

e-FILING REPORT COVER SHEET

REPORT NAME: Solar Photovoltaic Pilot Program Report - Bi-Annual as of 7/31/14

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

August 14, 2014

Attention: Filing Center
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

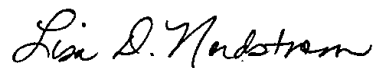
Dear Sir or Madam:

Pursuant to the requirements in OAR 860-084-0430, enclosed please find a copy of Idaho Power Company's **CONFIDENTIAL** biannual report for the Solar Photovoltaic Pilot Program data as of July 31, 2014. As you will see, the Company currently has forty-nine (49) signed contracts with forty-nine (49) systems on-line.

Idaho Power has also enclosed results of its customer surveys. The dropout survey for Cohort A is not included because the vendor that performed the survey did not retain the data and was unable to recover it. Idaho Power has since changed vendors. All other surveys not included in this filing will be completed by the end of 2014 and included in the February 2015 report.

The Commission staff member assigned to this report is Ryan Bracken. If you have any questions regarding this report, please direct them to Regulatory Analyst Zach Harris at (208) 388-2305.

Sincerely,



Lisa D. Nordstrom

LDN:kkt
Enclosure
cc/enc: Greg Said
Michael Darrington
RA Files
Legal Files

ATTACHMENT

MDRESEARCH SURVEY 1 FOR SOLAR PHOTOVOLTAIC PARTICIPANT PROGRAM REPORT



market decisions
CORPORATION



**IDAHO
POWER®**

An IDACORP Company

Oregon Solar PV Pilot Survey 1

Cohort A

Reporting conducted by:

Dima Sokolov / dima@mdcresearch.com

Jakob Lahmers / jakobl@mdcresearch.com



Methodology & Key Findings

- Methodology

- This research is an online web survey administered to those who have recently become part of the Oregon Solar PV Pilot Program.
- Overall, 8 people participated in this survey and their responses are shown 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

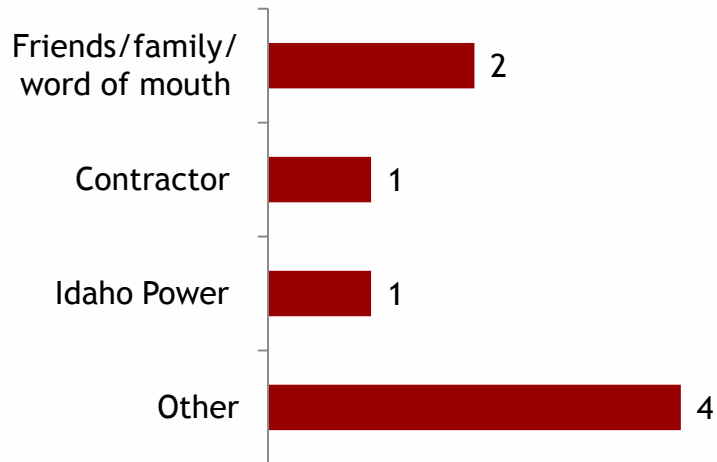
- All participants report their performance expectations have been met or exceeded by the program.
- The biggest reasons to enroll in the program are financial incentives, both the payments from Idaho power and the savings on monthly electricity bills.
 - While financial incentives is biggest reason for enrollment, concerns about the payback period and the upfront installation cost are the biggest barriers to participation.
- Most participants consider the applications easy to understand and complete, and have no complaints about the contract.
- Overall, participants are highly satisfied with the Oregon Solar PV Pilot Program.



Hearing about the program

- Participants first learned of the Oregon Solar PV Pilot program through a variety of sources.

Source of First Hearing About the Solar PV Pilot Program



Q5 From whom or how did you first hear about the Oregon Solar Photovoltaic (PV) Pilot program?

Other Mentions:

“TVCC Energy Conference”

“2010 Renewable Energy Summit Ontario”

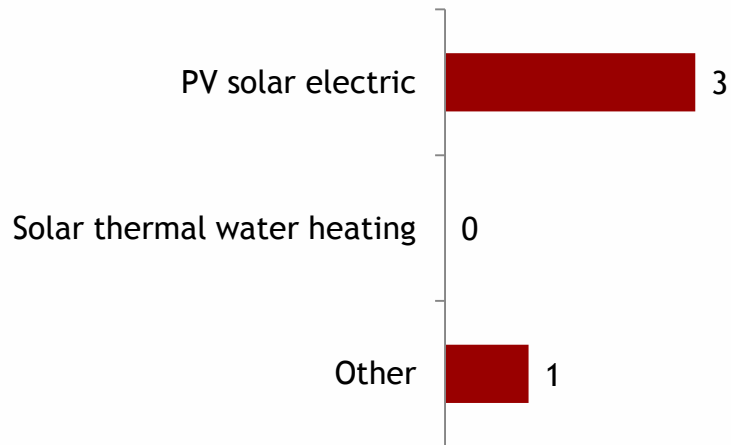
“Post card”



Other Solar Systems

- Among those who had another solar system at their home, the most common was a PV solar electric system.

Other Types of Solar Systems Owned at this Address



Q6 Have you owned any of the following types of solar systems at this or other addresses?

Q7 Please specify the other types of solar systems you have owned.

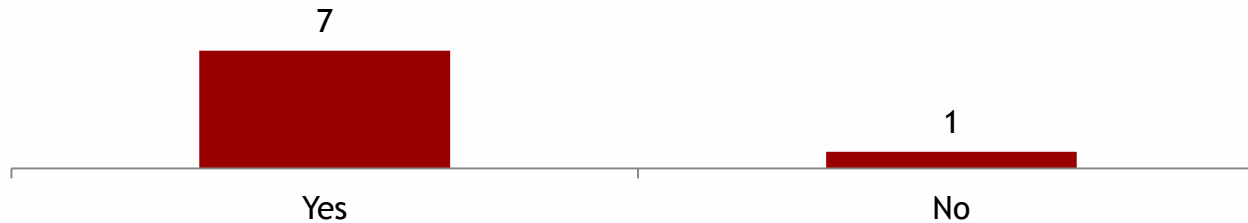
Other Mentions:

“The home was originally built as a passive solar in 1982, but since then has been completely remodeled to a conventional home.”

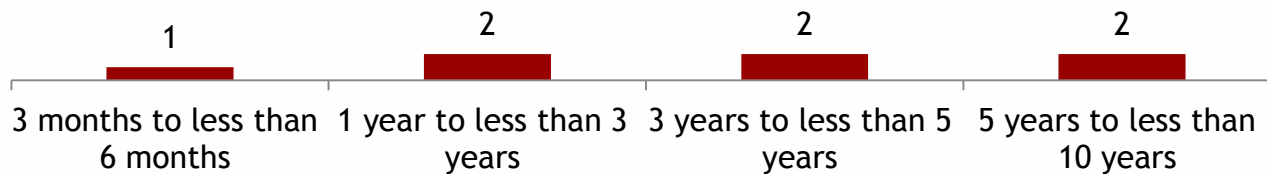


Considering Installing A System

Considered Installing a Solar PV System Before Hearing About Program



Consideration Time Before Hearing About Solar PV Pilot



Q8 Prior to hearing about the Oregon Solar PV Pilot program had you considered installing a solar PV system?

Q9 How long before hearing about the Oregon Solar PV Pilot program had you considered installing a new solar photovoltaic (PV) system?

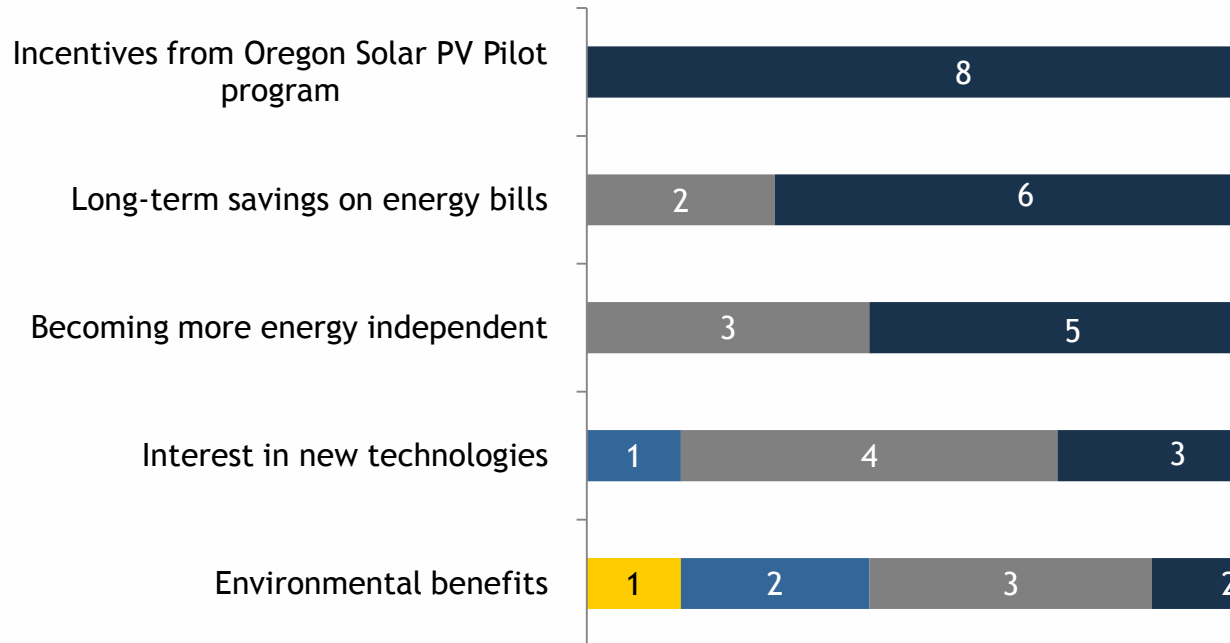
- Almost all participants were considering a Solar PV system before they heard about the program.
- Half the respondents had been considering a Solar PV system for more than three years.



Importance of Decision-Making Factors

Importance of Decision-Making Factors

■ Not at all important ■ Somewhat unimportant ■ Neutral ■ Somewhat important ■ Very important



- Program participants were most motivated by money.
- The most favorable factors were the incentives provided by the program and the savings on energy bills.

Q10 Using the sliders, please tell us how important each of the following factors were in your decision to invest in a solar system at this time.

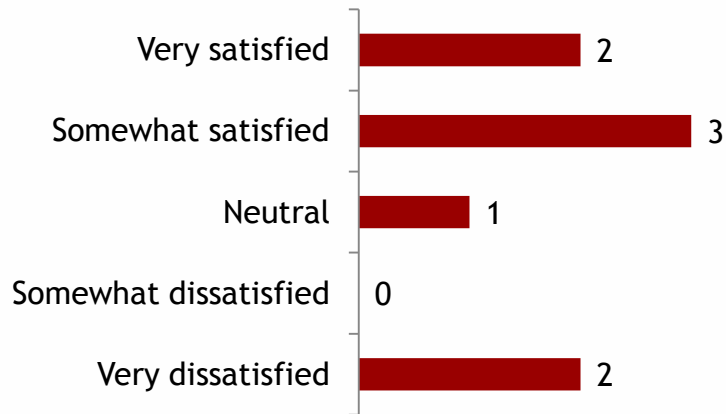
Q11 Were there any other important factors in your decision?



Satisfaction with Information on IPC Site

- Over half of participants are satisfied with the information provided on Idaho Power's website.

Satisfaction with Information on Idaho Power's Website



Q13 Please tell us how satisfied you were with the following elements during the application process. Information provided by Idaho Power's website about the Oregon Solar PV Pilot program.

Q14 Please describe why you were dissatisfied with the information provided by Idaho Power's website about the Oregon Solar PV Pilot program.

Reasons Dissatisfied:

"Couldn't find any worthwhile information."

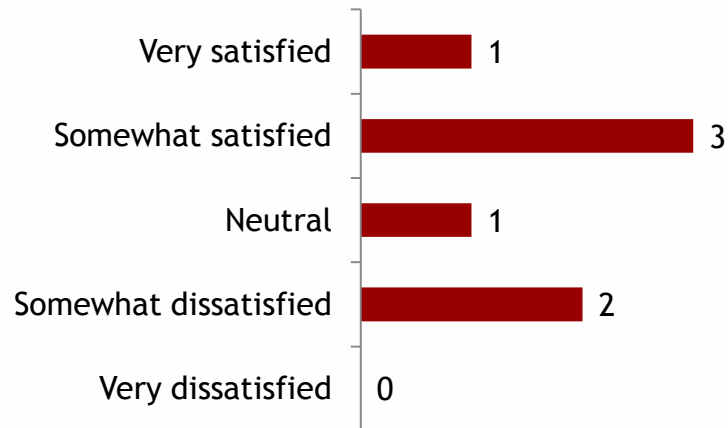
"There was very little on it."



Satisfaction with Information from Contractor

- Only two participants are dissatisfied with the information provided by their contractor, and one is dissatisfied merely because a contractor was not used.

Satisfaction with Information Provided by Contractor



Q15 Please tell us how satisfied you were with the following elements during the application process. Information provided by your contractor about how the Oregon Solar PV Pilot program works.

Q16 Please describe why you were dissatisfied with the information provided by your contractor about how the Oregon Solar PV Pilot program works.

Reasons Dissatisfied:

“They were seemingly too busy to respond to questions about their own product and performance.”

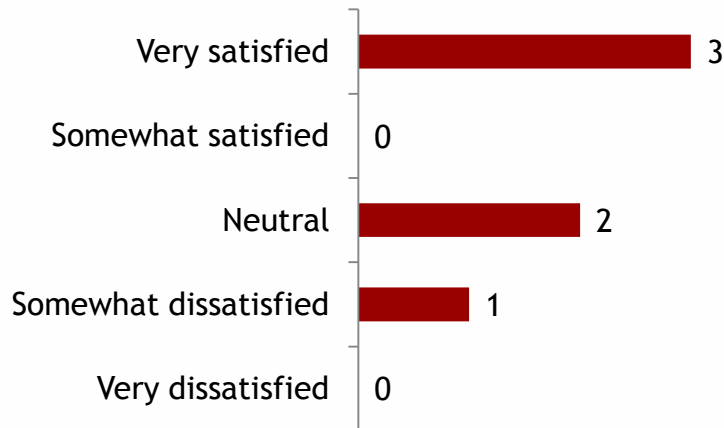
“Didn't have a contractor....did it myself.”



