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August 4, 2020

### **MEMORANDUM**

**TO: Council Members**

**FROM: Tina Jayaweera, Charlie Grist**

**SUBJECT: Energy Trust of Oregon Briefing**

### **BACKGROUND:**

**Presenter:** Michael Colgrove, Executive Director, Energy Trust of Oregon  
Henry Lorenzen, Vice President, ETO Board of Directors

**Summary:** The Energy Trust of Oregon is an independent, non-profit organization created to implement energy efficiency and small-scale renewable resources in Oregon under a stable and consistent funding paradigm. Energy Trust designs and runs efficiency and renewables programs for Oregon customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista, and Washington customers of NW Natural.

Michael Colgrove has been Executive Director of the Energy Trust of Oregon since 2016. Mr. Colgrove will brief the Council on the ETO's 2019 Annual Report and other issues.

**Relevance:** Energy Trust is a key player in the regional energy efficiency and renewable resource landscape. It has produced ground-breaking approaches to program design, marketing, delivery, and evaluation. It contributes a large share of regional electric efficiency savings. Oregon customers of PGE and PacifiCorp represent about 20 percent of the

region's electric load; recent Energy Trust program accomplishments represent about 22 percent of total regional electric savings in 2018.

Workplan: A.1.1 Coordinate with regional entities (e.g. NEEA, BPA, utilities, regulators) to ensure the regional goal for cost-effective conservation is achieved.

Background: Energy Trust is a result of 1999 Oregon legislation that required the state's largest investor-owned electric utilities, PGE and Pacific Power, to collect a three percent public purpose charge for efficiency and renewables. The legislation authorized the Oregon Public Utility Commission to direct a portion of those funds to an independent, non-government entity. Energy Trust began operation in 2002 as the primary entity responsible for delivering electric efficiency and renewable resource programs. In 2007, funding of electric programs above the 3 percent public purpose charge was approved with the goal of avoiding the need to purchase more expensive electricity.

Funding for natural gas efficiency programs was added through regulatory proceedings. Energy Trust began administration of natural gas programs in 2003 with NW Natural and in 2006 with Cascade Natural Gas. In 2009, Energy Trust began serving NW Natural's customers in Washington. In 2017, Energy Trust began serving Avista gas customers in Oregon.

More Info: Michael Colgrove joined Energy Trust after 15 years with the New York State Energy Research and Development Authority (NYSERDA) where he was both the director of the New York City office and director of Multifamily Programs. He is a graduate of the New York Institute of Technology's Energy Management master's program and earned his Bachelor of Science degree in Environmental Science at the University of Alaska Fairbanks.

Energy Trust Annual Report: <https://www.energytrust.org/annual-report-2019/>



Energy Trust of Oregon Briefing  
NW Power and Conservation Council Meeting  
August 12, 2020



# About Energy Trust of Oregon

Independent  
nonprofit

Serving 1.6 million customers of  
Portland General Electric,  
Pacific Power, NW Natural,  
Cascade Natural Gas and Avista

Providing  
access to  
affordable  
energy

Generating  
homegrown,  
renewable  
power

Building a  
stronger Oregon  
and SW  
Washington

# Helping achieve Oregon's clean energy future

2020–2024 Strategic Plan

Focus Areas

## 1 ENGAGING CUSTOMERS

Engaging customers with programs, information and services, with attention to underserved customers.

## 2 SUPPORTING UTILITIES

Linking to the approaches utilities are using to meet changing customer energy needs.



## 3 INFORMING POLICYMAKERS

Supporting energy policies by providing objective information and analyses.



## 4 DELIVERING MULTIPLE BENEFITS

Leveraging additional funding to advance clean energy investments that deliver multiple benefits.



## 5 ADAPTING TO CHANGE

Enhancing our ability to respond to changes, needs and new opportunities.

