

2020 Energy Trust of Oregon Annual Results



Energy savings and generation results

Electric efficiency



Natural gas efficiency



Renewable energy



Energy efficiency results by utility

Portland General Electric



Pacific Power



NW Natural



Cascade Natural Gas



Avista



aMW: average megawatts; MMTh: million annual therms

Financial highlights

Revenues totaled:

\$175.6 million
1% below budget

Expenditures totaled:

\$186.8 million
7% below budget

Delivered

\$103.4 million
in incentives

Levelized costs

Levelized cost is Energy Trust's total cost to save or generate each unit of energy over the life of an upgrade, which can range from one to more than 20 years. Efficiency is the lowest-cost energy we can buy at just a fraction of the cost utilities would otherwise pay to buy energy from other sources.

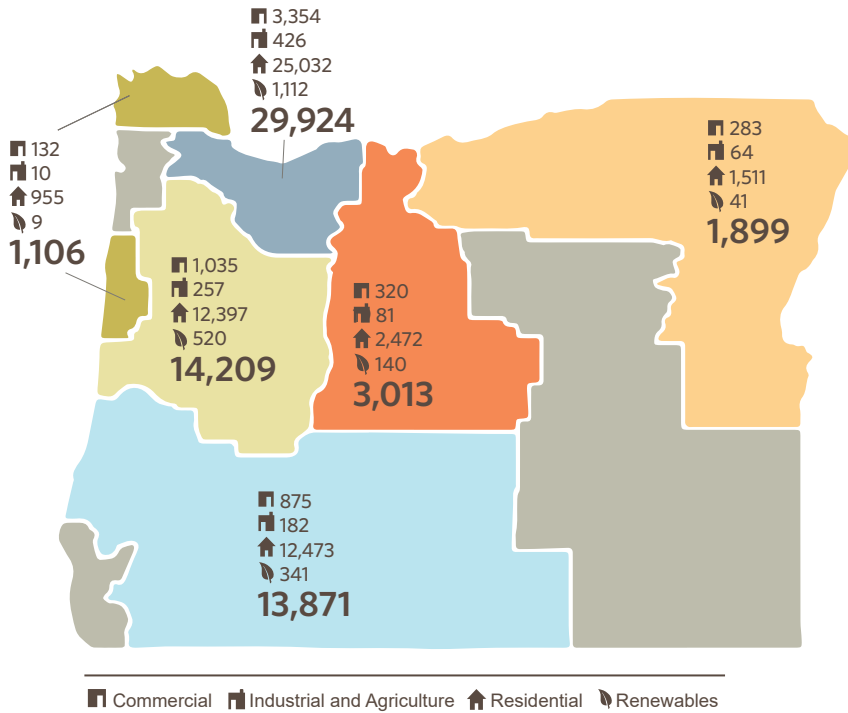
4.0 cents/kWh

32.6 cents/therm

Responding to COVID-19

Supported vulnerable customers amid economic uncertainty by working with community-based organizations and utilities to deliver no-cost energy-saving devices, expanding eligibility for Savings Within Reach offers, increasing incentives for residents and businesses and keeping applications and payments flowing.

Sites served by region



Sites served

64,022
SITES SERVED TOTAL

5,999
COMMERCIAL SITES

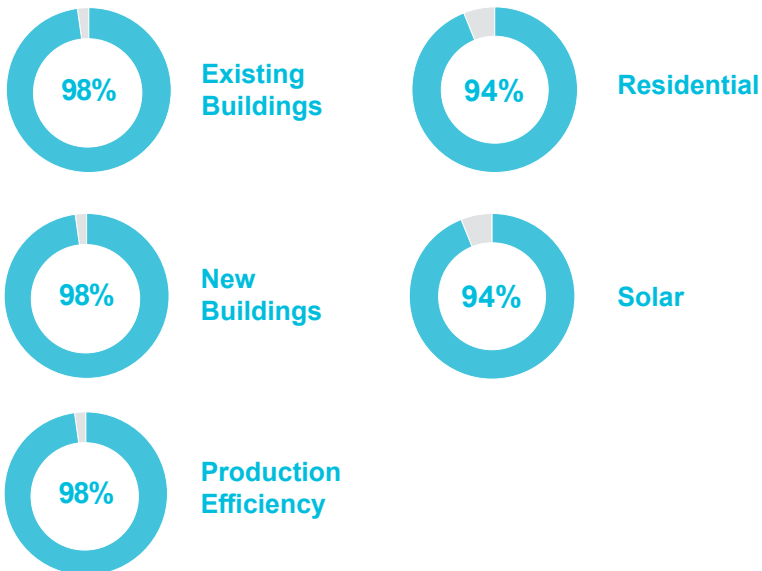
1,020
INDUSTRIAL BUSINESSES,
FARMS AND RANCHES

54,840
HOMES

2,163
RENEWABLE SITES

Customer satisfaction

Percentage of customers satisfied overall



To see more of our achievements, visit www.energytrust.org/reports

Serving customers of: Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista.

Key accomplishments



SUPPORTED COMMUNITY RECOVERY FROM WILDFIRES AND FLOODS



DISTRIBUTED 50,000 LED BULBS TO CUSTOMERS VIA COMMUNITY PARTNERS



HELPED SCHOOLS RETROFIT BUILDINGS WHILE CLASSROOMS WERE EMPTY



CREATED FUNDING PATHWAY FOR NONPROFITS TO OFFER HIGHER INCENTIVES FOR HOME UPGRADES



ACHIEVED 20% GROWTH IN SOLAR INCENTIVE APPLICATIONS AND INSTALLATIONS



OFFERED VIRTUAL ENGAGEMENT AND PROJECT ANALYSIS FOR BUSINESSES