



 Delivering  
Energy Solutions  
for Oregon

2009 ANNUAL REPORT

**If you've hiked to the top of McCall Point Trail in the Columbia River Gorge, you know that the effort required to ascend nearly 1,100 feet is rewarded by breathtaking views of stunning Oregon wildflowers, Mt. Hood and the Gorge.**

Looking out over the river far below, you feel the thrill of seeing how much ground you've gained hiking the trail, step by step.

Reflecting on Energy Trust of Oregon's journey so far, I have a similar sensation. In eight years, we're able to see significant progress in delivering clean energy resources for Oregon, along with important economic and environmental benefits.

**LOWEST-COST ENERGY**

By the end of 2009, Energy Trust customers had saved nearly \$600 million on their utility bills. That's money homeowners and businesses can put to work, year after year, to make a difference for their families, our economy and our communities.

Meanwhile, we continually deliver the cheapest source of energy available. Every dollar invested in Energy Trust energy-efficiency programs from 2002-09 saved ratepayers four dollars in costs that would have been required to generate, store, deliver and purchase an equivalent amount of energy.

That's a great deal for the utility ratepayers who fund our work, and it's why utilities rely on us to provide the energy their customers need at the lowest cost.

**BENEFITS FOR ALL**

Like the springtime wildflowers blanketing the grasslands along McCall Point Trail, substantial benefits extend throughout the entire state, pollinated by our investments. Energy Trust programs have created nearly 2,300 Oregon jobs, and stimulated \$76 million in wages and \$11 million in new business income. Our network of trade ally contractors, 1,500 strong by the end of 2009, is an important contributor to local economies across the state.

Energy efficiency and renewable energy help keep Oregon's air clean. By avoiding the need for fossil fuel generation, we are now keeping more than four million tons of carbon dioxide out of the atmosphere—the equivalent of removing 750,000 cars from Oregon roads for a year.

**NEW APPROACHES**

As we head into a new decade, we've taken stock of our accomplishments. We are continuing our journey to deliver on the promise of Oregon's clean energy goals.

In these challenging economic times, we are leveraging the power of innovation and pursuing new opportunities to continue making progress. We've teamed up with local governments, neighborhood groups and others to pool resources and expand energy-saving and renewable power investments around the state. Programs are accelerating and expanding to meet aggressive savings and generation goals in a new five-year strategic plan, adopted in late 2009. Our work has put Oregon at the forefront of national energy-efficiency leadership and resulted in new federal funding for the state.

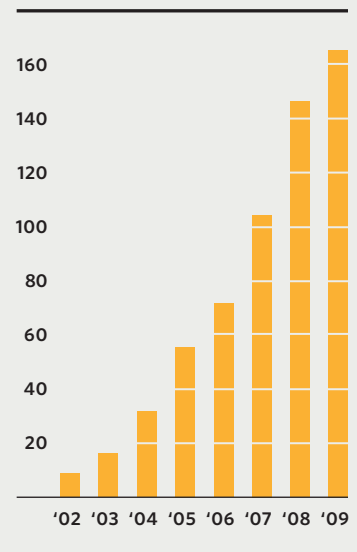
We are grateful for the contributions of our volunteer board, active utilities and stakeholders, the Oregon Public Utility Commission, talented contractors and willing customers. Each has fueled us on this journey, and will accompany us as we reach new vistas and create clean energy opportunities for Oregon.



Margie Harris,  
Executive Director



**CUSTOMER UTILITY BILL SAVINGS DELIVERED BY ENERGY TRUST IN MILLIONS OF DOLLARS**



BILL SAVINGS ABOVE ARE A DIRECT RESULT OF PARTICIPATION IN ENERGY TRUST PROGRAMS





Grants Pass – Ray's Food Place, high-efficiency case lighting

## Saving energy, money & jobs when it matters most

Energy Trust has always helped Oregonians save money, meet future power needs at the lowest cost possible and create clean energy jobs. In the wake of the recession, those benefits are even more critical.

Over time, the energy-efficiency investments we've made so far will save Oregonians approximately \$1.5 billion. Those are dollars that families and businesses can redirect to meet other needs. With innovative services, we've provided resources for more than 300,000 residential, commercial and industrial sites around the state, saving and generating enough electricity to power 250,000 homes and gas to heat another 26,000 homes. We've maintained low administrative costs so more dollars go back to Oregonians.

Beyond cost savings, Energy Trust delivers other immediate and long-term benefits:

- **Lower cost power**—The energy we save and generate costs about four times less than power generated from new fossil fuel power plants.
- **Job creation**—We've helped create almost 2,300 new jobs and generated \$76 million in wages.
- **Economic impact**—We've stimulated \$11 million in new business income for our state.
- **Energy independence**—Less reliance on fossil fuels and more local generation makes Oregon's future more secure, economically and environmentally.

