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COMPANY NAME: NW Natural

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Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
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Report is required by:  OAR  
 Statute  
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other Schedule 320 of NW Natural's Tariff  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: RG-13

List Key Words for this report. We use these to improve search results.

NW Natural, 2017-2018 Program Year, Oregon Low-Income Energy Efficiency Annual Report, OLIEE, RG-13

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.

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December 27, 2018

**VIA ELECTRONIC FILING**

Public Utility Commission of Oregon  
201 High Street SE, Suite 100  
Post Office Box 1088  
Salem, Oregon 97308-1088

Attn: Filing Center

RE: **RG-13** - Oregon Low-Income Energy Efficiency Program (OLIEE)  
Annual Report (Program Year 2017-2018)

Northwest Natural Gas Company, dba NW Natural (“NW Natural” or the “Company”), submits herewith its Oregon Low-Income Energy Efficiency Program (OLIEE) Annual Report for the Program Year 2017-2018 in accordance with the Company’s Tariff P.U.C. Or. 25, Schedule 320.

Please do not hesitate to contact me should you have any questions about this report.

Sincerely,

*/s/ Onita R. King*

Onita R. King  
Rates and Regulatory Affairs

enclosure

# NW Natural

## Oregon Low Income Energy Efficiency Program Annual Report To the Public Utility Commission of Oregon Program Year: October 2017- September 2018

### I. Summary

The programs supported by the Oregon Low Income Energy Efficiency Program (OLIEE) tariff continued to strengthen in the 2017-18 program year. Collectively our partner agencies provided weatherization services to 299 households and engaged several hundred additional NW Natural customers through energy education workshops, energy saver kits and/or received air sealing services.

### II. OLIEE Overview

Since October 2002, NW Natural (NWN) has collected public purpose funding for its Oregon Low-Income Energy Efficiency program (OLIEE). Starting with the 2017-18 program year the collection increased. Previously it had been equal to one quarter of one percent (0.25%) of total energy use billed from Oregon’s residential and commercial customers, but it is now equal to one fifty fifth of one percent (.55%).

The OLIEE program assists NWN’s low income customers by reducing their natural gas needs through the installation of high efficient gas equipment and weatherization. The program also empowers customers through energy literacy in conjunction with weatherization as well as a stand-alone service. The program is applicable to owners and renters of single or multi-family dwellings, who meet income guidelines as established in Oregon’s annual Low Income Home Energy Assistance Program (LIHEAP) State Plan<sup>1</sup>. On average, the OLIEE program reduces participating customers’ gas usage by approximately 20%<sup>2</sup> annually.

### III. OLIEE Community Action Program (CAP) Program

OLIEE partners with CAP Agencies located in each county to administer the OLIEE program. These agencies utilize matching funds derived from the Office of Community Services’ Low Income Home Energy Assistance Program (LIHEAP) and the US Department of Energy’s Weatherization Assistance Program (WAP). NWN contributes to each eligible gas home’s weatherization and energy efficiency efforts as follows:

Expense category	Cap
Weatherization cap per home	\$10,000
Audit and Inspection allotment	\$850
Health, Safety and Repairs	\$1,000
Agency Administrative expense	\$750
<b>Max reimbursement per home</b>	<b>\$12,600</b>

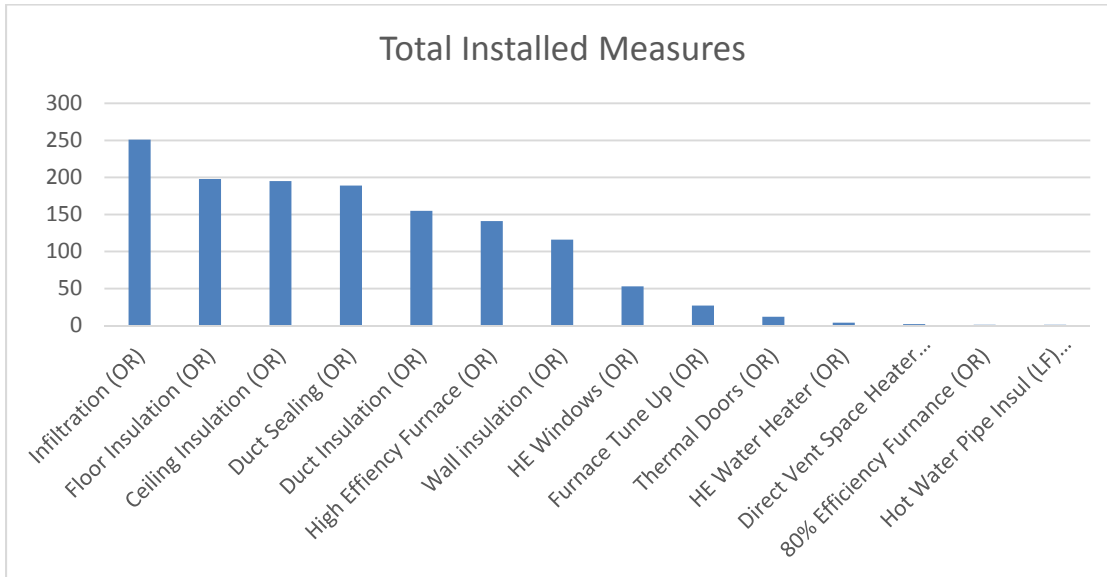
<sup>1</sup> <https://www.oregon.gov/ohcs/pages/low-income-energy-assistance-oregon.aspx>

<sup>2</sup> According to 2011 Impact Evaluation performed by Forefront Economics.

# NW Natural

## Oregon Low Income Energy Efficiency Program Annual Report To the Public Utility Commission of Oregon Program Year: October 2017- September 2018

The funds supported over 1,050 measures installed in 260 households.



During the 2017-18 program year, agencies were able to bring over \$787,598 of matching funds to NW Natural customer households.

### IV. Current year weatherization results

Table 1 – Prior three program years' CAP results

	<u>2017-2018</u>	<u>2016-2017</u>	<u>2015-2016</u>
Households weatherized (Target)	320	300	238 to 351
Households weatherized (Actual)	299	260	231
Reimbursed Measure Costs	\$1,935,009	\$1,521,200	\$1,246,030
Reimbursed HSR	\$289,364	\$237,019	\$193,184
Est. therms	103,708	59,232	52,817
Est. therms saved per home <sup>3</sup>	347	228	229

<sup>3</sup> Estimated therms saved as calculated by the Oregon Department of Energy (ODOE) -approved modeling software, RemRate.

## NW Natural

Oregon Low Income Energy Efficiency Program  
Annual Report To the Public Utility Commission of Oregon  
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**Households/targets:** Agencies completed 13% more homes than the prior year. The program has a goal of maintaining 300 agency served households each year.