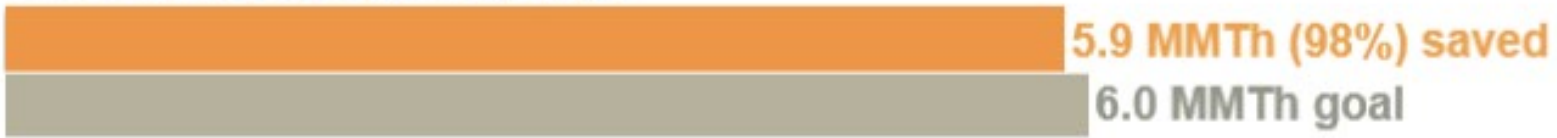


# 2019 Annual Achievements

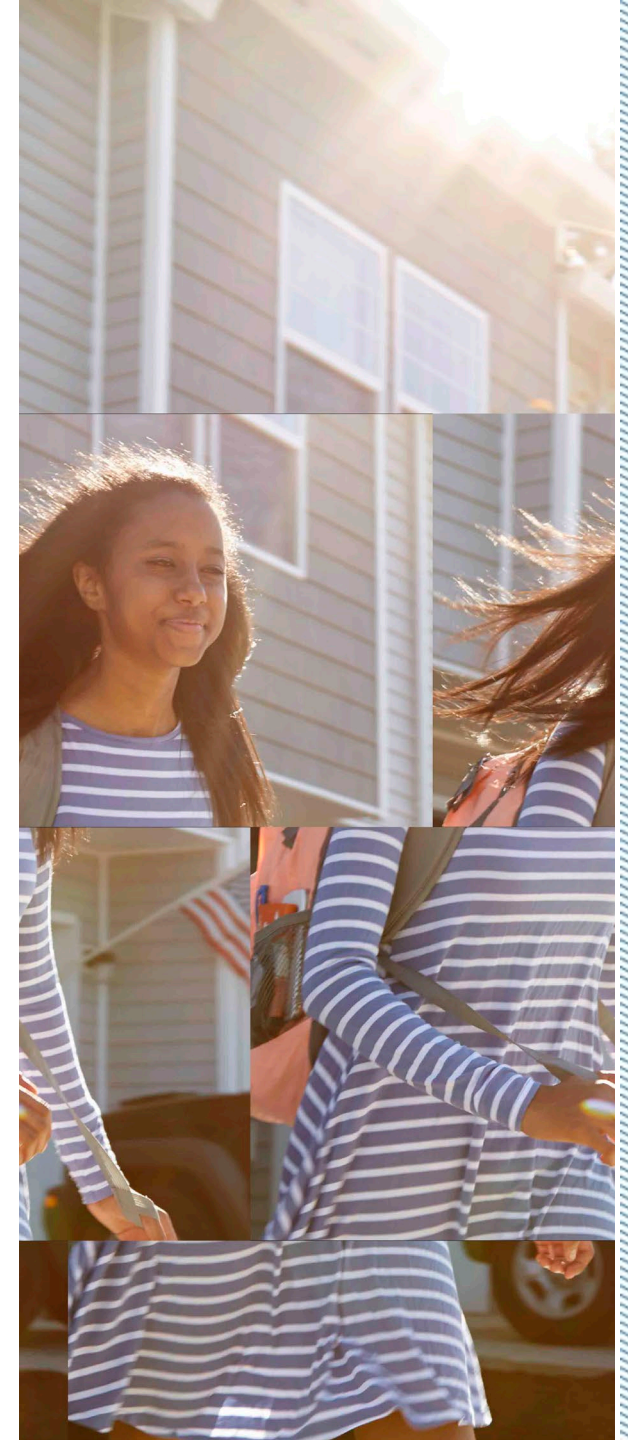
## ⚡ Total electric savings