# Tangible results improve lives around the state

So far, we've helped utility customers save money, improve comfort and boost productivity by investing in energy efficiency and renewable power at more than 300,000 residential, commercial, industrial, agricultural and public sector sites.

While cash incentives are the foundation of Energy Trust assistance, many projects begin with a phone consultation or an on-site visit, where customers receive objective advice and referrals to contractors.

With incentives to help offset project costs, homeowners are motivated to insulate walls, replace old appliances and install solar electric systems. Businesses and institutions have access to resources to change out lighting, upgrade HVAC systems, build high-performance buildings and generate their own power. And local contractors step in to do the work, creating hundreds of jobs along the way.

*\* Annual savings and generation numbers are estimated*

## MT. HOOD COMMUNITY COLLEGE GRESHAM ANNUAL SAVINGS: \$239,959\*

*Serving 31,000 students, the college completed building improvements that are expected to pay for themselves with energy cost savings, tax credits and Energy Trust incentives. "Besides saving energy and expenses, we've improved classroom comfort," said Richard Byers, director of facilities management.*



## STAHLBUSH ISLAND FARMS CORVALLIS ANNUAL GENERATION: 12,500 MWh\*

*This sustainable farming and food processing pioneer invested in a cutting-edge biogas plant to produce electricity—nearly twice what it uses—from vegetable and fruit by-products. "Energy Trust, state and federal support were huge factors in making the plant possible," said Karla Chambers, vice president and co-owner.*







**CHRIS KING PRECISION COMPONENTS  
PORTLAND  
ANNUAL SAVINGS: \$4,315\***

*In its new 65,000-square-foot facility, this bike parts manufacturer incorporated an innovative whole-building water-source heat pump system and other energy-efficient equipment to minimize energy use. "Incentives from Energy Trust absolutely helped because they provided cash flow to offset some of the upfront costs," said Chris King, owner.*



**GAIL HARROWER  
REDMOND  
ANNUAL SAVINGS: \$46 PER HOME**

*This Obsidian Middle School science teacher used Energy Trust LivingWise kits to introduce her students and their families to energy efficiency. "Students were very excited about doing the kit activities with their parents," said Gail. "And parents liked that the light bulbs were free, helped the environment and saved them money."*

**GENERAL CREDIT SERVICE  
MEDFORD  
ANNUAL SAVINGS: \$1,214\***

*Although this Medford business leases its office space, the company opted to invest in high-efficiency lighting on its own. "With energy savings and Energy Trust incentives, the lighting should pay for itself in about three years," said Dennis Immonen, vice president. "We may buy the building someday, so it's also a smart investment in maintenance."*

**BRUCE & SUSAN WOMACK  
ENTERPRISE  
ANNUAL SAVINGS: \$320\***

*When the Womacks remodeled their 1920 home in eastern Oregon, their contractor alerted them to incentives and tax credits that could help them insulate and replace leaky old windows. "Our contractor did a great job," said Bruce. "We wouldn't have done it without him, and we were surprised at what we got back."*



# The amazing power of 93,000

Demand for saving energy and generating renewable power reached an all-time high in 2009. Even though Oregonians had fewer dollars to invest, more homeowners and businesses completed energy-saving and renewable power projects than ever before. To capitalize on that interest, Energy Trust expanded outreach across the state and launched new initiatives with utilities and public and private collaborators. We made significant progress toward our 2012 goals and put ratepayer dollars to work for Oregon families, local businesses and our communities.

## 2009 HIGHLIGHTS

**Record-setting projects**—Helped Oregonians complete 93,000 clean energy projects, an increase of 58 percent over 2008

**Lower bills**—Saved participants \$165 million through energy savings and generation in 2009, approximately \$450,000 a day

**More investment**—Increased the value of incentives going into the hands of consumers, businesses and communities by 30 percent over 2008