Ease of Completing Online Application

- The application is considered easy to complete for most program participants.

Satisfaction with Ease of Completing Online Application



Q17 Please tell us how satisfied you were with the following elements during the application process. Ease of completing the online Capacity Reservation Application

Q18 Please describe why you were dissatisfied with the process of completing the online Capacity Reservation Application.

Reasons Dissatisfied:

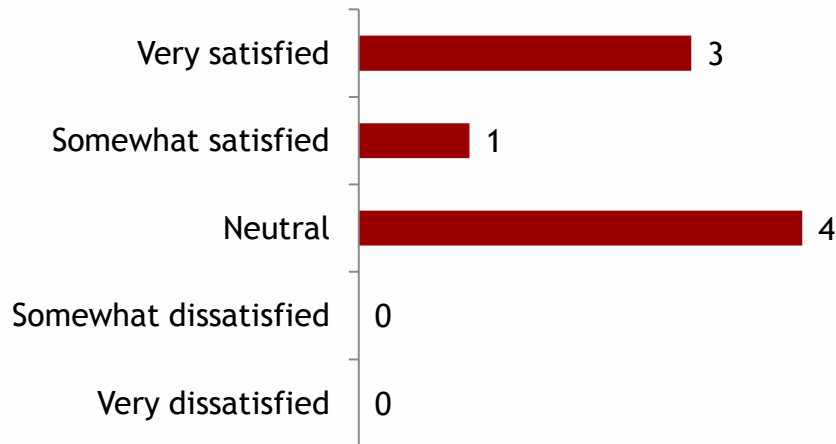
“Not available until the morning of the application date.”



Ease of Interconnection Application

- All participants are either satisfied or neutral toward the ease of completing the Interconnection Application.

Satisfaction with Ease of Completing Interconnection Application



Q19 Please tell us how satisfied you were with the following elements during the application process. Ease of completing the Interconnection Application.

Q20 Please describe why you were dissatisfied with the process of completing the Interconnection Application.

Reasons Dissatisfied:

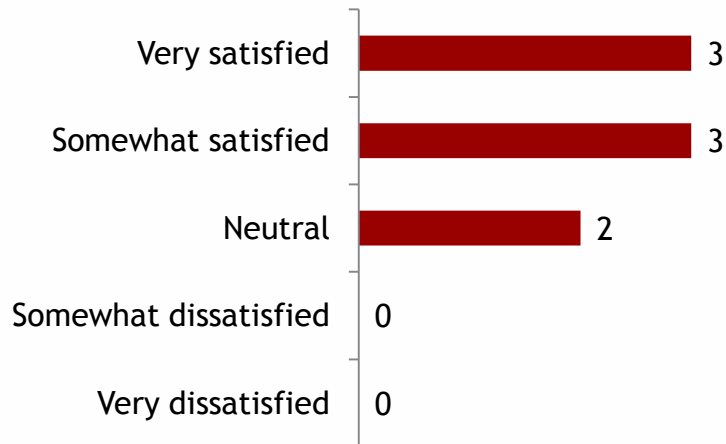
No participants are dissatisfied with the ease of completing the Interconnection Application.



Satisfaction with Contract

- All participants are either satisfied or neutral toward the terms and conditions of the contract.

Satisfaction With Terms/Conditions of Contract



Q21 Please tell us how satisfied you were with the following elements during the application process. Acceptability of terms and conditions in the 15-year contract.

Q22 Please describe why you were dissatisfied with the terms and conditions in the 15-year contract.

Reasons Dissatisfied:

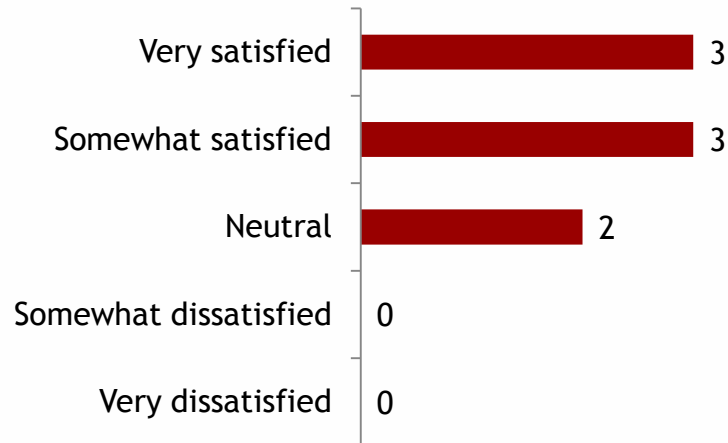
No participants are dissatisfied with the terms and conditions of the contract.



Satisfaction with Overall Program Design

- Participants are highly satisfied with the overall design of the program.

Satisfaction With Overall Design of the Program



Q23 Please tell us how satisfied you were with the following elements during the application process. The overall design of the Oregon Solar PV Pilot program.

Q24 Please describe why you were dissatisfied with the overall design of the Oregon Solar PV Pilot program.

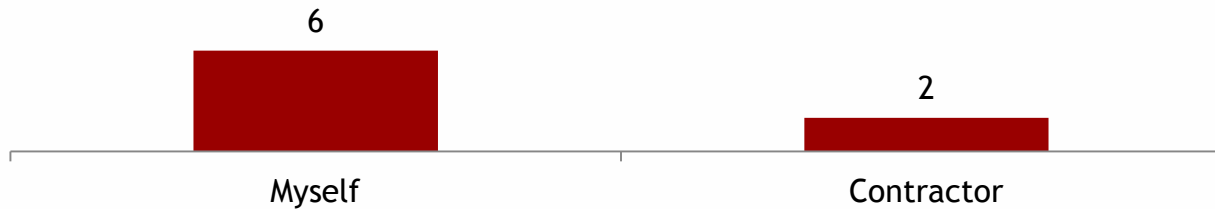
Reasons Dissatisfied:

No participants are dissatisfied with the overall design of the program.



Application Submission

Submitted the Online Capacity Reservation Application



Contractor Assisted with Interconnection Application



Q25 Who submitted the online Capacity Reservation Application?

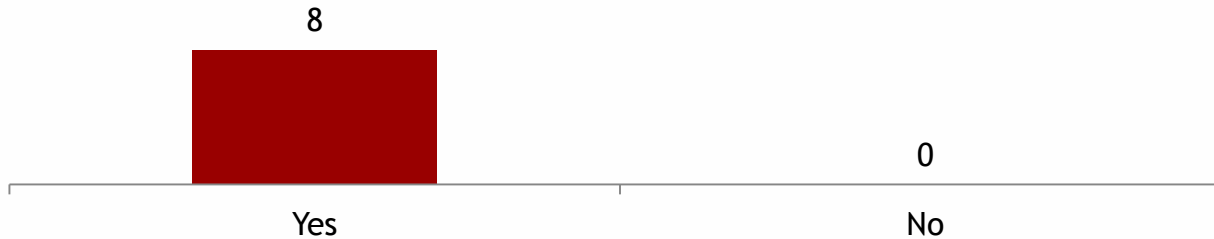
Q26 Did your contractor help you complete the Interconnection Application?

- Three quarters of participants submitted the Capacity Reservation Application themselves.
- Half had their contractor assist with the Interconnection Application.



Contract Review Process

Sufficient Time to Review Program



Reviewing the Contract



Q29 Did you have sufficient time to review the details of the Oregon Solar PV Pilot program before making the decision to participate?

Q30 When reviewing the 15-year contract, did you . . .

Q31 Do you have any suggestions on how to improve the content of the contract? Please describe.

Suggestions:

"In hindsight, no. The meeting that IPC conducted in Ontario was a chance to clarify items and terms. Maybe having such a meeting earlier in the process?"

"The schedule payouts could be a little less confusing."

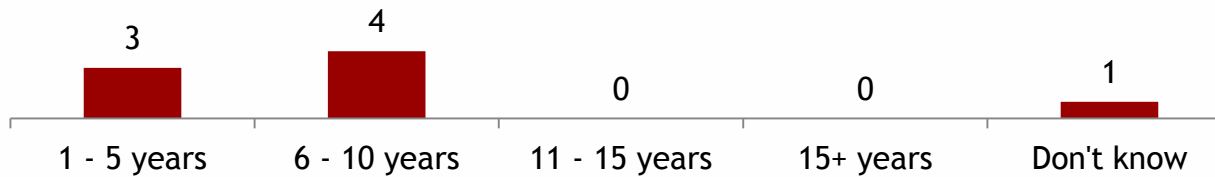
"Being the first group to apply, a lot of details hadn't been completed between Idaho Power and the Oregon PUC until the date of application which since has been done. Example being insurance requirements were originally impossible."

"The computation of the benefit, payment and credit need more explanation by Idaho Power. I have asked them to provide me with an opportunity to meet with them and get more explanation. I also want them to use a direct deposit to my account because my lender wants it done that way."

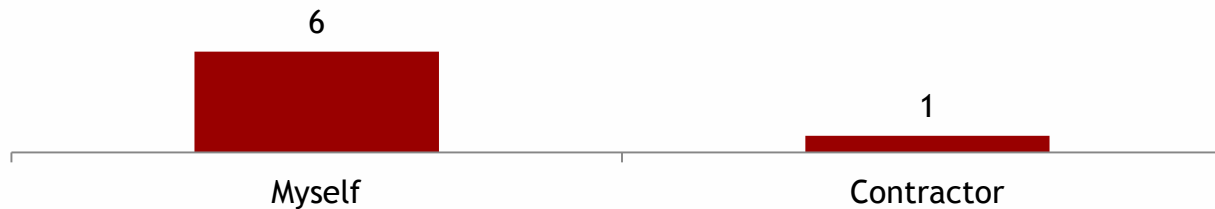


Expected Payback Period

Time to Recover Total Cost



Person that Calculated the Estimate



Q34 For the Oregon Solar PV Pilot program, how many years do you estimate it will take to recover the total cost of your installed solar PV system?

Q35 Who calculated this estimate?

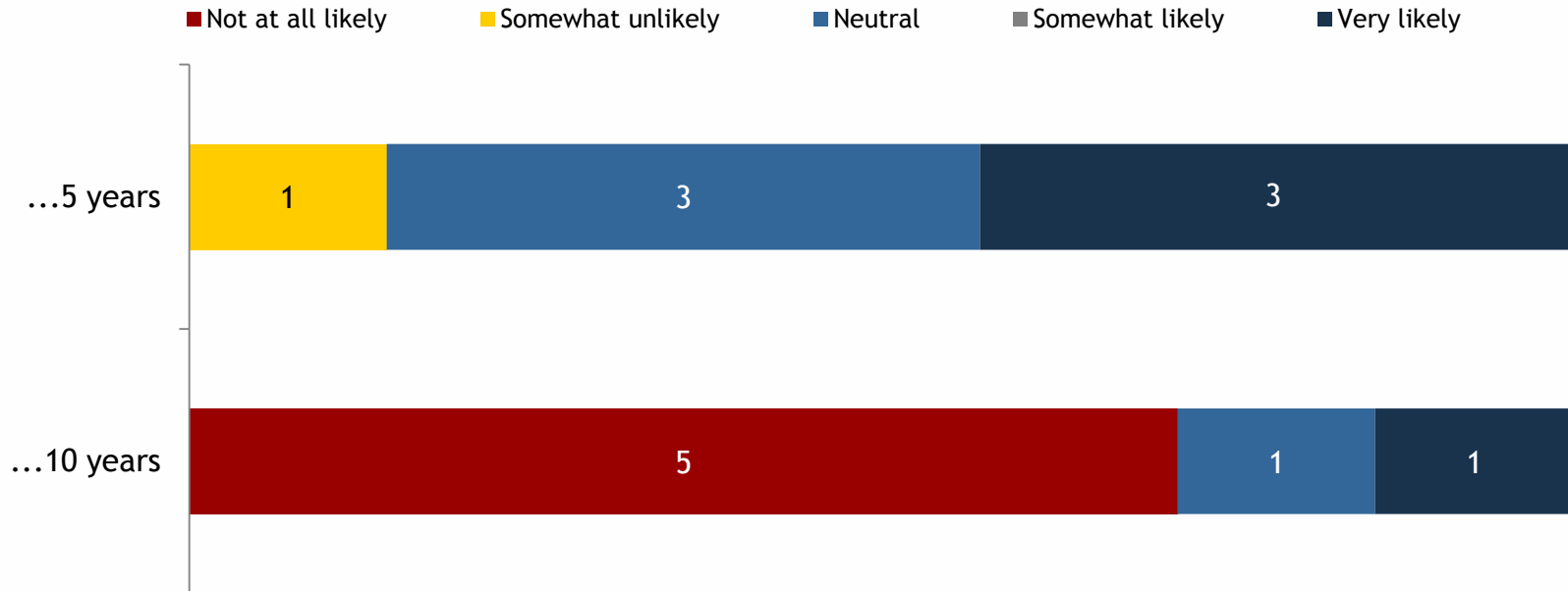
- Almost all participants calculated recovering their investment within 10 years.
- Most calculated this estimate themselves.



Acceptability of Longer Payback Period

- While most participants would still participate in the program if their payback period had been extended by 5 years, nearly all would not be willing to wait an additional 10 years to recoup their investment.

Likelihood to Participate in the Program had Payback Been Extended...



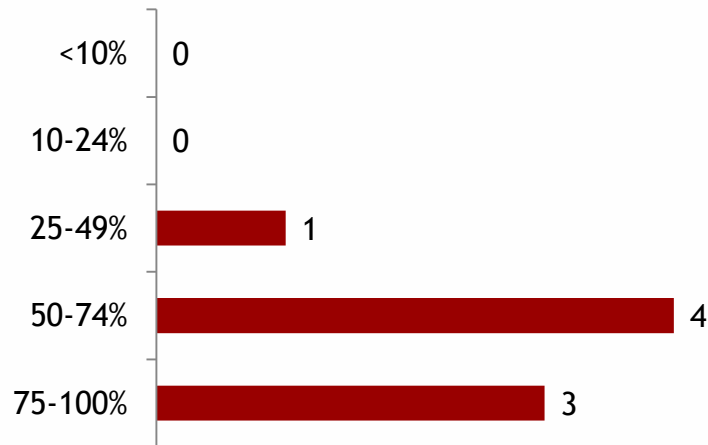
Q36 How likely is it that you would have participated in the Oregon Solar PV Pilot program if your payback estimate was extended by an additional . . .



