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REPORT NAME: 2016 Customer Communication and Outreach Report to the Energy Trust

COMPANY NAME: PacifiCorp d/b/a Pacific Power

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

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If known, please select designation: RE (Electric) RG (Gas) RW (Water) RO (Other)

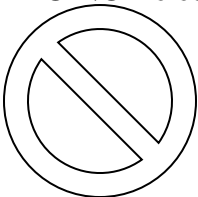
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Customer Communication and Outreach Report to the Energy Trust

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825 NE Multnomah, Suite 2000  
Portland, Oregon 97232

May 15, 2017

***VIA ELECTRONIC FILING***

Public Utility Commission of Oregon  
201 High Street SE, Suite 100  
Salem, OR 97301-3398

Attn: Filing Center

**RE: 2016 Customer Communication and Outreach Report to the Energy Trust**

Enclosed for filing by PacifiCorp d/b/a Pacific Power (PacifiCorp or Company) is the 2016 Customer Communication and Outreach Report to the Energy Trust of Oregon (Energy Trust). This report is submitted to the Public Utility Commission of Oregon at the request of Commission staff.

Please direct any informal inquiries to Natasha Siores, Manager, Regulatory Affairs, at (503) 813-6583

Sincerely,

R. Bryce Dalley  
Vice President, Regulation

Enclosures

CC: Elaine Prause ([Elaine.prause@state.or.us](mailto:Elaine.prause@state.or.us))

## 2016 Pacific Power Commercial and Residential SB 838 Efforts

### Introduction

Through passage of Senate Bill 838 (2007), the legislature created a funding mechanism for additional cost-effective energy conservation measures beyond what is attainable through Oregon's existing public purpose funding. SB 838 allows the Public Utility Commission to authorize electric companies to "include in its rates the costs of funding or implementing cost-effective energy conservation measures." (ORS 757.689) Rather than developing distinct programs, Pacific Power recognized the value Energy Trust of Oregon had already established in the market and concluded that customer confusion would be minimized if SB 838 funds were used to enhance these established programs. Pacific Power executed an agreement with Energy Trust and beginning January 25, 2008, began providing a majority of SB 838 funds to Energy Trust. Remaining SB 838 funds were retained by Pacific Power to promote Energy Trust programs to customers. This document provides a summary of activities for 2016 and is the fourth annual report.

### Communications and Outreach Approach

With more than 100 years of service, Pacific Power has strong top-of-mind awareness among our customers (91%), and they look to their electric utility to educate them on managing their energy use and providing them with energy efficiency resources<sup>1</sup>. Pacific Power utilizes its portion of SB 838 funds to connect with our customers, engage them on the value of energy efficiency, and direct them to Energy Trust programs. Through the use of SB 838 funds, the company is focused on having a consistent dialogue with our customers, so they know where to find these programs when they need them, and understand the context of how these programs benefit all customers receiving service from Pacific Power.

Pacific Power is focused primarily on educating customers outside of the Portland area on Energy Trust programs and incentives. The SB 838 funds allow Pacific Power to reach a broad geographic range of customers under a trusted and recognizable brand name to help ensure that all of our customers are aware of opportunities available from Energy Trust. In 2016, 76% of Pacific Power residential customers in Oregon are aware that Pacific Power partners with Energy Trust of Oregon to offer incentives and rebates for home energy efficiency improvements.

While the communications program is broad, the outreach component of Pacific Power's plan is direct and allows the utility to foster conversations with small and mid-size business customers about Energy Trust programs.

### Collaborative Process and Planning

The communications plan is a collaborative effort between Pacific Power and Energy Trust, and considers additional communications and outreach efforts as they arise.

After final budget determination by Energy Trust, Pacific Power's team provides an annual communications and outreach plan to Energy Trust each fall outlining objectives, strategies, messages and media plan for the upcoming year.

After review and discussion, a calendar is set based on seasonally optimal periods for communications for both Pacific Power customers and Energy Trust. Pacific Power provides an SB 838 Communications &

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<sup>1</sup> Pacific Power's 2015 annual Customer Awareness survey

Outreach Plan, as well as a media flowchart. Pacific Power also incorporates requests for energy efficiency program promotional support from Energy Trust, outside of the SB 838 budget. These requests are primarily specific program offers and promotions, and are accommodated within the overall Pacific Power customer communications plan to help build a larger conversation on energy efficiency programs with Oregon customers.

