



OREGON
COMMUNITY SOLAR
PROGRAM

Annual Update by Program Administrator

Presented by Energy Solutions

May 30, 2023 Oregon Public Utility Commission Public Meeting

AGENDA

- 1 Program Statistics through Year 4
- 2 Program Administration Team
- 3 Year 4 Implementation Activities
- 4 Year 5 Program Implementation



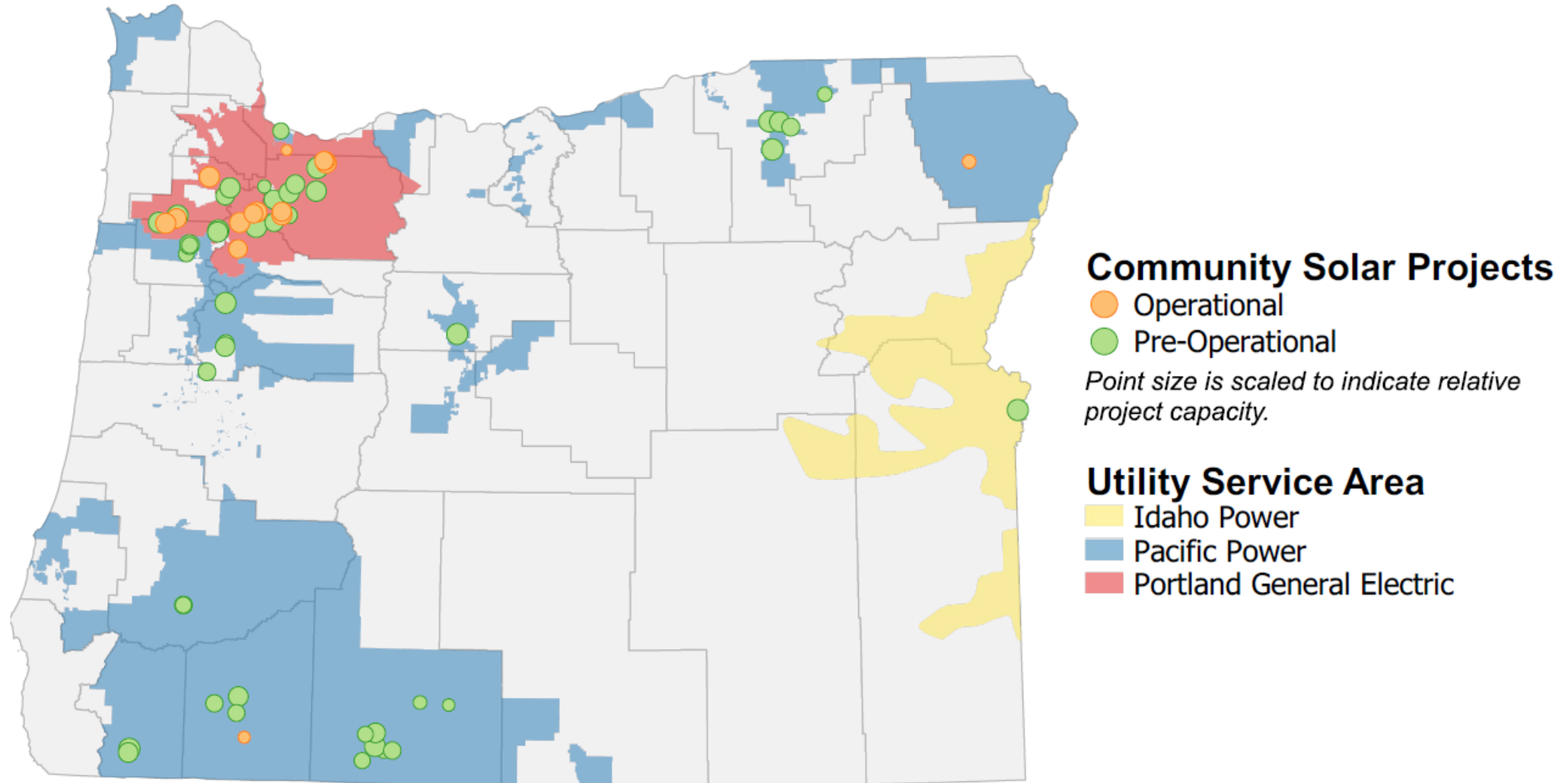
Photo courtesy of Energy Trust of Oregon