Expected Energy Generation

- All but one participant expects the amount of energy generated to account for more than half of their total energy usage.

Expected % of Annual Energy Use Generated by PV System



Q37 What percent of your annual electricity use (kilowatt hours) do you expect your solar PV electric system will generate?

Q38 What is the additional amount that you are paying annually to meet the liability insurance requirement of comprehensive general liability insurance for both bodily injury and property damage with limits equal to \$1,000,000, each occurrence, combined single limit?

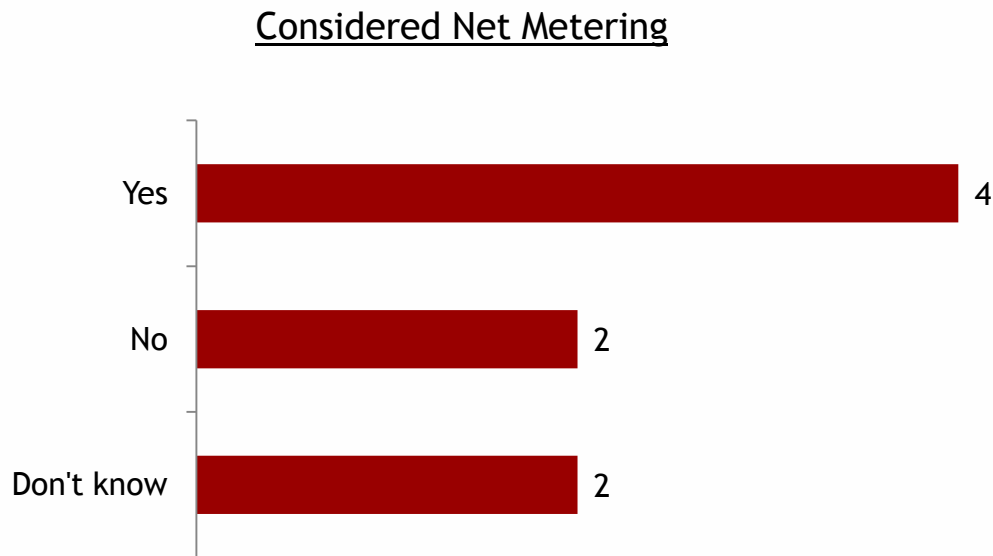
Additional Annual Insurance Cost

- \$600
- \$400
- \$165
- \$120
- \$30
- \$0



Consideration of Net Metering

- Half of participants considered Net Metering.

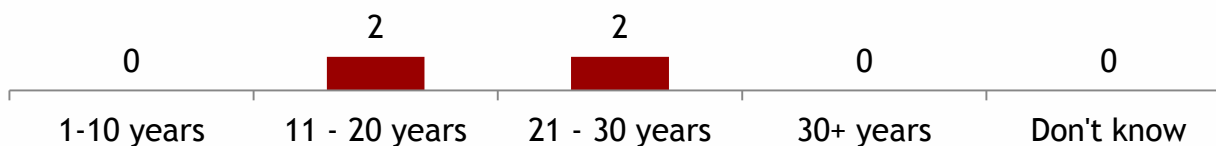


Q40 Did you consider the traditional Net Metering option for your solar?



Net Metering Payback Period

Time to Recover Total Cost for Traditional Net Metering Option



Person that Calculated the Estimate



Q41 For the traditional Net Metering option, how many years did you estimate it would take to recover your total cost of an installed solar PV system?

Q42 Who calculated this estimate?

- Of those who considered Net Metering, all calculated recovering their investment within 30 years, with half estimating it would take 11-20 years.
- All calculated the payback period for Net Metering themselves.



Size of Net Metering vs. Current Installation

- Of those who considered Net Metering, half considered a larger installation, and half considered the same size installation they currently have installed.

Size of Net Metering Installation Considered vs. Size Installed



Q43 How did the size of the system for the traditional Net Metering option you considered compare to the size of the system you installed under the Oregon Solar PV Pilot program?

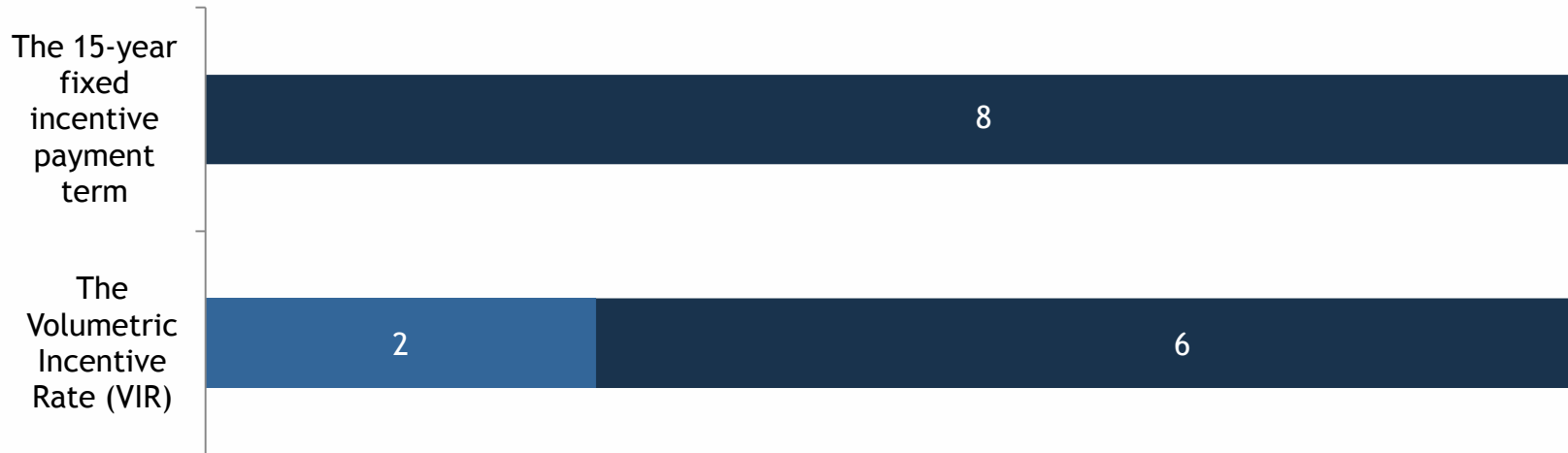


Importance of Participation Factors

- The 15 year fixed payment term was very important to all participants when they made the decision to participate in the program.

Importance in Deciding to Participate in the Solar PV Pilot

■ Not at all important ■ Somewhat unimportant ■ Neutral ■ Somewhat important ■ Very important



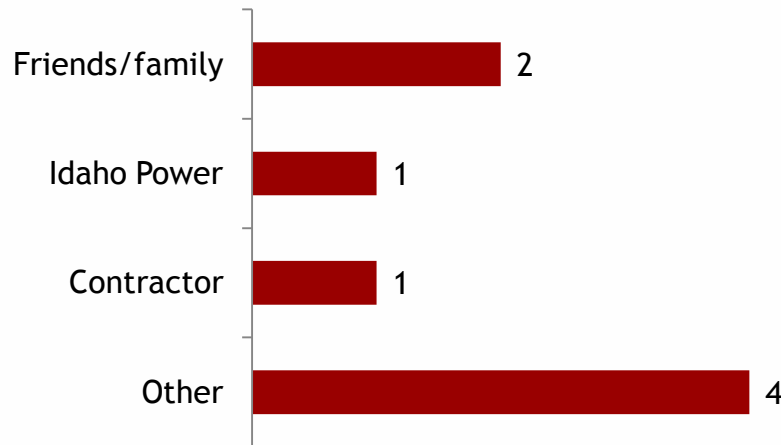
Q45 When you made a choice to participate in the Oregon Solar PV Pilot program, how important was . .



Most Influential Information Source

- There is no true consensus on the most influential source of information when considering a PV system.

Most Influential Info Source When Considering a PV System



Q46 Please indicate the most influential source of information to reach the decision to participate in the Oregon Solar PV Pilot program.

Other Information Sources:

“Combined information from Energy conference presenters (IPC, contractors, and colleagues.”

“Myself.”

“All of the above through the 2010 Renewable Energy Conference in Ontario.”



Concerns/Issues

- Half of participants had some concerns or issues when it came to deciding to participate in the program.

Concerns or Unresolved Issues Relating to Decision to Participate in the Program



Q47 Did you have any concerns or unresolved issues when you made the decision to participate in the Oregon Solar PV Pilot program?

Q48 Please describe the concerns or unresolved issues you had

Concerns/Issues:

*“Would everything work as planned?
Unexpected costs?”*

“Still have....can't hook a Pilot program onto an existing meter with a Net Metering agreement in place.”

“Concerned that the system would work as planned.”

“The lack of definitive information about the nature the construction and product details, and the failure of the contractor to provide an accurate contract price.”

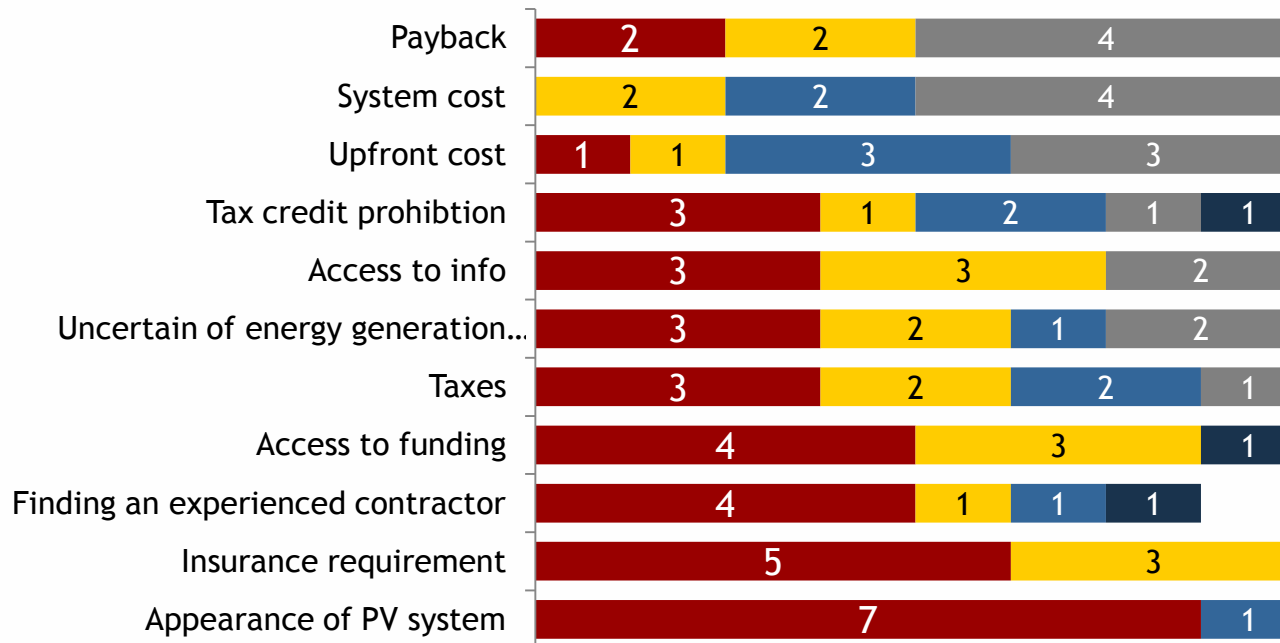


Barriers To Program Participation

- The program's most significant barriers to entry are the cost of the system and the payback period.

Significance of Following Factors as Potential Barriers to Entry

■ Not at all significant ■ Somewhat insignificant ■ Neutral ■ Somewhat significant ■ Very significant



Q49 How significant were each of the following factors as a potential barrier for participation in the Oregon Solar PV Pilot program?

Q50 Continuing from the previous page . . . How significant was each of the following factors as a potential barrier?

Q51 Is there anything you wish you had known before starting the project?

Wish I Had Known:

"More information about the various grants and which ones applied to our situation. Some of the grant websites were confusing. Also, one grant had to be applied for before the PV installation, and the other one afterward, and the information was conflicting."

"OR building permit requirements for solar arrays, fencing requirement for free standing arrays, proximity to power line requirement."

"Knowing what permits would need to be filled. The county that I live in and the local inspectors were horrible help and were not very cooperative when getting permits due to lack of knowledge."

"Just the coordination with IPCo....both the Payette and Boise offices!"

"More information about the availability of competing contractors would have been helpful. More detail on the computation of the payback. More info on the product and what it would consist of in terms of materials, alternatives, etc."



Number of Contractors Approached

- Half approached 1-2 contractors, and half did not seek out a contractor.

Number of Potential Contractors Approached



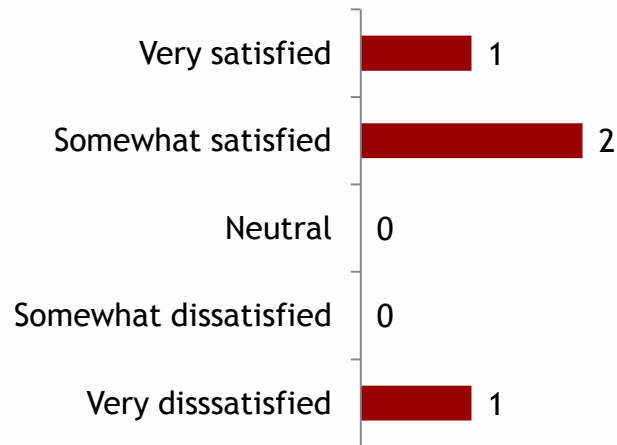
Q53 How many potential installation contractors did you approach?



Satisfaction with Info Provided By Contractor

- Most participants were satisfied by the information their contractor provided them about the solar PV system

Satisfaction with Information Provided by Contractor



Q54 How satisfied were you with information provided by your contractor about the solar PV system

Q55 Please describe why you were dissatisfied with information provided by your contractor about the solar PV system.