Pacific Power and Energy Trust communications teams meet regularly throughout the year to review upcoming activities and make any necessary adjustments. Communications staffs meet as needed and confer by phone and email on work in progress and new developments between regular collaboration meetings.

#### *Communication Objective*

- Increase overall awareness of and regional participation in Energy Trust incentive programs and services by Pacific Power residential and small business customers.

#### *Communication Strategies*

- Focus communications primarily in Southern and Central Oregon to reach concentrated and highly populated markets in Pacific Power territory; continue to increase awareness in other parts of the state as budget allows.
- Use a variety of cost-efficient, high-impact media channels to reach customers, including TV, radio, print, outdoor, digital display and sponsorships.
- Create an advertising campaign to complement other customer communications efforts planned in Oregon (from separate Energy Trust or Pacific Power budgets) such as bill inserts, residential and business newsletter stories, and direct mail.
- Reach customers during seasonally-optimal periods, when they are thinking about energy efficiency measures the most.
- Tie in Energy Trust's programs with the company's general energy efficiency call to action to be **wattsmart**.
- Focus outreach to rural Oregon service area by calling on small- and mid-size commercial customers to help customers make the business case for identified retrofits and other energy-saving measures.
- Utilize existing community and customer relationships through regional business managers (RBMs).

#### *Key message*

We can help you save energy and money through programs available through Energy Trust.

### Summary of 838-funded communications and outreach activities

See Appendix A for activity details

Communication Tactic	Description	2016 Results / Impressions / Approximate Quantities
TV, radio, print and outdoor advertising	<ul style="list-style-type: none"> <li>Starting in March, ran TV, radio, print and outdoor advertising.</li> <li>Continued to utilize the <b>wattsmart</b>, Oregon campaign developed in 2014.</li> <li>Placed outdoor posters in certain markets.</li> <li>Focus of the campaign is energy efficiency with specific references to Energy Trust incentives, Energy Saver Kits and efficient lighting as well as lighting options for business customers.</li> <li>Ads refer customers to <b>bewattsmart.com</b> (Pacific Power page with clear links to Energy Trust) and to Energy Trust's toll-free phone number. Television ads targeting business customers are co-branded with Energy Trust and Pacific Power and direct customers to <a href="http://energytrust.org/mybusiness">energytrust.org/mybusiness</a>.</li> </ul>	Impressions: TV/Cable 4,459,500 Radio 3,038,370 Print 1,134,529 Digital 1,746,362 Search 28,350 Outdoor 6,002,805 <u>Sponsorship 20,827,250</u> TOTAL 37,237,166
Business print ads	Placement examples include: Cascade Business Book of lists, Cascade Business News and Bend Chamber Business Journal. Ads typically feature a customer that has upgraded equipment and refer customers to Energy Trust's phone number and <b>bewattsmart.com</b> .	
Trail Blazers radio sponsorship	Aired a business teamwork spot to run along with the previous residential teamwork spot. Spots run during radio broadcasts of pre-game show, play-by-play per game and post-game show (90 games, plus playoffs).	
Digital advertising	Banner ads on local media sites, blogs, behavioral ad targeting and pay-per-click ad placements.	
Workshops and Events	<ul style="list-style-type: none"> <li>Commercial workshops were held in 11 communities throughout the state in 2016.</li> <li>Promotional support for events included direct mail, email, flyers, social media and community outreach.</li> <li>Small commercial outreach support for SmartWatt small business direct install lighting.</li> </ul>	24,815 email 34,545 mailing

*Commercial and Residential Outreach*

Pacific Power uses field energy consultants to provide updated information on Energy Trust incentives, tax credits, grants and other resources available for small to mid-size commercial and residential energy efficiency projects in Oregon. As directed by Pacific Power, the field energy consultants present and coordinate multiple events throughout Oregon. Additional follow-up is provided to all responsive attendees to ensure smooth flow of relevant energy efficiency information. All attendees receive assistance, if desired, reviewing possible energy-saving opportunities for their business, referrals to applicable Energy Trust programs and assistance with all other opportunities for project funding.

*Energy Trust Liaison*

Pacific Power has had a dedicated position in place since June 2008 to provide program support to Energy Trust and oversight to the retained SB 838 communications and outreach funds. Additionally, the liaison role oversees Pacific Power's field energy consultants, outreach activities, coordinates with Pacific Power's regional business managers, participates in Energy Trust communications and program collaboration meetings, coordinates on-bill repayment activities through EEAST and other programs, coordinates utility data transfers, develops regular and ad hoc data, activity and financial reporting, and supports other projects as they arise, such as energy performance reporting and community generated activities.