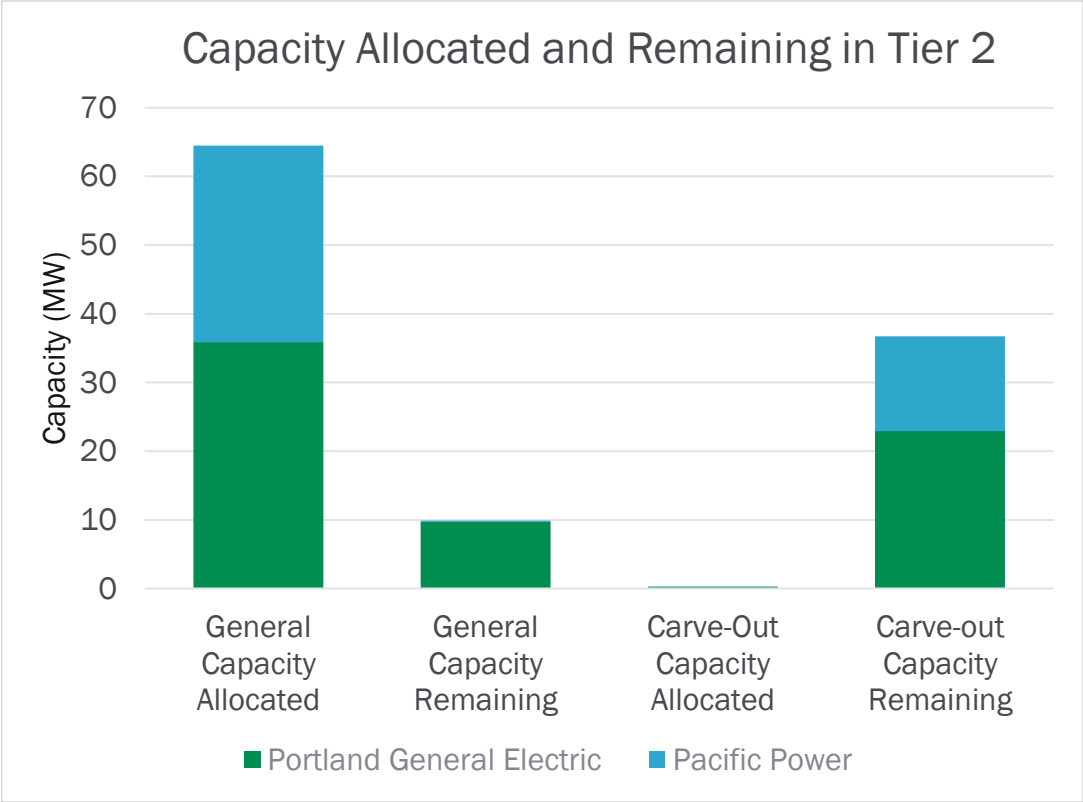
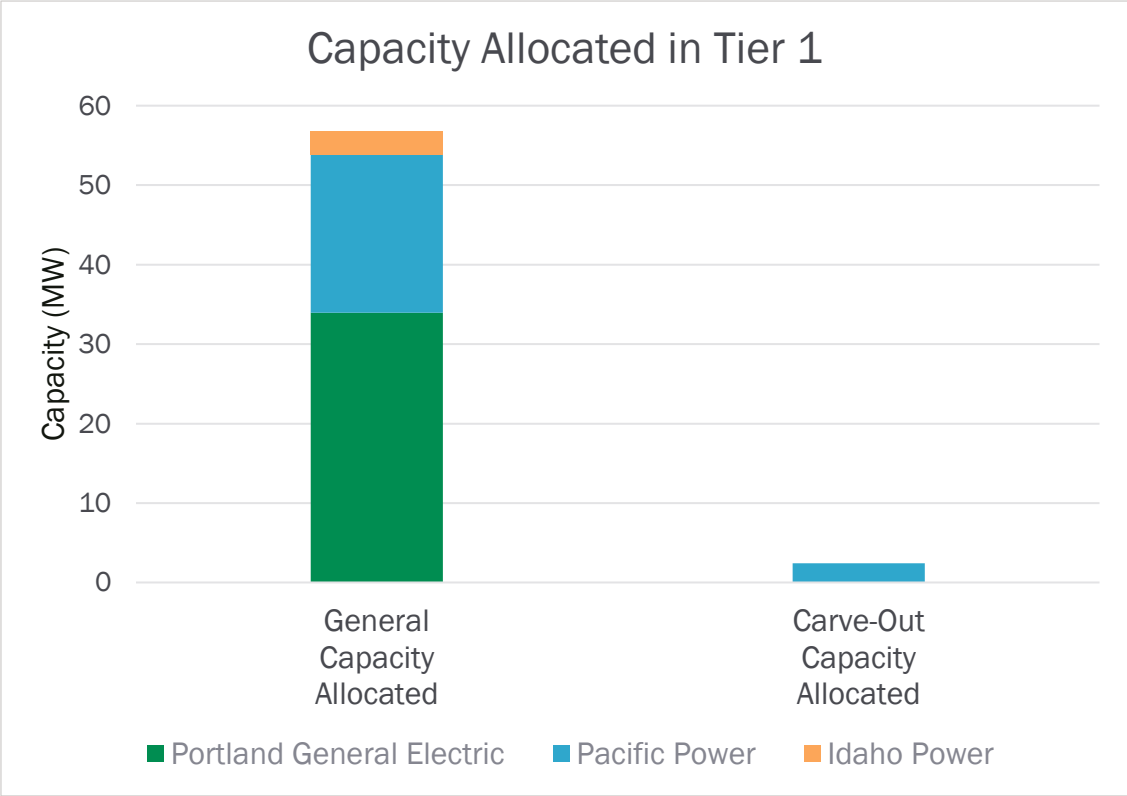
OPERATIONAL PROJECTS