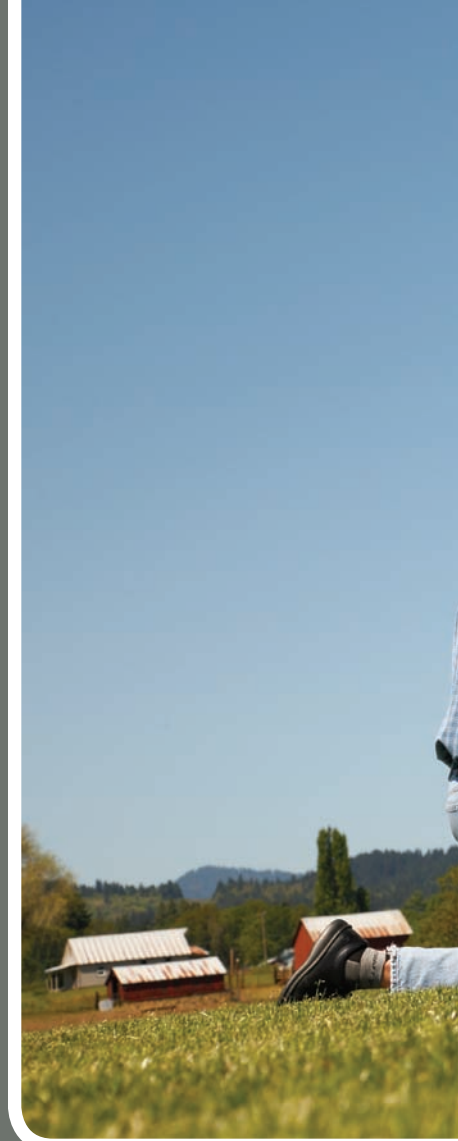
**Continued energy savings**—Saved 32.3 average megawatts (aMW) of electricity, enough to power more than 25,000 homes, and saved nearly 2.9 million annual therms of natural gas, enough to heat approximately 5,700 homes

**Solar gain**—Increased solar electric generation by 50 percent over 2008: 365 residential and 116 commercial systems installed

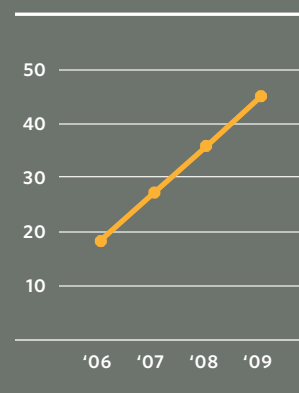
**Jobs and wages**—Generated \$32 million in wages, \$5.3 million in new business income and 750 new jobs

**Trade ally growth**—Added almost 300 Oregon businesses as trade ally contractors, a growth rate of 25 percent

**Expanded reach**—Expanded our presence throughout the state to improve service to residents and businesses in southern, northwestern and eastern Oregon



**CUSTOMER CALL VOLUME  
2006-2009**  
CONTACT IN THOUSANDS







*Hood River – Hood River Valley High School, wind turbine*

**Greater utility collaboration**—Built stronger working relationships with utilities to match Energy Trust goals with future utility power needs

**New alliances**—Teamed up with government agencies, private businesses and community groups to pool resources and launch innovative new services and programs

**Environmental benefits**—Offset more than 133,000 tons of carbon dioxide that would have been generated by fossil fuels, equal to taking 23,000 cars off the road for one year

**Enhanced customer service**—Increased website visits by 17 percent and responded to 45,127 calls, 24 percent more calls than in 2008

**Low costs/high satisfaction**—Maintained high customer satisfaction rates across all programs evaluated and kept administrative costs low

## Progress Toward 2012 Goals

- Saved 222 average megawatts of electricity—74 percent of 300 aMW goal
- Saved 13.1 million annual therms of natural gas—62 percent of 21 million annual therms goal
- Generated 99.7 aMW of renewable energy—66 percent of the aggressive goal of 150 aMW

Simultaneously, we are making progress toward additional goals to expand participation, help businesses thrive and encourage Oregonians to integrate energy efficiency and renewable energy into their daily lives.

*See the full Energy Trust of Oregon 2009 Annual Report to the Oregon Public Utility Commission at [www.energytrust.org/ar09](http://www.energytrust.org/ar09).*



### RESIDENTIAL HIGHLIGHTS

#### ENERGY EFFICIENCY

- CFL Packages Sold/Provided → 655,913
- Appliance Incentives Paid → 50,806
- Single-Family Homes Retrofitted → 15,490
- Refrigerators/Freezers Recycled → 14,945
- Home Energy Reviews Conducted → 9,100

#### ENERGY GENERATION

- Solar Electric Installations → 365



**49 MILLION**

**Homeowners & Renters**

**2009 Bill Savings**



# Peace of mind for families

Throughout the state, Oregon families made the connection between saving energy and saving money. In record numbers, they turned to Energy Trust for advice and assistance and invested in cost-effective home improvements that help them keep more money in their pockets month after month.

Depending on their financial resources and needs, Oregonians used incentives to make changes large and small—from replacing aging refrigerators and clothes washers to investing in solar electric systems and holistic home energy makeovers. Those investments, supported by Energy Trust incentives and state and federal tax credits, pay dividends and make families more financially secure for years to come.