Table 2: Household targets for 2018

<b>CAP Agency</b>	<b>Counties Served</b>	<b>Targeted Households</b>	<b>Actual Completions</b>
Clackamas County CA	Clackamas	20	20
Community Action Organization	Washington	75	67
Community Action Team, Inc.	Columbia and Clatsop	4	7
Community Services Consortium	Benton, Linn and Lincoln	30	40
Homes for Good Housing Agency of Lane Co	Lane	25	18
Mid-Columbia Community Action Council	Hood River and Wasco	N/A	1
Mid-Willamette Valley CA	Polk and Marion	60	37
Multnomah County Weatherization & Energy Services	Multnomah	100	100
Yamhill Co CA Partnership	Yamhill	7	6
Oregon Coast Comm Action	Coos	1	3
<b>All Agencies</b>		<b>322</b>	<b>299</b>

# NW Natural

Oregon Low Income Energy Efficiency Program  
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## V. 2018-2019 Future look including targets and wait lists

In addition to 2018-19 targets, Table 3 provides actual results for program year 2017-18, waiting list information as of 2017-18 program year-end and total meter count by agency geography as previously requested by the Commission Staff.

Table 3: Projections and Wait List Data<sup>4</sup>

CAP Agency	Gas <sup>5</sup> home wait list 9/30/17	Gas home wait list as of 9/30/18	Total Wait list as of 9/30/18	Residential Meter Count	2018-2019 gas home target
Clackamas County CA	55	47	232	86,263	20
Community Action Organization	54	8	36	131,794	67
Community Action Team, Inc.	63	N/A	N/A	19,624	7
Community Services Consortium	98	72	265	49,101	40
Homes for Good Housing Agency of Lane Co	50	N/A	N/A	36,420	24
Mid-Columbia Community Action Council	N/A	N/A	N/A	4,995	0
Mid-Willamette Valley CA	55	104	320	74,308	29
Multnomah County Weatherization & Energy Services	27	6	39	185,394	95
Yamhill Co CA Partnership	4	9	227	11,265	7
Oregon Coast Comm Action	N/A	N/A	N/A	1,476	3
<b>All Agencies</b>	<b>406</b>	<b>246</b>	<b>1,119</b>	<b>600,640</b>	<b>300</b>

\*Agencies track waitlist differently depending, in part, upon the various stages a project is in. Agency staffing and resource constraints have not allowed consistent tracking which results in an N/A.

<sup>4</sup> The waiting list information presented in this table is as reported to NW Natural by each agency.

<sup>5</sup> As reported in prior annual report; due to timing, figures may not tie exactly to energy education reports.

# NW Natural

## Oregon Low Income Energy Efficiency Program Annual Report To the Public Utility Commission of Oregon Program Year: October 2017- September 2018

### VI. Program Funding<sup>6</sup>

Projects averaged approximately \$8,968 during the 2017-18 program year (inclusive of administrative, audit and inspection costs). Applying this average to the 2017-18 target of 300 households will require \$2.7M for CAP projects. Collections for 2017-18 are anticipated to be \$2.7M; those funds are budgeted to cover the CAP program. The Company will be monitoring balances and the OLIEE Advisory Committee will monitor the balances at each meeting.

Table 4 – 2017-2018 OLIEE Program Year Funding (13 months)

<b>Program Revenue (10/17-10/18):</b>	
Public Purpose Funding	\$ 2,870,689
Interest and Investment Income	\$ 5,524
<b>Total PY 2017-18 Program Revenue</b>	<b>\$ 2,876,213</b>
<b>Expenses (10/17-10/18):</b>	
Total Agency Cost <sup>7</sup>	\$ (2,975,061)
Open Solicitation Program (OSP)	\$ (212,493)
NWN Administration	\$ (83,704)
Energy Education	\$ (120,000)
<b>Total PY 2017-18 Expense</b>	<b>\$ (3,391,258)</b>
<b>PY 2017-18 Excess Funding</b>	<b>\$ (515,045)</b>

### VII. Energy Education

The current tariff allows 10% of program collections to be used for client energy education each program year but distributed under 5% in 2017-18 to prioritize weatherization. The Company's goal is to create synergies in the delivery and funding of traditional low income services - weatherization and bill assistance – while better serving this customer group. By targeting customers on the weatherization wait lists (OLIEE) and previous recipients of bill assistance (OLGA<sup>8</sup>), NWN specifically hopes to:

- Provide more immediate attention and services to customers on weatherization wait lists.
- Provide education and direct install measures to customers whose homes do not qualify for OLIEE.
- Show OLGA customers how to use less gas and decrease their dependency on bill payment assistance.
- Encourage eligible households to sign up for weatherization services.

<sup>6</sup> Expenses are typically paid within a month after being incurred. Due to this timing difference, figures in section III and V will not fully synchronize. Past reports have included October – September. This 2017-18 report includes October to October, since October 2018 account reflects the September 2018 expenses. The result is future program reports will be better aligned with revenue and expense.

<sup>7</sup> Agency costs include measure reimbursement, health, safety and repair allowance as well as administrative costs.

<sup>8</sup> Oregon Low Income Gas Assistance

# **NW Natural**

## Oregon Low Income Energy Efficiency Program

### Annual Report To the Public Utility Commission of Oregon

#### Program Year: October 2017- September 2018

Agency-specific reports are included in Appendix 1. Each includes an overview of their offering and greater detail on:

- Wait list management,
- Education methods,
- Program Impacts, and
- Accounting.

NW Natural is pleased with the agency efforts and seeks to foster inter-agency collaboration to help create an even stronger education program. In addition to providing reports outlined above, agencies have supplied PowerPoints and other teaching materials and testimonials that NWN is making available to the Community Action network.

#### **VIII. OLIEE: Open Solicitation Program (OSP) Overview**

The OLIEE Tariff has The Company partnered with organizations serving a similar demographic as the CAP and identified projects that meet the spirit of the OLIEE program while providing some diversification of housing stock and, hence, tenant profiles. These projects all fall within the scope of the Open Solicitation Program of the OLIEE tariff.

No new projects were awarded for the 2017-18 Program Year. Projects reported in 2016-17 Report were:

- Community Energy Project (CEP) > DIY Air sealing training and kits.
- Enhabit > Anti-displacement driven efficiency upgrades.
- Portland Community Reinvestment Inc. and Verde > Adding energy efficiency upgrades in homes that would otherwise only receive general repairs.
- Home Forward > Furnace replacement in historic building.
- Oregon Training Institute (OTI) > Weatherization services to new Low Income gas customers in Coos County.

#### **IX. Program Oversight**

The OLIEE Advisory Committee (OAC) meets semi-annually to provide deliberation and counsel to NWN. Members include agency representatives (2), the Citizens Utility Board (CUB), the Public Utility Commission (PUC) and the Community Action Partnership of Oregon (CAPO). The intent of this body is to provide feedback and recommendations for program changes and performance.



# NW Natural

## Oregon Low Income Energy Efficiency Program Annual Report To the Public Utility Commission of Oregon Program Year: October 2017- September 2018

### X. Program Accountability

NWN solicited feedback from program partners through an anonymous 10 question survey. Results on the OLIEE program averaged 1.2 out of 1 to 5 scale where 1 was “extremely satisfied” and 5 was “not at all satisfied.” This was taken as positive with no glaring areas for improvement.

