

e-FILING REPORT COVER SHEET

REPORT NAME: Solar Photovoltaic Pilot Program Participant Data Report - 2/13/15

COMPANY NAME: Idaho Power Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

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

Report is required by: OAR 860-084-0430
 Statute
 Order
 Other

Is this report associated with a specific docket/case? No Yes
If Yes, enter docket number: UM 1452

Key words:

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:

- **Annual Fee Statement form and payment remittance or**
- **OUS or RSPF Surcharge form or surcharge remittance or**
- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**

LISA D. NORDSTROM
Lead Counsel
lnordstrom@idahopower.com

February 13, 2015

Public Utility Commission of Oregon
550 Capitol Street NE, Suite 215
P. O. Box 2148
Salem, OR 97308-2148

RE: Bi-Annual Reporting for Solar Photovoltaic Pilot Programs
UM 1452 Compliance Filing

Attention Filing Center:

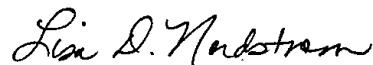
Pursuant to the requirements in OAR 860-084-0430, enclosed please find a copy of Idaho Power Company's **CONFIDENTIAL** bi-annual report for the Solar Photovoltaic Pilot Program data as of January 31, 2015. As you will see, the Company currently has sixty (60) signed contracts with fifty-five (55) systems on-line.

Idaho Power has also enclosed results of the customer Survey 2 for Cohorts A, B, and C. Idaho Power provided the results of Survey 1 in the report filed in August of 2014.

The staff member assigned to this report is Ryan Bracken.

If you have any questions regarding this report, please direct them to Zach Harris at (208) 388-2305.

Sincerely,



Lisa D. Nordstrom

LDN:kkt
Enclosures
cc/encl: Michael Darrington
Lisa Rackner
RA Files
Legal Files



market decisions
CORPORATION



**IDAHO
POWER®**

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Oregon Solar PV Pilot Survey 2

Cohorts A, B, & C

Reporting conducted by:

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Methodology & Key Findings

- **Methodology**
 - This research was conducted via an online survey administered to those who have been part of the Oregon Solar PV Pilot Program for one year.
 - Overall, 23 participants completed this survey. Their responses are presented in this report alongside verbatim responses they provided to open end questions.
 - Due to the small sample size, data are reported in terms of the total number of responses for each question.

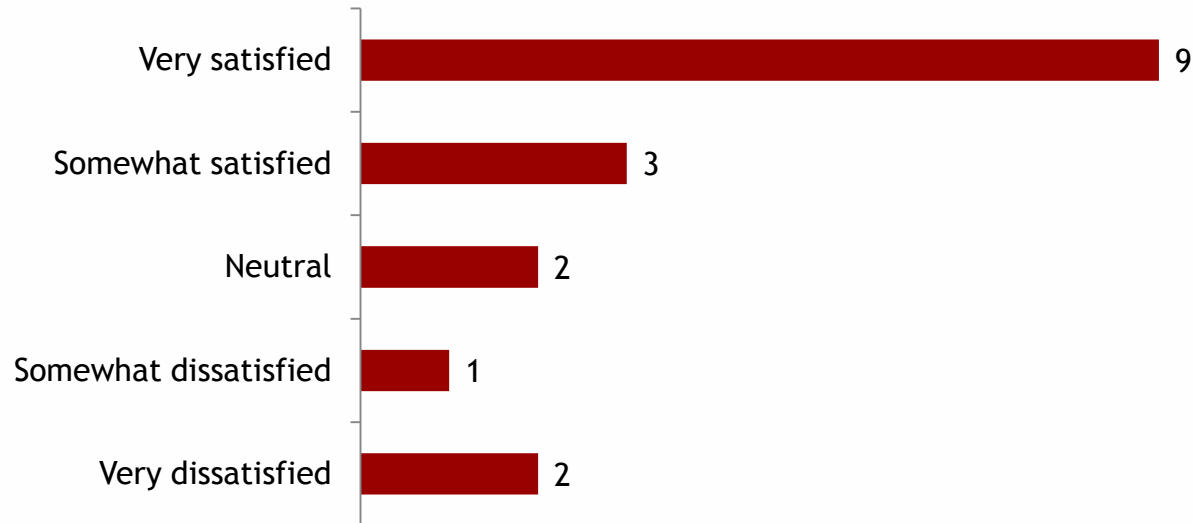
- **Key Findings**
 - Nearly all participants report their performance expectations have been met or exceeded by the program.
 - Most are neutral to somewhat satisfied with the payments from the program and with the clarity of billing statements.
 - More than half report their opinions became more favorable towards Solar PV technology because of this program. Eight of ten would recommend this program to others.