We help Oregon families and individuals with resources that include online and on-site home energy assessments, referrals to trade ally contractors and cash incentives for a range of clean energy home improvements and energy-saving products. We support construction and marketing of high-efficiency new homes and manufactured homes. Our robust website serves customers 24/7, and our call center provides personal assistance five days a week.



Five years ago, Marsie, pictured above, had a Home Energy Review, then invested in insulation, a high-efficiency furnace, a tankless water heater and, in 2009, a solar electric system. While her energy costs have dropped, savings weren't her primary motivation. "I believe in reducing my footprint on this earth," she said.



MARSIE MARTIEN,  
SOUTHEAST PORTLAND HOMEOWNER





## 2009 Residential Highlights

**More home visits**—Increased the number of Home Energy Reviews by 43 percent over 2008, providing 9,100 families with one-hour walkthroughs and energy-saving recommendations

**More projects**—Supported projects that improved the efficiency of 28,540 single-family, multifamily and manufactured homes, a 42 percent single-family increase and an 11 percent multifamily increase

**Growing solar**—Helped offset costs for 365 residential solar electric systems, more than twice the number installed in 2008

**Tangible savings**—Helped participating families reduce annual energy costs by \$49 million

**Clean Energy Works Portland**—Launched a 500-home pilot with the City of Portland, utilities and others, offering affordable financing for home efficiency upgrades with repayment on utility bills

**Solarize Portland**—Supported installation of 120 residential solar electric systems through an innovative community-wide effort led by Portland's SE Uplift Neighborhood Coalition

**Classroom outreach**—Worked with Oregon teachers to introduce 27,000 sixth-grade students and their families to energy efficiency through the LivingWise curriculum and energy-saving kits

**Better appliances**—Helped offset the cost of 50,806 high-efficiency clothes washers and refrigerators, more than twice the volume of 2008

**Refrigerator retirement**—Expanded refrigerator and freezer recycling by 88 percent, retiring 14,945 inefficient old appliances

**Efficient new homes**—Supported an increase in efficient new home construction, with market share expanding to 15 percent in 2009

**COMMERCIAL & INDUSTRIAL  
HIGHLIGHTS**

**ENERGY EFFICIENCY**

Existing Buildings Retrofitted → 1,608  
Industry/Agriculture Upgrades → 645  
Efficient New Buildings → 250

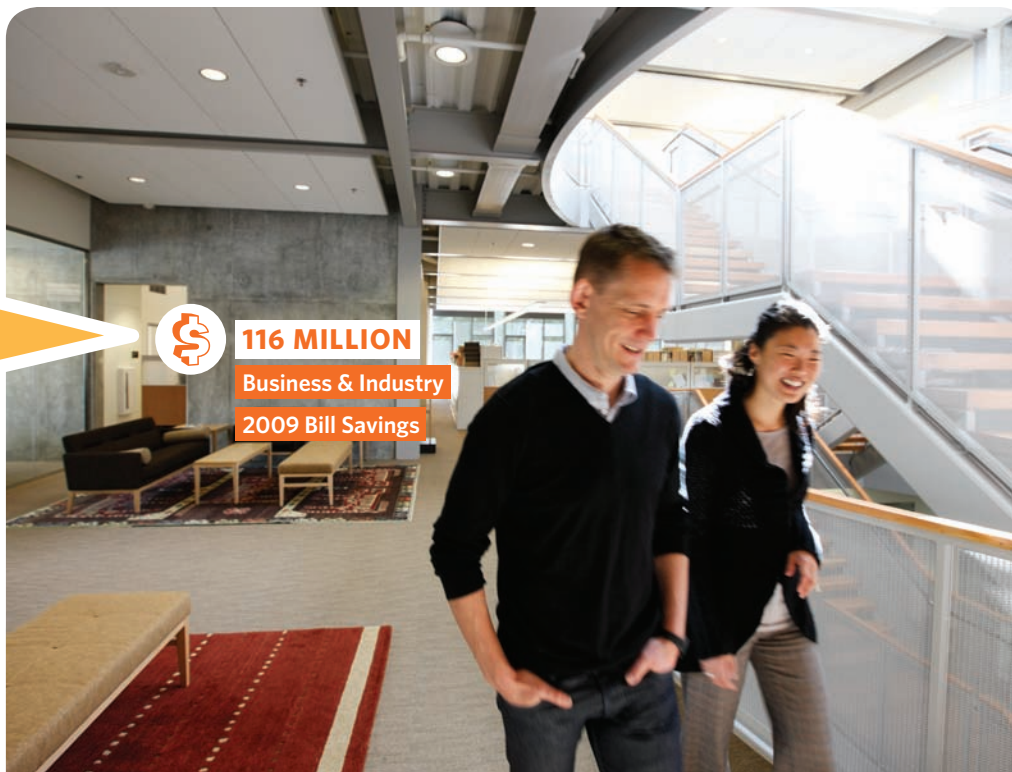
**ENERGY GENERATION**

Solar Electric Installations → 116  
Small Wind, Biopower &  
Geothermal Installations → 14