- 13 in Portland General Electric (PGE) service territory and 2 in Pacific Power (PAC) service territory
- 14 Tier 1 projects and 1 Tier 2 project
- 2 carve-out projects; one in each PGE and PAC service territories

PROJECT LOCATIONS BY UTILITY SERVICE TERRITORY



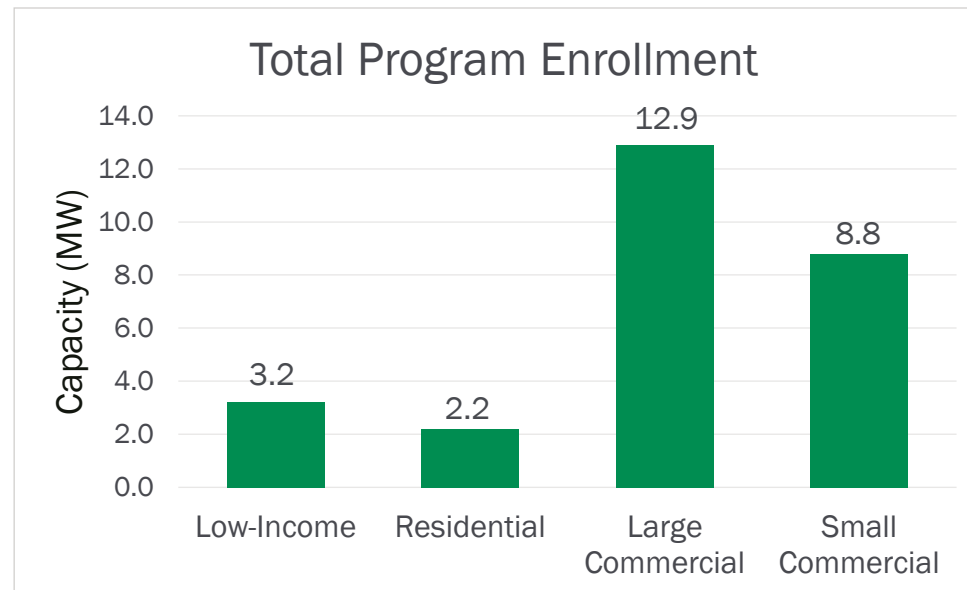
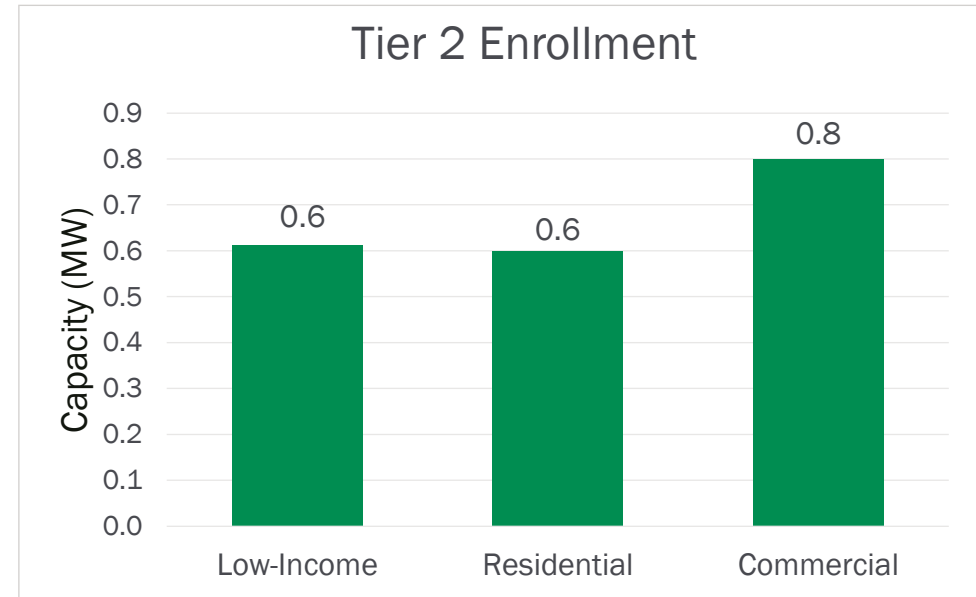
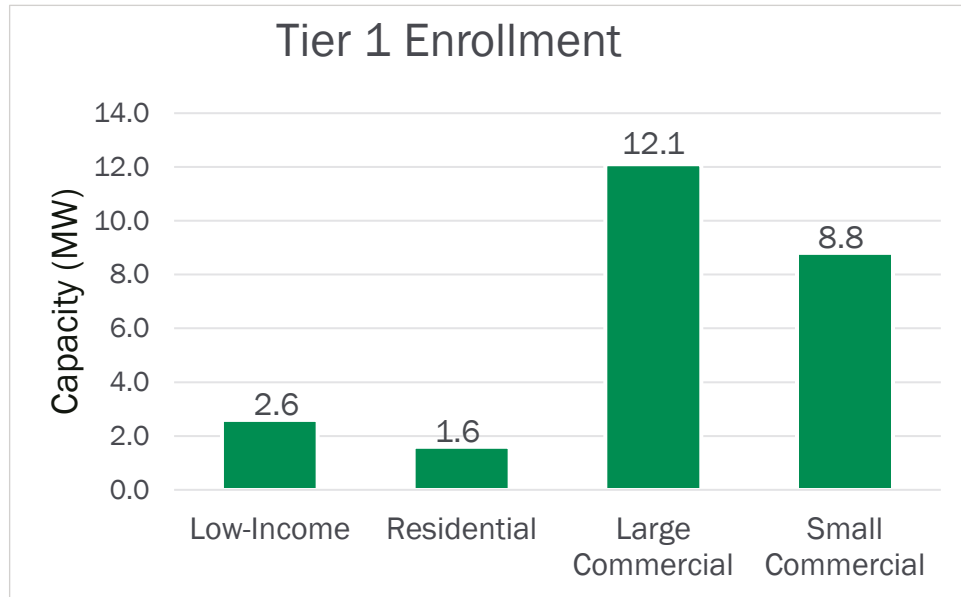
PROJECT STATISTICS



Total Capacity Allocated (Tier 1 & 2)

Utility	PGE	PAC	Idaho Power	Total
Capacity (MW)	60.5	50.7	3.0	114.1

SUBSCRIBED CAPACITY FOR OPERATIONAL PROJECTS



UTILITY BILL SAVINGS IN YEAR 4

Participant Type	Savings	Number of Participants
Large Commercial	\$39,974	189
Small Commercial	\$23,937	553
Residential	\$22,430	575
Low-Income	\$48,317	441
Total	\$134,658	1,758



