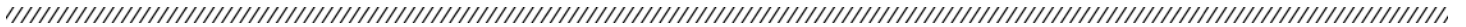


# Quarter One 2016 Report to the Oregon Public Utility Commission & Energy Trust Board of Directors



**ENERGY TRUST OF OREGON**

**MAY 13, 2016**

This report covers activity between January 1 and March 31, 2016

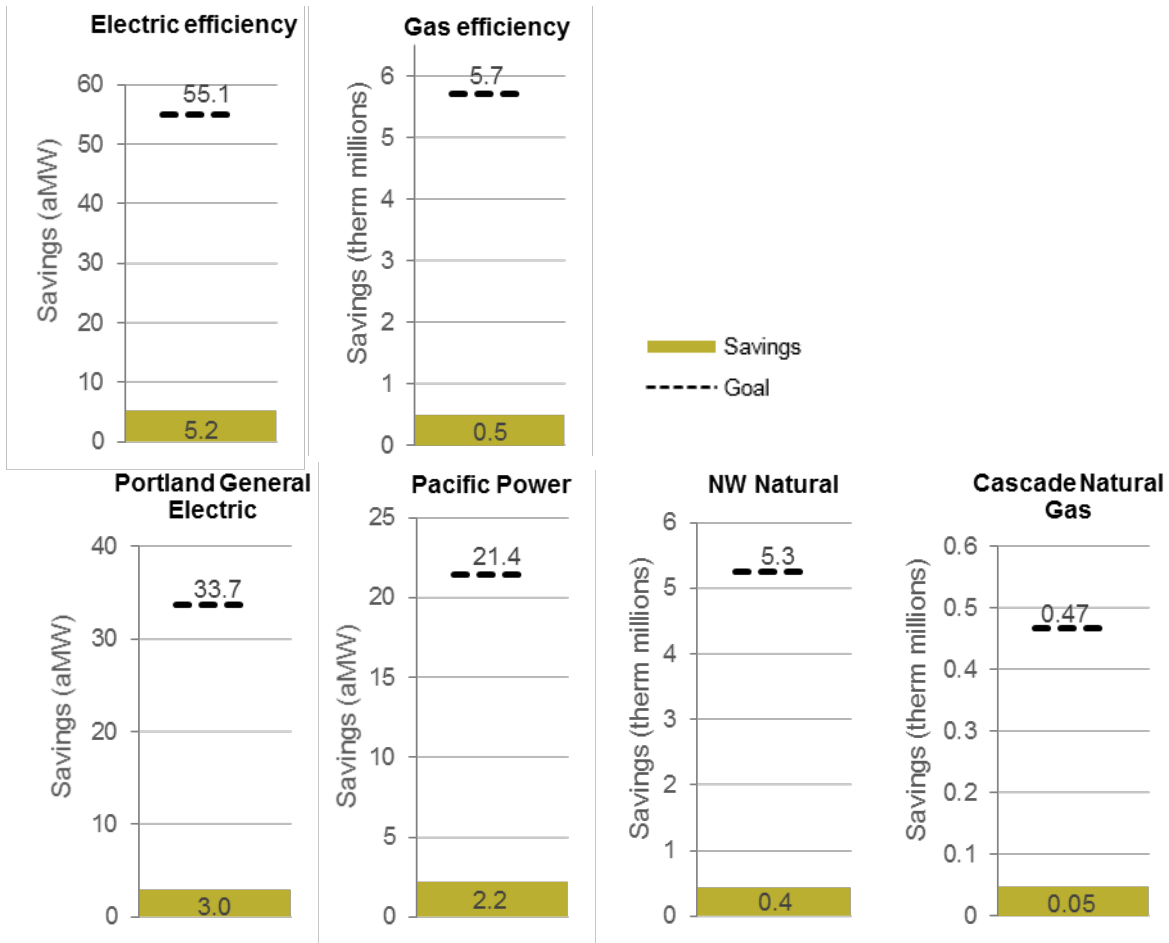
**UPDATED JUNE 13, 2016**

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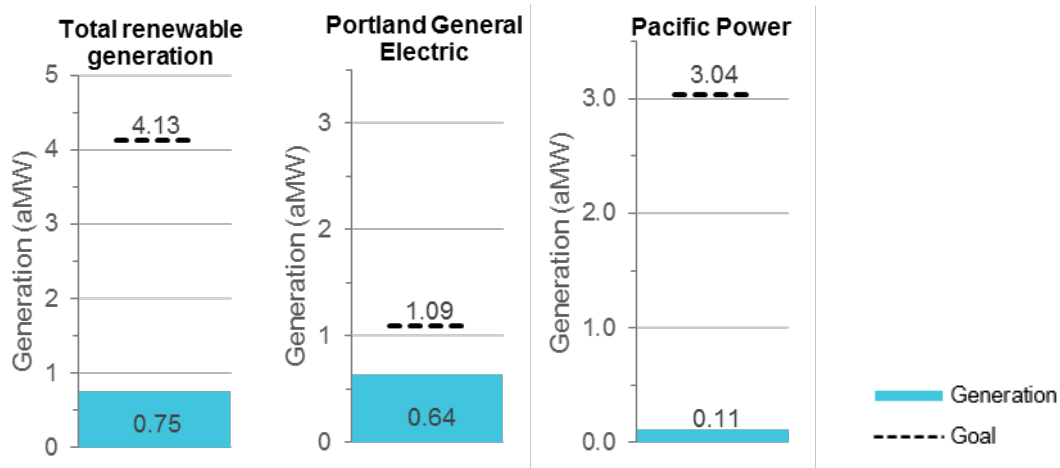
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# I Q1 ACTIVITY AT A GLANCE<sup>1</sup>

## Savings

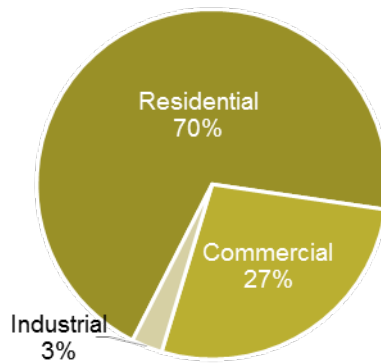
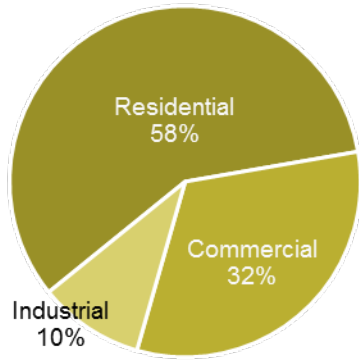


## Generation

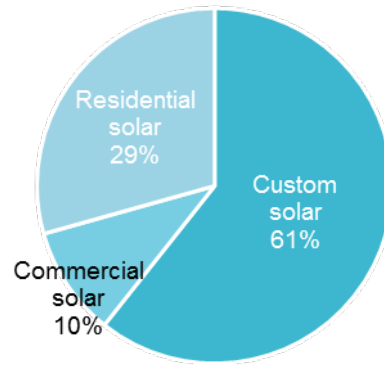


<sup>1</sup> This document reports net savings, which are adjusted gross savings based on results of current and past evaluations.