**Summary of Energy Trust-funded communications and outreach activities with Pacific Power**

See Appendix A for activity details

<b>Communication Tactic</b>	<b>Description</b>	<b>2016 Results/ Approximate Quantities</b>
Bill inserts in Pacific Power bills	Four inserts per year to promote Energy Trust residential incentives/services, heat pumps, fridge recycling and smart thermostats; inserts also posted online for customers who receive paperless billing.	1.3 million inserts

### Summary of Pacific Power-funded communications and outreach activities

See Appendix A for activity details

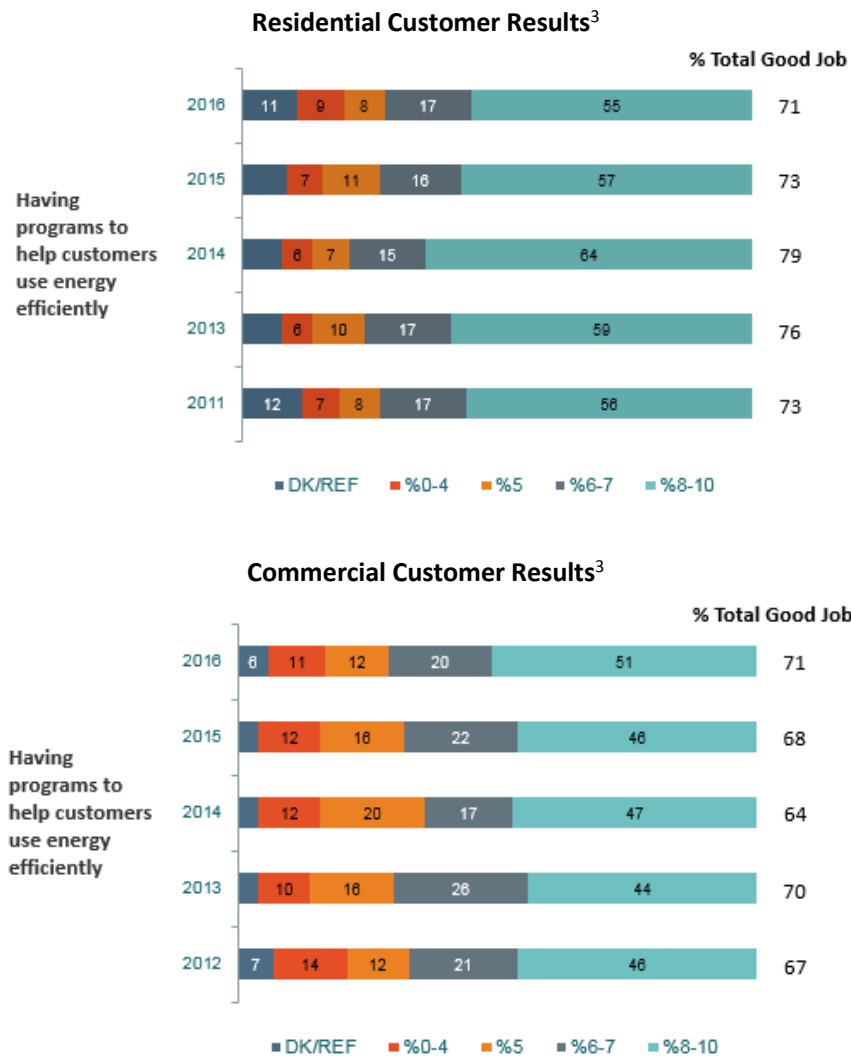
Communication Tactic	Description	2016 Results/ Approximate Quantities
<i>Voices</i> residential customer newsletter	Energy Trust incentives and services mentioned in all six Pacific Power newsletters per year; distributed through bills and through email. Newsletter content developed collaboratively with Energy Trust.	2 million inserts  782,000 emails
<b>Wattsup</b> residential customer inserts	Inserts dedicated to energy efficiency tips and Energy Trust programs/incentives in May and October. Newsletter content developed collaboratively with Energy Trust.	688,000 inserts
<i>Energy Insights</i> newsletter to industrial customers and community leaders	Quarterly stories featuring Pacific Power large commercial or industrial customers who have participated in Energy Trust programs to upgrade lighting, HVAC and other equipment; distributed through email. Newsletter content developed collaboratively with Energy Trust.	2,500 newsletters
<i>Energy connections</i> newsletter to mid-size businesses	Quarterly stories featuring Pacific Power mid-size business customers who have participated in Energy Trust programs to upgrade lighting, HVAC and other equipment. Newsletter content developed collaboratively with Energy Trust.	60,000 newsletters
New customer mailings	Mailings to new customers mention Energy Trust services and incentives, as well as the data transfer.	45,000 mailings
Irrigation customer mailings	Mailed letter to Oregon irrigation customers about Energy Trust of Oregon incentives	4,515 mailings
Residential customer emails – kits and offers	Sent two waves of emails to targeted residential customers for Energy Saver Kits and another low-cost showerhead/LED bulb offer	239,400 emails
Business customer emails	Four emails were sent to business customers about products and services available to them, including energy efficiency incentives through Energy Trust.	39,046 emails
Web	<ul style="list-style-type: none"> <li>• pacificpower.net/<b>wattsmart</b>, and promotional URL <b>bewattsmart.com</b> link directly to Energy Trust’s website.</li> <li>• Energy efficiency messages on the Pacific Power homepage throughout the year.</li> </ul>	52,105 page views  13,893 referrals/click-throughs to ETO
Twitter @PacificPower_OR	Tweets several times per week, some promote energy efficiency and Energy Trust incentives/services.	2,731 followers
Facebook	Information and tips posted three times or more per week. Ongoing campaign to increase the number of individuals and businesses we communicate with via Facebook.	17,407 fans