NWN OLIEE program staff will be looking into continual improvements and focus on “Timeliness” which had a 1.27 rating up from 1.5 last year, still very positive. NWN has been tracking the payment turn-around time starting during the 2017-18 year and can report on progress reducing processing time.

OLIEE	2017	2018
Professionalism	1.25	1.18
Timeliness	1.5	1.27
Courtesy	1.25	1.18
Helpfulness	1.33	1.27
Knowledgeable	1.33	1.27

Agencies typically have fewer interactions with other departments at NWN but a question was asked to allow feedback. Other departments of NWN had overall results that averaged 1.67 up from 1.85 last year on a 1 (extremely satisfied) to 5 (not at all satisfied) scale.

Other NWN Dept	2017	2018
Accounting / Payment Processing	1.78	1.5
Call Center	2	1.33
Service Technicians	1.5	1.5
Utility Billing / Data Request	2	2.33

Some recommendations/comments from the survey:

- Consider allowing a higher income NWN clients qualified for the OLIEE EE program through the CAP agencies.
- Would be wonderful if billing/usage account access was available through a secure online portal as is now available with PPL.
- Don't change a thing! I really appreciate your attitude and the fact that everything works smoothly and perfectly. Of course it's the teams that are highly performing that

## NW Natural

Oregon Low Income Energy Efficiency Program  
Annual Report To the Public Utility Commission of Oregon  
Program Year: October 2017- September 2018

are seeking ways to improve and thus create feedback forms like this one. As far as I can see - it can't get much better. At this point I'd be careful with any attempts for improvements because it might have an opposite effect. It's pretty hard to improve an already well-working mechanism.

- Keep doing what you are doing.
- Additional funding is always needed. Increase the health and safety cap. Use the TrainingTown & NWN expertise for training.
- It is working well.
- H&S costs for our agency far exceed the rebate level. It would be good if the \$\$\$ were increased.
- Would like to access client utility usage without having to use a fax. Ideal would be a portal to access usage similar to PGE's.
- More outreach to NWN customers to connect with WX programs.
- The NWN rebate process is extremely valuable to us and our clients.
- It is great working with NWN staff.

## NW Natural Energy Education Program Year 2017-18 Reporting

Please provide your report on the OLIIE-funded Energy Education efforts during the 2017-18 program year using the five focus areas outlined below. Your report provides a window into this program that many stakeholders will not have otherwise. Please send your complete report to Rick Hodges ([Rick.Hodges@nwnatural.com](mailto:Rick.Hodges@nwnatural.com)) by October 30, 2018. Thank you!

1. **Overview:** Please provide a paragraph or two explaining your agency's education program offering at a high level.
  
2. **Waitlist management:**
  - Number of total households on your waitlist beginning and end of program year  
**Beginning: 115**  
**End: 232**
  - Of that total, how many are heated with natural gas?  
**Beginning: 55**  
**End: 47**
  - Narrative – Describe any issues or highlight success in addressing waitlist over the past year  
**Nothing to report**
  
3. **Education methods:**
  - Workshops:
    - Number of workshops conducted  
**Total: 17, Attendees 255**
    - Gas Only: Three, Attendees 21**
    - An additional eight NWN customers attended electric workshops because they couldn't make our gas classes for a total of 29**
    - Locations (I.e. libraries, at your agency, schools, etc.)  
**Energy Assistance Building: Nine, with 75 Attendees**
    - Senior Centers: Five, with 44 Attendees**
    - Local Resource Fair: One, with 11 one-on-one contacts**
    - Elementary Schools: Two, with 125 students in attendance (as part of Science curriculum)**
    - Workshop duration **Varies from 1.5 to 2 hours**
    - Number of people/households attending workshops? Are these just NWN customers?  
**Broken down above**
    - How did participants learn of the workshops? **Energy Assistance intake appointments, direct client contacts, and weatherization energy auditor referrals**
  - In-home Education visits:
    - Number of homes visited and were these standalone education visits or a component of the weatherization work  
**# Homes 58**
    - Standalone: 30 homes visited, with 37 people receiving energy education**
    - Along with Weatherization Work: 28 homes visited**

## NW Natural Energy Education Program Year 2017-18 Reporting

- How were these homes selected? **Using USDOE priorities due to lack of flexible funding for necessary H&S issues typical of gas heated homes**
- Other methods: workshops and in-home visits are the most popular in last year's report, if you provide education via other means, please describe. **Local Resource Fairs and elementary schools teaching energy conservation education as part of their science curriculum**
- Please send along a copy of the PowerPoint presentations used, event flyer or handouts, web video links, etc. Others can't always attend and we'd like to see what's being presented. **Attached**

#### 4. Program Impacts:

- Describe the tangible impacts of the program and funding. **How to use your newly weatherized home is extremely important as is the change in the occupant's habits. Teaching them how to maintain any equipment is also extremely important, it will be missed in our program**
- If you hand out EE kits, describe the contents. How many were distributed? To whom?

**NWN workshop participants receive: Two house temperature magnets, two LED light bulbs, one combo refrigerator / house thermometer, one five-minute shower timer, one roll of window sealing tape, an "About Natural Gas" booklet, and a gas-saving handout.**

**Home visits. During a home visit we cater to the needs and situation of the customer. They may receive a clothesline, caulking, refrigerator brush, storm window kits, as needed.**

**New for this year is an evaluation of the indoor air quality. The energy educator may measure the particle count in the air from 0.5 to 10 microns, relative humidity, and carbon dioxide concentration. These are performed to get an idea of the home's ventilation effectiveness and promote good indoor air quality.**

- Were furnaces inspected in the home visits? **Yes, but not by our energy educator. In the low-income weatherization program you must be an inspector to examine them. However, as part of the Energy Education workshops and home visits, people are taught what a correct flame color in a gas furnace looks like, as well as the importance of maintaining the furnace air filters, condensate pumps, etc.**
- **Our inspectors examined the following gas furnaces through our Energy Assistance LIHEAP Crisis program and regular weatherization program. How many? 30 How many were fixed or replaced? 12**
- Narrative: give examples of the participant feedback, or share a success story or two, or highlight a few education successes:

**Workshop participants have consistently evaluated the workshops very highly. Many comment on how much they have learned, as well as how they are now motivated to save energy and money. Clackamas County provides these evaluations to NwN.**

**NW Natural Energy Education  
Program Year 2017-18 Reporting**

**5. Program Funding/Accounting:**

- Amount received from NWN  
**OLIEE EE \$11,340**
- Of this, the amount spent  
**\$22,897**
- Breakdown of expenditures (in high level terms)  
**Personnel= \$19,076**  
**Material & Services= \$2,450**  
**Administrative= \$1,371**  
**Remaining Funds= \$3,478**
- Percent of agency education funding is from NWN  
**12.5%**

## **Community Action Organization**

### **NW Natural Energy Education**

#### **Program Year 2017-2018 Reporting**

##### **1. Overview:**

Community Action's Energy Conservation program provides comprehensive energy education as key component of its weatherization program. Energy education is initially delivered by the Energy Educator at an in-home visit lasting 1½ - 2½ hours in either Spanish or English. The Educator discusses topics specific to that home such as heating and cooling, hot water, lighting, refrigerators, mold and moisture, ASHRAE mechanical ventilation system options, combustion safety and other health and safety issues. The Educator also installs items such as energy-efficient light bulbs, faucet aerators, wall plate thermometers, furnace filters, smoke and carbon monoxide alarms. The client receives printed materials including a Home Energy Manual which Community Action periodically updates and prints. Our auditor/inspectors reinforce and build on the energy education during the energy audit and final inspection. Contractors are expected to add to energy education, explaining maintenance and proper operation of mechanical equipment and energy conservation measures. Our staff is able to deliver energy education in either English or Spanish. During the energy visit Community Action's weatherization process is explained to the client and what they can expect. All the client's questions are patiently answered.