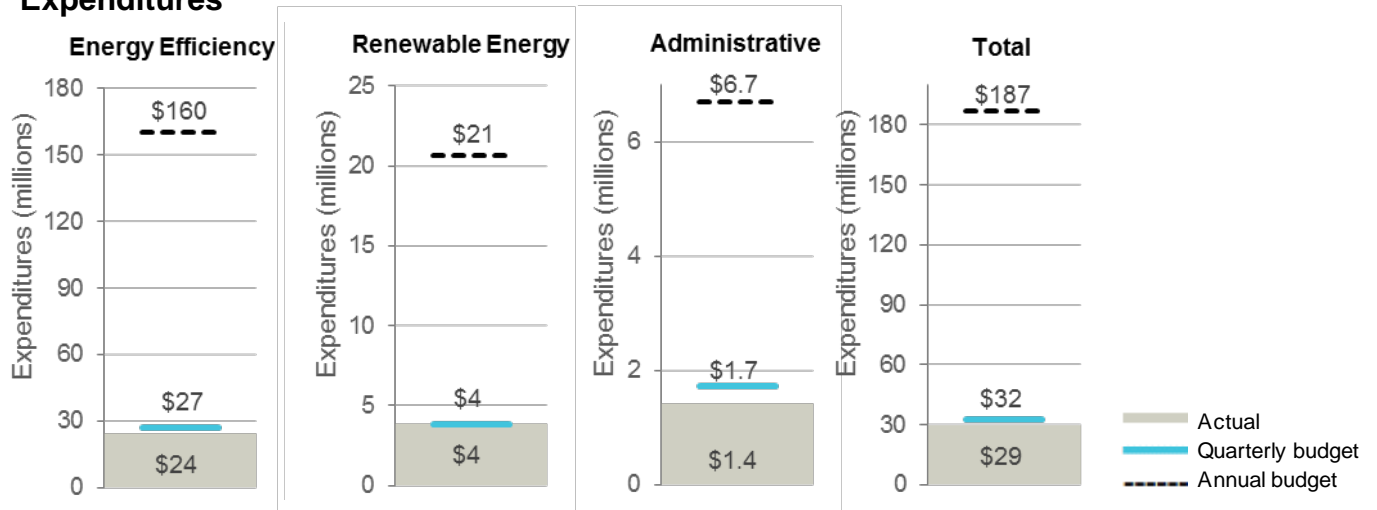
**Electric efficiency**  
**Gas efficiency**  
**Percent of Q1 savings and generation by sector**



**Renewable generation**



**Expenditures**



**Energy Trust sites served by region in Q1<sup>2</sup>**

	Commercial	Industrial	Residential	Renewables	Total
Central Oregon	90	7	731	24	852
Eastern Oregon	12	2	71	7	92
North Coast	33	4	153	-	190
Portland Metro & Hood River	553	63	6,060	238	6,914
Southern Oregon	58	21	1,154	26	1,259
Willamette Valley	171	31	1,840	47	2,089
<b>Total</b>	<b>917</b>	<b>128</b>	<b>10,009</b>	<b>342</b>	<b>11,396</b>

<sup>2</sup> Total sites served may include sites that participated in more than one sector.

## II EXECUTIVE SUMMARY OF ACTIVITY

### A. Progress to energy efficiency and renewable generation goals<sup>3,4</sup>

- **At the close of quarter one, Energy Trust was on track with expectations** with a solid pipeline of projects across energy-efficiency and renewable energy sectors expected to close in 2016.
- **Savings are typically lower in the first half of the year** as more studies and assessments are completed compared to the second half of the year when more projects close. This report focuses on the development of those potential projects expected to save or generate energy and contribute to organizational goals by year-end.
- **Comparisons to prior years can vary significantly in Q1 and Q2** due to factors such as volume of projects delayed from the prior year.
- **Electric efficiency improvements completed during Q1 will save 5.2 average megawatts** of electricity, about 9 percent of the 2016 goal of 55.1 aMW. Q1 2016 electric savings were approximately 49 percent greater than savings in Q1 2015.
- **Gas efficiency improvements completed during Q1 will save 484,766 annual therms** of natural gas<sup>5</sup>, about 8 percent of the 2016 goal of 5.7 million annual therms. Q1 2016 gas savings were approximately 28 percent greater than savings in Q1 2015.
- **Renewable energy systems installed during Q1 will generate 0.75 aMW of electricity**, 18 percent of the 2016 goal of 4.13 aMW.
- **Savings and generation achieved in Q1 2016 represent nearly 28,000 tons of carbon dioxide** kept out of the atmosphere, the equivalent of removing about 4,800 cars from Oregon roads for one year.

### B. Market and program trends

- **Energy Trust closed Q1 with a strong foundation of expected and completed projects** to help meet annual energy saving and renewable generation goals, bolstered by a robust construction market, customer interest in LEDs and continued high demand for solar systems.
- **To reach more customers and diversify savings sources in 2016**, Energy Trust launched new offerings, including a recycling offer for clothes washers, an incentive for intermittent ignition gas fireplaces and an LED incentive targeted to small industrial customers.
- **Energy Trust prepared to navigate a dynamic lighting market** by launching new market studies and increasing the frequency of store surveys to better understand the rapidly changing market. Changes to the lighting market are driven by the introduction of low-cost non-ENERGY STAR<sup>®</sup> LEDs, rapidly dropping LED prices and reduced availability of compact fluorescent light bulbs as manufacturers anticipate new ENERGY STAR specifications effective on January 1, 2017.

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<sup>3</sup>This document reports net savings, which are adjusted gross savings based on results of current and past evaluations.

<sup>4</sup>This report includes the best available energy savings data as of the date of submission. Energy savings reported here for periods prior to January 1, 2015, may be different than previously reported as a result of applying updated evaluation factors to Energy Trust savings and generation in Oregon through the annual true up process. The full True Up 2015 Report is available online at [www.energytrust.org/reports](http://www.energytrust.org/reports).

<sup>5</sup>Gas savings do not include NW Natural results in Washington. These results are reported in Appendix 4.

- **Energy Trust strengthened trade ally engagement through events and communications**, connecting with 230 trade allies at forums in Bend, Medford and Portland. In addition, the organization customized and improved the monthly Energy Trust newsletter for all 2,400 trade and program allies, helping them easily access relevant news and information and increasing newsletter open rates by 5 to 20 percent across programs.

### C. Notable achievements

- **The Oregon Public Utility Commission determined that administration and delivery of gas efficiency services will be transferred to Energy Trust for 90,000 Avista customers** in Roseburg, Medford, Klamath Falls, La Grande and surrounding areas. Energy Trust will begin delivering services to Avista's Oregon customers on a limited basis in Q3 2016. In 2017, Energy Trust's full range of gas services will be available for all customer types in Avista's Oregon territory.
- **Staff began a project to evaluate and improve Energy Trust's annual processes for changing offerings and incentives.** Every January, Energy Trust introduces new and modified offerings and incentives that must be updated in applications forms, IT systems, and web and print communications, in coordination with multiple Energy Trust groups, Program Management Contractors, Program Delivery Contractors and trade ally contractors. Sequencing and streamlining these cross-organizational processes will reduce workload and free up staff time to deliver programs and services.
- **Energy Trust released a request for proposals for management of the Existing Buildings program**, following best practice to periodically bid out contracts to ensure effective service delivery and value for utility customers. Proposals will be reviewed in Q2.
- **The Association of Energy Services Professionals recognized Energy Trust's Path to Net Zero offering** with an Outstanding Achievement in Non-Residential Program Design and Implementation award. Path to Net Zero offers early design assistance, technical support and cash incentives for projects that set targets to exceed code by 40 percent.

### D. Revenue and expenditure results

- **Overall revenue totaled \$43.8 million for Q1 2016**, 3 percent below what was budgeted.
- **Q1 expenditures totaled \$29.4 million**, of which \$11.7 million or 40 percent was for incentives.
- **Q1 electric efficiency expenditures** were 10 percent below budget.
- **Q1 gas efficiency expenditures** were 14 percent below budget.
- **Q1 renewable energy expenditures** were 1 percent over budget.

### III PROGRAM AND OPERATIONS ACTIVITY AND DETAIL<sup>6</sup>

#### A. Commercial sector highlights

- **The commercial sector was on track with expectations**, with a strong pipeline of projects expected to complete by year-end.
- **Savings from Energy Trust investment in NEEA activities comprised 7 percent and 5 percent** of the sector's results in PGE and Pacific Power territories, respectively. Savings are anticipated from building code improvements, working with distributors and manufacturers to encourage stocking of efficient commercial lighting, and building commissioning, a process for ensuring that a building's systems function according to their design.

