



Serving Low-income Oregonians with Energy-saving Solutions

November 18, 2020

Outline

- Low-income energy programs in Oregon
- Energy Trust initiatives serving low- to moderate-income customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista
- Co-funding projects with community partners
 - Case study with Community Action Organization of Washington County
- Looking forward to 2021

Low-income Energy Programs in Oregon

Oregon Housing and Community Services

Weatherization

- Low Income Home Energy Assistance (LIHEAP) weatherization
- US DOE Weatherization Assistance Program
- Energy Conservation Helping Oregonians (ECHO)
- Oregon Multi-Family Energy Program (OR-MEP)
- Bonneville Power Administration Low-income Energy Efficiency Program
- State Home Oil Weatherization (SHOW)

Energy Assistance

- Low Income Home Energy Assistance Program (LIHEAP)
- Oregon Energy Assistance Program (OEAP)
- CARES Act LIHEAP Supplemental Program
- Energy Assistance Coronavirus Relief Fund

Utility ratepayer funded

- NW Natural
 - Oregon Low Income Gas Assistance (OLGA)
 - Oregon Low-income Energy Efficiency (OLIEE)
- Cascade Natural Gas
 - Oregon Low Income Bill Assistance (OLIBA)
 - Oregon Low Income Energy Conservation (OLIEC)
- Avista
 - Oregon Low Income Rate Assistance Program (LIRAP)
 - Oregon Low Income Energy Efficiency Program (AOLIEE)
- Idaho Power
 - Project Share (Billing Assistance)
 - Weatherization Assistance Program

Community Action Agencies

- Delivery program services leveraging weatherization and energy assistance funding
- ~17 jurisdictions across the state

Energy Trust's Role

- Objective

- Deliver benefits to all utility customers while acquiring cost-effective energy efficiency
- Serve low-income customers in support of our Diversity, Equity and Inclusion objectives
 - Including through the Residential program, Solar program and multifamily initiatives
- Remain a resource to OPUC and stakeholders looking to help customers with high energy burdens and/or impacted by COVID-19

- Approach

- Support existing low-income programs to achieve greater levels of energy efficiency
- Partner with entities directly serving low-income customers

- Key Strategies

- Targeted incentives and outreach
 - No- and low-cost offers
 - Modified eligibility requirements
 - Increased incentives, bonuses
- Coordination and partnerships
 - State agencies
 - Local service providers
 - Community-based organizations
 - Utilities

Energy Trust Residential Initiatives Serving Low- to Moderate-Income Customers

- Low- and no-cost services
 - Free LED bulb distribution
 - Energy saver kits
 - Smart thermostats
- Savings Within Reach enhanced incentives and financing
- Single-family rental enhanced incentives
- Fixed price promotions
 - Heat pumps and ductless heat pumps in manufactured homes
 - Region-specific promotions
- Manufactured homes free services
- Manufactured homes replacement pilot
- Community Partner Funding
 - Audits and highest incentive levels

Savings Within Reach

- Enhanced incentives for HVAC, weatherization and water heating
- On Bill Repayment financing
- Targets moderate-income customers
- Temporary eligibility for COVID-employment constraints

Household size	Gross annual income minimum	Gross annual income maximum
1 resident	\$25,520	\$51,966
2 residents	\$34,480	\$67,955
3 residents	\$43,440	\$83,945
4 residents	\$52,400	\$99,934
5 residents	\$61,360	\$115,922
6 residents	\$70,320	\$131,912
7 residents	\$79,280	\$134,910
8 residents	\$88,240	\$137,909

Single-family Rental Properties

- Enhanced incentives for HVAC, weatherization and water heating measures
- Deliver benefits to renters
- Ductless heat pump promotion
- Gas furnace promotion in development

Savings Within Reach (OR) / Rental Incentives (OR/WA)

Energy Improvement	Oregon Incentive	Washington Incentive
Ductless heat pump	\$1,000	N/A
Ducted heat pump	\$1,000	N/A
Extended capacity heat pump	\$1,650	N/A
Gas furnace	\$550 \$1,000*	\$550 \$1,000*
Heat pump water heater	\$270	N/A
Gas tankless water heater	N/A	\$200 \$400
Smart thermostat	\$100	\$100
Attic insulation	\$0.50 \$1.25* per square foot	\$0.50 \$1.25* per square foot
Wall insulation	\$0.50 per square foot	\$0.60 \$0.75 per square foot
Floor insulation	\$0.40 per square foot	\$0.60 \$0.75 per square foot

*Denotes bonus incentive, which expires on March 31, 2021

Fixed Price Promotions

- Solicit competitive pricing through trade ally Request for Qualifications
 - Prioritize most cost-effective installations
- Enhanced incentives