LOW-INCOME RECRUITMENT TOTALS

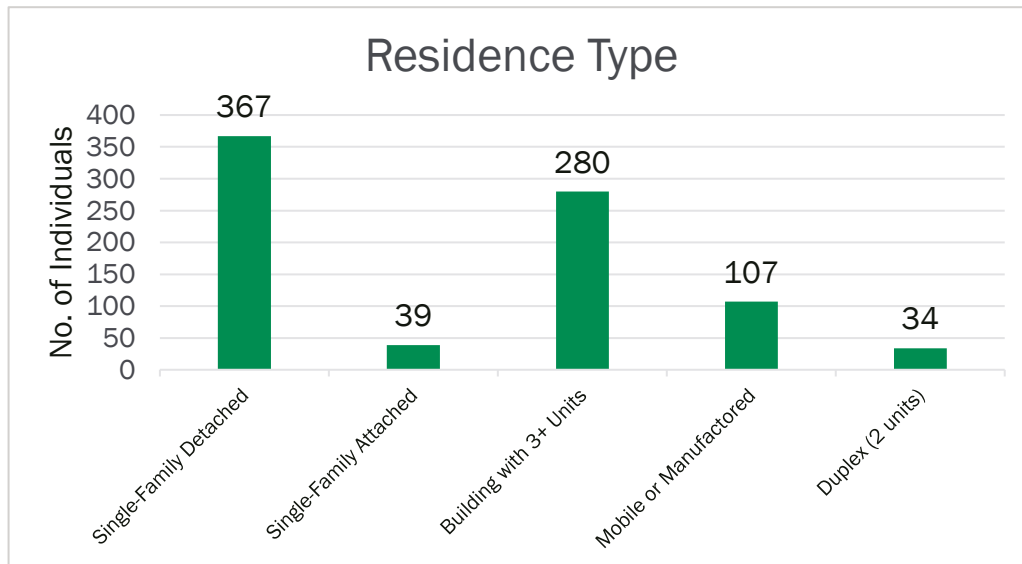
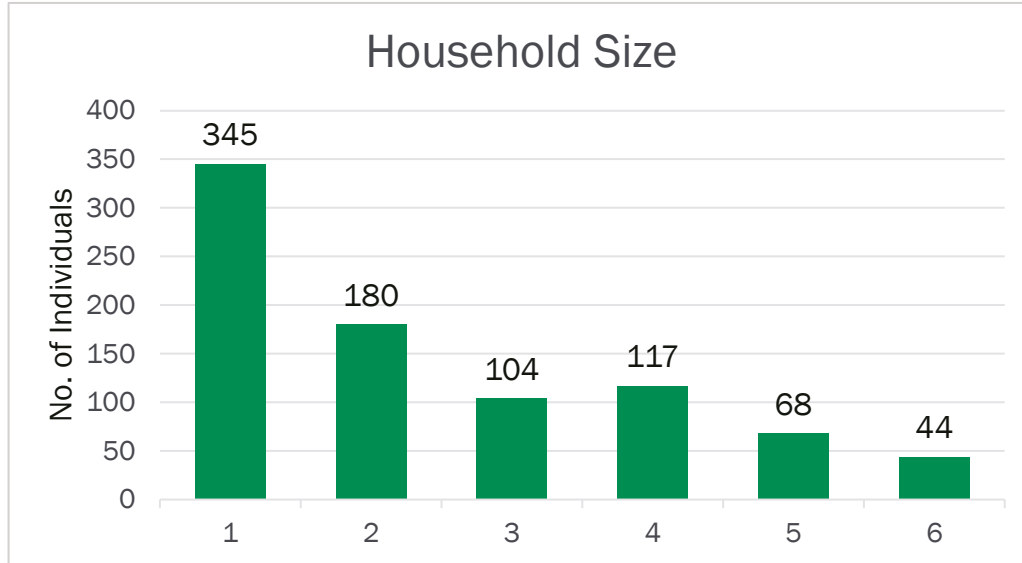
Low-Income Facilitator (LIF) Recruitment

Project Status		Operational	Pre-Operational	Unassigned
Utility	PGE	328	98	138
	PAC	17	113	69
	IDP	0	0	0

Project Manager (PM) Recruitment

Project Status		Operational	Pre-Operational
Utility	PGE	92	17
	PAC	40	24
	IDP	0	0

LOW-INCOME DEMOGRAPHICS



Race and Ethnicity

- **51%** White/Caucasian
- **6%** Black/African American
- **31%** Hispanic/Latinx
- **2%** Native American/Alaska Native
- **3%** Asian or Asian Indian

Additional Statistics

- **27%** of Participants requested a contract in a language other than English
- **40%** of Participants report a household member with a disability
- **57** Oregon cities represented

LOW-INCOME SURVEY RESPONSES (2022)

"I signed up in order to help the environment, even in a very minimal way. I **also signed up because I am unable to install solar panels on my roof because I live in a condo complex.** I am very disappointed that the board is unwilling to get solar panels installed. I thought that by signing up for Community Solar, I could at least make up a little bit for not being able to have solar panels on my roof. I was also pleased that I would not have to pay anything to subscribe, plus I would get a credit each month. "

"I feel proud to be able to do at least something that has a **less-negative impact on the world**"

"My bill is now in the range that I **can pay myself.** I believe it has impacted not only the environment energy source but I can handle the bills within my current income which makes me feel very good."