Installation Satisfaction

- Most respondents are very satisfied with the quality of their Solar PV installation.

Satisfaction with the Quality of Solar PV Installation



QID5 Thinking back over the year since you installed your solar PV system, how satisfied are you with how the contractor installed your system?

QID6 Please describe why you are dissatisfied with the contractor's installation of your system.

Reasons Dissatisfied:

“They are not rotating properly, and took five months longer to install than promised.”

“The solar array was not built at the correct height.”



Contractor Satisfaction

- Most respondents are very satisfied with the contractor who completed the installation.



QID7 In general, how satisfied are you with the contractor that installed your system?

QID8 Why are you dissatisfied with the contractor?

Reasons Dissatisfied:

“The solar array was not built at the correct height.”



Maintenance Completed

- Only three participants have completed any maintenance on the Solar PV system since installation.

Completed Maintenance



QID9 Have you had any follow-up maintenance done on your solar PV system since it was installed?

QID10 Please describe the maintenance you had done.

Maintenance Items:

“Trackers are having lots of problems, requiring changing electronics and gear boxes.”

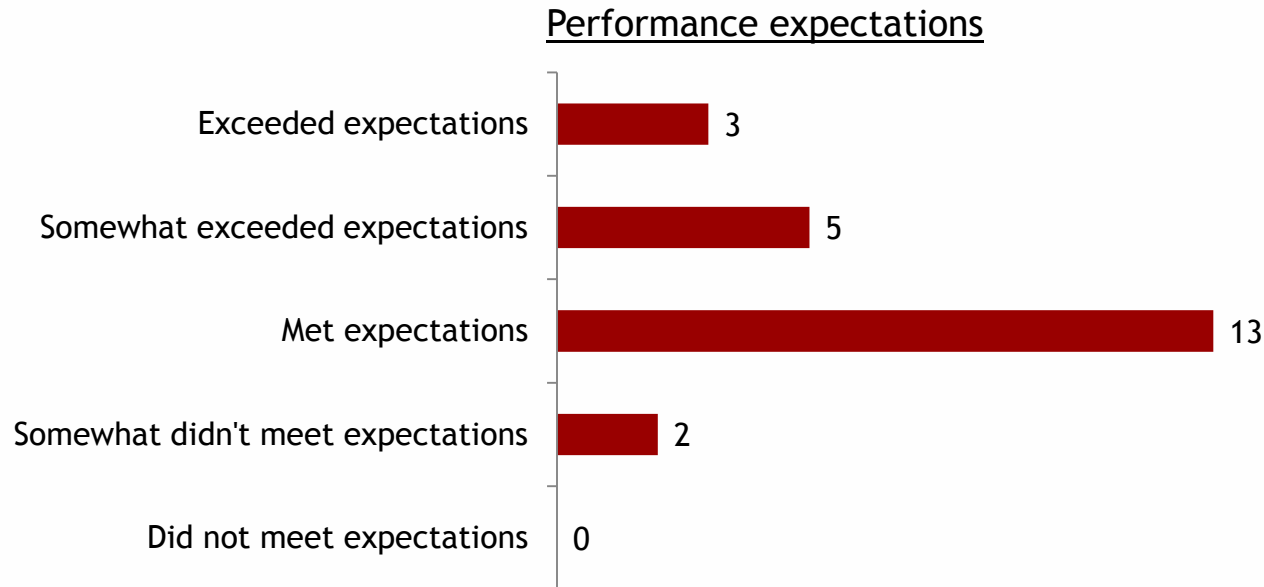
“One array has tracker units. One had to be replaced and both have had computer and/or power issues that required the installer to return.”