##### *Existing Buildings*

- **Lighting projects represent the majority of the strong electric pipeline in 2016**, followed by custom projects and commercial Strategic Energy Management engagements. Several studies are underway that are expected to result in custom electric savings by year-end.
- **The pipeline of gas savings is built from projects with large commercial customers** and smaller projects attracted from incentive increases implemented in Q1 2016. Savings are expected in 2016 primarily through custom projects, followed by standard projects and commercial SEM participants.
- **Existing Buildings increased incentives for gas-only and dual-fuel projects** to boost participation given historically low natural gas prices.
- **Participation in commercial SEM grew to 52 customers, up from 36 customers in Q1 2015.** To further boost enrollment, the program increased recruitment efforts for commercial SEM customers in Southern Oregon and the Portland Metro area.
- **Existing Buildings began supporting customers subject to the City of Portland's Energy Performance Reporting Policy**, effective January 2016. Resources include support for the city's help desk service, a series of ENERGY STAR Portfolio Manager<sup>®</sup> trainings and assistance for Energy Trust retrocommissioning customers that use ENERGY STAR Portfolio Manager.
- **Customers demonstrated interest in improving the efficiency of existing equipment** through Energy Trust's retrocommissioning offering, with custom studies underway for 40 potential projects. Retrocommissioning is a systematic process for improving efficiency of equipment.
- **To help customers maximize lighting savings by installing controls**, Energy Trust changed incentives so that lighting projects including controls receive higher incentives than lighting projects without controls. This change applies to all commercial and industrial programs.

##### *Existing Multifamily*

- **Installation of LEDs, showerheads and faucet aerators** and distribution of advanced power strips are expected to comprise a majority of gas and electric savings in 2016, similar to 2015. Custom and prescriptive projects are expected to contribute additional gas and electric savings, with common-area lighting projects also supporting electric savings.

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<sup>6</sup> Tables summarizing Q1 activity by sector have been omitted due to reduced reporting resources resulting from recent staffing transitions. Tables will be added in when resources available.

- **Existing Multifamily promoted gas upgrades** including thermostatic radiator valves, steam traps and foodservice equipment.
- **The program installed energy-saving devices in dwelling units at more small properties.** Though outreach and transportation costs increased to serve each property, serving more small properties is expected to lead to savings and increased participation.
- **To boost participation, staff re-engaged customers who completed technical studies** in the last five years but did not install upgrades.
- **Existing Multifamily engaged stakeholders to address the issue of windows incentives no longer being cost-effective** in some large electrically heated existing multifamily buildings. Engagement included presentations at the Conservation Advisory Council, gathering information and input from contractors, and hosting a discussion with key stakeholders on proposed changes. As a result of these engagements Energy Trust updated the savings analysis and requested an exception from the OPUC, which was granted in Q2.
- **The program presented to 40 potential customers attending the Multifamily NW Maintenance Fair** in Portland.

#### *New Buildings*

- **With many project enrollments in Q1**, the program continued to develop strategies to manage a high volume of projects and engage a continued strong new construction market.
- **Multifamily and office buildings are expected to provide strong electric and gas savings** in 2016, with additional electric savings anticipated from data centers and additional gas savings from K-12 schools and colleges.
- **The program increased the number of outreach staff serving rural areas with robust new construction** markets, including Central Oregon, Eastern Oregon and Douglas and Coos counties.
- **The Association of Energy Services Professionals recognized Energy Trust's Path to Net Zero offering** with an Outstanding Achievement in Non-Residential Program Design and Implementation award. Path to Net Zero offers early design assistance, technical support and cash incentives for projects that set targets to exceed code by 40 percent.
- **More than 200 allies and customers attended New Buildings events in Q1**, including the 2016 Building Energy Simulation Forum on performance-based procurement and Allies for Efficiency training on a low-income multifamily housing project, Orchards at Orenco in Hillsboro.

## **B. Industry and agriculture sector highlights**

- **The industry and agriculture sector performed in line with expectations**, with a strong pipeline of natural gas projects and a sufficient pipeline of electric projects expected to complete in 2016.
- **Savings from NEEA activities comprised approximately 3 percent and 4 percent** of the sector's results in PGE and Pacific Power territories, respectively. Though NEEA is winding down industrial sector market transformation efforts, savings in 2016 are expected to come from a previously funded initiative to improve awareness of and establish standards for efficient electric motors.



### *Production Efficiency*

- **As is typical in Q1, custom projects represented two-thirds of the electric pipeline** and nearly all of the gas pipeline. Industrial SEM participants are also expected to provide electric savings in 2016.
- **Streamlined industrial projects—trade ally-delivered projects at small and large industrial sites**—are expected to contribute additional electric and gas savings later in the year. The strong pipeline of streamlined industrial electric projects is 18 percent larger than last year at this time.
- **Production Efficiency engaged trade allies to increase streamlined industrial track projects**, which will diversify savings sources and help ensure year-end goals are achieved.
- **In addition to cultivating new custom projects, staff will monitor progress of large projects** to help ensure projects complete in 2016 and avoid delays.
- **The program launched discounted LEDs at retail**, a strategy to help more small industrial customers benefit from energy-efficient lighting. Incentives are provided directly to distributors and passed onto customers.
- **Staff recruited customers for the first industrial SEM cohort in Roseburg** to launch in Q2. The new cohort is expected to bring the total number of industrial SEM participants in 2016 to 30 sites.
- **Energy Trust and PGE staff met to discuss opportunities** to cross-market demand response offerings to industrial SEM participants. Demand response is the reduction in electricity consumption during times of peak energy use, when wholesale electricity prices are high and/or when system reliability is jeopardized. SEM participants develop understanding of how their facilities use energy, and this knowledge provides a strong basis for successful demand response efforts.
- **Energy Trust educated 250 industrial customers about energy-efficient technologies** as a founding sponsor of the 8th Annual NW Industrial Energy Efficiency Summit in Portland.
- **Production Efficiency simplified implementation of custom project studies** to reduce upfront technical analysis, reduce delivery costs and help projects complete faster. This process improvement is expected to boost savings and customer satisfaction.

### **C. Residential sector highlights**

- **Residential sector activities were in line with expectations**, with strong savings across programs.
- **Preparing to navigate an unusually dynamic lighting market**, the sector launched new market studies and increased frequency of store surveys to better understand the rapidly changing market. Changes to the lighting market are driven by the introduction of low-cost non-ENERGY STAR LEDs, rapidly dropping LED prices and reduced availability of CFLs as manufacturers anticipate new ENERGY STAR specifications effective on January 1, 2017. Energy Trust also increased incentives for ENERGY STAR LEDs to make them more appealing compared to low-cost non-ENERGY STAR LEDs.
- **The sector introduced an incentive for intermittent ignition gas fireplaces**, with incentives provided midstream—directly to distributors and retailers and passed onto customers. With two distributors and nine retailers participating, the offering will deliver savings for both the Existing Homes and New Homes programs and serve the residential market comprehensively.

- **Energy Trust and PGE staff discussed opportunities to support and coordinate demand response efforts**, including incorporating efficiency analysis into PGE's Time of Use Pilot and enrolling customers with Nest thermostats in PGE's Rush Hour Rewards program. Energy Trust offers incentives for installing Nest thermostats, which can reduce energy use during periods of peak demand by cycling off air conditioners.
- **An Oregon Department of Energy stakeholder panel approved three home energy scoring systems** to continue operating in Oregon in 2016, and will work toward one consistent home energy scoring tool for the state. Oregon's three scoring systems include Energy Trust's EPS™ and systems from the Eugene Water & Electric Board and the Residential Energy Services Network.
- **Savings from NEEA activities comprised approximately 19 percent and 20 percent** of the sector's savings in PGE and Pacific Power territories, respectively. Savings are expected from previously funded efforts on battery charger standards, energy-efficient televisions and residential building code improvements. New ductless heat pump and heat pump water heater initiatives are also expected to deliver savings in 2016.