**116 MILLION**

**Business & Industry  
2009 Bill Savings**



# Lifeline for the bottom line

Oregon businesses continued to invest in energy improvements in 2009, even though some projects were cancelled or delayed due to the recession. With rising energy prices and shrinking revenues, savvy owners and managers capitalized on lower energy costs, reduced operating expenses and improved productivity by investing in energy efficiency. Over the long-term, energy-saving investments provide an important hedge against volatile energy costs.

Our assistance helped make energy-efficiency and renewable energy projects pencil out for 2,661 commercial and industrial projects. The number of existing commercial, industrial and agricultural energy-efficiency projects grew, as did the number of commercial solar water heating, solar electric and other renewable energy projects.

Energy Trust helps Oregon businesses and organizations compete and thrive with technical assistance and cash incentives for improvements in existing buildings, new construction projects and manufacturing, industrial, agricultural and wastewater operations. We also support investments in solar, small wind, biopower, small hydropower and geothermal projects.



**Incentives from Energy Trust and the Oregon Department of Energy enabled us to convert from wasteful, open canals to pressurized piping at a time when orchardists are feeling the effects of a strained economy and could use the cost savings. It truly made an impossible project become a financial possibility.**



**JERRY BRYAN,  
PROJECT MANAGER,  
FARMERS IRRIGATION DISTRICT**





*Left: Portland – Mercy Corps Headquarters, high-efficiency new construction; Salem – Salem Hospital, energy-efficient lighting  
Right: Hood River – Farmers Irrigation District, energy efficiency and hydroelectric generation*

## 2009 Commercial and Industrial Highlights

**Tangible savings**—Helped businesses and industries reduce annual energy costs by \$56 million for commercial and \$60 million for industrial customers

**Better buildings**—Supported projects that improved the efficiency of 1,608 commercial buildings, 17 percent more than in 2008; the average incentive payment per site, for improvements such as high-efficiency lighting and HVAC equipment, was \$6,107

**Industrial strides**—Supported 645 industrial efficiency projects, an increase of nearly 70 percent driven by new opportunities for small industrial and agricultural customers

**Industrial energy improvement**—Completed the first year of an Industrial Energy Improvement initiative, designed to help industrial facility managers develop and implement a strategic approach to energy management

**NW Natural pilot program**—Began a NW Natural industrial pilot program in mid-year that by year-end had committed funds for 11 projects to complete in 2010

**New construction challenges**—Provided incentives for 250 efficient new buildings, a nine percent dip driven by economic and real estate conditions

**Growing solar**—Helped offset costs for 116 commercial solar electric systems, an increase of 14 percent; supported solar water heating systems in 15 businesses with gas water heating and 13 with electric water heating

**Diverse renewable energy**—Beyond solar, funded 10 small wind systems, three biopower projects and a large geothermal project

**Filling the pipeline**—Built a promising pipeline of 4 aMW in renewable energy projects that are expected to come online in 2010 and beyond

**HOME ENERGY LIFE  
PERFORMANCE GROUP,  
PORTLAND**

*Growing interest in energy efficiency and weatherization helped this Energy Trust trade ally contractor thrive in 2009. "We expanded by at least 50 percent and went from four to 10 employees" said Berenice Lopez, owner. "Energy Trust has been amazingly good for our business."*



## Alliances foster new ideas & expand reach

**It takes a village to transform the way we use and produce energy.** Across Oregon, Energy Trust collaborates with a growing network of local businesses, community groups, organizations and governments to leverage resources and achieve mutual goals. Those alliances allow us all to work smarter and make progress faster.

### **BOOTS ON THE GROUND**

Throughout the state, Energy Trust's nearly 1,500 trade ally contractors serve Oregonians by installing energy-saving improvements and renewable power systems. They are pivotal ambassadors to homeowners and businesses and are trained to make it easy for customers to access Energy Trust incentives and state and federal tax credits.

Since 2002, Energy Trust investments have created almost 2,300 Oregon jobs, stimulating \$76 million in wages and \$11 million in new business income, primarily through our trade ally contractors. Through referrals from our website and call center, we help these local businesses thrive and support Oregon's growing clean energy economy.