“Checked inverters for full functionality.”



Performance Expectations

- The performance of the Solar PV system meets or exceeds the expectations of nearly all participants.



QID13 How has the performance of your solar PV system met your expectations

QID14 Please describe why the performance of your system has not met your expectations.

Reasons Expectations Not Met:

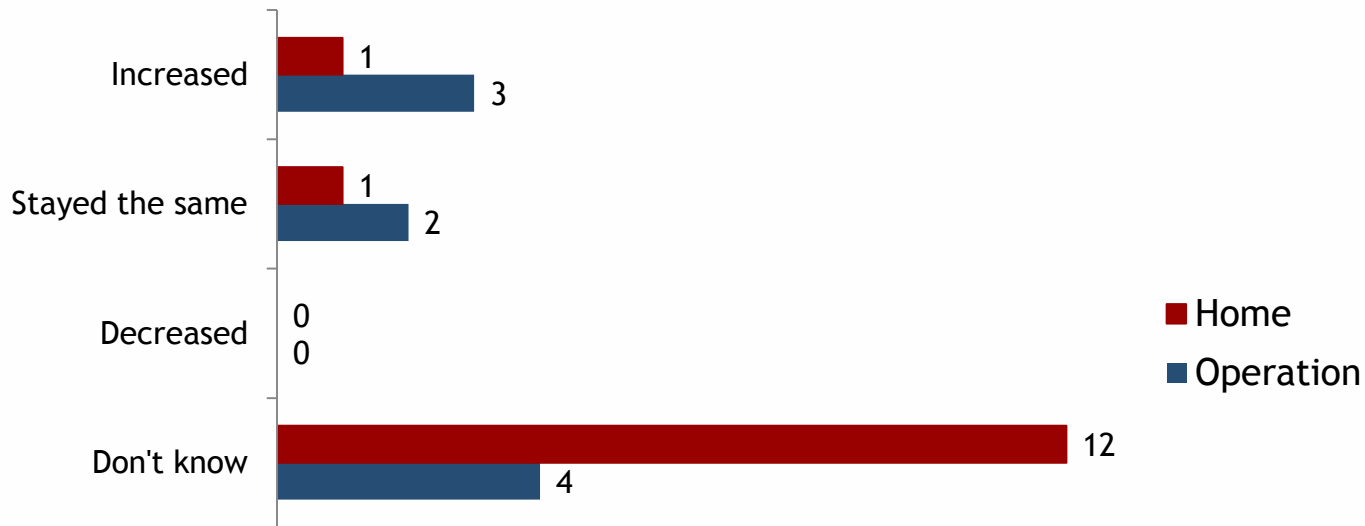
"I was calculating the payoff based on the information given to me by the contractor but will probably take 2-3 years longer."



Effect on Home/Operation Value

- The majority of residential customers do not know the change in their homes' value after installing a solar PV system.
- Irrigation and Commercial customers are nearly split on whether their operations' value has increased, stayed the same, or do not know if changed.

Change in Home/Operation Value



QID15 Do you know if the value of your home has changed as a result of installing a solar PV system?

Q475 Please describe any other benefits you've received from your solar PV system.

Other Benefits:

"We receive a monthly payment for electricity generated which helps offset our power bill and assists in paying for the solar system and install."

"The solar system has helped reduce the cost of using power from Idaho Power Company."

"Lower power bills and checks made out to us."

"The benefits will happen after eight years when the system has paid for itself."



Complaints About System Appearance

- No participants have heard any complaints about the appearance of their Solar PV system.