**Outcomes: Overall awareness improvement**

Pacific Power performs annual residential and commercial customer satisfaction studies. In 2016, results indicate customer satisfaction with Pacific Power having energy efficiency programs to help customers use energy efficiently remains high (71%). Half (50%) of Pacific Power residential customers said they have taken action in the past year to save energy. In 2016, 69% of Pacific Power residential customers in Oregon were aware that Pacific Power partners with Energy Trust of Oregon to offer incentives and rebates for home energy efficiency improvements.

This finding was supported in the MSI residential customer satisfaction survey, which took place June 2-18, 2016. Telephone interviews were conducted among a random sample of 300 Pacific Power residential customers (232 in Oregon, 51 in Washington, and 17 in California). Participants were the primary decision-maker about how electricity is used in the home; 18 years of age and older; and neither respondent nor household member works in advertising, market research, or for a utility.<sup>2</sup>



<sup>2</sup> The residential survey was not conducted in 2012.

<sup>3</sup> % Total Good Job is the sum of customer ratings 6–10 on a scale of 1–10.

**Outcomes: Equitable regional participation – unique sites served**

Utilizing data received from Energy Trust through the improved data transfer process, results indicate that Pacific Power's primary communications and outreach target areas continue to see steady numbers in the amount of unique sites served and qualified measures installed proportionate to customer density.

Pacific Power regions are identified in Appendix B

Unique Sites Served 2008 - 2016	Southern OR	Klamath	Central OR	Mid-Willamette	NW Oregon	Eastern OR	Portland
Customer Distribution	35.2%	7.0%	12.7%	22.2%	5.7%	4.10%	13.1%
2007 (pre SB 838)	33.0%	4.7%	12.8%	24.4%	4.0%	4.2%	17.0%
2008	32.2%	2.9%	17.5%	20.9%	11.0%	6.4%	9.1%
2009	34.6%	5.5%	13.1%	24.0%	4.3%	3.0%	15.5%
2010	30.1%	3.7%	8.4%	36.3%	8.1%	2.6%	10.8%
2011	35.5%	5.1%	12.0%	23.4%	4.6%	3.6%	15.9%
2012	37.3%	5.4%	13.8%	22.0%	3.9%	2.6%	15.1%
2013	38.3%	4.7%	13.8%	21.7%	4.1%	2.5%	15.0%
2014	35.6%	5.2%	12.6%	23.1%	4.7%	2.9%	15.9%
2015	34.1%	4.7%	15.7%	23.3%	3.9%	2.8%	15.4%
2016	32.4%	6.7%	17.6%	21.7%	4.0%	2.0%	13.9%