Reasons Dissatisfied:

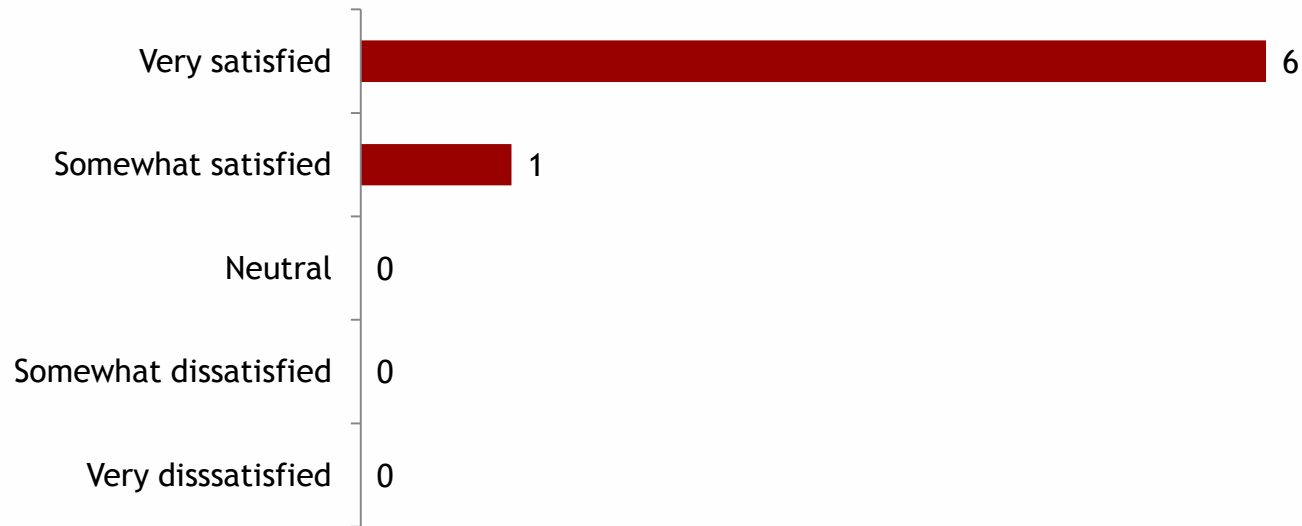
“General unavailability, unresponsive to inquiries, errors in the information provided.”



Satisfaction with Installation Quality

- All respondents are satisfied with the quality of the solar PV installation.

Satisfaction With the Quality of Installation



Q56 How satisfied were you with quality of installation of your solar PV system?

Q57 Please describe why you were dissatisfied with the quality of installation of your system.

Reasons Dissatisfied:

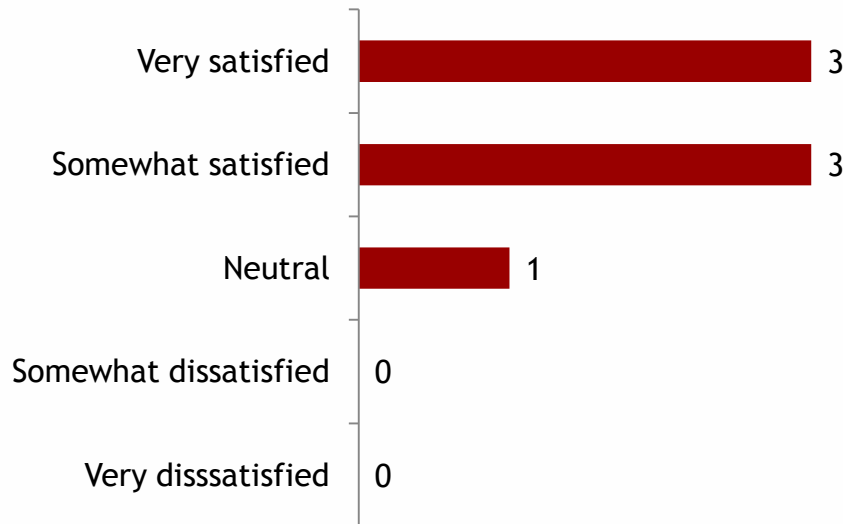
No participants are dissatisfied with the quality of the installation of their solar PV system.



Satisfaction with Inspection Process

- All participants are either satisfied or neutral toward the post-installation inspection process.

Satisfaction With the Post-Installation Inspection Process



Q58 How satisfied were you with post-installation inspection process?

Q59 Please describe why you were dissatisfied with the post-installation inspection process.

Reasons Dissatisfied:

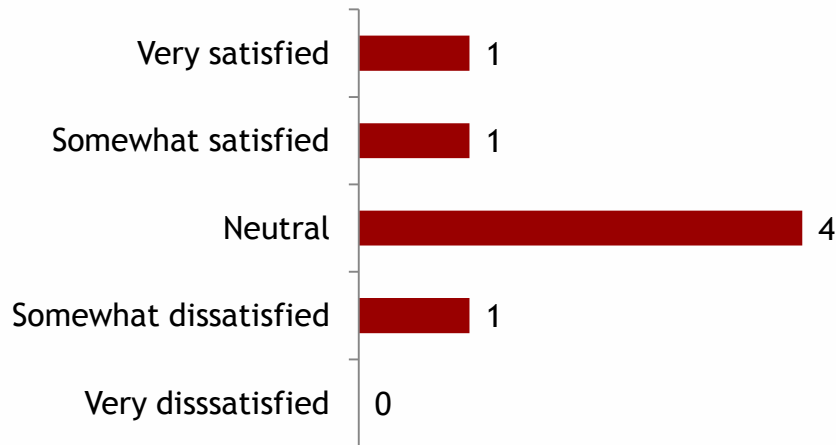
No participants are dissatisfied with the post-installation inspection process.



Time Required to Start Installation

- Most have neutral feeling about the time between application submission and the start of installation.

Satisfaction With Time Between Application Submittal and Installation



Q60 How satisfied were you with time between the application submittal and installation of your solar PV system?

Q61 Please describe why you were dissatisfied with the time between the application submittal and installation of your system.

Reasons Dissatisfied:

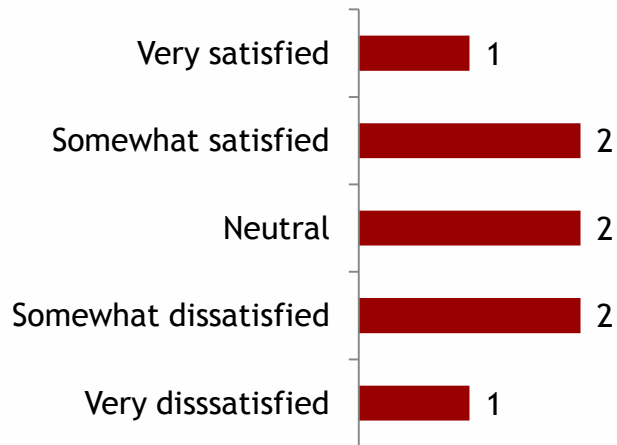
“Apparently the contractor did not get the equipment ordered in a timely manner because the estimates provided as to the time required for completion (about 30 days) did not pan out at all. It stretched out over about 5 months with the bad weather interrupting and making the work more difficult than it would have been if the product had been delivered on time.”



Time Required to Get On-Line & Generating

- Participants are split evenly among those satisfied and dissatisfied with amount of time it took for their system to begin generating power.

Satisfaction with Time to Get System On-Line and Generating Power



Q62 How satisfied were you with time it took to get installation on-line and generating power?

Q63 Please describe why you were dissatisfied with the time it took to get installation on-line and generating power.

Reasons Dissatisfied:

“Idaho power seemed very slow and not sure what they were doing....the Payette office and Boise office don't talk to each other and we have to coordinate with both. There is not a clear cut step by step process when you get ready for an operational date as to what has to happen.”

“Contract not being completed by Idaho Power. Power Meter availability issues being I was the first applicant to request hookup in the Idaho Power program. Contract review process not completed in a timely manner by Idaho Power.”

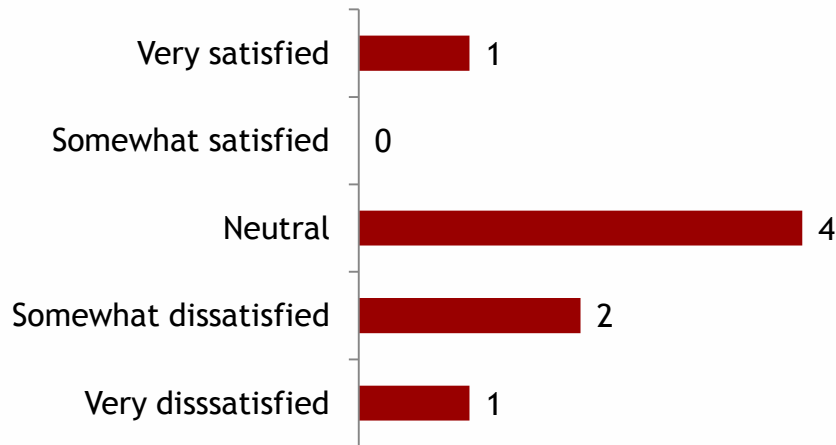
“Time to get equipment ordered.....time to coordinate with IPCO.”



Satisfaction with Overall Time Required

- Overall, most are neutral toward the time required from application to power generation.

Satisfaction with Overall Time from Application to Generating Power



Q64 How satisfied were you with overall time from application to generation of power.

Q65 Please describe why you were dissatisfied with the overall time from application to generation of power.

Reasons Dissatisfied:

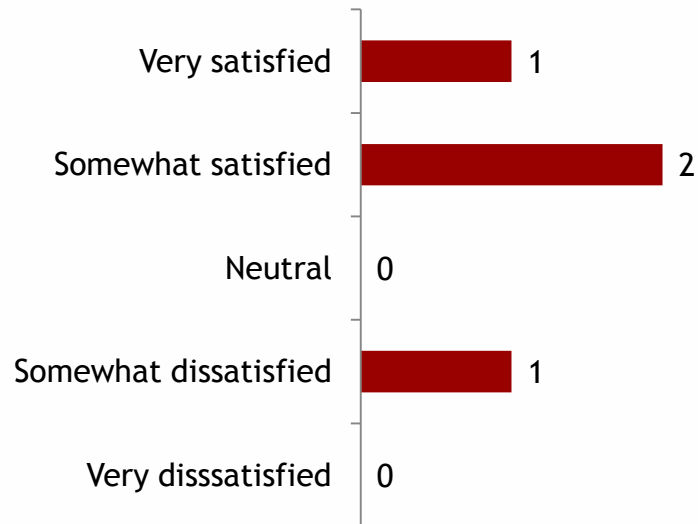
“Again, I was the first applicant ready for hookup. It took nearly 6 weeks to complete contract and receive meters to start generating power. Huge loss to me with such a large investment. Other applicants didn’t have the same problems as I did. Idaho power knew program was going to happen and still was unprepared in the beginning.”



Overall Satisfaction with Contractor

- Three quarters are satisfied overall with their contractor.

Overall Satisfaction with Contractor



Q58 How satisfied were you with overall satisfaction with your contractor?

Q67 Please describe why you were dissatisfied with your contractor.

Reasons Dissatisfied:

No comments.

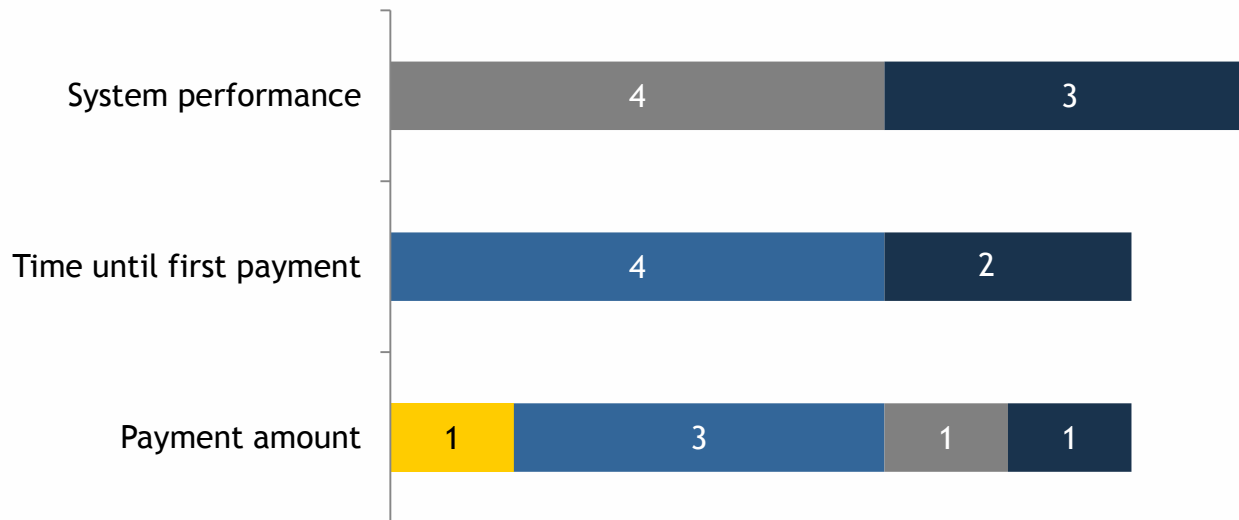


Program Expectations

- System performance meets or exceeds all participant’s expectations.
- Participants are less enthusiastic about payout amount.

How Well the Following Aspects Met Expectations

- Did not meet expectations
- Somewhat didn't meet expectations
- Neutral
- Met expectations
- Exceeded expectations



Q69 How well did the following program aspects meet your expectations?

Q70 If you would like to add anything about the Oregon Solar PV Pilot program, please do so below.

Comments:

“Appreciate the opportunity to participate in local renewable energy project.”

“There needs to be more help for small counties. The people in the planning and zoning need training and so do the inspectors thru the county.”

“The amount credited for production on the meter is running behind what it actually produces....it’s like IPC doesn’t give you full credit for everything the array produces.”

“Probably would not have begun the project, if not for the pilot program.”