#### *Existing Homes*

- **Heating systems represented the largest source of savings in Q1**, providing more than 40 percent of electric and gas savings. Ducted and ductless heat pumps, gas fireplaces and gas furnaces for renters and moderate-income customers increased compared to prior years, with three times the number of gas furnaces installed compared to Q1 2015.
- **LEDs, showerheads and faucet aerators provided through kits contributed roughly 40 percent of electric savings**, with additional electric savings from weatherization and water heating.
- **The remaining gas savings consisted mainly of weatherization and products** delivered through kits, with a very small amount of savings from water heating.
- **Existing Homes engaged 180 Savings Within Reach participants, up from 50 in Q1 2015.** In 2015, Energy Trust trained more contractors to provide this offering and aligned Savings Within Reach income requirements with Oregon median income guidelines rather than federal poverty guidelines, increasing eligible customers by 65 percent.
- **The program reduced costs and provided customer incentives faster** by outsourcing application processing tasks. In addition to freeing up staff time to focus on program delivery, this improvement increased the program's flexibility to process a high volume of applications during peak demand, such as at year-end. In Q1, Existing Homes processed roughly 3,500 applications using this improved process.

#### *New Homes*

- **Energy Trust engaged builders to exceed energy-efficiency code** in an active construction market in Q1, rating 320 newly built homes with EPS, Energy Trust's home energy performance score. Builders can receive cash incentives for new homes constructed to EPS requirements, indicating low energy consumption, utility costs and carbon footprint.
- **To meet increased opportunities outside of the Portland Metro area, a new PMC outreach coordinator based in Bend** will connect with new home builders and buyers in Central, Eastern and Southern Oregon.

- **A second student-built home broke ground, with Energy Trust's continued support** for the Columbia Basin Student Homebuilders Program. The program includes onsite training for Hermiston High School students on EPS, building science fundamentals, thermodynamics, insulation, air sealing and duct sealing.

#### *Products*

- **Electric and gas savings are expected in 2016 from customer purchases of lighting**, smart thermostats and appliances at retail locations; lighting and showerheads delivered to customers through kits; and appliance recycling.
- **Exceeding the 2016 annual goal, 300 consumers recycled clothes washers** through a new appliance recycling offering. This offering helps consumers save energy while removing energy-intensive appliances from retail circulation.
- **Products observed waning interest from stores and organizations in offering efficient showerheads**, with The Home Depot electing not to participate in showerhead promotions in 2016 and PGE community offices declining to distribute giveaway showerheads.
- **The program expanded marketing and outreach efforts to engage new customers**, including through an online shopping tool that helps consumers learn about and select energy-efficient appliances and through a collaboration with the Portland Trail Blazers to promote kit offerings.

## **D. Renewable energy sector highlights**

- **The renewable energy sector was on target with expectations in Q1.**
- **Staff provided information to and coordinated with the OPUC regarding UM 1758**, the docket to review solar incentive programs in Oregon.

#### *Solar*

- **The program continued to support a robust residential solar market**, with residential system installations up 20 percent compared to Q1 2015. Demand is expected to grow at a steady pace, following the unexpected extension of the federal Investment Tax Credit at the end of 2015.
- **Solar expects 90 commercial projects to complete in 2016**, representing 9 megawatts of capacity and 1.1 aMW of generation.
- **The program launched a series of business development and marketing training opportunities** for trade allies, supporting Energy Trust's efforts to help solar businesses thrive by cutting non-equipment soft costs.
- **The 2.4-MW Steel Bridge solar project in Willamina reached commercial operation**, and Energy Trust made the first of three incentive payments. Staff joined PGE and other stakeholders for a site tour in March.

#### *Other Renewables*

- **Other Renewables provides project development assistance and incentives** for projects that generate renewable energy from hydropower, biopower, wind and geothermal resources. Project development assistance supports early-stage development and helps build a pipeline of future renewable energy installation projects. In 2016, staff will focus on projects that provide a wide range of benefits, including biogas projects generating energy from anaerobic digestion of organic waste and hydropower projects at irrigation districts.

- **The program began 2016 with a strong pipeline** of 23 hydropower projects, two biogas projects and two wind projects receiving project development assistance, and dedicated additional assistance to a municipal biogas facility in Q1.
- **A competitive solicitation for project installation incentives resulted in applications** for three hydropower projects and one wind project—three of which were previous recipients of Energy Trust’s project development assistance. Proposals were under review at the end of Q1.

## E. Highlights of internal operations

### *Communications*

- **Received 202,966 website visits in Q1 2016, an 11 percent increase** over the same period in 2015. These visits represented a sharp increase in traffic from mobile phones and tablets, approximately 200 percent more than Q1 2015.
- **Began a project to redesign [www.energytrust.org](http://www.energytrust.org) and optimize it for mobile devices**, including phones and tablets.
- **Improved and relaunched website landing pages for two marketing campaigns** promoting residential efficiency upgrades and commercial lighting.
- **Received 11,377 visits to a Path to Net Zero web page** following an advertising campaign targeting building designers and developers.
- **Distributed two press releases in Q1**, featuring Energy Trust’s business development resources for solar contractors and a request for proposals for the Existing Buildings program management contract.
- **Garnered 124 news stories about Energy Trust programs and services** in print and broadcast with a media value of \$44,000—what it would have cost to purchase the equivalent advertising space and air time—as a result of media outreach and responses to reporter inquiries.
- **Launched a new Energy Trust mobile-optimized platform for news and featured content** organized by customer type.

### *Customer service*

- **Received 5,628 calls in Q1 2016, 16 percent fewer** than the 6,731 received in Q1 2015. Customer calls continue to decrease as Energy Trust builds more online self-service web content and tools and customers increasingly opt to use them.
- **Responded to 490 inquiries via [info@energytrust.org](mailto:info@energytrust.org), 23 percent more** than the 397 emails received in Q1 2015.
- **Received and addressed two complaints, six fewer** than in Q1 2015.
- **Launched a new Interactive Voice Response System**, the automatic greeting and navigation instructions that customers hear when they call Energy Trust’s main phone number. The improved system helps customers find the right information 20 percent faster, offers a more consistent customer experience and saves time for both customers and Energy Trust call center staff.

#### *Trade, program and lending allies*

- **Met with 230 trade allies at forums in Bend, Medford and Portland**—nearly doubling attendance compared to Q1 2015.
- **Added 42 new trade and program allies to Energy Trust’s Trade Ally Network**, including 40 trade allies, one real estate ally and one design ally.
- **Provided 89 trade allies with business development funds** to support marketing and training needs while promoting Energy Trust services.
- **Helped 55 trade allies participate in cooperative advertising opportunities** and coordinate with Energy Trust’s comprehensive business advertising campaign to encourage all sizes and types of commercial and industrial businesses to invest in energy efficiency.
- **Customized the monthly Energy Trust trade ally newsletter**, helping trade allies easily access relevant news and information and increasing newsletter open rates across programs.

#### *General outreach*

- **Provided information and expertise through presentations** at the Pendleton Distinguished Citizens Banquet, the annual Snake River Economic Development Alliance Breakfast and the Making Energy Work for Rural Oregon event in Klamath Falls.
- **Expanded relationships through participation and membership in community groups**, including South Coast Development Council, Eastern Oregon Rotary, Pendleton Progress Board, Douglas County Smart Energy, Washington County Wood Smoke Advisory Committee, League of Oregon Cities Small Cities Program, AARP in Rogue Valley, Greater Eastern Oregon Regional Solutions, Northeast Oregon Regional Solutions, Eastern Oregon Workforce Board, Westside Economic Alliance, Oregon Business Council, Northwest Environmental Business Council and regional home builder associations.
- **Enhanced relationships through meetings** with members of the Hispanic Chamber of Commerce, Blue Mountain Community College’s Small Business Development Center, the City of Talent and the Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians.
- **Provided information about Energy Trust offerings and results** to 27 legislators.