"It has given me **peace of mind** that I have help in paying my bill."

"To try to reduce my electric bill & hopefully due my part on making a **smaller footprint on humanity's impact on the climate crisis.**"

"**Why wouldn't I?** Solar energy is the future of how our homes will be provided Electricity."

"I feel like I can help move solar forward even though I'm not a homeowner. **Hope for the future.**"

PROGRAM ADMINISTRATION (PA) TEAM



Program Administration

- Program Implementation Manual
- Funds Management
- Public Reporting

Education & Outreach

- Coordination
- Workshops and Demos

Platform Management

- CSP Platform Configuration
- Utility Integration
- Data Security



Program Administration

- Project Review for Pre-certification and Certification
- Participant verification
- Participant billing
- Installation Verification
- Dispute Resolution

Education & Outreach

- Project Manager Registration
- Customer Support

Platform Management

- Application Processing
- QA/QC



Program Administration

- Program Design
- Equity Strategy

LI Customer Support

- Income Verification
- Education & Outreach
- Waitlist Management

Project Manager Support

- Recruitment
- Marketing Plans
- Translation Support

KEY IMPLEMENTATION PARTNERS



Utilities

- Developed and implemented ongoing data exchange policies and procedures for Participant verification and billing



Registered Project Manager

Project Managers (PMs)

- Manage the operations of a project
- Can engage in subscriber management activities



Subscription Manager

Subscription Managers (SMs)

- Agents designated by a Project Manager
- Primarily responsible for conducting customer acquisition for a project
- Do not manage the operations of projects