“

**We're here to help customers make the most of our cash incentives and overcome barriers. Our services are easy to access, and we make things even easier with contractor referrals and guidance on forms and requirements.**

”

**CLARK YOKOM,  
CALL CENTER REPRESENTATIVE,  
ENERGY TRUST**





*Left: Portland – Berenice Lopez, Home Energy Life Performance Group, Energy Trust trade ally  
Right: Salem – Salem Hospital, energy-efficient lighting*



**76 MILLION**

**Wages Generated**

**Since 2002**

### COMMUNITY-BASED INITIATIVES

In 2009, we saw the growing power of communities, neighborhoods and industries build momentum for investment in energy efficiency and renewable energy. Through two Portland-based efforts—Clean Energy Works Portland and Solarize Portland—Energy Trust teamed up with the city, neighborhood groups and others to make it easier and more affordable for homeowners to invest in energy-saving home improvements and renewable energy systems. We also laid the foundation for the Solarize Pendleton effort, which launched in 2010. These successful residential initiatives provide a model that will be duplicated across the state in the years to come.

### BEHAVIORAL APPROACH

On the industrial front, Energy Trust launched the Industrial Energy Improvement initiative to help industrial facility managers share strategies and experiences with peers to develop and reinforce a culture of good energy management in industrial operations around Oregon. The results of this effort demonstrate the potential for similar behavioral strategies in other sectors.

### TRANSFORMING CONSUMER CHOICES

Energy Trust supports the work of the Northwest Energy Efficiency Alliance through funding and collaboration to accelerate consumer adoption of energy-efficient products, technologies and practices. The alliance works regionally, leveraging resources to drive availability, affordability and awareness of higher-quality, energy-saving products and technologies in the market, with the goal of transforming markets by setting new minimum standards for energy efficiency. The alliance has helped expand markets for energy-saving technologies such as compact fluorescent light bulbs, high-efficiency clothes washers, windows and motors.

NEEA is currently working to drive sales of the most energy-efficient consumer electronics, push manufacturers and large retail chains to change what's available in the market and close the price difference between standard electronics and high-efficiency models.

# Lowest-cost energy for utility ratepayers

**More than ever, energy efficiency is the best energy buy for utilities and their customers.** It costs a fraction of new fossil fuel generation, delivers persistent cost savings over time and brings economic and environmental benefits to Oregon. Without efficiency programs, it would cost four times more to generate, store, deliver and purchase the same amount of electricity and natural gas.

Four Oregon utilities rely on the energy savings Energy Trust delivers to help them carry out their plans to provide customers with reliable, least-cost energy. We work hand-in-hand with Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas, whose customers fund our programs, to acquire that cost-effective efficiency resource through our efforts. In 2009, additional funding provided through the utilities allowed us to expand and accelerate energy cost savings on behalf of the 1.5 million utility customers we serve.

## PORTLAND GENERAL ELECTRIC

"Planning to meet the demands for Oregon's energy future is a top priority for PGE, and our ongoing collaboration with Energy Trust is key to our success. We partner with Energy Trust to meet our customers' growing demand for electricity and to connect our customers to innovative, energy-saving Energy Trust programs."

— Carol Dillin, Vice President of Customers and Economic Development

## PACIFIC POWER

"Energy Trust is a critical partner for Pacific Power and our customers. Particularly in this economy, it is vital that we work closely to provide value through our joint efforts, and that is happening for our customers every day."

— Pat Egan, Vice President of Customer and Community Affairs

## NW NATURAL

"Now more than ever, our customers need tools and resources to reduce their energy consumption and their bills. NW Natural and Energy Trust have been doing this successfully for years and we look forward to developing new models to find even deeper savings."

— Bill Edmonds, Director of Environmental Management and Sustainability

## CASCADE NATURAL GAS

"Cascade Natural Gas partners with Energy Trust to help ensure the delivery of energy-efficiency services to Cascade customers throughout Oregon. The efficient use of natural gas saves customers money, energy and helps Cascade to better plan for, and utilize, our existing and future supply infrastructure."