#### *IT*

- **Processed 21,529 customer projects in Energy Trust systems**, including 17,257 submitted through web applications.
- **Continued investment in foundational IT system improvements** to help anticipate program needs and reduce future costs, including:
  - **Added new functionality to Project Tracking**, Energy Trust’s measure and project tracking system, to streamline work for staff and PMC users.
  - **Updated all servers and workstations with security and software updates**, ensuring security of systems and data.
- **Launched a project to automate importing utility customer information** into Energy Trust systems, which is expected to improve data quality.

*Planning and evaluation*

- **Created 112 new energy-efficiency measures and revised 425 measures.**
- **Completed and posted two evaluations and market studies** on the Energy Trust website, including:
  - LED Streetlights Market Assessment Study
  - True Up 2015: Tracking Estimate Corrections and True Up of 2002-2014 Savings and Generation
- **Implemented new cost-effectiveness tools with updated avoided cost values** for gas and electricity. These tools use the load profiles developed for the Northwest Power and Conservation Council 7th Power Plan, which will allow estimation of utility-specific summer and winter peak demand reductions.
- **Supported NW Natural in developing its Integrated Resource Plan** and revising forecasts for gas efficiency avoided costs. The new avoided costs are more heavily influenced by the cost of carbon and the cost of gas capacity.
- **Helped Pacific Power compare Energy Trust efficiency supply curves** to Pacific Power Washington supply curves.
- **Developed a new procedure for developing prescriptive efficiency measure** technical and cost-effectiveness analyses. The new process clarifies roles and responsibilities among planning and program staff, and is expected to reduce staff time needed to develop new energy efficiency measures.

## IV REVENUE AND EXPENDITURE TABLES<sup>7, 8</sup>

### A. Revenues<sup>9</sup>

	Q1 actual revenues		Q1 budgeted revenues	
Portland General Electric	\$	10,504,605	\$	10,246,742
PGE incremental	\$	12,202,255	\$	12,180,246
Pacific Power	\$	7,995,126	\$	7,481,093
Pacific Power incremental	\$	6,216,184	\$	7,635,260
Cascade Natural Gas	\$	661,087	\$	796,983
NW Natural	\$	6,198,852	\$	7,007,050
NW Natural Industrial DSM	\$	-	\$	-
Avista	\$	15,600	\$	-
<b>Total</b>	<b>\$</b>	<b>43,793,709</b>	<b>\$</b>	<b>45,347,374</b>

Incremental revenues are those authorized under SB 838 to support capturing additional cost-effective electric efficiency savings above the amount supported by funding through SB 1149.

### B. Expenditures

Fuel type	Q1 actual expenditures		Q1 budgeted expenditures	
Energy efficiency programs	\$	24,136,935	\$	26,858,874
Renewable energy programs	\$	3,870,415	\$	3,847,059
Administration	\$	1,416,214	\$	1,716,141
<b>Total</b>	<b>\$</b>	<b>29,423,563</b>	<b>\$</b>	<b>32,422,073</b>

Source	Q1 actual expenditures		Q1 budgeted expenditures	
Portland General Electric	\$	15,256,735	\$	16,292,461
Pacific Power	\$	10,708,661	\$	12,123,448
Cascade Natural Gas	\$	280,683	\$	422,204
NW Natural	\$	3,002,201	\$	3,137,322
NW Natural Industrial DSM	\$	175,284	\$	446,638
<b>Total</b>	<b>\$</b>	<b>29,423,563</b>	<b>\$</b>	<b>32,422,073</b>

### C. Incentives paid

Quarter	PGE efficiency	Pacific Power efficiency	NW Natural efficiency	Cascade Natural Gas efficiency	PGE generation	Pacific Power generation	Total
Q1	\$4,288,591	\$3,154,390	\$1,149,249	\$82,957	\$2,294,772	\$726,292	\$11,696,250
<b>Total</b>	<b>\$4,288,591</b>	<b>\$3,154,390</b>	<b>\$1,149,249</b>	<b>\$82,957</b>	<b>\$2,294,772</b>	<b>\$726,292</b>	<b>\$11,696,250</b>

<sup>7</sup> Columns may not total due to rounding.

<sup>8</sup> Gas expenditures do not include NW Natural in Washington. These results are reported in Appendix 4.

<sup>9</sup> Energy Trust received revenues from Avista to plan delivery of services for Avista gas customer in Oregon, which will begin on a limited basis in Q3 2016.

## VI SAVINGS AND GENERATION TABLES<sup>10, 11, 12, 13</sup>

### A. Progress toward annual efficiency and generation goals

	Q1 expenditures	Q1 savings/ generation	Annual goal	Percent achieved YTD
Electric savings	\$ 21,899,271	5.2 aMW	55.1 aMW	9%
Natural gas savings	\$ 3,458,168	484,766 therms	5.7 million therms	8%
Electric generation	\$ 4,066,125	0.75 aMW	4.13 aMW	18%

### B. Progress toward annual efficiency goals by utility

	Q1 expenditures	Q1 savings	Annual goal	Percent achieved	Annual IRP target	Percent achieved YTD
Portland General Electric	\$ 12,362,383	3.0 aMW	33.7 aMW	9%	27.2 aMW	11%
Pacific Power	\$ 9,536,887	2.2 aMW	21.4 aMW	10%	16.8 aMW*	13%
NW Natural	\$ 3,177,485	437,808 therms	5.3 million therms	8%	3.9 million therms	11%
Cascade Natural Gas	\$ 280,683	46,958 therms	466,577 therms	10%	447,071 therms**	11%

\*Pacific Power IRP target is pending acknowledgement from OPUC.

\*\*Cascade Natural Gas IRP target was submitted as part of the ongoing IRP process. It was not acknowledged by the OPUC and Energy Trust will work with Cascade Natural Gas on future updates.

### C. Electric efficiency savings and expenditures

Q1 electric efficiency savings	PGE aMW	Pacific Power aMW	Total aMW	Expenses
Commercial	0.8	0.9	1.7	\$ 9,564,687
Industrial	0.3	0.2	0.5	\$ 4,056,276
Residential	1.8	1.2	3.0	\$ 8,278,308
<b>Total electric efficiency programs</b>	<b>3.0</b>	<b>2.2</b>	<b>5.2</b>	<b>\$ 21,899,271</b>

### D. Gas efficiency savings and expenditures

Q1 gas efficiency savings	NW Natural therms	Cascade Natural Gas therms	Total therms	Expenses
Commercial	112,940	19,652	132,593	\$ 952,017
Industrial	13,766	0	13,766	\$ 236,549
Residential	311,102	27,306	338,408	\$ 2,269,601
<b>Total gas efficiency programs</b>	<b>437,808</b>	<b>46,958</b>	<b>484,766</b>	<b>\$ 3,458,168</b>

<sup>10</sup> Columns may not total due to rounding.

<sup>11</sup> Electric savings also include transmission and distribution savings.

<sup>12</sup> Gas savings do not include results for NW Natural in Washington. These results are reported in Appendix 4.

<sup>13</sup> Energy Trust reports 100 percent of generation and capacity for renewable energy installations supported by Energy Trust's cash incentives. While some of these projects have additional sources of funding, Energy Trust enabled project completion.