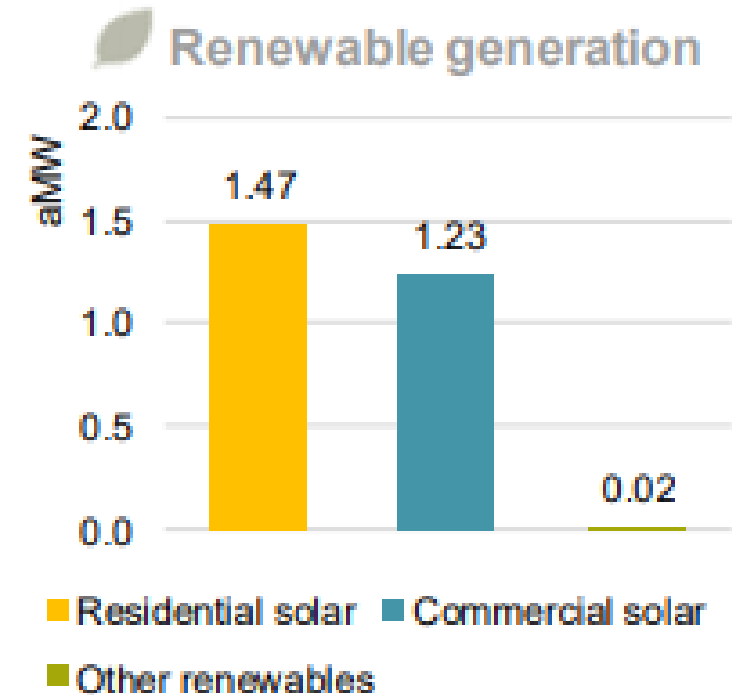
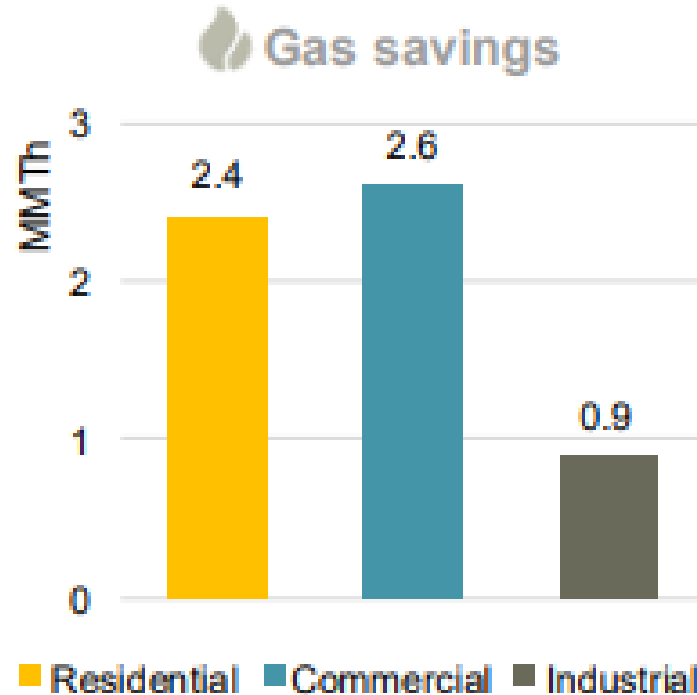
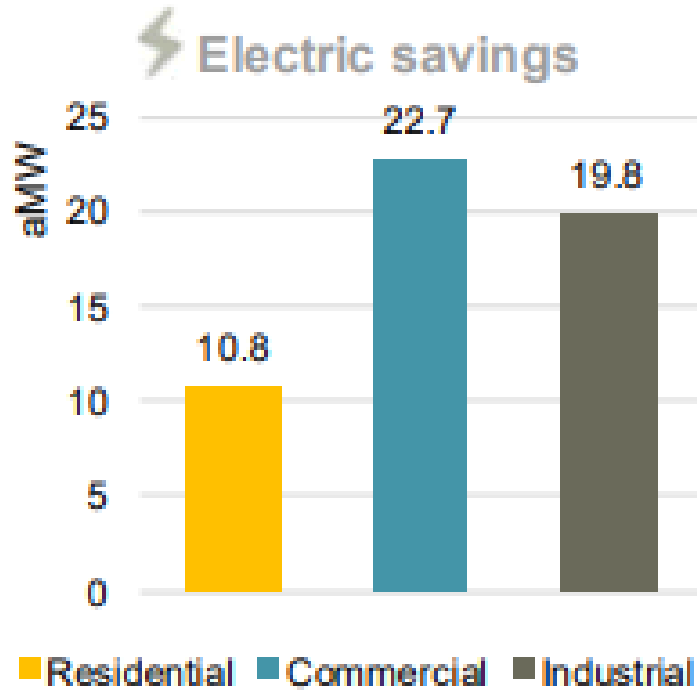
## 🔥 Total natural gas savings



