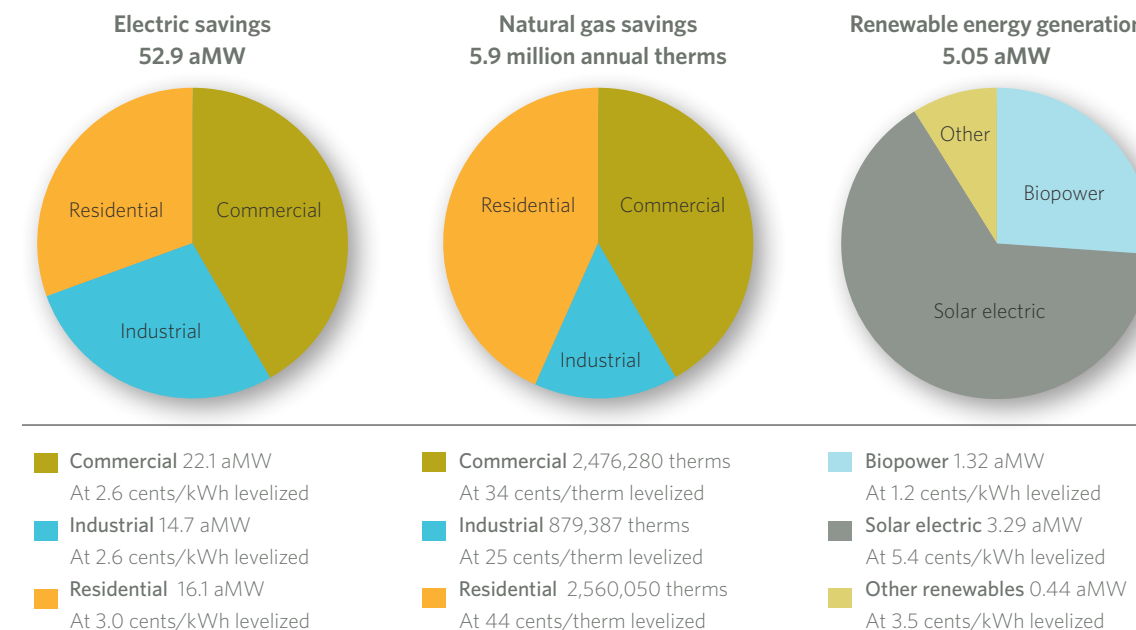
Trade Ally Network

A growing network of local businesses delivered services across Oregon. We rely on trade and program allies to connect customers around the state with Energy Trust resources and incentives. We provided assistance to help them enhance expertise, improve service and thrive.

In 2012, 1,735 trade allies and 967 program allies were active across Oregon and southwest Washington.

SAVINGS, GENERATION AND COSTS

In 2012, Energy Trust delivered more energy savings than in any previous year—exceeding the year's electric and natural gas efficiency goals—and at a lower cost than expected.



We surpassed our contractual goals for natural gas and electric utility savings—delivering low-cost energy efficiency included in the long-term energy resource plans for Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas.

Our 2010-2014 strategic plan defines long-range program goals and activities. By the end of 2012, we achieved 77 percent of the electric savings goal, 81 percent of the natural gas savings goal and 88 percent of the renewable energy generation goal for 2014.

For additional savings, generation and cost details, see the 2012 Annual Report to the Oregon Public Utility Commission at www.energytrust.org/reports.

Notes: One average megawatt, aMW, of electricity is the generation of one megawatt every hour for one year. "Levelized" refers to levelized cost, Energy Trust's cost for each unit of energy saved, adjusted for when savings and costs occurred.

ENERGY TRUST OF OREGON

Want to know more about how our programs serve Oregon? Find out online at www.energytrust.org/annualreport.

YEAR IN REVIEW

Customers saved more energy than we tracked in 2012. Average improvement in energy performance across Oregon.

LOCAL BENEFITS

The average business and household in communities throughout the state has the potential to save money and reduce their carbon footprint.

STRUCTURE & PERFORMANCE

Energy Trust operates with a high level of transparency and accountability. Learn how early this year's savings and performance were met.

REGIONAL INVESTMENT

Energy Trust delivered local services and benefits to customers throughout Oregon in 2012.



CENTRAL OREGON

In the high desert, homeowners and businesses put the region's abundant sunshine to work with solar energy systems, and homebuyers chose high-performance new homes with EPS ratings.

- **\$3.3 million saved** on energy bills
- **5,665 sites served** with incentives and resources
- **114 local trade allies** served customers
- **Thomas and Patty Loder** bought a house in Bend with a low energy performance score that generates nearly as much energy as it uses every year
- **Worthy Brewing** built an energy-efficient facility powered by the sun
- **Nearly 800 students** took LivingWise classroom lessons and brought energy savings home



EASTERN OREGON

The pioneer spirit lives on as people embraced new ways of using and producing energy—from weatherizing their homes to generating electricity from biogas.

- **\$437,000 saved** on energy bills
- **1,157 sites served** with incentives and resources
- **28 local trade allies** served customers
- **Cherrie Carlson-Conklin and Darrell Conklin** insulated their Baker City home for comfort and savings
- The **Pendleton wastewater treatment plant** generated renewable electricity with the biogas it produced
- **Solarize Pendleton** and **Weatherize Pendleton** helped homeowners install solar energy systems and make their homes more energy efficient



NORTHWEST OREGON

From the Columbia River to the Pacific Ocean, customers improved their homes and businesses and saved money.

- **\$520,503 saved** on energy bills
- **1,700 sites served** with incentives and resources
- **25 local trade allies** served customers
- **Harold Behr** took advantage of no-cost, energy-saving upgrades and made his Warrenton mobile home more comfortable
- The **Seaside Police Department** trimmed electricity costs with high-efficiency lighting and realized quick paybacks
- Energy-efficient upgrades helped Astoria's **Baked Alaska** restaurant reduce overhead and improve its operations



PORTLAND METRO

With nearly 44 percent of Oregon's population, this diverse region continued to change the way it uses and generates energy.

- **\$18.6 million saved** on energy bills
- **71,178 sites served** with incentives and resources
- **579 local trade allies** served customers
- **Nestor Campos** transformed his Portland home from cold to cozy with affordable improvements
- **Blanchet House of Hospitality** moved into a high-performance multifamily building with lower energy costs and freed up dollars for crucial services
- **Sulzer Pumps** reduced energy costs by 18 percent with high-performance lighting and other upgrades



SOUTHERN OREGON

In an area of abundant renewable energy resources, Oregonians blazed a trail toward energy independence.

- **\$3.3 million saved** on energy bills
- **16,000 sites served** with incentives and resources
- **127 local trade allies** served customers
- **Lithia Motors** made its Klamath Falls dealership shine and took a bite out of energy bills with high-efficiency lighting
- In **Lake County**, two large ground-mounted solar electric projects began producing power
- **Medford Wastewater Treatment Plant** upgraded its generator to produce electricity from biogas



WILLAMETTE VALLEY

The nurseries, vineyards and dairies that help feed Oregon's economy joined others in making clean energy investments.

- **\$5.2 million saved** on energy bills
- **22,868 sites served** with incentives and resources
- **207 local trade allies** served customers
- **Two dairies** produced biogas from dairy waste and generated electricity
- **Nurseries and greenhouse operations** across the valley saved \$500,000 per year with energy-saving upgrades
- **Newberg School District** invested in energy efficiency and reduced overhead costs, creating a better learning environment

Want more detail about your region?
Visit the full report online at
www.energytrust.org/annualreport.