**Outcomes: Equitable regional participation – measures installed**

Pacific Power regions are identified in Appendix B

Measures Installed 2008 - 2016	Southern OR	Klamath	Central OR	Mid-Willamette	NW Oregon	Eastern OR	Portland
Customer Distribution	35.2%	7.0%	12.7%	22.2%	5.7%	4.1%	13.1%
2007 (pre SB 838)	31.4%	3.6%	11.3%	24.0%	3.2%	6.9%	19.6%
2008	32.7%	2.6%	15.9%	23.4%	8.8%	5.3%	11.2%
2009	34.9%	4.8%	13.2%	24.0%	4.2%	3.2%	15.7%
2010	31.8%	3.9%	9.6%	31.9%	7.1%	3.0%	12.7%
2011	44.9%	6.4%	11.6%	17.9%	3.5%	3.3%	12.4%
2012	41.0%	5.7%	13.2%	21.1%	3.4%	2.5%	13.1%
2013	39.7%	5.1%	12.7%	21.6%	3.6%	2.7%	14.6%
2014	35.2%	5.1%	11.9%	24.3%	4.6%	3.3%	15.6%
2015	32.1%	4.5%	15.9%	25.1%	3.9%	3.2%	15.3%
2016	33.1%	6.7%	16.3%	23.4%	4.1%	2.1%	14.4%

**Conclusion and Opportunities**

**General Awareness:** In 2016, 71% of customers responded that Pacific Power is doing a good job of having programs to help customers use energy efficiently and 50% of customers responded that they have taken action in the past year to save energy. In 2016, 69% of Pacific Power residential customers in Oregon were aware that Pacific Power partners with Energy Trust of Oregon to offer incentives and rebates for home energy efficiency improvements.

**Regional Participation:** As determined from Energy Trust data, customer participation in Pacific Power's regions has remained stable, with a slight increase in the Klamath area, by focusing on southern, central and rural Oregon. While southern and central Oregon show strong and equitable performance compared to customer density, additional focus opportunities remain present in areas of eastern and northwest Oregon.

**Program Support:** Pacific Power's main communications and outreach focus has been to increase awareness of and regional participation in Energy Trust incentive programs and services for residential and small/mid-size businesses. As Energy Trust continues to increase focus on attracting and serving new, small, remote and more diverse customers, Pacific Power will look at augmenting current communications mechanisms by providing more targeted program support, such as the community-based SmartWatt Energy small commercial lighting program.

## APPENDIX A: 2016 Year End Activities Report for Energy Trust

Pacific Power utilized several approaches to support and deliver energy efficiency communications, advertising and outreach to residential and small- and mid-size commercial customers.<sup>4</sup>

**In the media** (Below are specific Pacific Power advertising campaign titles)

### TV

- **Wattsmart**, Oregon – Apple Pie
- **Wattsmart**, Oregon – Dishes
- **Wattsmart**, Oregon – Puppies
- **Wattsmart**, Oregon – Caulking Gun
- Little hero
- Small changes
- Sweet savings
- ETO business lighting incentives
- My Business TV

### Radio

- Lori Answers
- Peter Answers
- **Wattsmart**, Oregon – Candelabras
- **Wattsmart**, Oregon – Good place
- **Wattsmart**, Oregon – The Festival
- **Wattsmart**, Oregon – Caulking Gun
- Energy solutions
- Team wattsmart
- Teamwork in business

### Print

- Insulation ad
- Ad featuring High Desert Museum
- Ad featuring Seventh Mountain Resort
- Energy efficiency workshop ads
- Hood River Panorama Blossom Festival
- **Wattsmart**, Oregon – Lighting
- Ad featuring Snow Peak Coffee Company
- Ad featuring Arctic Glacier Premium Ice
- Proud to provide energy solutions for Clatsop County.
- Set your thermostat to savings. Klamath
- **Wattsmart**, Oregon – Caulking Gun

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<sup>4</sup> Some activities are funded outside of SB 838 funds.

**Outdoor**

- **Wattsmart**, Oregon - Lighting
- Smart Savings
- Smart thermostat. Smarter savings.
- LED Holiday Lighting

**In customer bills****Voices residential newsletter and e-newsletter**

- Power up, bills down
- Find your comfort zone: go ductless
- Wattsmart savings spring up at home
- Save energy with a free kit
- For the environment, with respect
- Add curb appeal and comfort
- Coolest Ways to Save
- wattsmart products for your home
- Feeling a chill? Time to weatherize
- Greet the season with savings

**Bill inserts**

- New Year, new upgrades.
- Upgrade to a heat pump, earn cash incentives.
- Put the freeze on energy waste.
- Summertime, savings time.
- Smart thermostat. Smarter savings.
- Welcome home – the wattsmart way.