##### **2. Waitlist management:**

On September 30<sup>th</sup>, 2017 there were 152 total households on Community Action's wait list to receive weatherization services of which 54 of them heated with NWN. Currently there are 36 total households on the wait list of which 8 that heat with NWN.

Today's wait list of 8 NWN applicants is far shorter than last year's and the length of time being on the wait list to receive services is very short; and there are no longer any "no heats" (homes without a functioning permanently installed heat source) on the wait list. Community Action has even begun participating in outreach events to obtain additional applicants for weatherization services.

##### **3. Education methods:**

The Energy Educator provides energy education for Community Action's clients during the education visit to client's homes. The Energy Educator spends an average of 1.5 - 2 hours in each home, talking to

the client about their concerns, installing energy efficiency and water saving devices, installing smoke and CO alarms, and providing comprehensive energy education specific to their home. Topics include heating and cooling, hot water heater, lighting, refrigerators, mold and moisture, combustion safety, explaining ASHRAE, and other health and safety topics. Clients receive the Home Energy Manual. Community Action developed this manual as a reference for clients to refer to. Clients also receive booklets on mold and moisture and on radon. All our materials are available in both English or Spanish and Energy Educator presents in either English or Spanish. If a client speaks another language, an interpreter may be brought in.

In 2017-18, we presented in-home energy education for 241 Energy Conservation clients. Clients were from Community Action's pre-approved list to receive weatherization services. In-home energy education usually occurs before the energy audit, though it may happen during or sometimes after the audit. Baseload materials were also provided and installed. Community Action staff can deliver energy education in either English or Spanish. Community Action's Energy Auditor/Inspectors reinforce and add to the energy education with the homeowners and our contractors also add to it while installing measures.

At home visits, we distribute and install items specific to each household's needs. These may include:

- Aerator, bathroom
- Aerator, kitchen
- Alarm, CO, low-level
- Alarm, CO, standard
- Alarm, Smoke
- Brush, Refrigerator
- Clear Plastic Tape
- Door Sweep
- Furnace Filter (multiple sizes)
- Light bulb, CFL (multiple sizes)
- Light bulb, LED (multiple sizes)
- Night Light, LED
- Chimney balloon
- Safety Outlet Covers
- Shower Timer
- Showerhead
- Smart Powerstrip
- Switch plate & Outlet Gaskets
- Teflon Tape
- Thermometer & RH wall plate
- Weather stripping

The Energy Educator performs an initial visual inspection of the home's condition including condition of the furnace, water heater, kitchen and bath fans and identifies health and safety concerns. If the client has a "no-heat" situation, additional information and photos are gathered.

Community Action provides energy education at community outreach events. The Energy Educator presents with other Community Action programs, low-income or senior housing programs, or other non-profits serving low income clients. Community Action also prepares energy educational materials for our Energy Assistance program to hand out at client's appointments and mail out to homebound clients. Energy Education provides energy saving posts on Community Action's Facebook page and contributes energy-saving information on Community Action's intranet. This year we presented to Community Action staff about the dangers of carbon monoxide poisoning and offered to allow staff to purchase CO Alarms at cost.

#### **4. Program Impacts:**

The NW Natural Energy Education funds have provided materials and helped NW Natural customers better understand how their homes work and to make their homes more energy efficient, healthier, safer and more durable. The funds helped reduce the number of NW Natural clients on the wait list, reduced the number of account arrearages and shut offs.

During home visits, households receive comprehensive energy education and base load materials specific to their needs. The Energy Educator performs a walk through the home to inspect the condition of the home, furnace, water heater, exhaust fans and health and safety issues. If the client has been identified as or is found to be in a “no-heat” situation, additional documentation and photos are collected. Fourteen nonfunctioning gas furnaces were identified and referred to the OLIEE program, resulting in eleven replacements (and efficiency upgrades) and three repairs.

#### **5. Program Funding/Accounting:**

For PY 2017-2018, Community Action received and spent \$20,291.00 from NW Natural for Energy Education.

Breakdown of expenditures (in high level terms): Salaries \$14,423.00, benefits and taxes \$6,779.73, alarms, materials and supplies \$1,406.53.

Community Action received about 28% of its energy education funding from NW Natural and 72% from other sources.

Thank you for providing these important resources!

**Randall Olsen**  
Community Action  
Energy Conservation Program Manager  
(503) 693-3258



## **NW Natural Energy Education Program Year 2017-18 Reporting**

Please provide your report on the OLIEE-funded Energy Education efforts during the 2017-18 (10/1/17 to 9/30/18) program year using the five focus areas outlined below. Your report provides a window into this program that many stakeholders will not have otherwise.

1. **Overview:** Please provide a paragraph or two explaining your agency's education program offering at a high level.

Our focus is on empowering the client to significantly improve their energy bills through conservation and weatherization. We help our clients make the biggest savings for their effort, and keep in mind smaller ways to save as well. We inform the clients of the biggest energy using appliances in a typical Oregon home, and the ways to optimize their homes using the weatherization and efficiency materials provided in the kits. Our education sessions include safety information regarding natural gas and carbon monoxide awareness as well as mold and mildew precautions.