KEY IMPLEMENTATION ACTIVITIES IN YEAR 4



**Pre-Certification of
Tier 2 Projects**



**Information
Systems
Development**



**Support of Program
Policy**



**Customer Service and
Low-Income Engagement**



**Project & Subscription
Manager Engagement and
Education**

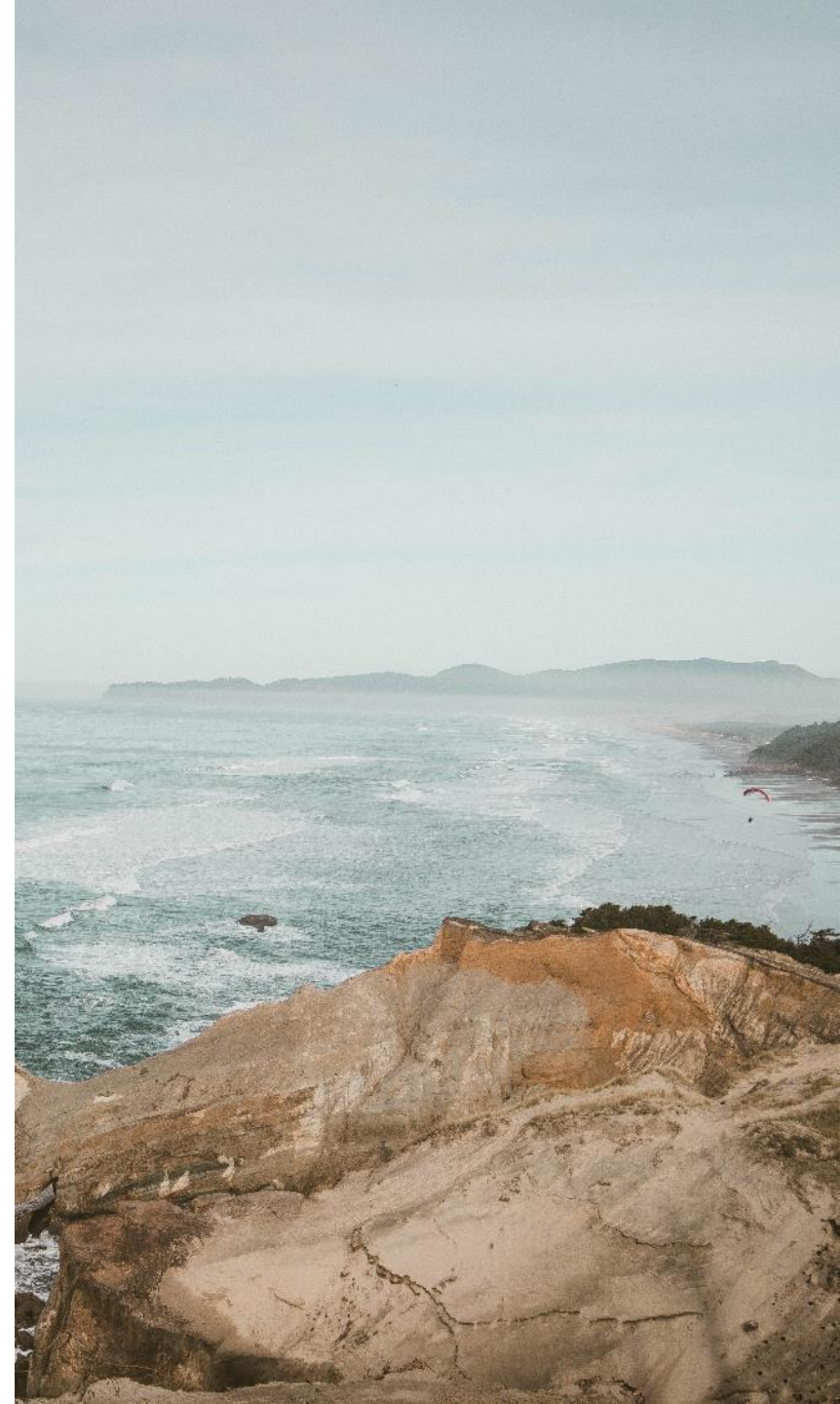
PRE-CERTIFICATION OF TIER 2 PROJECTS

- 79 MW of capacity released in Tier 2
- 47 MW in PGE service territory and 32 MW in PAC service territory