## 🌿 Total renewable generation



# 2019 Savings and Generation by Sector





# COVID-19: Impacts to Oregon

Varies by

- Race
- Income
- Market sector
- Business type
- Location
- Trade ally contractors





## COVID-19: Energy Trust Operations Changes

- Switched to remote processing for projects, incentives, inspections and reviews; extended the period to fill out documentation
- Moved all trainings to online engagement
- Paused direct installation for residential and multifamily customers
- Re-arranged outreach to be virtual or scheduled at down times
- Maintained customer, trade ally communications



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# COVID-19: Program Changes

## Residential customers

- More online offers
- More low- and no-cost services
- Enhanced incentives for low-income

## Business customers

- Lighting incentive increases, bonuses
- Targeted bonuses for rural small businesses and schools
- Expanded direct installation

## Results So Far

### Positive customer response

- Higher engagement in trainings
- Increased kit orders
- Bonuses and higher incentives helped customers, contractors complete projects
- No- and low-cost changes help capital-constrained businesses

Improved forecast to achieving our annual goals

Continue to pivot, adapt



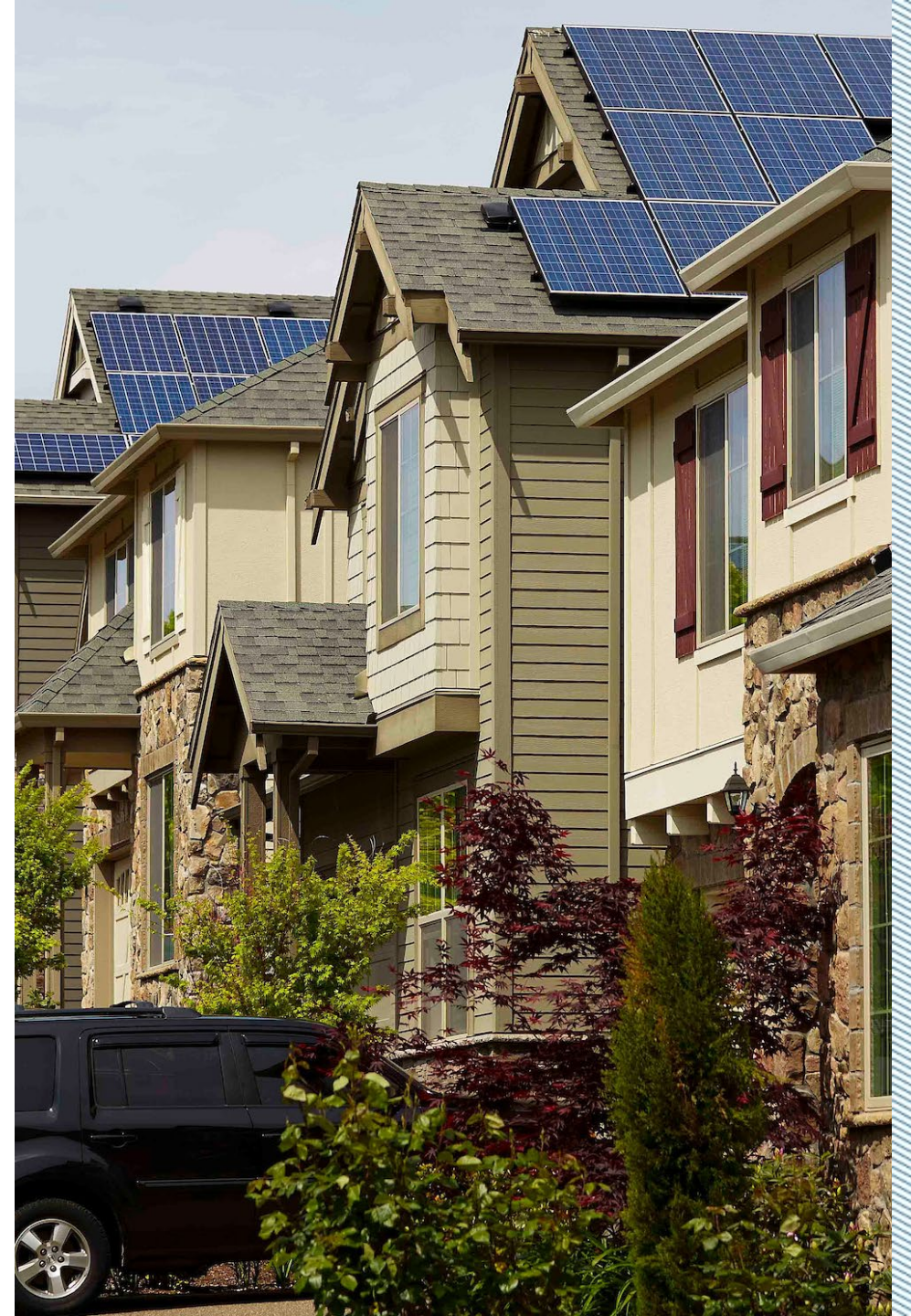
# Longer-Term Market Impacts

## Residential

- Limited in-person services