— Jim Abrahamson, Senior Conservation Analyst

## 2009 SAVINGS / GENERATION RESULTS BY UTILITY

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PORTLAND  
GENERAL ELECTRIC 20.4 aMW / 0.54 aMW

PACIFIC POWER 12.0 aMW / 2.10 aMW

NW NATURAL 2,599,186 THM / NA

CASCADE  
NATURAL GAS 253,181 THM / NA

AVISTA 4,275 THM / NA

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**TOTAL SAVINGS:** 32.3 aMW  
2,856,642 THM

**TOTAL GENERATION:** 2.64 aMW

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## FINANCIAL HIGHLIGHTS

### BALANCE SHEET - DECEMBER 31, 2009

Assets	\$ 69,363,957
Liabilities	10,735,192
<b>Net Assets</b>	<b>\$ 58,628,765</b>

### NET ASSETS

Unrestricted	\$ 53,094,793
Board Designated	5,533,972

### EXPENSES BY UTILITY SERVICE TERRITORY

Portland General Electric	\$ 48,674,484
Pacific Power	30,625,839
NW Natural	16,447,031
Cascade Natural Gas	1,194,614
Avista	52,864
Wasco and Ashland PUDs	5,556
<b>Total Expenses by Utility Service Territory</b>	<b>\$ 97,000,387</b>

### EXPENSES BY TYPE

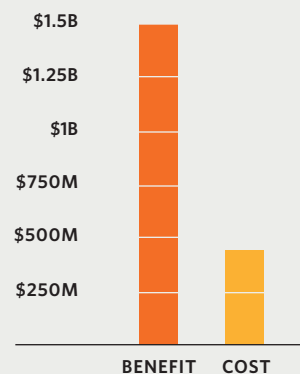
Energy Efficiency	\$ 83,348,568
Renewable Energy	13,651,819
<b>Total Expenses by Type</b>	<b>\$ 97,000,387</b>

### PUBLIC PURPOSE REVENUE BY UTILITY SERVICE TERRITORY

Portland General Electric	\$ 48,166,976
Pacific Power	29,490,552
NW Natural	12,639,406
Cascade Natural Gas	1,000,175
Avista*	0
Wasco and Ashland PUDs	5,556
<b>Total Public Purpose Revenue</b>	<b>\$ 91,302,664</b>

\*Energy Trust and Avista agreed to end services to Avista customers in 2008

### RETURN ON INVESTMENT BENEFIT VS. COST FOR UTILITY RATEPAYERS



Energy Trust investments in energy efficiency between 2002 and 2009 will save utility ratepayers approximately \$1.5 billion over time. The net benefit to ratepayers, after program costs are accounted for, is an estimated \$1.1 billion. For every dollar Energy Trust has invested in energy-efficiency programs from 2002-09 ratepayers will avoid paying four dollars in costs for utilities to generate, store, deliver and purchase an equivalent amount of energy.

## 2009 SAVINGS, GENERATION & PERFORMANCE

Energy Trust embraced new opportunities and collaboration in pursuit of aggressive goals in 2009. Despite tough economic times, Energy Trust met or exceeded annual conservative goals for electric and gas savings and renewable generation.

### ELECTRICITY SAVINGS & COSTS

Sector	Savings/ aMW	Levelized Cost/kWh
Commercial	10.5	2.7 cents
Industrial	9.0	2.7 cents
Residential	12.8	3.0 cents
<b>Total<sup>[1]</sup></b>	<b>32.3</b>	<b>2.8 cents</b>

*Savings exceeded the 2009 conservative goal*

### NATURAL GAS SAVINGS & COSTS

Sector	Savings/ Therm	Levelized Cost/Therm
Commercial	1,375,160	32 cents
Industrial	232,341	23 cents
Residential	1,248,141	69 cents
<b>Total<sup>[1]</sup></b>	<b>2,856,642</b>	<b>48 cents</b>

*Savings exceeded the 2009 conservative goal*

### RENEWABLE ENERGY GENERATION & COSTS

Program	aMW Generated	Levelized Cost/kWh
Biopower	1.39	0.8 cents
Open Solicitation	0.61	4.2 cents
Solar Electric	0.62	13.0 cents
Utility Scale	0.00	NA
Wind	0.02	38.3 cents
<b>Total</b>	<b>2.64</b>	<b>4.8 cents</b>

*Generation met the 2009 conservative goal*

### PERFORMANCE MEASURES - OREGON PUBLIC UTILITY COMMISSION

#### Energy Trust Performance Results      OPUC Performance Measure

##### Electric Efficiency

34 aMW electricity saved ('07-'09 avg.)

At least 31 aMW electricity saved (3-year avg.)

2.8 cents/kWh average levelized life-cycle cost ('09)

Average levelized life-cycle cost not exceeding 3.5 cents/kWh

##### Natural Gas Efficiency

2.9 million annual therms saved ('07-'09 avg.)

At least 1.8 million annual therms saved (3-year avg.)

48 cents/therm average levelized life-cycle cost ('09)

Average levelized life-cycle cost not exceeding 60 cents/therm

##### Renewable Resource Development

2.0 aMW from new small scale projects ('07-'09 avg.)<sup>[2]</sup>

3 aMW new small scale projects (3-year avg.)