## E. Renewable energy generation and expenditures

Q1 renewable energy generation	PGE	Pacific Power	Total generation aMW	Expenses
Other Renewables program	0.00	0.00	0.00	\$ 893,072
Solar Electric program	0.64	0.11	0.75	\$ 3,173,053
<b>Total renewable programs</b>	<b>0.64</b>	<b>0.11</b>	<b>0.75</b>	<b>\$ 4,066,125</b>

## F. Energy efficiency savings by program<sup>14</sup>

### 1. Total energy efficiency savings

	Q1 savings	Annual goal	Percent achieved YTD
Electric	5.2 aMW	55.1 aMW	9%
Gas	484,766 therms	5.7 million therms	8%

### 2. Existing Buildings savings

	Q1 savings	Annual goal	Percent achieved YTD
Electric	0.9 aMW	15.5 aMW	6%
Gas	55,362 therms	2 million therms	3%

### 3. New Buildings savings

	Q1 savings	Annual goal	Percent achieved YTD
Electric	0.6 aMW	5.3 aMW	12%
Gas	77,230 therms	597,301 therms	13%

### 4. Production Efficiency savings

	Q1 savings	Annual goal	Percent achieved YTD
Electric	0.5 aMW	13.4 aMW	4%
Gas	13,766 therms	1 million therms	1%

### 5. Existing Homes savings

	Q1 savings	Annual goal	Percent achieved YTD
Electric	0.6 aMW	4.0 aMW	15%
Gas	117,080 therms	787,964 therms	15%

<sup>14</sup>

Expenditures by program, including variances from budget and explanations, have been omitted for this streamlined Q1 Report, per OPUC agreement in 2014. Additional details are available in Energy Trust's Q1 financial statements available online at [www.energytrust.org/About/policy-and-reports/Financials.aspx](http://www.energytrust.org/About/policy-and-reports/Financials.aspx).

## 6. New Homes and Products savings and expenditures

	Q1 savings	Annual goal	Percent achieved YTD
Electric	1.8 aMW	9.9 aMW	18%
Gas	221,327 therms	1.3 million therms	17%

Includes gas market transformation savings associated with the 2008 and 2011 residential code changes.

## 7. Northwest Energy Efficiency Alliance savings<sup>15</sup>

	Q1 savings	Annual energy target	Percent achieved YTD
Commercial	0.1 aMW	1.0 aMW	10.0 %
Industrial	0.01 aMW	0.15 aMW	10.0 %
Residential	0.6 aMW	5.8 aMW	10.0 %
<b>Total</b>	<b>0.7 aMW</b>	<b>7.0 aMW</b>	<b>10.0 %</b>

## G. Renewable energy generation by program<sup>16</sup>

### 1. Total renewable energy generation

	Q1 generation	Annual goal	Percent achieved YTD
Electric	0.75 aMW	4.13 aMW	18%

### 2. Solar generation

	Q1 generation	Annual goal	Percent achieved YTD
Electric	0.75 aMW	4.12 aMW	18%

### 3. Other Renewables generation

	Q1 generation	Annual goal	Percent achieved YTD
Electric	0.0 aMW	0.01 aMW	0%

## H. Incremental utility SB 838 expenditures<sup>17</sup>

<sup>15</sup> Energy Trust allocated budget to NEEA for gas market transformation activities. While there were no associated savings in Q1, savings are expected in subsequent years.

<sup>16</sup>

Expenditures by program, including variances from budget and explanations, have been omitted for this streamlined Q1 Report, per OPUC agreement in 2014. Additional details are available in Energy Trust's Q1 financial statements available online at [www.energytrust.org/About/policy-and-reports/Financials.aspx](http://www.energytrust.org/About/policy-and-reports/Financials.aspx).

<sup>17</sup> Reflects expenditures by Pacific Power and PGE in support of utility activities described in SB 838. Reports detailing these activities are submitted annually to the OPUC.

<b>Utility</b>	<b>2016 Q1 SB 838 Expenditures</b>		<b>YTD SB 838 Expenditures</b>	
Portland General Electric	\$	183,761	\$	183,761
Pacific Power	\$	85,188	\$	85,188
<b>Total</b>	<b>\$</b>	<b>268,949</b>	<b>\$</b>	<b>268,949</b>

## APPENDIX 1: CUSTOMER SATISFACTION RESULTS

### Customer satisfaction results for Q4 2015

From the end of November 2015 through the end of February 2016, Energy Trust delivered a short telephone survey to 737 randomly selected participants in five programs who completed projects between October and December 2015. Below are results from Fast Feedback surveys of these customers. The survey asked participants about overall satisfaction with Energy Trust.

Satisfaction rates for Q4 remained consistent with past quarters. Participants in the Existing Buildings, Production Efficiency and Solar programs were also asked about satisfaction with program representatives.<sup>18</sup>

### Customer satisfaction results for Q4 2015

Program	Respondent count	Percent satisfied overall	Percent satisfied with program representative
Existing Buildings, including multifamily	81	99%	97%
Production Efficiency	60	95%	98%
New Homes and Products	208	93%	N/A
Existing Homes	318	90%	N/A
Solar	70	94%	100%

### Customer satisfaction results for New Buildings

New Buildings projects often involve numerous market actors (architects, engineers, developers and owners) at different project stages, so it is difficult to reach a project representative who is able to respond to questions about satisfaction. Satisfaction with the New Buildings program is obtained from annual interviews with program participants. In early 2016, 36 New Buildings project owners or representatives were surveyed about their overall program satisfaction and satisfaction with communications with program representatives. Of participants surveyed, 100 percent were satisfied with their overall program experience. Satisfaction with program representatives was 97 percent.

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<sup>18</sup> Since residential customers have varying degrees of interaction with program representatives (many may not have any interaction), and because it is not possible to identify customers who did have interaction to survey, residential customers are not questioned on this topic.

## APPENDIX 2: 2016 OPUC PERFORMANCE MEASURES AND 2015 BENEFIT/COST RATIOS

### 1. 2016 OPUC performance measures

Following are the 2016 performance measures established by the OPUC for Energy Trust. Comparison of 2016 performance against these measures will be reported in the 2016 Annual Report.

Category	Measure
Electric efficiency	PGE: <ul style="list-style-type: none"> <li>• Save at least 28.6 aMW</li> <li>• Levelized cost not to exceed 3.4 cents/kWh</li> </ul> Pacific Power: <ul style="list-style-type: none"> <li>• Save at least 18.2 aMW</li> <li>• Levelized cost not to exceed 3.5 cents/kWh</li> </ul>
Natural gas efficiency	NW Natural: <ul style="list-style-type: none"> <li>• Save at least 4.5 million annual therms</li> <li>• Levelized cost not to exceed 37 cents/therm</li> </ul> Cascade Natural Gas: <ul style="list-style-type: none"> <li>• Save at least 0.40 million annual therms</li> <li>• Levelized cost not to exceed 47 cents/therm</li> </ul>
Renewable energy	<ul style="list-style-type: none"> <li>• For project and market development assistance report annual results, including number of projects supported, milestones met and documentation of results from market and technology perspective</li> <li>• Obtain at least 1.6 aMW of installed generation of net-metered standard projects including solar and small wind</li> <li>• For non-solar custom projects, the three-year rolling average incentive is not to exceed \$25/allocated MWh</li> <li>• For innovative and custom solar projects, report sources of funding for projects and the selection criteria</li> </ul>
Financial integrity	<ul style="list-style-type: none"> <li>• Receive an unmodified financial opinion from an independent auditor on annual financial statements</li> </ul>
Administrative/program support costs	<ul style="list-style-type: none"> <li>• Keep below 8 percent of annual revenues</li> </ul>
Staffing	<ul style="list-style-type: none"> <li>• Total staffing expenditures not to exceed 7.75 percent of total organization expenditures calculated on a three-year rolling average for public purpose funded activities in Oregon</li> </ul>
Customer satisfaction	Demonstrate greater than 85 percent satisfaction rates for: <ul style="list-style-type: none"> <li>• Interaction with program representatives</li> <li>• Overall satisfaction</li> </ul>
Benefit/cost ratios	<ul style="list-style-type: none"> <li>• Report both utility system and total resource perspective</li> <li>• Report significant mid-year changes as necessary in quarterly reports</li> </ul>

## 2. 2015 benefit cost ratios

The following benefit/cost ratios were calculated for and published in Energy Trust's 2015 Annual Report to the OPUC, which requires their publication as one element of its performance oversight. OPUC also requires Energy Trust to report significant mid-year changes in quarterly reports.