- Less spending
- Backlog of unpaid utility bills

## Business

- Continued layoffs and closures
- Remote workforce
- Less capital investment

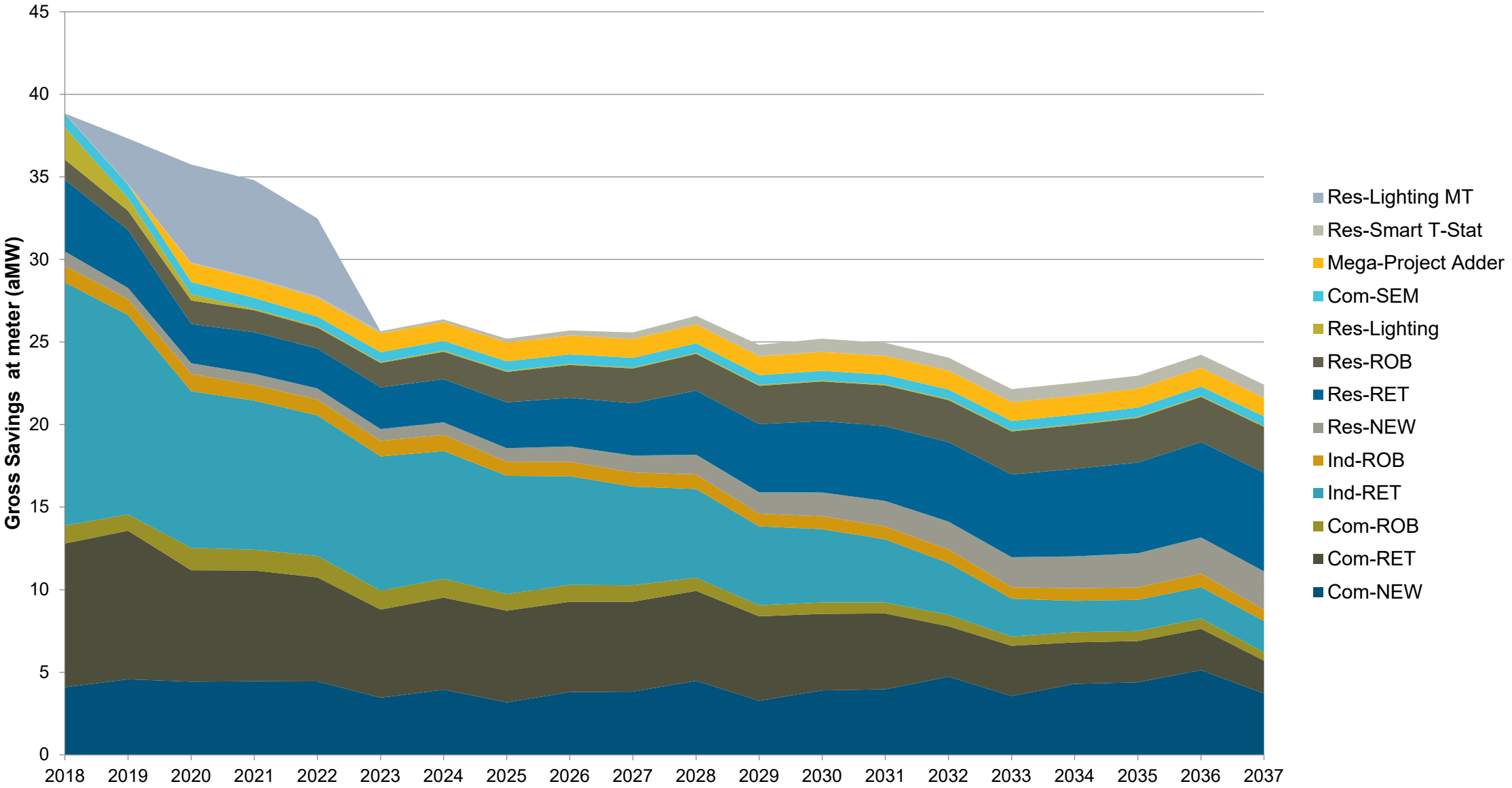




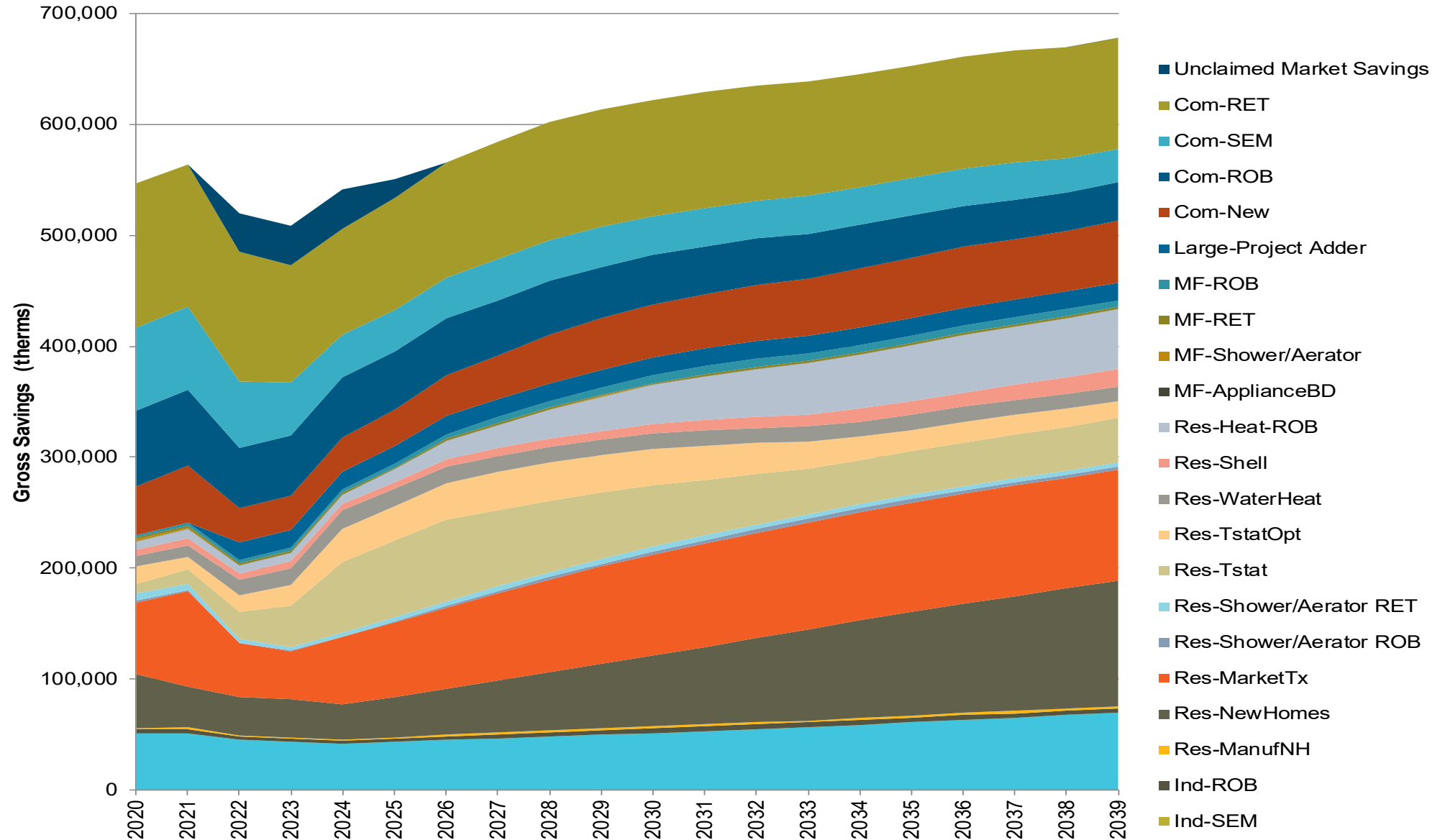
## Long-Term Energy Efficiency Trends

- Regional load impacts to be determined
  - Utility-by-utility variation
  - Utilities revising load forecasts
- Efficiency resource potential remains on the same trajectory as pre-pandemic
  - Lighting resource declining
  - Large, very cost-effective savings sources largely acquired
  - Cost-effectiveness challenges continue for certain programs, measures
  - Increasing product and construction code baselines