##### Financial Integrity

Unqualified financial audit opinion

Unqualified financial audit opinion

##### Program Delivery Efficiency

Administrative and program support costs were 6.2% of annual public purpose revenues

Administrative and program support costs below 11% of annual revenues

##### Customer Satisfaction

Percent of customers "satisfied" or "very satisfied" ranged from 94 to 97% for programs evaluated

Reasonable customer satisfaction rates

##### Benefit/Cost Ratios

Value of energy saved exceeded cost

Value of energy saved must exceed cost

<sup>1</sup> Total avoided utility cost is 8.7 cents per kWh and 77 cents per therm

<sup>2</sup> 4 aMW shifted into 2010 due to development delays



## ACCOUNTABLE TO OREGONIANS

Energy Trust is delivering on the Oregon Legislature's original intent to help utilities meet the energy needs of Oregonians with lower-cost efficiency and clean, renewable energy. A volunteer citizen board of directors and two advisory councils guide Energy Trust's work, with oversight from the Oregon Public Utility Commission. Energy Trust provides quarterly reports, audited financial statements and annual reports showing actual performance measured against target metrics set by the OPUC. Independent reports on Energy Trust and all public purpose spending are completed by a third party and submitted biennially by the OPUC to the Oregon Legislature.

### 2009 BOARD OF DIRECTORS

**President** - John Reynolds, *FAIA*  
**Vice President** - Rick Applegate,  
*City of Portland Bureau of Environmental Services*  
**Secretary** - Debbie Kitchin, *InterWorks, LLC*  
**Treasurer** - John Klosterman, *Oregon Food Bank*  
Dan Davis, *energy consultant*  
Jason Eisdorfer, *Bonneville Power Administration*  
Dan Enloe, *Intel*  
Roger Hamilton, *University of Oregon*  
Julie Hammond, *Beecher Carlson*  
Al Jubitz, *Jubitz Family Foundation*  
Mark Long/Betty Merrill, *Oregon Department of Energy*  
(special advisors)  
Caddy McKeown, *ASPIRE*  
Alan Meyer, *Weyerhaeuser Company*  
Preston Michie, *Bonneville Power Administration consultant*  
John Savage, *Oregon Public Utility Commission (ex-officio)*

### 2009 CONSERVATION ADVISORY COUNCIL

Jim Abrahamson, *Cascade Natural Gas*  
Brent Barclay, *Bonneville Power Administration*  
Jeff Bissonnette, *Fair and Clean Energy Coalition*  
Paul Case, *Oregon Remodelers Association*  
Suzanne Dillard, *Oregon Department of Energy*  
Bruce Dobbs, *Building Owners and Managers Association*  
Michael Early, *Industrial Customers of Northwest Utilities*  
Joe Esmonde, *International Brotherhood of Electrical Workers*  
Theresa Gibney, *Oregon Public Utility Commission*  
Charlie Grist, *NW Power Planning Council*  
Andria Jacob, *City of Portland*  
Don Jones, *Pacific Power*  
Holly Meyer, *NW Natural*  
Stan Price, *Northwest Energy Efficiency Council*  
Lauren Shapton, *Portland General Electric*  
Steve Weiss, *Northwest Energy Coalition*  
Bill Welch, *Eugene Water & Electric Board*

### 2009 RENEWABLE ENERGY ADVISORY COUNCIL

Kyle Davis, *Pacific Power*  
Margie Gardner, *Bonneville Environmental Foundation*  
Troy Gagliano, *EnXco*  
Robert Grott, *Northwest Environmental Business Council*  
Thor Hinckley, *Portland General Electric*  
Jeff King, *Northwest Power and Conservation Council*  
Suzanne Leta Liou, *Renewable Northwest Project*  
Debra Malin, *Bonneville Power Administration*  
Robin Straughan, *Oregon Department of Energy*  
Frank Vignola, *Solar Monitoring, University of Oregon*  
Sandra Walden, *Oregon Solar Energy Industries Association*

## BJORNSON VINEYARD, SALEM

*The wind turbine in Mark and Pattie Bjornson's vineyard supplies about 75 percent of the power they need to grow and harvest their grapes. "As a small business, we couldn't have made this investment without financial help from Energy Trust and government agencies," said Mark.*



### ABOUT ENERGY TRUST

Energy Trust of Oregon is an independent nonprofit organization dedicated to helping utility customers benefit from saving energy and using renewable energy.

Our services, cash incentives and energy solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas save nearly \$600 million on utility bills. Energy Trust investments in energy efficiency to date will save Oregon ratepayers approximately \$1.5 billion over time.

Our work, funded by ratepayers of the four utilities, helps keep energy costs as low as possible, creates jobs and builds a sustainable energy future.