**Outbound Envelope**

- Be **wattsmart** to jump start 2016
- Help protect our environment for today and the future

**In the mail****Direct mail**

- New Business Letter
- New Business Brochure
- New Business Rights and Responsibilities Summary / Energy Trust
- New Residential Welcome Consumer Information Summary / Energy Trust
- New Residential Welcome Aboard Brochure
- Energy efficiency workshop announcements
- Small business lighting offer letter
- Irrigation incentives letter
- Irrigation incentives brochure

**On the web*****Energy Connections* mid-size business e-newsletter**

- Strategies to Reduce Demand Charges
- **Watt**smart Businesses Save Big
- Lighting Upgrades for Energy and Cost Savings
- Revealed! 5 Hidden Benefits of Energy Efficiency
- Track Your Building's Usage
- Ask an Expert
- Bike Shop Gets Energy Savings in Gear
- Occupancy Sensors Put the Focus on Savings
- For the Environment, With Respect
- Simple Steps to a Smaller Footprint
- INFOGRAPHIC: Saving Energy in the Office
- CHEKCLIST: Getting Your Business Ready for Summer
- Is Your AC A-OK? Tips to Prevent Costly Repairs
- Is Saving Energy Better than Increasing Sales?
- Southern Oregon Winery Bottles Up Energy Savings
- Save Money and Energy
- Five Ways to Save this Summer
- Benchmarking: The First Step to Saving Energy
- How's It Going With Your Cooling System?
- VIDEO: Daylighting in 30 Seconds
- Weighing Your Options: Prioritizing Energy Projects
- Ice Rink Checks Energy Costs
- VIDEO: A Day In The Life of an Energy Smart Building
- 5 Steps to Lower Heating Bills
- VIDEO: You Can Perform An Energy Check-Up
- How Much Is That Holiday Display Costing You?

***Energy Insights* large C&I / communities newsletter**

- Lumber mill cuts energy waste
- Energy savings check in at resort
- Free events help trim energy use
- Benchmarking: saving's first step
- Ice maker's efforts melt energy use
- Central Oregon Community College earns A+ for energy savings
- 5 steps to lower heating bills

**Email**

- We can help your business thrive in 2016
- Energy Benchmarking webinar invite
- Lighting incentives for business
- Energy efficiency workshop announcements

- Help your business. And the planet.
- Keep your business cool this summer.
- Small Business lighting eblast
- Order a free energy saver kit for your home.

#### Online Media

- Welcome to Wattsmart, Oregon – lighting
- Money-saving seminars
- Smart Savings (thermostats)
- Wattsmart Business – Weyerhaeuser
- Wattsmart Business – Snow Peak Coffee Company
- Wattsmart Business – Seventh Mountain Resort
- Wattsmart Business – Arctic Glacier Premium Ice

#### Websites / Social Media (continuous energy efficiency and Energy Trust content)

- [pacificpower.net/wattsmart](http://pacificpower.net/wattsmart)
- [bewattsmart.com](http://bewattsmart.com)
- Pacific Power Facebook page
- Twitter

#### Support materials

##### Fact Sheets, Flyers, Brochures and More

- Winter **watt**smart handout – Oregon / Energy Trust
- Brochure featuring several Oregon **watt**smart businesses
- Residential energy efficiency brochure
- Energy efficiency workshop flyers
- 2016 Conservation and Respect Report
- LED Streetlighting Options brochure
- Residential Top 10 Tips to Save Energy this Summer (English and Spanish)
- Resource Advisor: Makes Energy Benchmarking Easier
- Pacific Power, on the job. For more than 100 years. Cottage Grove Bohemia Mining Days Festival

#### Outreach

Pacific Power hosted and participated in multiple energy efficiency focused meetings with residential, business and community leaders across the state utilizing existing relationships with local Chambers of Commerce and economic development groups. These presentations focused on residential and small- to mid-size commercial customers and how they can improve energy efficiency. Energy efficiency presentations and event participation occurred in Albany, Astoria, Bend, Coos Bay, Grants Pass, Hood River, Klamath Falls, Lakeview (2), Medford, Pendleton, Portland (13), and Roseburg (2), Oregon. The presentations highlighted Pacific Power's relationship with Energy Trust and available programs and incentives to save energy and money. Pacific Power also offered:

- An on-site walk through with Pacific Power to document information about the customer's building and how they use energy. Field energy consultants reviewed lighting, office equipment, HVAC and

foodservice equipment. Pacific Power also provided practical no cost/low cost ideas for saving energy and a review of which improvements were eligible for Energy Trust cash incentives.