# Energy Efficiency Acquisition: PGE, 2018-2037

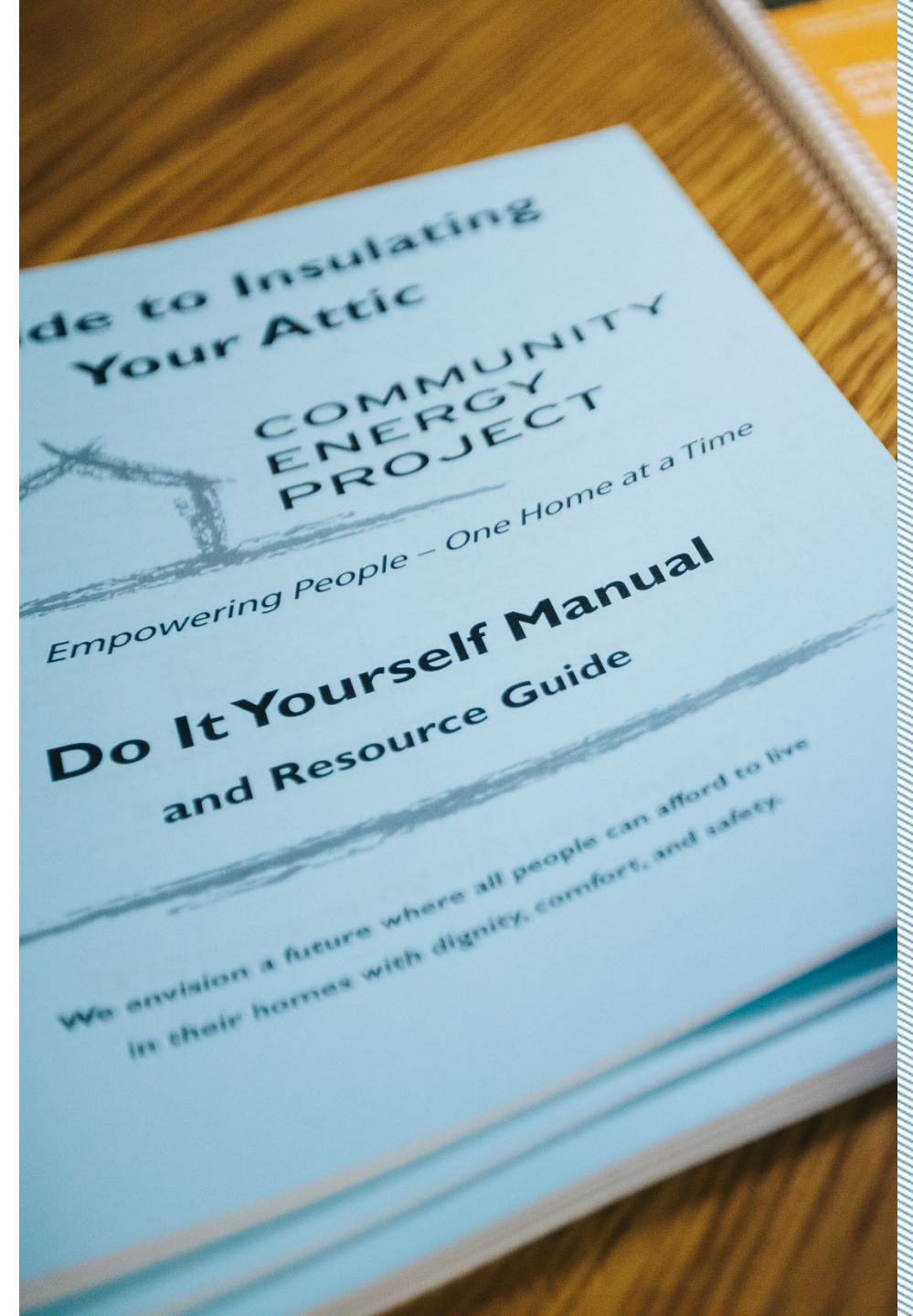


# Energy Efficiency Acquisition: Cascade Natural Gas, 2020-2039



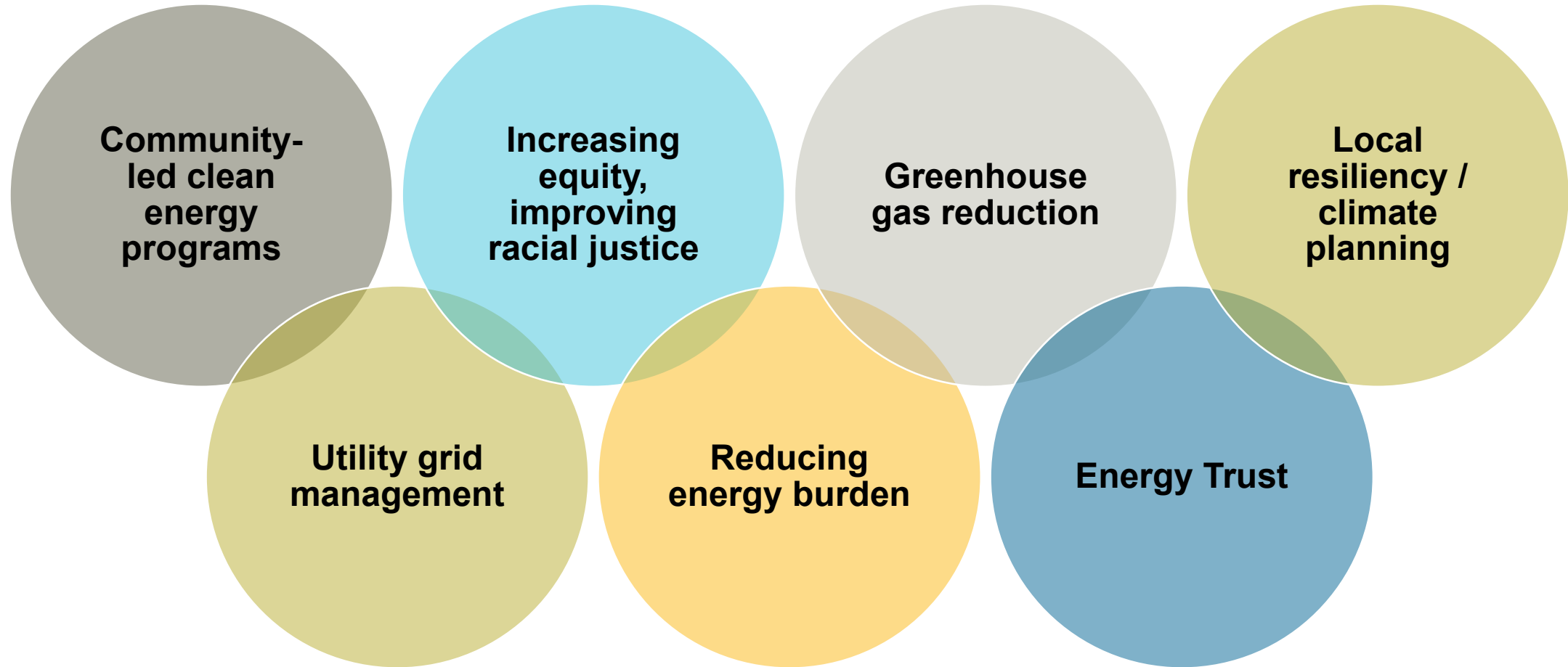
# Acquiring All Cost-Effective Energy Efficiency

- Ensuring equitable customer access to the benefits of clean energy
  - Increasing focus on hardest hit customers
  - Prioritizing diversity, equity and inclusion
- Investing in community-based relationships and delivery pathways
- Supporting trade ally contractors
- Coordination with utility demand management and response strategies
- Internal flexibility and creativity