2. **Waitlist management:**

- Number of total households on your waitlist beginning and end of program year
  - Beginning of the year 361. Currently 265.
- Of that total, how many are heated with natural gas?
  - Beginning of the year 98. Currently 72
- Total number Weatherized
  - 154 of that 40 were NW Natural

3. **Education methods:**

- Workshops:
  - Number of workshops conducted: 36
  - Four Locations: Our three regional offices, one in each county served, as well as at a senior center located near some of our rural population.
  - Workshop duration: Two hours.
  - Clients have mixed primary utility providers among NWN, electric, propane, or alternate fuels such as wood pellet heating or oil furnaces. Number of people/households attending workshops: 93
  - How did participants learn of the workshops? Referrals are collected primarily through our Energy Assistance program in order to help lower the bills those who experience a struggle paying their energy bill. The workshops are also advertised through our website, and occasionally clients will reach out to us from the contact info provided. A small amount of participants are enrolled in our agency's a six-course program known as Second Chance Renters Program. (Those participants learn about budgeting and repairing credit, communication skills, fair housing and tenant laws, as well as Energy Education.)
- In-home Education visits:

## NW Natural Energy Education Program Year 2017-18 Reporting

- As a component of our weatherization work, each weatherization client receives in-home energy education as a part of the auditor's visit before any work is done, unless the client has attended a classroom session workshop. Additionally, in the 2017-18 program year we were offering Home Assessments, which is an introductory home audit overview, and included in-home Energy Education. Total number of in-home visits: 168
- Our Weatherization clients follow that department's method of applying to receive the Energy Education component of their weatherization services, but the standalone In-Home Energy Education Visits are selected with help by our Energy Assistance team. At the intake appointment, our EA team recommends that each client take the workshop. The client may express hesitation and the EA worker will encourage the client to sign up, but if the client has barriers, the EA worker will inform the client that our Energy Education Coordinator can make in-home visits. The in-home visits are offered to clients who are: home-bound, disabled, senior, have children under 6, have considerable transportation limitations, or are unusually high users of energy.
- Other methods: Intake Quiz- At Energy Assistance intake appointments, each client is given a questionnaire to fill while the employee enters client data. The questionnaire changes each year so repeat clients will be exposed to new information. The client answers the questions to the best of their ability and is given an answer sheet to check their knowledge. The questions range from open-ended types such as "What conditions or behaviors can make a refrigerator use more energy?" to true/false such as "A low-flow showerhead may not use more than 4 gallons per minute" and multiple choice such as "Circle the four appliances that use the most energy in a typical home." The intake employee engages the client to impress the worth of the questions upon the client.
- Please send along a copy of the Powerpoint presentations used, event flyer or handouts, web video links, etc.
  - Included is a .zip file of the materials requested.

#### 4. Tangible Program Impacts:

- EE Kits: One kit is given to each household that attends the workshop or receives weatherization services. Total number of kits distributed: 261
- The kits are comprised of: 1 low-flow shower head, 1 low-flow sink faucet aerator, 1 low flow bathroom faucet aerator, 1 refrigerator thermometer, 1 hot water thermometer, 1 house thermometer and humidistat, 1 roll of sticky-backed foam weather stripping tape, 1 canister of foam sealant, 1 roll of rope caulk, 1 roll of 1.5" wide blue painters' tape for window gaps and other drafts, 2 efficient light bulbs (CFLs were phased out during 17-18 program year, replaced by LEDs), 1 package of child safety outlet plug covers, and 1 package of foam gasket outlet/light switch plate sealers. The kit also includes a multi page pamphlet detailing the content of the workshop and includes resources for energy education and incentives or rebates.
- All furnaces were inspected in the home visits. How many were fixed?
  - 3 repaired
  - 71 replaced / upgraded efficiency / H&S, etc. (20 NG replaced + 3 NG repaired)

## **NW Natural Energy Education Program Year 2017-18 Reporting**

- Narrative: NWN and electric customer's workshop feedback: "...I could never thank CSC and all their workers for everything they have done. I can now stay warm in the winter! (and retain heat and save money!) Thank you SO much!!" Another mixed utility customer: "I had taken a workshop a few years ago and I still learned a lot from this one." At an outreach event, an employee asked if anyone had heard of CSC's Energy Education workshops. One person responded: "Yeah! I went to one of those and got lightbulbs and thermometers and a bunch of stuff." When asked if their utility bills went down after the workshop, the person stated that they had.

### **5. Program Funding/Accounting:**

- Amount received from NWN \$13k
- Of this, the amount spent \$10k
- Breakdown of expenditures (in high level terms)
  - 70% went to EnED materials.
  - 30% went to salary
- Percent of agency education funding is from NWN
  - Roughly 40% (Based on anticipated allocations)

## **NW Natural Energy Education Program Year 2017-18 Reporting**

Please provide your report on the OLIEE-funded Energy Education efforts during the 2017-18 program year using the five focus areas outlined below. Your report provides a window into this program that many stakeholders will not have otherwise. Please send your complete report to Rick Hodges ([Rick.Hodges@nwnatural.com](mailto:Rick.Hodges@nwnatural.com)) by October 30, 2018. Thank you!

1. **Overview:** Please provide a paragraph or two explaining your agency's education program offering at a high level.

Our main goal is to engage clients and educate them on their heating system as well as get them to understand how their houses work as a system. Community Action Agency Weatherization Services provides an Energy Education workshop specifically tailored to NorthWest Natural Gas clients. Workshops are held prior to the weatherization process, after the intake paperwork has been completed. These workshops are a considerably important tool to help our low income NWN clients start saving energy and start practicing gas-safety well before the weatherization work begins. The workshop explains energy conservation tips, maintenance tips and safety measures tailored to an NWN client. These workshops are available for both our English and Spanish speaking clients as well as for homeowners and renters. The workshops last between 35 to 45 minutes depending on the questions that clients might have during and/or after the session.

Also as part of the OLIEE EE program we provide community outreach to areas with gas homes. The outreach includes connecting with NWN clients at community events, health fairs, partnership meetings, and family events. Energy Education kits and safety items are given to NWN clients who sign up for our waitlist. With this approach we are addressing energy education immediately as our clients sign up for our services even before the actual weatherization work begins.

2. **Waitlist management:**

- Number of total households on your waitlist beginning and end of program year

320 Total households on waitlist

- Of that total, how many are heated with natural gas?

104 NorthWest Natural Gas

- Narrative – Describe any issues or highlight success in addressing waitlist over the past year. Weatherization offers Energy Education workshops to applicants and potential clients as a way to get them involved in the program event before they become our clients we do so as a way of proving some initial energy saving and gas safety tips. By providing the workshops we engage applicants and potential clients who are or have been on the waitlist to participants in the OLIEE EE workshops. Applicants and clients seem to really like the workshops as they learn new and more things about the systems of their heating systems and how to safely and properly take care of their homes.

3. **Education methods:**

## NW Natural Energy Education Program Year 2017-18 Reporting

- **Workshops:**

- **Number of workshops conducted**
- **Locations (I.e. libraries, at your agency, schools, etc.)**

Weatherization offers Energy Education workshops to applicants and potential clients as a way to get them involved in the program event before they become our clients. We are able to provide them at family event, health fairs and partnership events as well. We also offer these workshop on a one-to-one case either at our office after we do the intake paperwork or at their homes if the clients are homebound.

- **Workshop duration**

The Energy Education workshop offered and provided to applicants and potential clients last between 35 to 45 minutes depending on the questions that they might have. By providing one-on-one sessions, when possible, allows the ability to obtain more information about a client's home and target their specific needs and case.

- **Number of people/households attending workshops? Are these just NWN customers?**

We offer individualized one-on-one energy education classes as well as group workshops to no more than 10 applicants where we discuss: how understand their consumption, how they can benefit from weatherization, tips to save on their utility bill and recognize potential hazards in their home.

- **How did participants learn of the workshops?**

Our clients learn about this workshops directly from Community Action Agency Weatherization Services, through family events, health fairs, when they call our office and through word-of-mouth as well.