- 25% of new capacity reserved for carve-out projects
- Allocated capacity to 29 projects representing 55 MW in Tier 2
- 1 new carve-out project



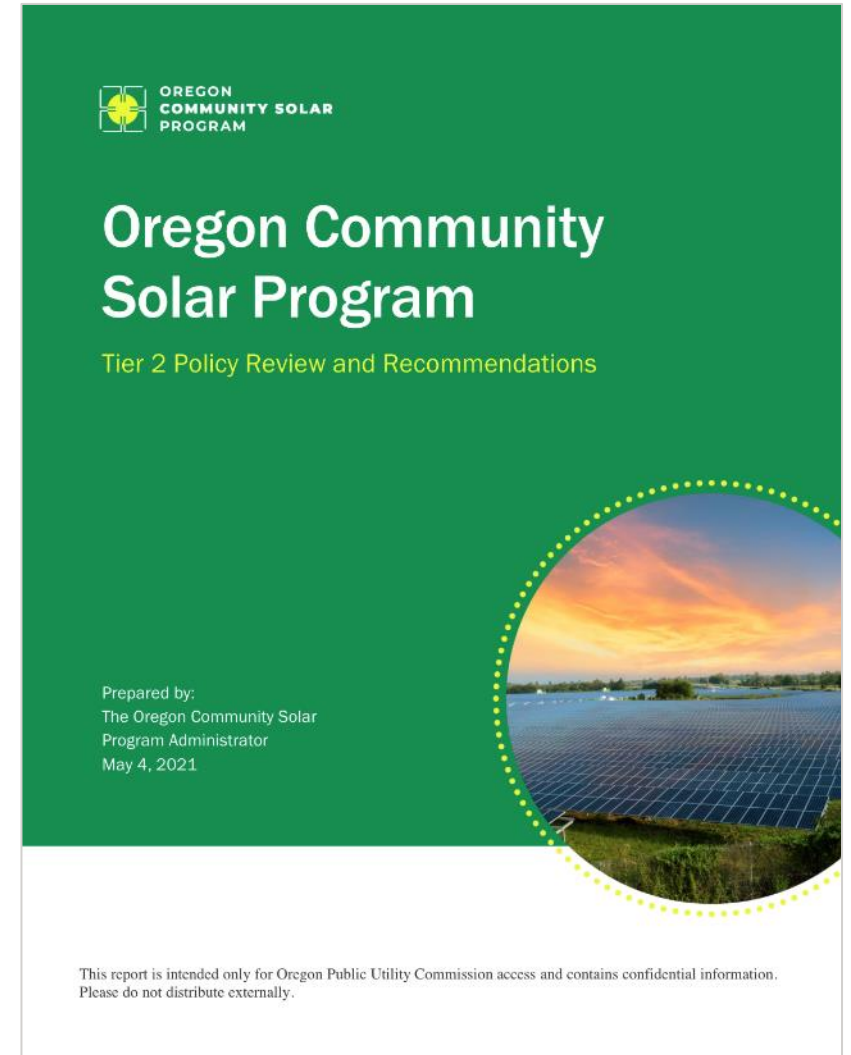
INFORMATION SYSTEMS DEVELOPMENT

- Supported billing activities in 15 operational projects—
1,600+ Participants (PGE) and 100+ Participants (PAC)
- Opened Tier 2 Program capacity
- Developed billing functionality for Tier 2 projects
- Project/Participant data supported through platform tools