Complaints About Solar PV Appearance



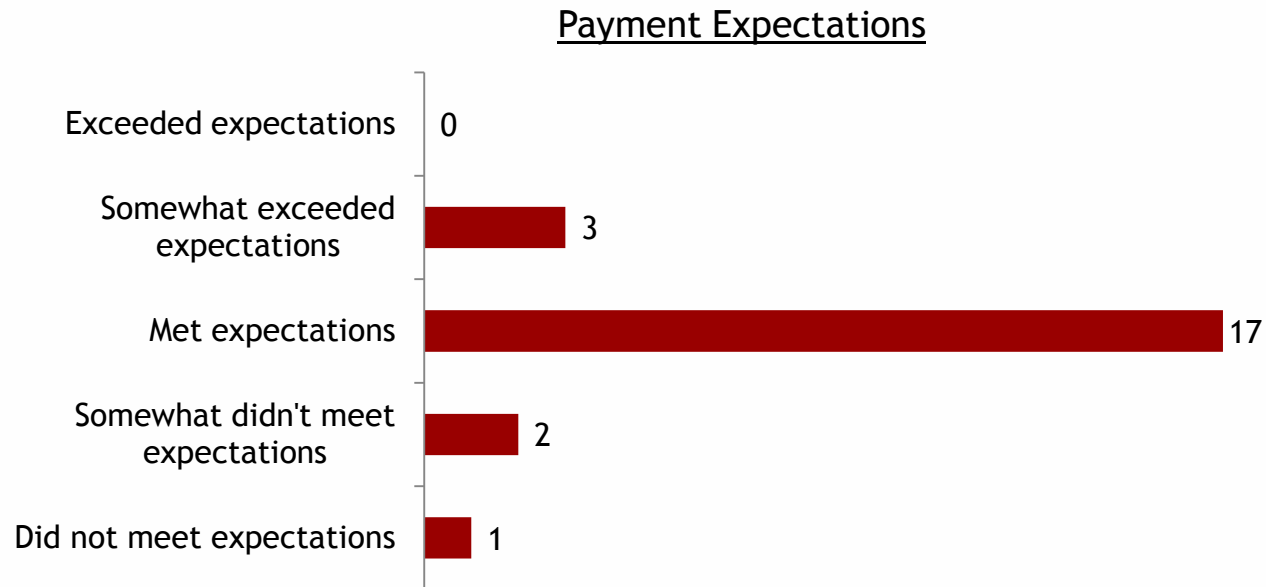
QID16 Have you heard any complaints about the appearance of your solar PV system?

QID17 Please describe the nature of the complaints you have received.



Payment Expectations

- Payment expectations have been met or somewhat exceeded for nearly all participants.



QID20 How has the payment amount you've received so far met your expectations?

QID21 Please describe why the payment amount you've received so far has not met your expectations.

Why Payment Has Not Met Expectations:

"I have not received any payments yet."