- **In-home Education visits:**

- **Number of homes visited and were these standalone education visits or a component of the weatherization work**
- **How were these homes selected?**

Group workshops are offered to any OLLIE applicant as a way to get them involved in the program while they wait to become our clients.

- **Other methods: workshops and in-home visits are the most popular in last year's report, if you provide education via other means, please describe.**

## NW Natural Energy Education Program Year 2017-18 Reporting

Other methods of education include community outreach events where we inform clients of the services we provide as well as tips on how to understand their heating systems. These events have been a successful way to engage NWN clients in Energy Education and to add NWN clients who need weatherization services to our waitlist. Part of the importance of these events is the number and diversity of potential applicants that we encounter. At these events we sign up and educate future waitlist applicants. By educating our applicants and potential future clients on how to properly maintain their systems, and how to safely care for them we are helping them lower their monthly usage. If at all possible all weatherization workshops are intended to be held in office on a one-on-one cases to address each and every case and their specific needs and be able to answer the questions they might have at the end of the presentation. When requested or needed, we will provide in home energy education. At the workshops clients are given energy efficiency kits tailored to gas homes. The curriculum emphasizes maintenance of gas appliances, safety of gas appliances as well as carbon monoxide information. Education about technical aspects of gas furnaces and hot water heaters is provided. An important gas safety component of the presentation is teaching clients about back drafting and technical information about their gas systems through PowerPoint and video so that clients can understand when their gas appliances may not be working efficiently or safely. With this education we thrive to educate clients so they will be able to better identify issues with their gas systems promptly and encourage proper maintenance. If at all possible all weatherization workshops are intended to be held in office on a one-on-one cases to address each and every case and their specific needs and be able to answer the questions they might have at the end of the presentation. When requested or needed, we will provide in home energy education. By attending family and community events as well as partnership meeting we are able to inform the community of the services that we provide for clients, word-of-mouth as also been a great way of getting potential clients to know about us. By attending family and community events as well as partnership meeting we are able to inform the community of the services that we provide for clients, word-of-mouth as also been a great way of getting potential clients to know about us, the services we provide for clients and the workshops we offer.

- **Please send along a copy of the Powerpoint presentations used, event flyer or handouts, web video links, etc. Others can't always attend and we'd like to see what's being presented.**

#### **4. Program Impacts:**

- **Describe the tangible impacts of the program and funding.**  
The tangible impacts of the OLIEE E program are seen from the applicants' immediate energy savings and the knowledge they take home with them to safely care and maintain their systems.
- **If you hand out EE kits, describe the contents. How many were distributed? To whom?**
  - EE full kit include the following:
  - 1.5 GPM Showerhead

## **NW Natural Energy Education Program Year 2017-18 Reporting**

- 1.5 GPM Kitchen aerator
- 1.1 GPM Bathroom aerator
- 8 LED lightbulbs (9 Watts)
- Fridge thermometer
- Freezer thermometer
- Coil cleaning brush
- Shower timer
- Hot Water Gauge

- **Were furnaces inspected in the home visits? How many? How many were fixed?**
- **Narrative: give examples of the participant feedback, or share a success story or two, or highlight a few education successes**

“A lot of health issues that will help me and my grandson in the future, I also learned a lot of the safety and not healthy things around the house”

“Very informative, reinforced many things that I was aware of and gave me useful, simple solutions. Thank you.”

“I learned that importance of proper ventilation around my house”

### **5. Program Funding/Accounting:**

- **Amount received from NWN**
- **Of this, the amount spent**
- **Breakdown of expenditures (in high level terms)**
- **Percent of agency education funding is from NWN**

## Multnomah County Energy Services Program

### Weatherization Services to NWNG Customers & Energy Education Update

**October 1, 2017-September 30, 2018**

#### **Energy Education Overview:**

Multnomah County provides energy education in multiple venues. We were participants in 7 “Energy Fairs” throughout the year, including the 3 popular Fix-It-Fairs sponsored by the City of Portland. We provided workshops at all three of these fairs including one in Spanish. Participants of these workshops receive energy saving materials including furnace filters. Approximately 40% of all workshop participants are NWNG customers. In addition all homes receiving an energy audit receive comprehensive energy education presentation and materials. All applicants for our services receive a short energy education presentation, including energy saving tips. Furnace tune-ups were provided to 11 NWNG customers.

#### **Waitlist management:**

- Number of Households on waitlist in October 2017: **104**
- Number of NWNG Households on list: **27**
- Number of Households on waitlist in September 2018: **39**
- Number of NWNG Households on waitlist in September 2017: **6**

While we have increased the number of audits assigned each month, maintaining a large enough wait list has proven to be a challenge. In particular, NWNG customers have not been applying for services at a rate that gets our 10-12 households per month. In this new year, we are already 7 NWNG households behind our targets. Our hope is that we can partner with NWNG in a way to increase the number of customers applying for weatherization.

#### **Weatherization Services for NWNG Customers:**

- **Multnomah County weatherized 104 NWNG homes and submitted 100 OIIEE Rebate Requests.**
- Multnomah County Auditor/Inspectors were assigned 20 audits per month during this time period; targeting 9-10 NWNG households.
- Starting in October, 2018 total audits assigned has increased to 25, which increases our NWNG target to 10-12 households.
- We audited 129 NWNG homes last year.

#### **Outreach:**

In order to maintain our waitlists for all served utilities we continue to seek new ways to reach new applicants. During this reporting period we have visited mobile home parks, made targeted mailings to



energy assistance clients for Pacific Power and Northwest Natural, reached out to low-income service providers, developed and used ads in social media platforms; and developed new brochures and outreach materials.

### **Education Methods:**

- Workshops:
  - 10 Workshops conducted
  - Workshops are for 1 hour with opportunity for questions and answers.
  - We served approximately 620 people through our workshops, with 230+ NWNG customers.
  - Outreach for workshops is through the City of Portland networking, Sun Schools and community agencies.
- Information Table:
  - The Multnomah County Weatherization program staffs several energy saving related fairs with an information table.
  - We served approximately 1000 people.
  - Energy material and energy saving devices are distributed.
  - Interactive “Spin the Wheel” game with visitors to table.
  - Developed new Energy Education Brochure for 2018-2019 season.
- In-Home Education Visits:
  - 300+ homes received energy education as part of our energy audit process. Over 40% were NWNG customers.
  - All homes audited by our program receive energy education services. Applicants for energy assistance receive energy education tips and energy saving materials through our community agency network.
  - Provided energy education at 2 multi-family projects to 36 household units. No NWNG customers.

### **Program Impacts:**

- Funds for furnace repair and furnace filters have a direct impact on energy savings and efficiency. These are two areas that NWNG funds have allowed us to expand to NWNG customers. With the continued use of NWNG funds, combined with our other energy education funds, we have been able to maintain the larger number of outreach events and serve additional Multnomah County residents.
- Energy Education Kits include faucet restrictors, low flow shower heads, energy saving calendar, LED light bulbs, refrigerator thermometer, shower timer, energy saving booklet, night light. At the Fix-It-Fairs the kit also includes furnace filters.
- We will be expanding materials in our Energy Education kits during 2018-2019.
- All furnaces are inspected as part of the energy audit. Furnaces are tuned, repaired or replaced. Most NWNG households served had their furnace replaced with a more efficient furnace. 75

replaced furnaces; 5 repaired or tuned. In addition we completed 10 fuel switches from oil to gas.