# Broadening the Reach of Clean Energy Benefits





# Thank You

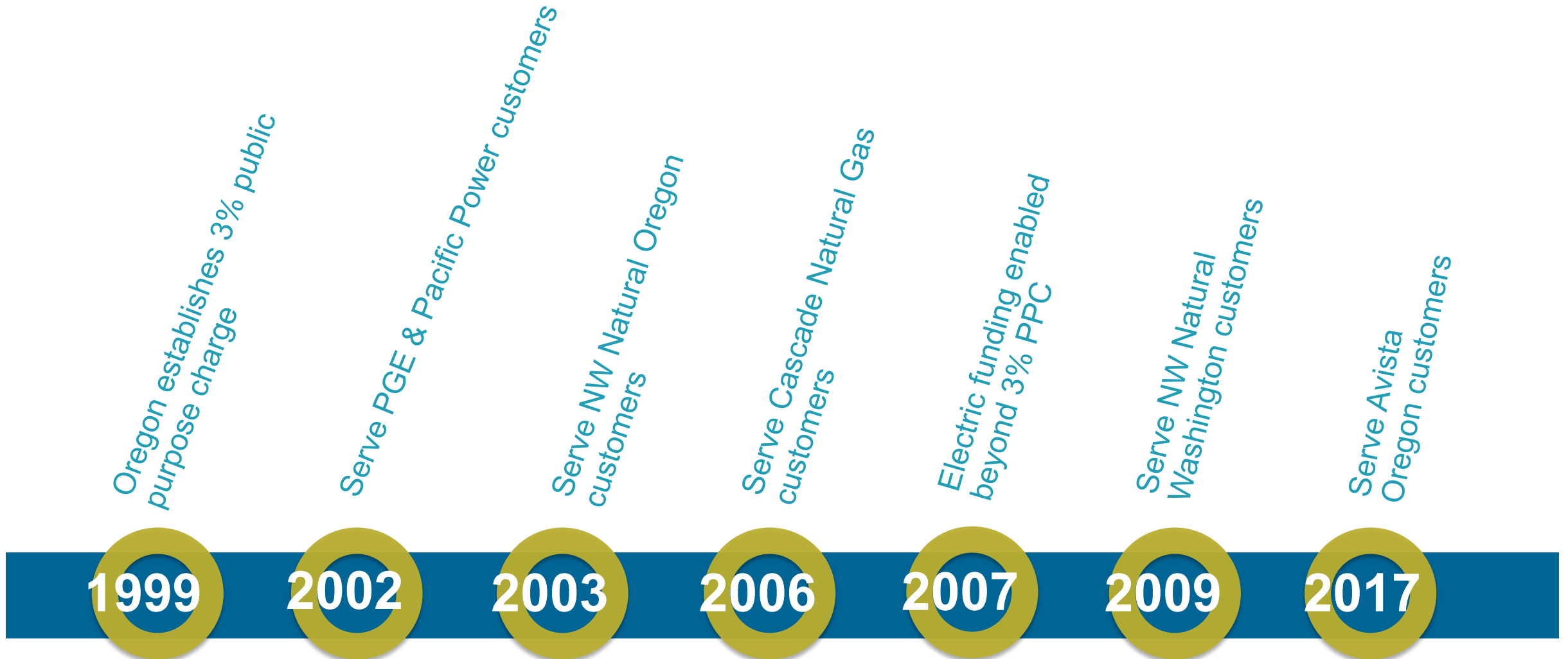
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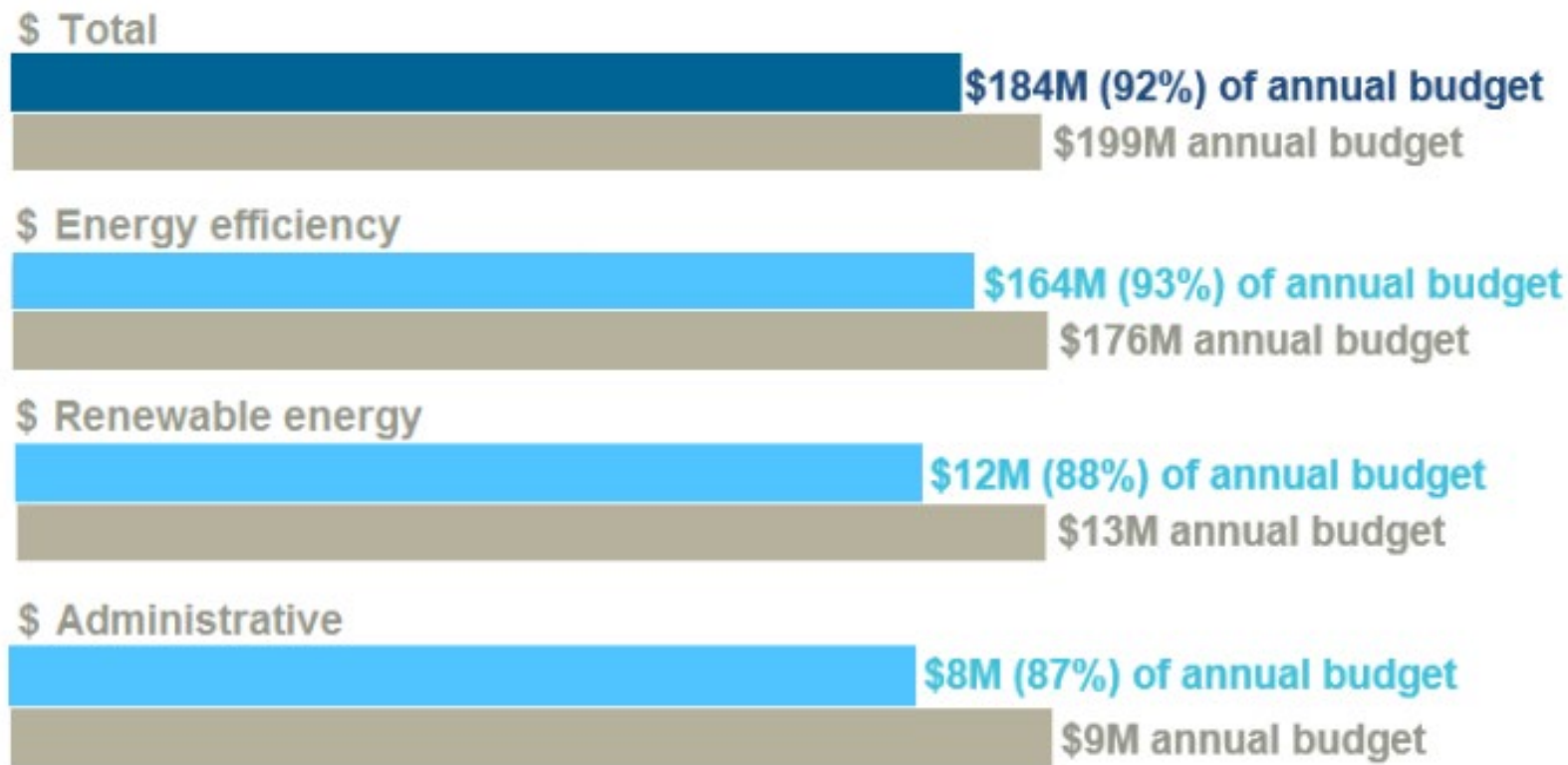
# Reference Slides

# Funding History

Funded by a portion of 3% public purpose charge for electric utility customers, and utility tariffs approved by the OPUC



# 2019 Expenditures



# 2019 Revenue



# MAKING A COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