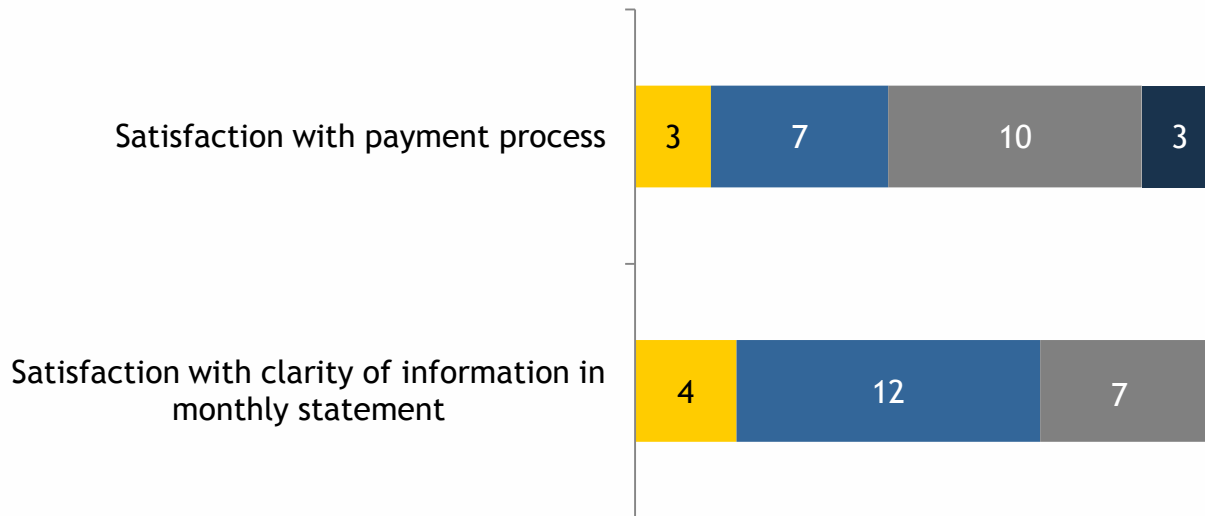


Satisfaction with Payment & Billing Process

- Most are neutral to somewhat satisfied with the payment process and the clarity of their statements.

Payment and Monthly Statements

■ Very dissatisfied ■ Somewhat dissatisfied ■ Neutral ■ Somewhat satisfied ■ Very satisfied



QID22 How satisfied are you with the process of receiving your payments from Idaho Power?

QID23 Please describe why you are dissatisfied with the payment process.

QID26 How satisfied are you with the clarity of the information related to your solar PV system in your monthly Idaho Power statement?

QID27 Please describe why you are dissatisfied with the clarity of the information in your monthly Idaho Power statement.

Reasons Dissatisfied:

“I get them at different times of the month each month. Mistakes are made, I got someone else’s check this month. The statements don’t indicate project name on statement like they did last year, only a contract number.”

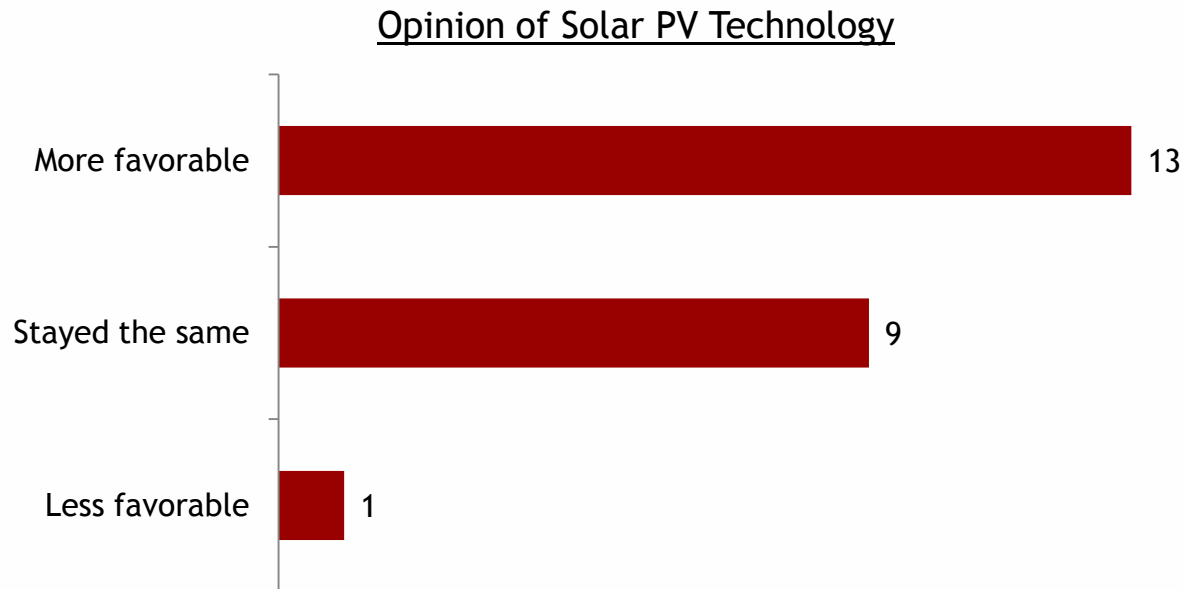
“We get paid, it is adjusted based on our consumption tied to the current retail price of electricity, then credited back or billed. If that doesn’t make sense then you understand the problem.”