**Program Funding/Accounting:**

- Multnomah County works on a July to June FY, so we carry funds over. We are spent out of the NWNG EE funds.
- All funds went to energy education and energy saving material, except for furnace repair.
- The NWNG EE funds make up just under 24% of all energy education funds for Multnomah County.

## NW Natural Energy Education Program Year 2017-18 Reporting

Please provide your report on the OLIEE-funded Energy Education efforts during the 2017-18 program year using the five focus areas outlined below. Your report provides a window into this program that many stakeholders will not have otherwise. Please send your complete report to Rick Hodges ([Rick.Hodges@nwnatural.com](mailto:Rick.Hodges@nwnatural.com)) by October 30, 2018. Thank you!

- 1. Overview:** Please provide a paragraph or two explaining your agency's education program offering at a high level.
- A.** *When appropriate, households applying for energy assistance will be encouraged to attend an Energy Education Workshop where invaluable information will be provided on how to save energy, employ sustainable practices and health & safety i.e. Lead & Mold. YCAP delivers LIHEAP (EA) primarily through a mail-out application process in which energy education materials will be made available through a follow-up mailing. For actual appointments, energy education may be provided at point of intake and/or through follow-up mail-out.*

*Low-cost materials (kits) will be provided to households actively participating in the Energy Education Workshops. Through-out the workshop hands-on demonstrations occur covering review of each item in the energy ed. kit, lightbulbs comparison and the kill-a-watt meter. Depending on available funds, a small financial benefit may be credited to active participant energy suppliers.*

**B. Provide your procedure for delivery of client education through a home visit by energy educator**

*The Energy Educator/Technician will deliver energy education through a home visit. The home visit will be available (based upon funding availability) to eligible households requesting a home visit after attending an Energy Education Workshop or households waiting to receive weatherization services. At the time of the in-home visit the Energy Educator will provide the informational handouts provided at workshops if participant did not attend. The Energy Educator will actively involve the household to seek air leakage areas and may assist individuals with the installation of energy saving materials. It is anticipated that each household will receive the items listed under question 3, Program Impacts. The Educator/Technician will evaluate the dwelling for health & safety concerns that include verification of mold, lead paint, carbon monoxide detector(s) and smoke alarm(s). The Energy Educator/Technician will install carbon monoxide detector(s) and/or smoke alarm(s) as per guidance. Other materials may be provided including but not limited to; closed cell weather stripping, caulking and gun applicator, and expanding foam insulation for large air infiltration holes. Energy education at this time pre-screens potential households for comprehensive weatherization services (i.e. wall, attic, or floor insulation, window and door replacement, and refrigerator replacement).*

**B. Provide your qualification criteria for participation in your Energy Education Program.**

*Eligible households include any whose income is at or below the USDOE and/or LIHEAP income eligibility guidelines. These levels are based on household size in relation to income and must have a documented energy burden. Both homeowner and renter households are eligible to*

## NW Natural Energy Education Program Year 2017-18 Reporting

*receive benefits. Mandatory energy education is required of participants receiving weatherization and/or crisis bill assistance through the department.*

*YCAP Energy Services Department intends to provide ongoing Energy Education for individuals living in YCAP's Homeless Shelters. It anticipated individuals living in YCAP's shelters are there short term and will be transitioned to more stable housing within 6 months. Education and energy tips received can follow individuals from one living situation to the next providing the stepping stones to energy self-reliance. Low cost energy kits along with a home visit will be available for eligible households upon request after transitioning out of the shelter.*

### 2. Waitlist management:

- Number of total households on your waitlist beginning and end of program year

*Beginning program year October of 2017, the referral list started at 180 and ended with 227.*

- Of that total, how many are heated with natural gas?  
*The past year, four (4) households identified natural gas as an energy source beginning October 2017. Additional referrals were added during the program year. Note: Not all reported projects identifying NW Natural as an energy supplier use it for the primary heat source. In some instances natural gas has been supplying a water heater, kitchen appliance or both and the heating system utilized an alternative source.*

*Beginning the current program year October (2) potential project is in priority for an energy audit and six (6) are in priority for an Eligibility Intake and/or Energy Education home visit. One project is currently in-progress with various weatherization contractors.*

- Narrative – Describe any issues or highlight success in addressing waitlist over the past year

*The department experienced two challenges this past year. The first challenge was the continued stabilization of staff vacancies that directly impacted the capacity for increased production. The second continues to be the identification of NWN weatherization-ready projects to participate in the weatherization program. The NWN referral list continues to be at its lowest level over the past two years hindering the department's ability to contact and schedule potential projects.*

### 3. Education methods:

- Workshops:
  - Number of workshops conducted

*Total workshops 92 – Ten (10) of those scheduled for NW Natural Customers*

- Locations (I.e. libraries, at your agency, schools, etc.)

## NW Natural Energy Education Program Year 2017-18 Reporting

*YCAP conducted Energy Education either through in office workshops or in-home assessments. The department's long term strategic goal to improve service delivery is to evaluate expanding workshops located in various locations through-out the county*

- Workshop duration

*Standard workshop length is two hours. With In-home assessments, additional time may be spent as the Educator/Technician completes the walk-through.*

- Number of people/households attending workshops? Are these just NWN customers?

*One hundred seventy one 171 individuals/participated in Energy Education. Of the 171 households, 10 were NW Natural Customers.*

- How did participants learn of the workshops?

*Besides participants engaging in required energy education for weatherization and crisis assistance benefits, the department currently uses quarterly/annual mailings and verbal communication along with outreach at community resource fairs throughout the county. A component of the department's long term strategic goal is to explore various means of additional outreach that also includes social media.*

- In-home Education visits:

- Number of homes visited and were these standalone education visits or a component of the weatherization work

*In-home energy education assessments were completed in two (2) dwellings this past year. Of those, one (1) received holistic approach weatherization and the other dwelling was previously weatherized.*

- How were these homes selected?

*The department has lacked a high number of NW Natural customers on the weatherization referral list for the past several years. Therefore, it has not been necessary to implement priority factors for selection of energy education and/or weatherization applicants. All potential referrals that have been placed on the list have been contacted over the past several years.*

- Other methods: workshops and in-home visits are the most popular in last year's report, if you provide education via other means, please describe.

- *As a continued part of YCAP's energy education outreach, postcards with energy education tips are mailed out every quarter to all households who have received energy assistance or weatherization in the past program year. In the 4<sup>th</sup> quarter*

## NW Natural Energy Education Program Year 2017-18 Reporting

*postcard (summer), clients could show the postcard at the YCAP office for energy saving devices (LED light bulbs, LED Night Lights, energy saving playing cards).*


- Please send along a copy of the PowerPoint presentations used, event flyer or handouts, web video links, etc. Others can't always attend and we'd like to see what's being presented.