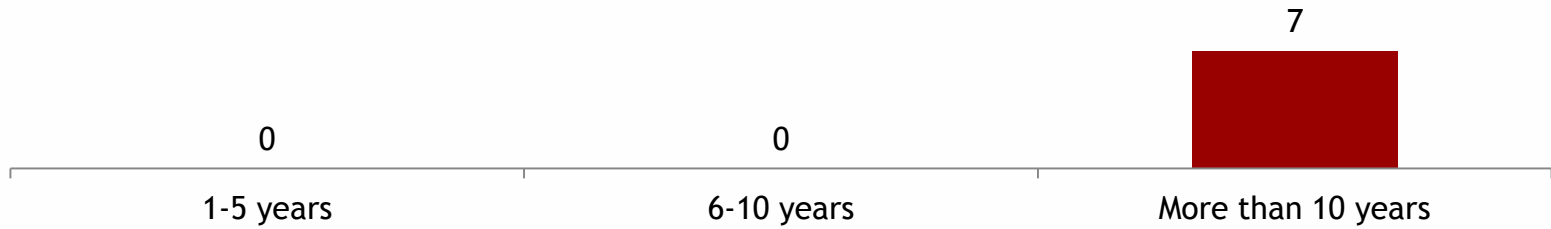
“I still have hopes for the performance of the equipment, but have insufficient experience with it to know how it will pan out over the next year.”

“Put some useful info on your website and make the website easier to find.”

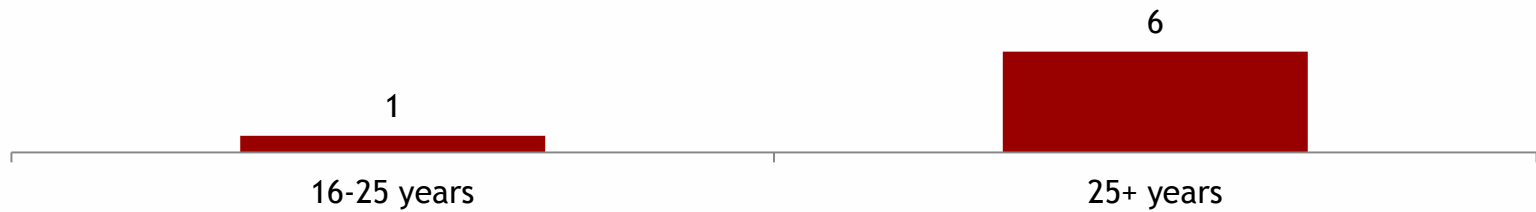


Demographics

Time Lived in Oregon



Idaho Power Customer Tenure



Q72 How long have you lived in Oregon?

Q128 How long have you been an Idaho Power customer?

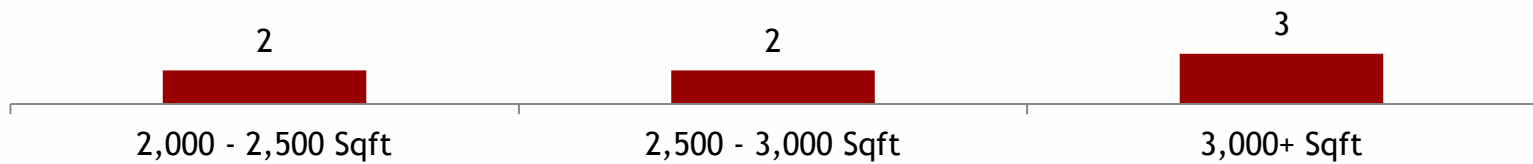


Demographics

Date Home was Built



Living Space Size



Q73 About when was your home built?

Q74 How large is the living space in your home in square feet, excluding your garage and unfinished areas?

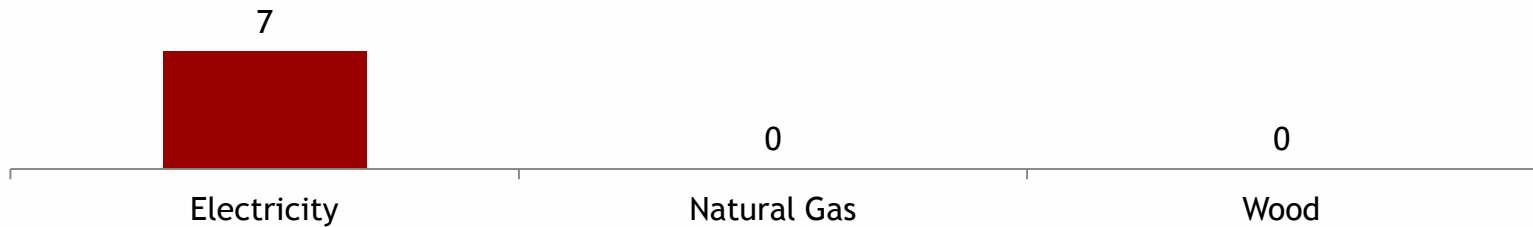


Demographics

Primary Energy Source for Space Heating



Primary Energy Source for Water Heating



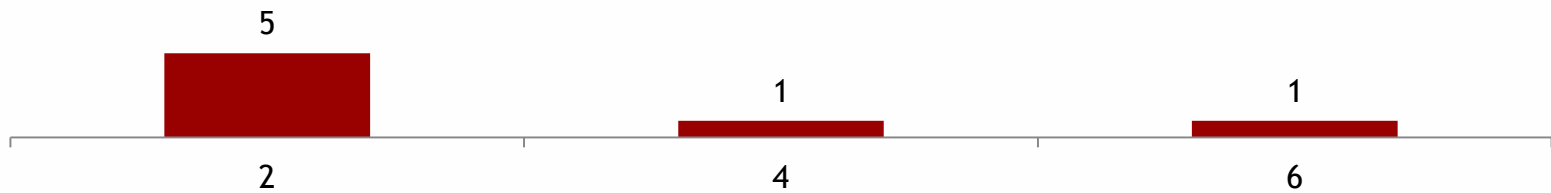
Q75 What is the primary source of energy for space heating?

Q76 What is the primary source of energy for water heating?



Demographics

Number of People who Live in Home



Type of House Lived in



Q77 How many people, including yourself, live in your home now?

Q78 Please select the type of house you live in.

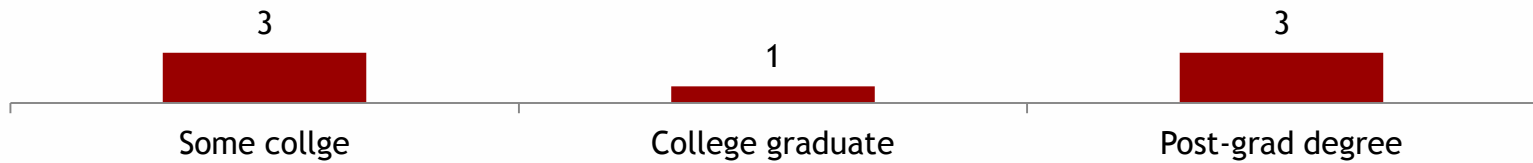


Demographics

Birthdate



Education



Q79 What year were you born?

Q80 What is the highest level of education you have achieved so far?



Irrigation Customer Profile

Irrigation Customers (n=1)

Q96	How long have you been an Idaho Power Irrigation Customer?	25+ Years
Q97	How many metered irrigation pumps do you have?	5 or less
Q98	What is the average size of the irrigation pumps in your system?	75 - 99 HP
Q99	Is this the only irrigation pump in your system participating in the Oregon Solar PV Pilot program?	Yes
Q100	How many other irrigation pumps in your system are participating in the Oregon Solar PV Pilot Program?	N/A
Q101	How many months during the year does this irrigation pump operate?	4 - 5 Months
Q102	During the irrigation season, how many hours a day does this irrigation pump operate?	21 - 24 Hours per day

ATTACHMENT

MDRESEARCH SURVEY 2 FOR SOLAR PHOTOVOLTAIC PARTICIPANT PROGRAM REPORT



market decisions
CORPORATION



**IDAHO
POWER®**

An IDACORP Company

Oregon Solar PV Pilot Survey 2

Cohort A

Reporting conducted by:

Dima Sokolov / dima@mdcresearch.com

Jakob Lahmers / jakobl@mdcresearch.com



Methodology & Key Findings

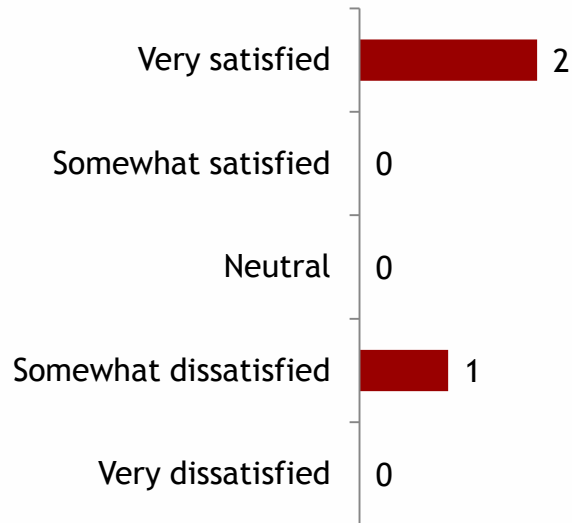
- **Methodology**
 - This research was conducted via an online survey administered to those who have been part of the Oregon Solar PV Pilot Program for one year.
 - Overall, 7 participants completed this survey. Their responses are presented in this report alongside verbatim responses they provided to 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**
 - All participants report their performance expectations have been met or exceeded by the program.
 - Most were satisfied by 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. Six of seven 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.

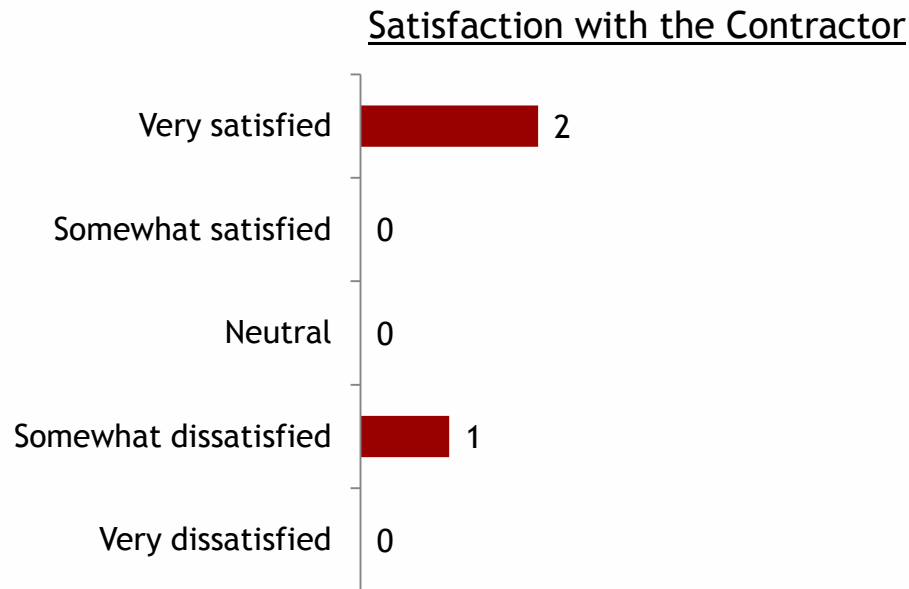
Reasons Dissatisfied:

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



Contractor Satisfaction

- The same number of respondents very satisfied with their installation are also very satisfied with their contractor.



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

QID8 Why are you dissatisfied with the contractor?

Reasons Dissatisfied:

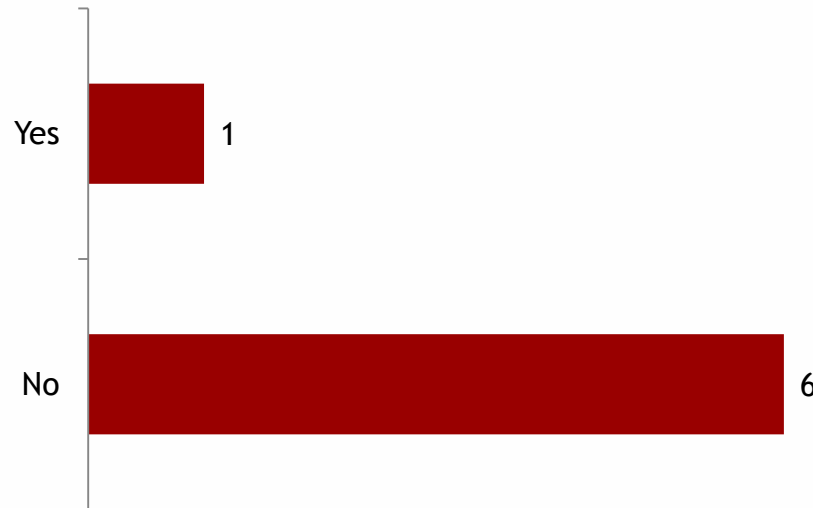
“The solar array was not built at the correct height.”



Maintenance Completed

- Only one participant has 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.

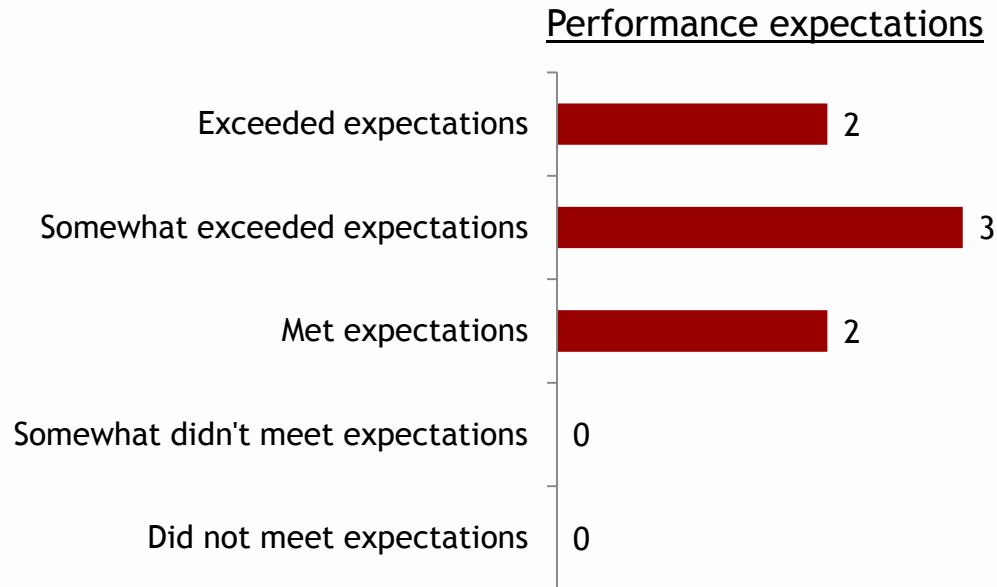
Maintenance Items:

“Checked inverters for full functionality.”