<b>Program</b>	<b>Combined Utility Cost Test benefit/cost ratio</b>	<b>Combined Total Resource Cost Test benefit/cost ratio</b>
New Homes and Products	2.2	1.8
Existing Homes	2.1	2.5
Existing Buildings, including multifamily	2.0	1.4
New Buildings	3.2	2.0
Production Efficiency	2.7	2.1

**Updated on June 13, 2016, to correct the New Homes and Products Combined Total Resource Cost Test benefit/cost ratio from 2.2 to 1.8, following additional verification and analysis.**

## **APPENDIX 3: PROGRESS TO 2015-2019 STRATEGIC PLAN GOALS; CUMULATIVE AND TOTAL ANNUAL RESULTS**

### **Progress to 2015-2019 Strategic Plan goals**

- **Energy Trust saved 25 percent of the Strategic Plan electric goal of 240 aMW** through Q1 2016.
- **Energy Trust saved 29 percent of the Strategic Plan gas goal of 24 million annual therms** through Q1 2016.
- **Energy Trust generated 47 percent of the Strategic Plan renewable generation goal of 10 aMW** through Q1 2016.

### **Cumulative and total annual results**

- **Total annual savings of 553 aMW** have been realized since electric efficiency programs began in 2002, equivalent to powering approximately 428,000 Oregon homes. This total includes 22 aMW of savings from self-direct customers.
- **Total annual savings of 45.8 million annual therms** have been realized since gas efficiency programs began in 2003, equivalent to providing gas heat to approximately 90,000 Oregon homes.
- **Total annual renewable energy generation of 119.4 aMW** has been installed since 2002, equivalent to powering approximately 92,000 Oregon homes.

## APPENDIX 4: Q1 2016 REPORT ON ACTIVITIES FOR NW NATURAL IN WASHINGTON

This quarterly report covers the period January 1 through March 31, 2016. This report addresses progress toward 2016 goals for the NW Natural energy-efficiency program in Washington. It includes information on expenditures, gas savings, projects completed and incentives paid during the quarter and year to date.

### I. PROGRAM SUMMARY

#### A. General

- **Gas efficiency measures installed in Q1 2016 by NW Natural's Washington customers saved 24,195 annual therms of natural gas**—including 2,856 annual therms in Existing Buildings, 9,631 annual therms in Existing Homes and 11,708 annual therms in New Homes and Products.
- **Q1 2016 savings were approximately 9 percent of Energy Trust's annual performance goal of 263,184 therms.**
- **Energy Trust expects to meet 2016 goals with a strong pipeline of projects.** Activity was supported by a robust residential new construction market, strong uptake for residential gas HVAC upgrades, some commercial projects delayed from 2015 and several studies underway that are expected lead to savings by year-end.
- **Savings are typically lower in the first half of the year** as more studies and assessments are completed compared to the second half of the year when more projects close. This report focuses on the development of those potential projects expected to save energy and contribute to goals by year-end.
- **Gas prices continue to fall.** As a result, the retail price of gas used to calculate the value of customer savings dropped from \$1.01 per therm to \$0.85—roughly 16 percent. When prices drop, a project's payback period becomes longer and customers are less motivated to make efficiency investments.

#### B. Commercial sector highlights

##### *Existing Buildings*

- **Existing Buildings saved 2,856 annual therms in Q1**, primarily through foodservice equipment such as gas fryers and gas combination ovens.
- **Existing Buildings savings are below expectations, and several efforts are underway to increase savings for both standard and custom projects.**
- **Existing Buildings increased custom incentive levels to help offset lower gas rates** and motivate customers to install custom projects. Custom incentive levels were increased to \$3 per therm capped at 75 percent of eligible project cost, compared to the 2015 incentive amount of \$2.50 per therm capped at 60 percent of project cost.
- **The 2016 custom pipeline is strong, with five new custom studies underway.** The pipeline includes two projects at casinos in La Center, Washington and projects at eight schools in multiple districts.



- **Energy Trust increased incentive levels for several prescriptive measures** in Q1
- **Existing Buildings launched a foodservice equipment bonus** targeting restaurants, hotels, motels and schools. The bonus is available through May 31, 2016, with savings expected in Q2. Bonuses include:
  - **A \$400 bonus for gas convection ovens**, available in addition to the \$600 incentive for a total incentive of \$1,000
  - **A \$250 bonus for gas combination ovens**, available in addition to the \$750 incentive for a total incentive of \$1,000
  - **A \$300 bonus for gas fryers**, available in addition to the \$800 incentive for a total incentive of \$1,100
  - **A \$900 bonus for gas steam cookers**, available in addition to the \$2,600 incentive for a total incentive of \$3,500
- **To increase outreach efforts, the program added a trade ally coordinator** to encourage distributors to stock and sell qualifying energy-efficient equipment. An additional account manager will join in Q2.
- **Many trade allies that work in Washington attended an Existing Buildings Trade Ally Event** in March. This event was moved to Jansen Beach in order to attract more Washington trade allies.
- **Existing Buildings developed an initiative to replace failed steam traps** at dry cleaners and laundry facilities, expected to launch in Q2. In Q1, Existing Buildings purchased steam trap testing equipment to be used for identifying failed steam traps. Under the new offering, the program will pay to replace failed steam traps at no cost to the customer. Customers can elect to have currently working traps replaced by the contractor, but at their own cost (this avoids callbacks for traps that may fail in the near future). The current incentive for steam trap replacements is \$250 paid to the contractor.
- **The program continued to streamline the custom application process to expedite application processing and achieve more accurate and up-to-date program forecasting.**

### C. Residential sector highlights

- **The residential sector saved 21,339 annual therms in Q1**, primarily through gas furnaces, gas fireplaces, efficient windows, ENERGY STAR® Homes, Energy Saver Kits and showerheads.

#### *Existing Homes*

- **Existing Homes saved 9,631 annual therms in Q1**, primarily through gas furnaces, gas fireplaces and windows.
- **Early results indicate that gas furnaces are continuing to perform well**, with 61 projects completed in Q1 2016 compared to 41 projects in Q1 2015.
- **The program planned a gas furnace bonus of \$100 for the second half of the year** to further support gas furnace upgrades.
- **The program updated requirements for on-bill repayment participation** based on trade ally feedback. In Q1, the program received six project applications compared to three in Q1 2015.
- **Existing Homes worked with the Clark County HVAC group to share program updates.**
- **The program connected with low-income agencies in Clark County** to support cross-program referrals.

- **Existing Homes completed a market research study of the water heating market**, with results expected in May. This market research will inform new strategies to acquire water heating savings.
- **The program outsourced application processing tasks to reduce costs** and provide customer incentives faster, leveraging IT infrastructure developed in 2015.

*New Homes and Products*

- **Early program results indicate strong savings from new residential construction**, especially for homes with ENERGY STAR certification. The program will continue to work with market actors in NW Natural Washington territory to increase the market share of EPS homes.
- **New Homes and Products saved 11,708 annual therms in Q1**, primarily through ENERGY STAR Homes and showerheads.
- **New Homes and Products launched EPS™** for homes in SW Washington, including incentives for builders and verifiers. EPS is an energy performance score that helps homebuyers understand and compare the energy-efficiency of newly built homes. The program completed targeted outreach to verifiers to ensure they are ready for the transition to the EPS incentive and provide individual support as needed.
- **New Homes and Products conducted outreach to builders and verifiers** in NW Natural Washington territory and outside of Clark County.
- **The retail clothes washer incentive for gas customers was discontinued at the end of 2015** due to an increase in the federal energy code baseline. With the removal of this incentive, savings from retail products declined as a portion of New Homes and Products savings.