### 4. Program Impacts:


- Describe the tangible impacts of the program and funding.


*Pre and post testing is part of the curriculum with test results recorded. Records indicate of an average of 57% score by participants on the pre-test. Final post-test results show 100% of participants recording a test score answered all twelve questions correctly.*

*The influence of Energy Education into the day to day patterns and behaviors of household occupants provides short and long-term benefit for energy consumers. The immediate change may be seen as soon as the next energy bill and continues. The generational opportunity with households occupied with young children provides long-term benefits as future energy users with accounts. The following comments came from NW Natural Customers participating in Energy Education at YCAP this past year.*

 *"Great presentation. Can always use a yearly update."*

 *"Gabe was great. Kept the class attention, delivered a lot of useful info. Thank you. Much more beneficial than anticipated."*

 *"I didn't expect this, I learned some new valuable info and found the individual teaching very helpful"*

 *"The visit was very informative. The inspector was very well read & willing to share information."*

- If you hand out EE kits, describe the contents. How many were distributed? To whom?

*All households participating in energy education receive an energy education kit. The Educator provides basic kit to all customers and offers the enhanced kit to the NW Natural customers. The following list represents the contents of the kit:*

*The kit is provided in a reusable YCAP tote/grocery bag displaying sustainable concepts on the outside. Each bag provides the following items; Aerator(s) for kitchen/bath sinks, LED light bulbs, LED night light, water heater thermometer, refrig./freezer thermometer, shower timer, low flow shower head, digital temperature/humidity light switch plate, outlet caps/gaskets, rope caulk, water leak dye tablets and Teflon tape for plumbing modifications. Additional materials are optional and made available specifically to those households further down the referral list, NW Natural Customers or have the skill set to manage installing additional low cost energy materials; Window kits, door weather-stripping & sweeps, caulking with caulk-gun and expanding foam insulation.*

## NW Natural Energy Education Program Year 2017-18 Reporting

- Were furnaces inspected in the home visits? How many? How many were fixed?  
*As part of the in-home Energy Education assessment a safety inspection of the combustion appliances occur. If necessary, an extensive diagnostic evaluation may be performed by a weatherization technician. Of the ten (10) NWN workshop participants one (1) of them had in-home assessments. During the 2017-18 program year no additional furnace tune-ups and/or repairs occurred.*
- Narrative: give examples of the participant feedback, or share a success story or two, or highlight a few education successes.

### **Success Story**

*YCAP's Weatherization Team was able to make a dramatic improvement to an old farmhouse. The home was built in 1944 and had at least two additions over the years. The home was heated by a single natural gas wall heater in the back portion of the home. Inspection of the heater determined that it was functional but very dangerous to use. It had not been cleaned in over 30 years and was full of dust, cobwebs and animal hair. The venting terminated about 4 inches above the roof which was covered with dry moss. This dangerous heater was used excessively due to the fact there was no insulation in the attic or the floor of this home. YCAP's Weatherization Assistance Program replaced the wall heater with an 80% model in addition to the installation of code required venting. Weatherization measures included ceiling & floor insulation as well as reducing the infiltration rate of the home by over 50%. The occupants reported an improvement in health as well as lower, more manageable bills.*

### **Success Story            Follow-up to 2017 YCAP update**

*In 2017 it was reported the Energy Technician had discovered that the roofers hired to replace the roof disconnected the flue pipes for the furnace and water heater without properly venting them upon completion of new roof. This had a dramatic level of carbon monoxide causing the occupants to be sick. Through YCAP's Weatherization Assistance Program corrective action to the water heater flue was repaired by a qualified technician. The existing 70% efficient furnace was upgraded to a high energy efficient 95% model. Additional measures included ducts sealing, floor insulation, four windows replaced and infiltration reduction of 40%.*

#### **11.2017**

*YCAP's Energy Technician recently visited a home, previously visited by YCAP's Energy Educator, and found that living conditions drastically changed in the thirty days between the two visits. Following required protocols, the Technician began the evaluation of residence, heating system and going over any concerns brought forward by the occupants. Located in the home were both a furnace and hot water heater fueled by natural gas. It was reported that between the two visits there was a new roof installed on the dwelling hired by the homeowner. The homeowner disclosed to the technician since the roof installation the furnace was not functioning the same while the occupants were not feeling well. During the discussion it became evident all signs were leading to carbon monoxide exposure. Further evaluation by YCAP's Technician identified both systems were releasing significant levels of carbon monoxide internally exposing the occupants and that both systems were not vented properly during the installation of the roof. The water heater was actually never vented back out of the condition space while contractor did not extend the furnace exhaust flue by using an incorrect damper roof vent.*

### **Evaluation Comment**

*"I am amazed at this service. Everyone connected has been well informed and has gone beyond expectations with their work."*

**NW Natural Energy Education  
 Program Year 2017-18 Reporting**

**5. Program Funding/Accounting: October 1, 2014 through September 30, 2018**

Total Amount received from NWN	\$ 40,703.50
Of this, the total amount spent	<u>\$ 21,123.47</u>
	\$ 19,580.13 Balance

**Program Funding/Accounting: October 1, 2017 through September 30, 2018**

• Amount received from NWN	\$ 7,238.00
• Of this, the amount spent	<u>\$ 4,676.70</u>
	\$ 2,561.30 Balance

**Breakdown of expenditures October 1, 2017 through September 30, 2018**

**Administrative**

➤ Indirect allocated cost	<u>\$ 524.64</u>
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**Service Delivery**

➤ Wages/Benefits	\$ 3,393.71
➤ Other – (Travel, Space, Utilities)	\$ 498.26
➤ Direct Project Cost (EED Kit materials & HVAC Service)	<u>\$ 260.09</u>

<b>Service Delivery Total</b>	<u>\$ 4,152.06</u>
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<b>Grand Total</b>	<u>\$ 4,676.70</u>
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- Percent of department education funding from NWN **7 %**

**YCAP Energy Services Department – Program Year 2017 - 2018**

Outreach Efforts – The Energy Assistance Program Team sent out 260 packets to households identified as utilizing gas service over the previous 3 years that had not returned for services. The letter placed emphasis on all components i.e. Energy Assistance, Education Workshops, System Tune-ups, Repairs or Replacements and Holistic Approach House Weatherization.

The department strategy over the next program year will include increased outreach that will target Northwest Natural customers both past and current by various methods such as mailings, direct contact and/or website & social media. The department will collaborate with community partners to provide space for direct intake and Energy Education Workshops. This past year YCAP Team Members targeted a manufactured park (NWN & PGE meters) in Newberg that resulted with nine (9) new households that signed up for energy services and/or weatherization. The direct approach continues to be successful with park management with return visit scheduled for Program Year 2019. Additional outreach efforts included YCAP Team Members present at YCAP’s Harvest to Home (YCAP-Regional Food Bank) Fresh Produce distributions) this past summer.