- Additional support for on-site assistance from Energy Trust of Oregon and local contractors.
- Regular checkups with Pacific Power on recommended energy saving improvements.

### Workshops

Pacific Power produced and delivered another successful round of Be **watt**smart Workshops. The workshops were targeted to residential and small- to mid-size commercial customers to educate them on how to manage energy use and improve energy efficiency.

### Customer Participation

Locations	Chambers of Commerce, business / community groups / conferences	Be <b>watt</b> smart / Pacific Power events	2016 Total
Albany		72	72
Astoria		34	34
Bend		56	56
Coos Bay		60	60
Grants Pass		54	54
Hood River		20	20
Klamath Falls		52	52
Lakeview	35		35
Medford		95	95
Pendleton		35	35
Portland	6,583	83	6,666
Roseburg	57	48	105
<b>TOTAL</b>	<b>6,675</b>	<b>609</b>	<b>7,284</b>

### “Warm Leads” / Customer Response

	2016 Total
“Warm Leads” provided to Energy Trust	146
Small to Mid-Size Commercial Consultations	28

### Other Energy Efficiency Coordination / Support

- Internal Pacific Power support for Energy Trust programs
- Weekly / Monthly / Quarterly Energy Trust coordination meetings
- Energy Trust Conservation and Renewables Advisory Councils
- Portland Energy Performance Reporting policy advisory meetings
- Klamath County irrigator energy efficiency
- On-Bill Financing support
- 1aMW / Self Direct reconciliation



## APPENDIX B: Pacific Power Oregon Regions

### Southern Oregon

Applegate	Coos Bay	Idleyld Park	Phoenix	Tiller
Arago	Coquille	Jacksonville	Powers	Trail
Ashland	Days Creek	Kerby	Prospect	Umpqua
Azalea	Diamond Lake	Medford	Riddle	White City
Bandon	Dillard	Merlin	Rouge River	Wilbur
Broadbent	Eagle Point	Myrtle Creek	Roseburg	Wilderville
Butte Falls	Gaylord	Myrtle Point	Selma	Williams
Canyonville	Glendale	North Bend	Shady Cove	Winchester
Cave Junction	Glide	Norway	Sunny Valley	Winston
Central Point	Gold Hill	O Brien	Sutherlin	Wolf Creek
Charleston	Grants Pass	Oakland	Talent	

### Klamath Basin

Beatty	Crater Lake	Klamath Falls	Midland
Bly	Dairy	Lakeview	New Pine Creek
Bonanza	Fort Klamath	Malin	Sprague River
Chiloquin	Keno	Merrill	Worden

### Central Oregon

Bend	Culver	Metolius	Prineville	Terrebonne
Crooked River Ranch	Madras	Powell Butte	Redmond	Warm Springs

### Mid-Willamette Valley

Albany	Dallas	Harrisburg	Mill City	Salem
Aumsville	Eugene	Independence	Millersburg	Scio
Brownsville	Falls City	Jefferson	Monmouth	Shedd
Cascadia	Foster	Junction City	Monroe	Stayton
Coburg	Gates	Lebanon	Neotsu	Sublimity
Corvallis	Gleneden	Lincoln City	Otis	Sweet Home
Cottage Grove	Beach	Lyons	Philomath	Tangent
Crabtree	Grand Ronde	Marion	Rickreall	Turner
Creswell	Halsey	Mehama	Rose Lodge	Waterloo

### Northwest Oregon

Arch Cape	Cannon Beach	Hammond	Mosier	The Dalles
Arlington	Clatskanie	Hood River	Parkdale	Tolovana Park
Astoria	Gearhart	Kent	Rufus	Warrenton
Boardman	Grass Valley	Moro	Seaside	Wasco

### Eastern Oregon

Adams	Helix	Lostine	Pendleton	Umatilla
Athena	Hermiston	McNary	Pilot Rock	Wallowa
Echo	Imnaha	Milton	Rieth	Weston
Enterprise	Joseph	Freewater	Stanfield	

### Portland

Maywood Park
Portland
Troutdale