Performance Expectations

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



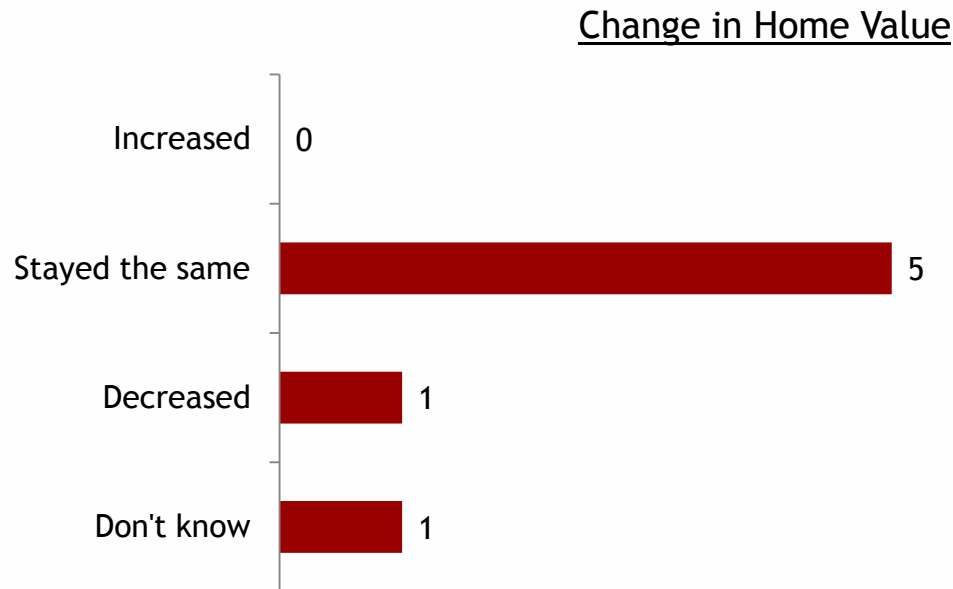
QID13 How has the performance of your solar PV system met your expectations

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



Effect on Home Value

- Most participants perceive no impact to their homes' value as a result of installing a solar PV system.



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.



Complaints About System Appearance

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

Complaints About Solar PV Appearance



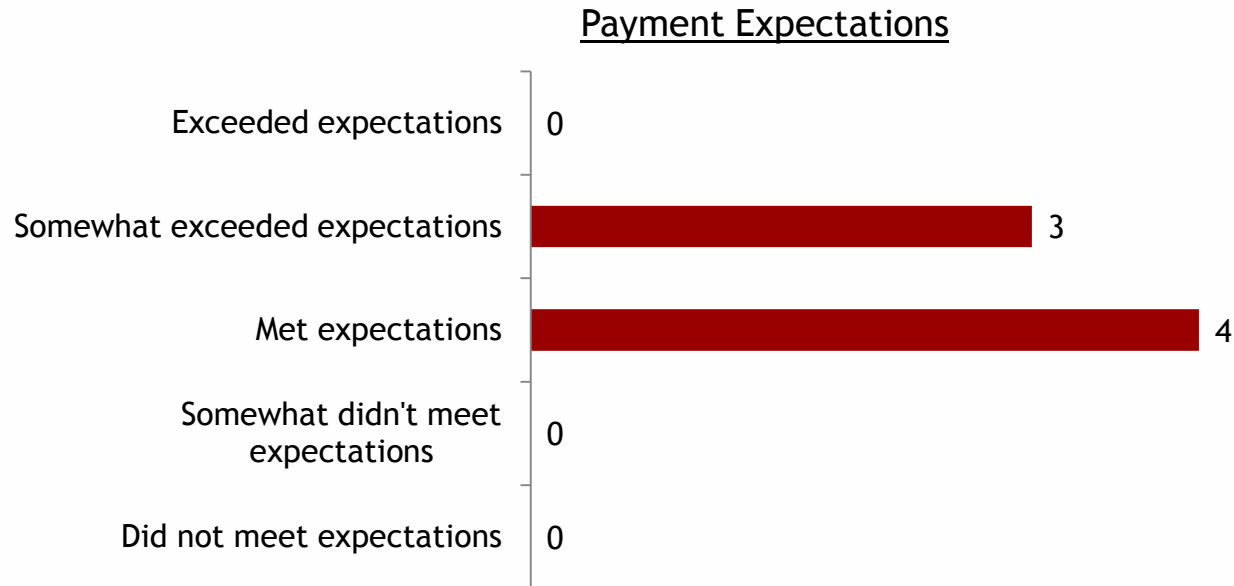
QID16 Have you heard any complaints about the appearance of your solar PV system?

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



Payment Expectations

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



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

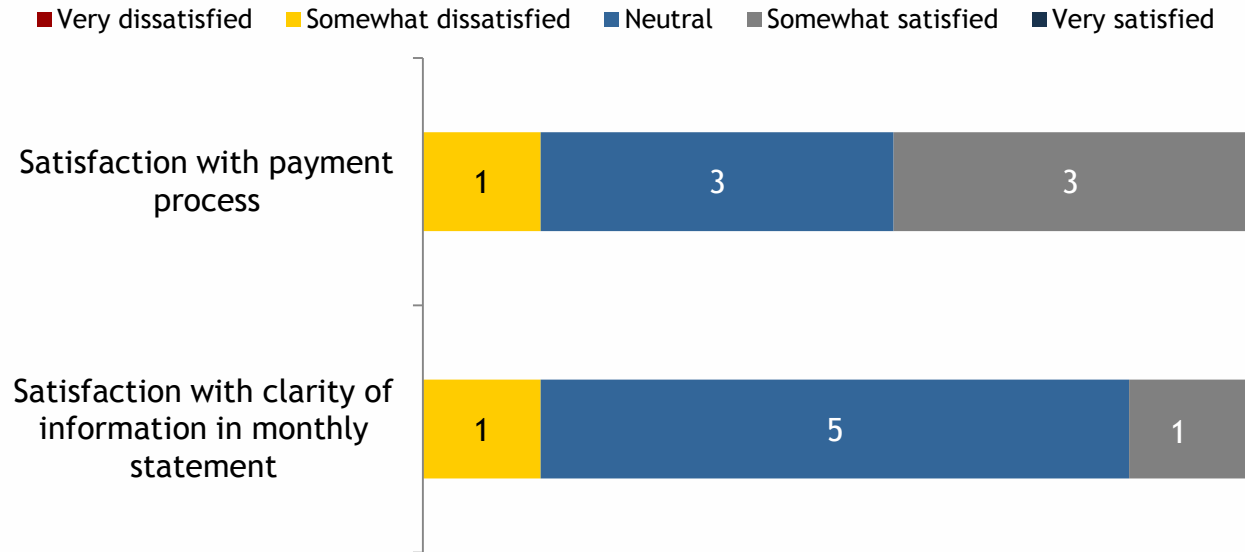
QID21 Please describe why the payment amount you've received so far has not met your expectations.



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



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.

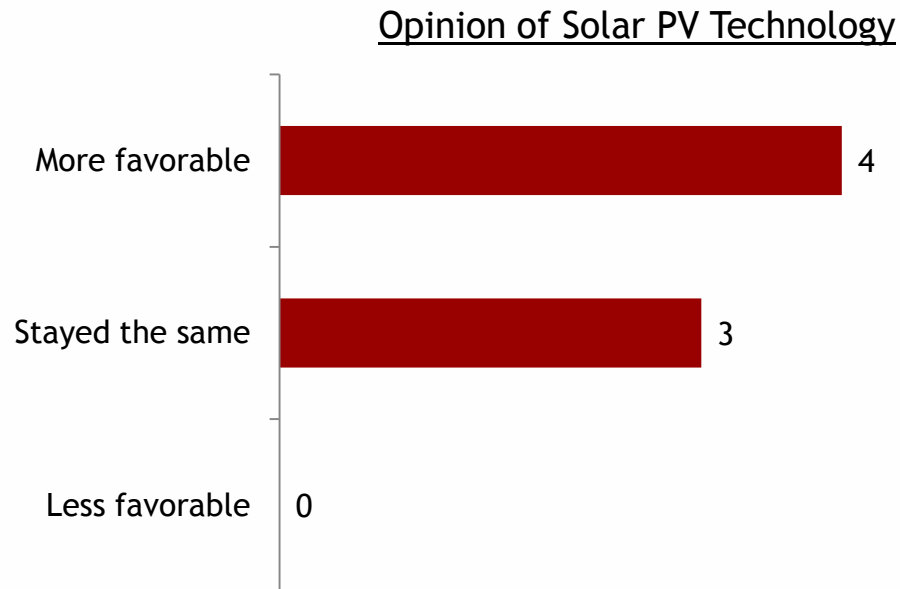
Reasons Dissatisfied:

“The billing comes one day, the solar payment comes another day. It would be nice for them to arrive together.”



Opinion of Solar PV Technology

- After being enrolled for one year, participants' opinions of Solar PV technology has remained the same or 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

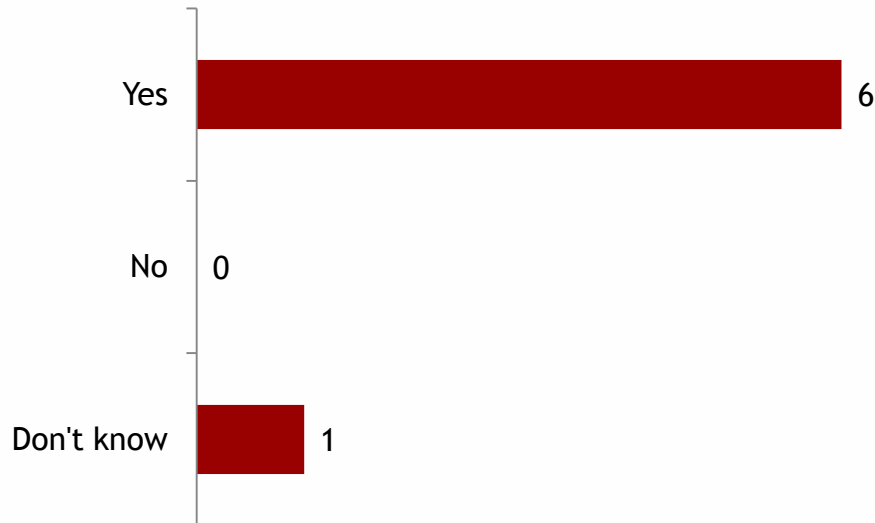
"I think that wind and solar are our future."



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's a good investment in the future."

"It's been a good deal for me and others should take advantage of the program."

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

"Good investment for the long range investment."

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

"It's been a good deal and I would like to see others be able to do what I have."

ATTACHMENT

RIA SURVEY 1 TOPLINE REPORT FOR SOLAR PHOTOVOLTAIC PARTICIPANT PROGRAM REPORT

Idaho Power
OR PV Pilot
Cohort B Survey 1
Topline Report

Q5

From whom or how did you first hear about the Oregon Solar Photovoltaic (PV) Pilot program?

Choices

Idaho Power (website, representative, etc.)	0
Contractor	2
Friends, family, neighbor, co-worker, or other	2
Other (specify) (Treasure Valley Solar Conference Dec. of 2010)	1
Don't remember	1
Total	6

Q6_1

Have you owned any of the following types of solar systems at this or other addresses?

Photovoltaic (PV) solar electric system

Choices

Yes	3
No	3
Total	6

Q6_2

Have you owned any of the following types of solar systems at this or other addresses?

Solar thermal water heating system

Choices

Yes	0
No	6
Total	6

Q6_3

Have you owned any of the following types of solar systems at this or other addresses?

Other type of solar system

Choices

Yes	2
No	4
Total	6

Q7

Please specify the other types of solar systems you have owned.

Choices

Another solar array on net metering	1
Total	1

Q8

Prior to hearing about the Oregon Solar PV Pilot program had you considered installing a

Choices

Yes	4
No	2
Total	6

Q9

How long before hearing about the Oregon Solar PV Pilot program had you considered

Choices

Less than 3 months	0
3 months to less than 6 months	0
6 months to less than 1 year	1
1 year to less than 3 years	2
3 years to less than 5 years	0
5 years to less than 10 years	1
More than 10 years	0
Don't know	0
Total	4

Q10_1

Please tell us how important each of the following factors were in your decision to invest in Long-term savings on energy bills

Choices

1 Not important at all	0
2	0
3	0
4	0
5 Very important	6
Total	6

Q10_2

Please tell us how important each of the following factors were in your decision to invest in Environmental benefits

Choices

1 Not important at all	2
2	1
3	0
4	2
5 Very important	1
Total	6

Q10_3

Please tell us how important each of the following factors were in your decision to invest in Interest in new technologies

Choices

1 Not important at all	0
2	0
3	0
4	4
5 Very important	2
Total	6

Q10_4

Please tell us how important each of the following factors were in your decision to invest in
 Becoming more energy independent

Choices

1 Not important at all	1
2	1
3	0
4	1
5 Very important	3
Total	6

Q10_5

Please tell us how important each of the following factors were in your decision to invest in
 Incentives from Oregon Solar PV Pilot program

Choices

1 Not important at all	0
2	1
3	0
4	1
5 Very important	4
Total	6

Q11

Were there any other important factors in your decision?

Choices

USDA grant program and Oregon BETC program.	1
None that I know of.	1
No	4
Total	6

Q13

Please tell us how satisfied you were with the following elements during the application

process....Information provided by Idaho Power's website about the Oregon Solar PV Pilot program

Choices

1 - Very Dissatisfied	1
2	0
3	2
4	0
5 - Very Satisfied	3
Total	6

Q14

Please describe why you were dissatisfied with the information provided by Idaho Power's website about the Oregon Solar PV Pilot program.