“The usage and production is clear but the formula is not clear.”



Opinion of Solar PV Technology

- After being enrolled for one year, most participants' opinions of Solar PV technology has become more favorable.



QID40 Since installing your solar PV system, has your opinion of solar PV technology become more favorable, less favorable, or stayed the same?

QID41 Please explain why your opinion of solar PV technology has changed since you installed your solar PV system.

Opinions:

“I had no reference point when I installed the first solar systems. I have had no problems and I think in the long run the solar systems will be worth the expense of installing them.”

“I think this is good for homeowners as well as implementing more green energy in residential areas. I see now how powerful the technology of solar PV is and how it can benefit our state and nation.”

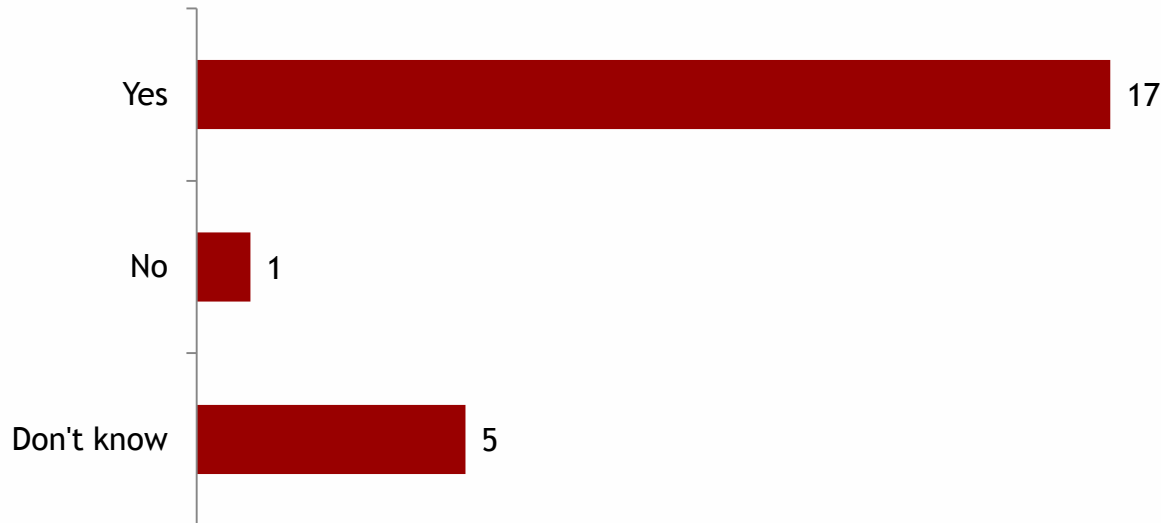
“Production versus capital cost is low, but the appearance was my primary concern, and it is not bad.”



Recommending the Program

- Participants are highly likely to recommend the Solar PV pilot program to others.

Recommend Oregon Solar PV Pilot Program



QID45 Would you recommend the Oregon Solar PV Pilot Program to others?

QID46 Why would you recommend the program to others?

Recommendation:

“It works and pays well enough to pay off the systems in an reasonable amount of time.”

“It can produce a funding stream and it makes alternative energy feasible.”

“It is an extremely wise investment that can pay dividends for years to come. In addition, it is an investment in our environment.”

“The ease of operation has been surprising, and the installation has helped offset the increase in the cost of power.”

“Our investment is on track to pay off as expected, leaving several years of positive income from the system.”