Promotion	Total Average Cost	Energy Trust Incentive	Average Remaining Cost
Manufactured Homes: Ducted Heat Pump	\$4,932	\$3,000	\$1,932
Manufactured Homes: Ductless Heat Pump	\$4,050	\$2,500	\$2,050
Rentals: Ductless Heat Pump	\$4,050	\$1,750-\$2,000	\$2,050-\$2,300

Energy Trust Co-funding Priorities

- Newest program offer designed to partner with existing community organizations to serve customers
- Contribute maximum funding at cost effective levels
- Prioritize lagging customer groups

Co-funding Case Study

- Worked with OPUC, PGE, Pacific Power, OHCS, Community Action Partnership of Oregon and community action agencies
- OPUC approved attribution, reporting and cost-effectiveness methodology (June 2019)
- Pilot with Community Action Organization of Washington County (CAO)



Co-funding Case Study: Budget and Targets

Goal: To serve more low-income customers and/or acquire more savings at each site

- Achieve 22% increase in eligible measure installations **and/or**
- Achieve 22% increase in kWh savings from baseline

	Measures Installed	kWh*	Total Program Funds
Baseline (CAO Volume 2017/2018)	177	396,805	\$1,639,321
CAO Budget 2019/2020 Program Year, without co-funding	146	327,617	\$1,353,486
Energy Trust Additionality Goals	32	72,076	\$300,000
Total CAO & Energy Trust 2019/2020 Goals	178	399,693	\$1,653,486

*using Energy Trust savings calculations, agency-reported savings are different

Co-funding Case Study: Results

- Served 88 homes
- Exceeded savings goal
- Installed more HVAC systems and fewer insulation projects than expected

Energy Trust Co-funding Metrics	'19/'20 Measure Goals	Results	Percent to Goal
Total Sites Served by Energy Trust	N/A	88	N/A
Total Incentives	\$300,000	\$301,449	100.5%
Total Core Measures	146	192	132%
Total Reportable kWh Savings*	327,617	421,259	129%

*using Energy Trust savings calculations, agency-reported savings are different

Community Partner Funding

- Co-funding Case Study created an infrastructure to position funding as a point of leverage for other community organizations
- Community Partner Funding pathway designed to partner with other community organizations (community-based organizations) to leverage with additional funding sources to serve customers
- Contribute maximum funding at cost-effective levels
- Prioritize lagging customer groups

Community Partner Funding – Incentive Levels

Energy Improvement	Primary Heating Fuel	Incentive
Ductless Heat Pump	Electric Zonal – CAAs	\$2,000
	Electric Zonal – CBOs	\$2,900
	Electric Forced Air Furnace – CAAs	\$2,800
	Electric Forced Air Furnace – CBOs	\$3,350
Ducted Heat Pump	Electric	\$3,000
New & Existing Heat Pump Controls	Electric	\$250
High Efficiency Gas Furnace	Gas	\$1,000
Smart Thermostat Direct Install	Electric or gas	\$150
Heat Pump Water Heater	Electric (water heat)	\$498
Home Energy Assessment	Electric or gas	\$250 per site

Energy Improvement	Primary Heating Fuel	Incentive
Attic Insulation	Electric	\$1.25 per square foot
	Gas	\$1.25 per square foot
Wall Insulation	Electric	\$1.50 per square foot
	Gas	\$0.95 per square foot
Floor Insulation	Electric	\$1.00 per square foot
	Gas	\$0.70 per square foot
Windows	Electric	\$15.00 per square foot
	Gas	\$8.00 per square foot
Windows	Electric	\$8.00 per square foot
	Gas	\$4.00 per square foot
Windows	Electric	\$4.00 per square foot
	Gas	\$2.00 per square foot

Looking Forward: 2021 Actions

- **2021 Residential program budget for low-income initiatives***
 - Continue
 - Low- and no-cost services
 - Savings Within Reach enhanced incentives and financing
 - Single-family rental enhanced incentives
 - Fixed price promotions
 - Manufactured homes replacement pilot
 - Marketing support
 - Prioritize do-it-yourself solutions to customers
 - Support for CBOs and trade allies participating in low- to-moderate income initiatives
 - Expand
 - Manufactured homes free services through a redesigned approach
 - Co-funding with community action agencies, building on the successful pilot with CAO and potentially entering into agreements with up to 5 agencies
 - Community Partner Funding pathway to more CBOs, this pathway continues to be relatively new and staff still assessing demand and effectiveness in 2021
- **Participate in OPUC proceedings**
 - COVID-19 consumer protections docket (UM 2114)
 - Executive Order 20-04 work plans on Utility Services and Impacted Communities
- **Be a resource**
 - Remain flexible and solutions-oriented in an uncertain year given the ongoing COVID-19 pandemic and its impact on capacity at low-income agencies and CBOs, and the health and financial well-being of customers



Thank You

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