Choices

There wasn't much and you really had to dig and know where to look.	1
Total	1

Q15

How satisfied were you with . . .Information provided by your contractor about how the Oregon Solar PV Pilot program works

Choices

1 - Very Dissatisfied	1
2	0
3	0
4	2
5 - Very Satisfied	1
Not applicable, I did not work with a contractor	2
Total	6

Q16

Please describe why you were dissatisfied with the information provided by your contractor about how the Oregon Solar PV Pilot program works.

Choices

No	1
It is not a matter of dissatisfaction. More a matter of changing managers and no history.	1
Total	2

Q17

How satisfied were you with . . .Ease of completing the online Capacity Reservation Application

Choices

1 - Very Dissatisfied	1
2	0
3	1
4	2
5 - Very Satisfied	2
Total	6

Q18

Please describe why you were dissatisfied with the process of completing the online Capacity Reservation Application.

Choices

No	1
Total	1

Q19

How satisfied were you with . . .Ease of completing the Interconnection Application

Choices

1 - Very Dissatisfied	0
2	0
3	3
4	2
5 - Very Satisfied	1
Total	6

Q20

Please describe why you were dissatisfied with the process of completing the

Choices

0

Total

0

Q21

How satisfied were you with . . .Acceptability of terms and conditions in the 15-year contract

Choices

1 - Very Dissatisfied

0

2

1

3

2

4

2

5 - Very Satisfied

1

Total

6

Q22

Please describe why you were dissatisfied with the terms and conditions in the 15-year

Choices

It took too long to get the contract signed by Idaho Power, and then they didn't use all of the info in the contact to make proper payments.

1

Total

1

Q23

How satisfied were you with . . .The overall design of the Oregon Solar PV Pilot program

Choices

1 - Very Dissatisfied

0

2

0

3

2

4

3

5 - Very Satisfied

1

Total

6

Q24

Please describe why you were dissatisfied with the overall design of the Oregon Solar PV

Choices

0

Total

0

Q25

Who submitted the online Capacity Reservation Application?

Choices

Myself

1

Contractor

4

Other (specify) **(Facility Manager)**

1

Don't know

0

Total

6

Q26

Did your contractor help you complete the Interconnection Application?

Choices

Yes	2
No	3
Don't know	1
Not applicable, I did not work with a contractor	0
Total	6

Q27

A capacity reservation opportunity first became available in July 1, 2010. Did you or your

Choices

Yes	2
No	3
Don't know	1
Total	6

Q29

Did you have sufficient time to review the details of the Oregon Solar PV Pilot program

Choices

Yes	5
No	0
Don't know	1
Total	6

Q30_1

When reviewing the 15-year contract, did you . . .

Understand the contents of the contract?

Choices

Yes	4
No	1
Don't know / NA	1
Total	6

Q30_2

When reviewing the 15-year contract, did you . . .

Seek legal advice in order to understand the contents of the contract?

Choices

Yes	1
No	4
Don't know / NA	1
Total	6

Q30_3

When reviewing the 15-year contract, did you . . .

Have the contractor review and explain the contents of the contract?

Choices

Yes	3
No	2
Don't know / NA	1
Total	6

Q31

Do you have any suggestions on how to improve the content of the contract? Please

Choices

No	4
Total	4

Q34

For the Oregon Solar PV Pilot program, how many years do you estimate it will take to recover the total cost of your installed solar PV system?

Choices

1 - 5 years	1
6 - 10 years	3
11 - 15 years	1
More than 15 years	0
Don't know / Didn't estimate payback	1
Total	6

Q35

Who calculated this estimate?

Choices

Myself	2
Contractor	3
Other (specify)	0
Don't know	0
Total	5

Q36_1

How likely is it that you would have participated in the Oregon Solar PV Pilot program if your payback estimate was extended by an additional . . .

5 years

Choices

1 Very unlikely	2
2	0
3	3
4	0
5 Very likely	0
Total	5

Q36_2

How likely is it that you would have participated in the Oregon Solar PV Pilot program if your payback estimate was extended by an additional . . .

10 years

Choices

1 Very unlikely	3
2	0
3	0
4	1
5 Very likely	1
Total	5

Q37

What percent of your annual electricity use (kilowatt hours) do you expect your solar PV electric system will generate?

Choices

Less than 10%	1
10 - 24%	1
25 - 49%	0
50 - 74%	1
75 - 100%	3
Don't know	0
Total	6

Q38

What is the additional amount that you are paying annually to meet the liability insurance requirement of comprehensive general liability insurance for both bodily injury and property damage with limits equal to \$1,000,000, each occurrence, combined single limit?

Choices

100	1
3000	1
No Response	4
Total	6

Q40

Did you consider the traditional Net Metering option for your solar PV system?

Choices

Yes	4
No	2
Don't know	0
Total	6

Q41

For the traditional Net Metering option, how many years did you estimate it would take to

Choices

1 - 10 years	1
11 - 20 years	0
21 - 30 years	1
More than 30 years	1
Don't know, didn't estimate payback	1
Total	4

Q42

Who calculated this estimate?

Choices

Myself	2
Contractor	1
Other (specify)	0
Don't know	0
Total	3

Q43

How did the size of the system for the traditional Net Metering option you considered

Choices

Smaller	0
The same	1
Larger	2
Don't know	1
Total	4

Q45_1

When you made a choice to participate in the Oregon Solar PV Pilot program, how

The Volumetric Incentive Rate (VIR)

Choices

1 Not important at all	1
2	1
3	0
4	0
5 Very important	4
Total	6

Q45_2

When you made a choice to participate in the Oregon Solar PV Pilot program, how

The 15-year fixed incentive payment term

Choices

1 Not important at all	0
2	0
3	2
4	0
5 Very important	4
Total	6

Q46

Please indicate the most influential source of information to reach the decision to participate in the Oregon Solar PV Pilot program.

Choices

Contractor	4
Idaho Power (representative, website, etc.)	0
Friends, family, colleagues who had installed solar system	0
Other (specify)	1
Don't know	1
Total	6

Q47

Did you have any concerns or unresolved issues when you made the decision to participate in the Oregon Solar PV Pilot program?

Choices

Yes	3
No	3
Total	6

Q48

Please describe the concerns or unresolved issues you had.

Choices

No	1
Location of equipment on site.	1
Small details as to billing date vs calander dates.	1
Total	3

Q49_1

How significant were each of the following factors as a potential barrier for participation in

Access to available funding

Choices

1 Not significant at all	0
2	0
3	2
4	2
5 Very significant	2
Total	5

Q49_2

How significant were each of the following factors as a potential barrier for participation in

Access to adequate information

Choices

1 Not significant at all	0
2	0
3	3
4	2
5 Very significant	1
Total	5

Q49_3

How significant were each of the following factors as a potential barrier for participation in

Lack of certainty about the amount of electricity the solar PV system generates

Choices

1 Not significant at all	0
2	1
3	2
4	2
5 Very significant	1
Total	6

Q49_4

How significant were each of the following factors as a potential barrier for participation in

Finding an experienced contractor

Choices

1 Not significant at all	3
2	2
3	0
4	1
5 Very significant	0
Total	6

Q49_5**How significant were each of the following factors as a potential barrier for participation in**
Appearance / aesthetics of solar PV system

Choices

1 Not significant at all	1
2	1
3	1
4	0
5 Very significant	3
Total	6

Q49_6**How significant were each of the following factors as a potential barrier for participation in**
Liability insurance requirement

Choices

1 Not significant at all	1
2	1
3	2
4	1
5 Very significant	1
Total	6

Q50_1**Continuing from the previous page . . . How significant were each of the following factors**
Prohibited from applying for an Oregon State Tax Credit

Choices

1 Not significant at all	1
2	2
3	1
4	1
5 Very significant	1
Total	6

Q50_2**Continuing from the previous page . . . How significant were each of the following factors**
Total system cost

Choices

1 Not significant at all	0
2	0
3	0
4	2
5 Very significant	4
Total	6

Q50_3**Continuing from the previous page . . . How significant were each of the following factors**

Total upfront cost

Choices

1 Not significant at all	0
2	0
3	0
4	3
5 Very significant	3
Total	6

Q50_4**Continuing from the previous page . . . How significant were each of the following factors**

Estimated system payback

Choices

1 Not significant at all	0
2	1
3	0
4	1
5 Very significant	4
Total	6

Q50_5**Continuing from the previous page . . . How significant were each of the following factors**

Estimated taxes on income from solar PV system

Choices

1 Not significant at all	1
2	0
3	2
4	1
5 Very significant	2
Total	6

Q51**Is there anything you wish you had known before starting the project?**

Choices

Yes	1
No	2
Future rates and schedules	1
A better understanding of how to read both usages and solar meters- or at least trying to understand how everything is calculated	1
That Idaho Power would make so many mistakes	1
Total	6

Q53

How many potential installation contractors did you approach?

Choices

0	1
1	3
2	0
3	0
4 or more	0
N/A - did not hire a contractor	1
Don't know	1
Total	6

Q54

How satisfied were you with . . .Information provided by your contractor about the solar PV

Choices

1 - Very Dissatisfied	0
2	2
3	1
4	1
5 - Very Satisfied	2
Total	6

Q55

Please describe why you were dissatisfied with information provided by your contractor about the solar PV system.

Choices

They weren't accurate on tracker info.	1
Total	1

Q56

How satisfied were you with . . .Quality of installation of your solar PV system

Choices

1 - Very Dissatisfied	0
2	1
3	2
4	1
5 - Very Satisfied	2
Total	6

Q57

Please describe why you were dissatisfied with the quality of installation of your system.

Choices

They placed my tackers to close together so I	1
Total	1

Q58**How satisfied were you with . . .Post-installation inspection process**

Choices

1 - Very Dissatisfied	0
2	2
3	1
4	2
5 - Very Satisfied	1
Total	6

Q59**Please describe why you were dissatisfied with the post-installation inspection process.**

Choices

No	1
Idaho power was slow in getting the last of my	1
Total	2

Q60**How satisfied were you with . . .Time between the application submittal and installation of your**

Choices

1 - Very Dissatisfied	2
2	0
3	2
4	1
5 - Very Satisfied	1
Total	6

Q61**Please describe why you were dissatisfied with the time between the application submittal**

Choices

No	1
Contracted waited several months before	1
Total	2

Q62**How satisfied were you with . . .Time it took to get installation on-line and generating power**

Choices

1 - Very Dissatisfied	0
2	1
3	3
4	1
5 - Very Satisfied	1
Total	6

Q63**Please describe why you were dissatisfied with the time it took to get installation on-line**

Choices

Contractor failed to get paper work done soon	1
Total	1

Q64

How satisfied were you with . . .Overall time from application to generation of power

Choices

1 - Very Dissatisfied	1
2	1
3	1
4	2
5 - Very Satisfied	1
Total	6

Q65

Please describe why you were dissatisfied with the overall time from application to

Choices

No	1
8 months was just too long, was expecting 5-6 months.	1
Total	2

Q66

How satisfied were you with . . .Overall satisfaction with your contractor

Choices

1 - Very Dissatisfied	0
2	1
3	2
4	1
5 - Very Satisfied	1
Not applicable, I did not work with a contractor	0
Total	5

Q67

Please describe why you were dissatisfied with your contractor.

Choices

I wasn't	1
Slow to get started, poor layout on trackers, and	1
Total	2

Q69_1

After Installation. How well did the following program aspects meet your expectations?

Time until first payment

Choices

1 Did not meet expectations	1
2	0
3	1
4	3
5 Exceeded expectations	1
Total	6

Q69_2

After Installation. How well did the following program aspects meet your expectations?

Payment amount you've received so far

Choices

1 Did not meet expectations	1
2	0
3	1
4	4
5 Exceeded expectations	0
Total	6

Q69_3

After Installation. How well did the following program aspects meet your expectations?

System performance

Choices

1 Did not meet expectations	1
2	0
3	1
4	3
5 Exceeded expectations	1
Total	6

Q70

If you would like to add anything about the Oregon Solar PV Pilot program, please do so

Choices

No	2
Blank	2
The first program started out at fifty some cents a kilawat, then my first program in 2011 was 33cents and now 27 cents. The lowers rates make less incentives for people to invest in these programs	1
It has been frustrating with Idaho Power and	1
Total	6

Q72

How long have you lived in Oregon?

Choices

Less than one year	0
1 - 2 years	0
3 - 5 years	0
6 - 10 years	0
More than 10 years	3
Don't know	0
Total	3

Q128

How long have you been an Idaho Power customer?

Choices

Less than one year	0
1 - 5 years	0
6 - 10 years	0
11 - 15 years	0
16 - 25 years	0
More than 25 years	3
Don't know	0
Total	3

Q73

About when was your home built?

Choices

Before 1950	1
1950 - 1973	0
1974 - 1978	1
1979 - 1984	1
1985 - 1992	0
1993 - 1994	0
1995 - 1997	0
1998 - 2000	0
2001 - 2002	0
2003 - 2004	0
2005 - 2006	0
After 2006	0
Don't know	0
Total	3

Q74

How large is the living space in your home in square feet, excluding your garage and

Choices

Less than 1,500 square feet	0
1,500 - 2,000 square feet	0
2,000 - 2,500 square feet	1
2,500 - 3,000 square feet	2
More than 3,000 square feet	0
Don't know	0
Total	3

Q75

What is the primary source of energy for space heating?

Choices

Electricity	0
Natural gas	0
Liquid propane gas, LPG	0
Fuel oil, kerosene	1
Wood	1
Pellet stove	0
Solar	0
Other (specify)	1
No fuel	0
Don't know	0
Total	2

Q76

What is the primary source of energy for water heating?

Choices

Electricity	3
Natural gas	0
Liquid propane gas, LPG	0
Fuel oil	0
Solar	0
Don't know	0
Total	3

Q77

How many people, including yourself, live in your home now?

Q78

Please select the type of house you live in.

Choices

A single-family detached house	3
A duplex, townhouse, row house or small	0
An apartment, condominium, or townhouse	0
A mobile or manufactured house	0
Other (specify)	0
Don't know	0
Total	3

Q79

What year were you born?

Choices

1946	1
1950	1
1957	1
Total	3

Q80

What is the highest level of education you have achieved so far?