## D. Washington Utilities and Transportation Commission performance metrics

The table below compares quarterly results to 2016 goals, as established in NW Natural's Energy Efficiency Plan for Washington (approved December 2015).

Metrics	Goal	2016 total YTD	Q1 Results	Q2 Results	Q3 Results	Q4 Results
Therms Saved	223,706 - 263,184	24,195	24,195			
Total Program Costs	\$1,441,218 - \$1,695,551	\$262,708	\$262,708			
Average Levelized Cost Per Measure	Less than \$0.65	\$0.73	\$0.73			
Dollars Spent Per Therm Saved	Less than \$6.50	\$10.86	\$10.86			
Utility Costs at Portfolio Level	Greater than 1.0	n/a	Reported annually	Reported annually	Reported annually	Reported annually

Dollars spent per therm saved are typically higher in the first half of the year as Energy Trust invests in studies and outreach that result in completed projects by year-end.

### 2015 Utility Cost and Total Resource Cost benefit cost ratios by program

Program	Utility Cost Test benefit cost ratio	Total Resource Cost Test benefit cost ratio
Existing Buildings	0.8	0.8
Existing Homes	1.0	0.9
New Homes and Products	1.1	0.8
<b>Total NW Natural Washington portfolio</b>	<b>1.0</b>	<b>0.8</b>

## II. QUARTERLY RESULTS

### A. Expenditures<sup>19</sup>

		Q1 actual expenditures	Q1 budgeted expenditures	Variance
Commercial programs	Existing Buildings	\$ 67,619	\$ 135,818	\$ 68,199
	NEEA commercial	\$ 7,491	\$ 5,082	\$ (2,409)
	<b>Subtotal</b>	<b>\$ 75,110</b>	<b>\$ 140,900</b>	<b>\$ 65,790</b>
Residential programs	Existing Homes	\$ 82,348	\$ 97,616	\$ 15,268
	New Homes	\$ 98,853	\$ 84,098	\$ (14,755)
	NEEA residential	\$ 18,339	\$ 14,571	\$ (3,768)
	<b>Subtotal</b>	<b>\$ 199,540</b>	<b>\$ 196,285</b>	<b>\$ (3,255)</b>
Administration		\$ 13,888	\$ 15,643	\$ 1,755
<b>Total</b>		<b>\$ 288,538</b>	<b>\$ 352,828</b>	<b>\$ 64,290</b>

Energy Trust allocated budget to NEEA for gas market transformation activities.

### B. Incentives paid

		Q1 actual incentives
Commercial programs	Existing Buildings	\$ 10,090
	<b>Subtotal</b>	<b>\$ 10,090</b>
Residential programs	Existing Homes	\$ 38,737
	New Homes	\$ 49,083
	<b>Subtotal</b>	<b>\$ 87,820</b>
<b>Total</b>		<b>\$ 97,910</b>

### C. Savings

		Therms saved Q1	Annual goal	Percent achieved YTD	\$/therm	Levelized cost/therm
Commercial programs	Existing Buildings	2,856	151,056	2%	\$ 23.68	\$ 2.82
	<b>Subtotal</b>	<b>2,856</b>	<b>151,056</b>	2%	<b>\$ 23.68</b>	<b>\$ 2.82</b>
Residential programs	Existing Homes	9,631	55,054	17%	\$ 8.55	\$ 0.58
	New Homes	11,708	57,074	21%	\$ 8.44	\$ 0.57
	<b>Subtotal</b>	<b>21,339</b>	<b>112,128</b>	19%	<b>\$ 8.49</b>	<b>\$ 0.55</b>
<b>Total</b>		<b>24,195</b>	<b>263,184</b>	9%	<b>\$ 10.86</b>	<b>\$ 0.73</b>

Energy trust allocated budget to NEEA for gas market transformation activities. While there were no associated savings in Q1, savings are expected in subsequent years.

<sup>19</sup> Variance is expressed in total dollars *below* budget or (total dollars) *above* budget.

### III YEAR-TO-DATE RESULTS

#### A. Activity highlights—sites served

	Q1	Q2	Q3	Q4	Total
<b>Existing Commercial</b>					
School/college retrofits	4				4
Other commercial retrofits	-				-
Studies	2				2
<b>Existing Homes</b>					
Weatherization (insulation, air and duct sealing and windows)	29				29
Gas hearths	27				27
Energy Saver Kits	8				8
Smart thermostats	19				19
Gas furnaces	61				61
Water heaters	5				5
Online Home Energy Reviews	22				22
<b>New Homes</b>					
ENERGY STAR home certification	97				97
Clothes washers	-				-

#### B. Revenue

Source	Actual revenue YTD	Budgeted revenue YTD
NW Natural	\$ 768,840	\$ -

Energy Trust expects revenue from NW Natural in April and September.

#### C. Expenditures<sup>20</sup>

		Actual expenditures YTD	Budgeted expenditures YTD	Variance
<b>Commercial programs</b>	Existing Buildings	\$ 67,619	\$ 135,818	\$ 68,199
	NEEA commercial	\$ 7,491	\$ 5,082	\$ (2,409)
	<b>Subtotal</b>	<b>\$ 75,110</b>	<b>\$ 140,900</b>	<b>\$ 65,790</b>
<b>Residential programs</b>	Existing Homes	\$ 82,348	\$ 97,616	\$ 15,268
	New Homes	\$ 98,853	\$ 84,098	\$ (14,755)
	NEEA residential	\$ 18,339	\$ 14,571	\$ (3,768)
	<b>Subtotal</b>	<b>\$ 199,540</b>	<b>\$ 196,285</b>	<b>\$ (3,255)</b>
<b>Administration</b>		<b>\$ 13,888</b>	<b>\$ 15,643</b>	<b>\$ 1,755</b>
<b>Total</b>		<b>\$ 288,538</b>	<b>\$ 352,828</b>	<b>\$ 64,290</b>

Energy Trust allocated budget to NEEA for gas market transformation activities. While there were no associated savings in Q1, savings are expected in subsequent years.

<sup>20</sup> Variance is expressed in total dollars *below* budget or (total dollars) *above* budget.

## D. Incentives paid

		Actual incentives YTD
Commercial programs	Existing Buildings	\$ 10,090
	<b>Subtotal</b>	<b>\$ 10,090</b>
Residential programs	Existing Homes	\$ 38,737
	New Homes	\$ 49,083
	<b>Subtotal</b>	<b>\$ 87,820</b>
<b>Total</b>		<b>\$ 97,910</b>

- **Incentives paid account for approximately 40 percent of year-to-date program expenses**, when total program expense is adjusted down by 15 percent to account for costs that a utility-delivered program would recover through rates.

## E. Savings

		Therms saved YTD	Annual goal	Percent achieved YTD	\$/therm	Levelized cost/therm
Commercial programs	Existing Buildings	2,856	151,056	2%	\$ 23.68	\$ 2.60
	<b>Subtotal</b>	<b>2,856</b>	<b>151,056</b>	<b>2%</b>	<b>\$ 23.68</b>	<b>\$ 2.60</b>
Residential programs	Existing Homes	9,631	55,054	18%	\$ 8.55	\$ 0.57
	New Homes	11,708	57,074	19%	\$ 8.44	\$ 0.54
	<b>Subtotal</b>	<b>21,339</b>	<b>112,128</b>	<b>19%</b>	<b>\$ 8.49</b>	<b>\$ 0.55</b>
<b>Total</b>		<b>24,195</b>	<b>263,184</b>	<b>9%</b>	<b>\$ 10.86</b>	<b>\$ 0.73</b>

## F. Program evaluations

- In Q1, Energy Trust selected an evaluation firm to implement a new process evaluation for Energy Trust's residential offerings, including for NW Natural Washington customers. Results are expected by year-end.