SUPPORT OF PROGRAM POLICY

- PA supported OPUC Staff in addressing contractual matters related to Agency Agreements in support of Commission Order No. 22-363
- PA and OPUC Staff prepared updates to the Program Implementation Manual
- PA and OPUC Staff are participants in the US DOE National Community Solar Partnership

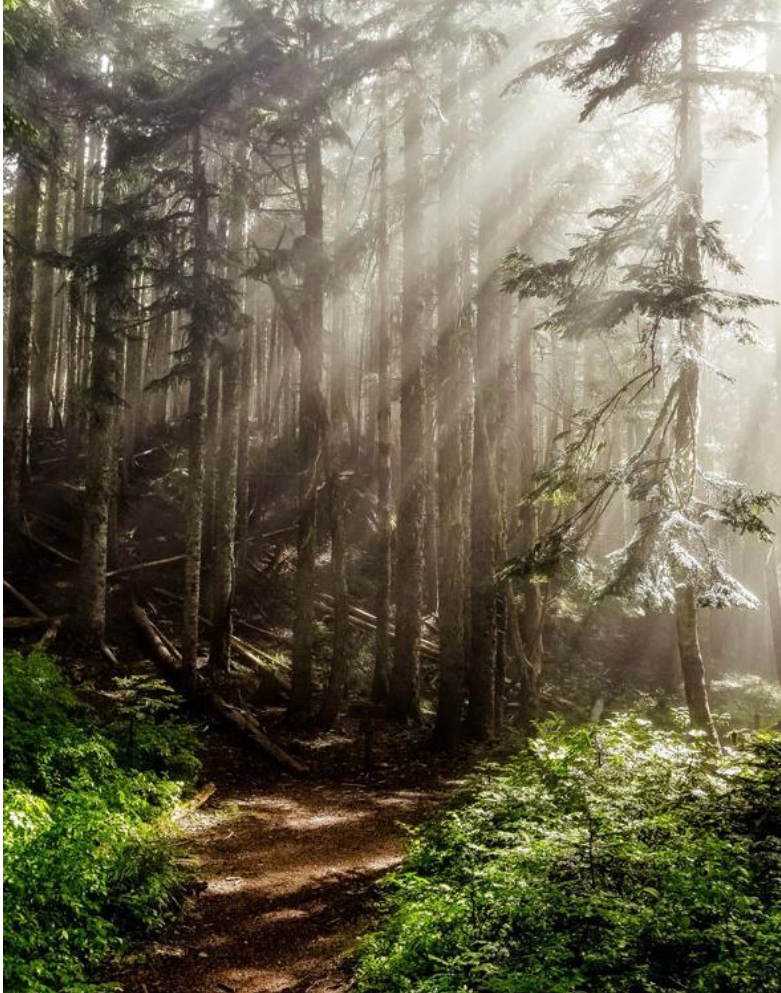


PROJECT & SUBSCRIPTION MANAGER ENGAGEMENT & EDUCATION

- Hosted educational platform demos with PM/SMs
- Ongoing PM/SM support for platform and billing activities
- Developed educational resources for PM/SMs
- Ongoing collaboration between LIF and PM/SMs on best practices for low-income marketing and communication



CUSTOMER SERVICE & LOW-INCOME ENGAGEMENT



Customer Service

- Call center received 489 phone calls and 679 emails from current and interested Participants
- LIF completed 537 intakes

Low-Income Engagement

- LIF conducts equity-focused outreach and engagement
- Attends community events promoting the Program
- Offers workshops in both English and Spanish

YEAR 5 PROGRAM IMPLEMENTATION

- Equity-focused, marketing campaign to increase residential participation in Program
- Continue onboarding new projects
- Increase platform accessibility for PM/SMs
- Improve platform security
- Account for single participants enrolled in multiple projects
- Diminishing project interconnection delays



Thank You!

Energy Solutions
Oregon Community Solar
Program Administrator



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