Choices

High school or less	1
High school diploma	0
Some college, associate degree, or trade school	0
Four-year college	0
Some post-graduate studies	1
Post-graduate degree (masters, Ph.D.,	1
Total	3

Q82

How long have you been an Idaho Power Commercial Customer?

Choices

Less than one year	0
1 - 5 years	0
6 - 10 years	0
11 - 15 years	0
16 - 25 years	0
More than 25 years	2
Don't know	0
Total	2

Q83

How many locations does your business/organization have?

Choices

1	0
2 - 3	0
4 - 5	1
More than 5	1
Don't know	0
Total	2

Q84

At what type of location is the solar PV installation?

Choices

Company headquarters	0
Branch office	0
Manufacturing site	0
Other	2
Don't know	0
Total	2

Q85

How many years ago was the organization at this site incorporated or established?

Choices

Less than one year	0
1 - 2 years	0
3 - 5 years	0
6 - 10 years	0
More than 10 years	2
Don't know	0
Total	2

Q86

How many employees, including you, work at this location?

Choices

Less than 50	2
51 - 100	0
101 - 200	0
201 - 500	0
More than 500	0
Don't know	0
Total	2

Q87

How many hours does this business operate per day?

Choices

Less than 8 hours	0
8 - 11 hours	1
12 - 15 hours	1
16 - 20 hours	0
21 - 24 hours	0
Don't know	0
Total	2

Q88

How many days a week does this business operate including weekdays and weekends?

Choices

1	0
2	0
3	0
4	0
5	1
6	0
7	1
Don't know	0
Total	2

Q89

About when was this building built?

Choices

Before 1950	0
1950 - 1973	1
1974 - 1978	0
1979 - 1984	0
1985 - 1992	0
1993 - 1994	0
1995 - 1997	0
1998 - 2000	0
2001 - 2002	0
2003 - 2004	0
2005 - 2006	0
After 2006	0
Don't know	1
Total	2

Q90

How large is your occupied floor space in square feet?

Choices

5,000 sq ft or less	0
5,001 - 15,000 sq ft	1
15,001 - 25,000 sq ft	0
25,001 - 50,000 sq ft	0
More than 50,000 sq ft	1
Don't know	0
Total	2

Q91

What is the primary source of energy for space heating at this location?

Choices

Electricity	1
Natural gas	0
Liquid propane gas, LPG	0
Fuel oil, kerosene	0
Wood	0
Pellet stove	0
Solar	0
Other	0
No fuel	0
Don't know	1
Total	2

Q92

What is the primary source of energy for water heating at this location?

Choices

Electricity	1
Natural gas	0
Liquid propane gas, LPG	0
Fuel oil	0
Solar	0
Don't know	1
Total	2

Q93

Which of the following categories represents the total business revenues at this business

Choices

Under \$50,000	0
\$50,000 to under \$100,000	0
\$100,000 to under \$250,000	0
\$250,000 to under \$500,000	0
\$500,000 to under \$1 million	0
\$1 million to under \$5 million	1
\$5 million to under \$10 million	0
\$10 million or more	0
Don't know	1
Total	2

Q94

In which month does your fiscal year end?

Choices

January	0
February	0
March	0
April	0
May	0
June	1
July	1
August	0
September	0
October	0
November	0
December	0
Don't know	0
Total	2

Q96

How long have you been an Idaho Power Irrigation Customer?

Choices

Less than one year	0
1 - 5 years	0
6 - 10 years	0
11 - 15 years	0
16 - 25 years	1
More than 25 years	0
Don't know	0
Total	1

Q97

How many metered irrigation pumps do you have?

Choices

5 or less	0
6 - 10	0
11 - 15	1
16 - 20	0
More than 20 (specify)	0
Don't know	0
Total	1

Q98

What is the average size of the irrigation pumps in your system?

Choices

30 HP or less	0
30 - 49 HP	1
50 - 74 HP	0
75 - 99 HP	0
100 HP or greater	0
Don't know	0
Total	1

Q99

Is this the only irrigation pump in your system participating in the Oregon Solar PV Pilot

Choices

Yes	0
No	1
Don't know	0
Total	1

Q100**How many other irrigation pumps in your system are participating in the Oregon Solar PV Pilot Program?**

Choices

1	0
2 - 5	0
More than 5 (specify)	1
Don't know	0
Total	1

Q101**How many months during the year does this irrigation pump operate?**

Choices

1 month or less	0
2 - 3 months	0
4 - 5 months	0
More than 5 months	1
Don't know	0
Total	1

Q102**During the irrigation season, how many hours a day does this irrigation pump operate?**

Choices

Less than 5 hours per day	0
6 - 11 hours per day	0
11 - 15 hours per day	0
16 - 20 hours per day	0
21 - 24 hours per day	1
Don't know	0
Total	1

ATTACHMENT

RIA DROPUT SURVEY TOPLINE REPORT FOR SOLAR PHOTOVOLTAIC PARTICIPANT PROGRAM REPORT

Idaho Power
OR PV Pilot
Cohort B Dropout Survey
Topline Report

Q1

Before You Applied. From whom or how did you first hear about the Oregon Solar Photovoltaic (PV) Pilot program?

Choices

Idaho Power (website, representative, etc.)	0
Contractor	0
Friends, family, neighbor, co-worker, or other word-of-mouth	1
Other (specify)	0
Don't remember	0

Total

Q2_1

Please tell us how important each of the following factors was in your decision to invest in a solar PV system.

Long-term savings on energy bills

Choices

1 Not important at all	0
2	0
3	0
4	0
1 Very important	1

Total

Q2_2

Please tell us how important each of the following factors was in your decision to invest in a solar PV system.

Environmental benefits

Choices

1 Not important at all	0
2	0
3	0
4	0
1 Very important	1

Total

Q2_3

Please tell us how important each of the following factors was in your decision to invest in a solar PV system.

Interest in new technologies

Choices

1 Not important at all	0
2	0
3	0
4	0
1 Very important	1

Total

Q2_4

Please tell us how important each of the following factors was in your decision to invest in a solar PV system.

Becoming more energy independent

Choices

1 Not important at all	0
2	0
3	0
4	0
1 Very important	1

Total

Q2_5

Please tell us how important each of the following factors was in your decision to invest in a solar PV system.

Income from Oregon Solar PV Pilot program

Choices

1 Not important at all	0
2	0
3	0
4	0
1 Very important	1

Total

Q3

Were there any other important factors in your decision?

Choices

The payback time was too long	1
-------------------------------	---

Total

Q4_1

Application Process. Please tell us how satisfied you were with the following elements during the application process.

Information provided by Idaho Power's website about the Oregon Solar PV Pilot program

Choices

1 Very dissatisfied	0
2	0
3	0
4	0
5 Very Satisfied	1

Total

Q4_2

Application Process. Please tell us how satisfied you were with the following elements during the application process.

Information provided by your contractor about how the Oregon Solar PV Pilot program works

Choices

1 Very dissatisfied	0
2	0
3	0
4	0
5 Very Satisfied	1

Total

Q4_3

Application Process. Please tell us how satisfied you were with the following elements during the application process.

Ease of completing the online Capacity Reservation Application

Choices

1 Very dissatisfied	0
2	0
3	0
4	0
5 Very Satisfied	1
Total	

Q4_4

Application Process. Please tell us how satisfied you were with the following elements during the application process.

Ease of completing the Interconnection Application

Choices

1 Very dissatisfied	0
2	0
3	0
4	1
5 Very Satisfied	0
Total	

Q4_5

Application Process. Please tell us how satisfied you were with the following elements during the application process.

Acceptability of terms and conditions in the 15-year contract

Choices

1 Very dissatisfied	1
2	0
3	0
4	0
5 Very Satisfied	0
Total	

Q4_6

Application Process. Please tell us how satisfied you were with the following elements during the application process.

The overall design of the Oregon Solar PV Pilot Program

Choices

1 Very dissatisfied	0
2	1
3	0
4	0
5 Very Satisfied	0
Total	

Q5

Did you have sufficient time to review the details of the Oregon Solar PV Pilot program before making the decision to participate?

Choices

Yes	1
No	0
Don't know	0
Total	

Q6

Making Decisions - Traditional Net Metering. Did you consider the traditional Net Metering option for your solar PV system?

Choices

Yes	0
No	0
Don't know	1
Total	

Q7

For the traditional Net Metering option, how many years did you estimate it would take to recover your total cost of an installed solar PV system?

Choices

1 - 10 years	0
11 - 20 years	0
21 - 30 years	0
More than 30 years	0
Don't know, didn't estimate payback	0
Total	

Q8

Who calculated this estimate?

Choices

Myself	0
Contractor	0
Other (specify)	0
Don't know	0
Total	

Q9

How did the size of the system for the traditional Net Metering option you considered compare to the size of the system you planned to install under the Oregon Solar PV Pilot program?

Choices

Smaller	0
The same	0
Larger	0
Don't know	0
Total	

Q10

Why did you decide not to participate in the traditional Net Metering program? Select all that apply.

Choices

Program paperwork was too cumbersome	0
The change in State tax credits made Net Metering	0
The Oregon Solar PV Pilot program incentive was	0
Other (specify)	0
Don't know	0
Total	

Q11_1

About Your Decision to Participate in the Solar Payment Option Program. When you made a choice to participate in the Oregon Solar PV Pilot program, how important was . . .

The Volumetric Incentive Rate (VIR)

Choices

1 Not important at all	0
2	0
3	0
4	1
1 Very important	0
Total	

Q11_2

About Your Decision to Participate in the Solar Payment Option Program. When you made a choice to participate in the Oregon Solar PV Pilot program, how important was . . .

The 15-year fixed incentive payment term

Choices

1 Not important at all	0
2	0
3	0
4	1
1 Very important	0
Total	

Q12

Please indicate the most influential source of information to reach the decision to participate in the Oregon Solar PV Pilot program.

Choices

Contractor	0
Idaho Power (representative, website, etc.)	0
Friends, family, colleagues who had installed a solar system	0
Other (specify) (The Internet)	1
Don't know	0
Total	

Q13

Did you have any concerns or unresolved issues when you made the decision to participate in the Oregon Solar PV Pilot program?

Choices

Yes	1
No	0
Total	

Q14

Please describe the concerns or unresolved issues you had.

Choices

The payment for electricity generated was based on electricity used and the remainder was donated. We were putting in a geothermal unit which would have used very little electricity	1
Total	

Q15

While you had a capacity reservation in the program, did you work with an installation contractor?

Choices

Yes	1
No	0
Total	

Q16

How satisfied were you with your installation contractor?

Choices

1 - Very Dissatisfied	0
2	0
3	0
4	1
5 - Very Satisfied	0
NA	0
Total	

Q17

Please describe any issues or concerns you had with your contractor.

Choices

0

Total

Q18

About Your Withdrawal from the Solar Payment Option Program. Who decided to end your participation in the Oregon Solar PV Pilot program?

Choices

Me or someone in my household/business	1
Idaho Power	0
Other (please specify)	0
Total	

Q19_1

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Access to available funding

Choices

1 Not significant at all	0
2	0
3	1
4	0
5 Very significant	0
NA	0
Total	

Q19_2

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Access to adequate information

Choices

1 Not significant at all	0
2	0
3	0
4	1
5 Very significant	0
NA	0
Total	

Q19_3

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Lack of certainty about the amount of electricity the solar PV system would generate

Choices

1 Not significant at all	0
2	0
3	1
4	0
5 Very significant	0
NA	0
Total	

Q19_4

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Finding an experienced contractor

Choices

1 Not significant at all	0
2	1
3	0
4	0
5 Very significant	0
NA	0
Total	

Q19_5

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Appearance/aesthetics of solar PV system

Choices

1 Not significant at all	0
2	1
3	0
4	0
5 Very significant	0
NA	0
Total	

Q19_6

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Liability insurance requirement

Choices

1 Not significant at all	0
2	1
3	0
4	0
5 Very significant	0
NA	0
Total	

Q19_7

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Prohibited from applying for an Oregon State Tax Credit

Choices

1 Not significant at all	0
2	0
3	0
4	1
5 Very significant	0
NA	0
Total	

Q19_8

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Total system cost

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	1
NA	0
Total	

Q19_9

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Total upfront cost

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	1
NA	0
Total	

Q19_10

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Estimated system payback

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	1
NA	0
Total	

Q19_11

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Estimated taxes on income from solar PV system

Choices

1 Not significant at all	0
2	1
3	0
4	0
5 Very significant	0
NA	0
Total	

Q19_12

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Program requirements were confusing or complicated

Choices

1 Not significant at all	0
2	0
3	1
4	0
5 Very significant	0
NA	0
Total	

Q19_13

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Program paperwork was confusing or too time-consuming

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	0
NA	1
Total	

How significant were each of the following factors in your decision to withdraw from the Oregon Solar PV Pilot program?

Enrolled in a different solar PV program

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	0
NA	1
Total	

Were there any other important factors in your decision to withdraw?

Choices

Maintenance on solar unit	1
Total	

How significant were each of the following factors in your decision not to install a solar PV svstem?

Household/business is moving to a different location

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	0
NA	1
Total	

How significant were each of the following factors in your decision not to install a solar PV svstem?

Condition of existing roof

Choices

1 Not significant at all	0
2	0
3	0
4	0
5 Very significant	1
NA	0
Total	

How significant were each of the following factors in your decision not to install a solar PV svstem?

Would have taken too long before installation was complete

Choices

1 Not significant at all	0
2	1
3	0
4	0
5 Very significant	0
NA	0
Total	

Q27

Is there anything you wished you would have known before starting the project?

Choices

A better explanation of how the payments worked	1
---	---

Total	
--------------	--

Q30

Final Comments. How did your experience with the Oregon Solar PV Pilot program compare to your expectations?

Choices

Did not meet my expectations	0
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Met my expectations	0
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Exceeded my expectations	0
--------------------------	---

Don't know	0
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Not applicable	1
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Total	
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Q31

Why didn't your experience with the Oregon Solar PV Pilot program meet your expectations?

Choices

	0
--	---

Total	
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Q33

In your opinion, what (if anything) could be done to improve the program?

Choices

A program like California or Ky where someone else installs and maintains the panels and pays a fee to use your land(CA) or a municipality installs the panels and you can purchase one to contribute to your bill(Berea, KY)	1
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Total	
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