



**OREGON
COMMUNITY SOLAR
PROGRAM**

Program Administrator Annual Update

Program Year 3: March 2021 – February 2022



About the Program

The Oregon Community Solar Program makes it easy for utility customers of Portland General Electric, Pacific Power and Idaho Power to access the benefits of solar power. By connecting individuals, businesses, organizations, communities and developers, Community Solar provides the tools and support to develop solar projects and expand access to clean energy to more communities across Oregon.

Customers can subscribe to a Community Solar Project and get a credit on their utility bill for their portion of the energy generated by the project. It is an easy and low-risk way for participants of the Program to get the advantages of solar energy—even if you don't have a sunny roof, rent, or live in an urban center or rural community.

Learn more at www.oregoncsp.org



Outline

- 1 Program Roles and Responsibilities
- 2 Year Three Implementation Activities
- 3 Project and Participant Statistics
- 4 Highlights and Challenges



Photo courtesy of Energy Trust of Oregon

The background image is a photograph of a desert landscape. On the right side, a large, craggy rock formation rises steeply, its surface showing various shades of brown and tan. The sky above is a clear, pale blue. In the foreground and middle ground, there is a sloping hillside covered with sparse, dry vegetation, including small shrubs and patches of grass. A few larger, dark green trees are scattered across the slope. The overall scene is bright and sunny.

Program Roles and Responsibilities

Program Administration (PA) Team



Program Administration

- Program Implementation Manual
- Funds Management
- Public Reporting

Education & Outreach

- Coordination
- Workshops and Demos

Platform Management

- CSP Platform Configuration
- Utility Integration
- Data Security



Program Administration

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

Education & Outreach

- Project Manager Registration
- Customer Support

Platform Management

- Application Processing
- QA/QC



Program Administration

- Program Design
- Equity Strategy

LI Customer Support

- Income Verification
- Education & Outreach
- Waitlist Management

Project Manager Support

- Recruitment
- Marketing Plans
- Translation Support



Program Administration

- Regulatory Policy Development
- Budget Management
- Contract Management

Education & Outreach

- Commission Workshops administration
- Public Stakeholder Engagement

Key Implementation Partners

In coordination with the Program Administrator and Oregon Public Utilities Commission (OPUC) Staff, utilities have developed and implemented ongoing data exchange policies and procedures for participant verification and billing.



Project Managers are responsible for marketing, recruiting and enrolling subscribers, ongoing subscriber management, and ongoing maintenance and operation of the project.



Year Three Implementation Activities

Year Three Implementation Activities



**Platform and Utility
Data Exchange**



**Policy
Engagement**



**Project Manager
Education**



Website Updates



**Low-Income/Participant
Engagement Activities**

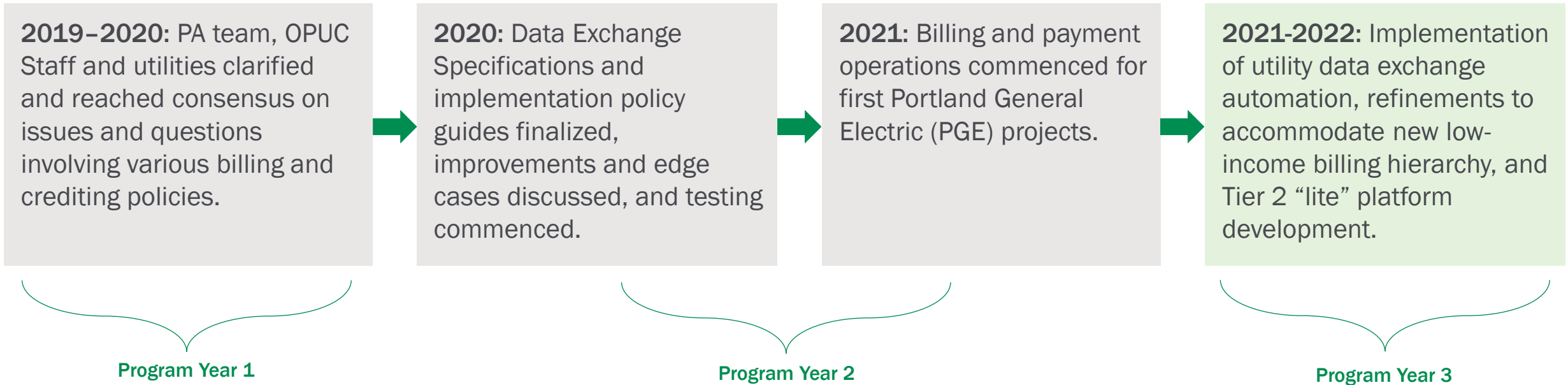


**Project and Participant
Review and Verification**



**Customer Service and
Consumer Protection**

Platform and Utility Data Exchange - Evolution of Implementation



- In Program Year 3, Energy Solutions supported active billing activities across four operational projects and nearly one thousand participants in PGE service territory.
- Internal refinements to the billing engine were prioritized to support expanded billing operations.
- Program platform was refined to support the submittal of new projects and waitlisted projects to be allocated capacity and pre-certified in Tier 2.
- Program Administration team and utilities completed the implementation of the revised low-income billing hierarchy, thereby eliminating the financial risk of participation for low-income participants who make partial utility bill payments.

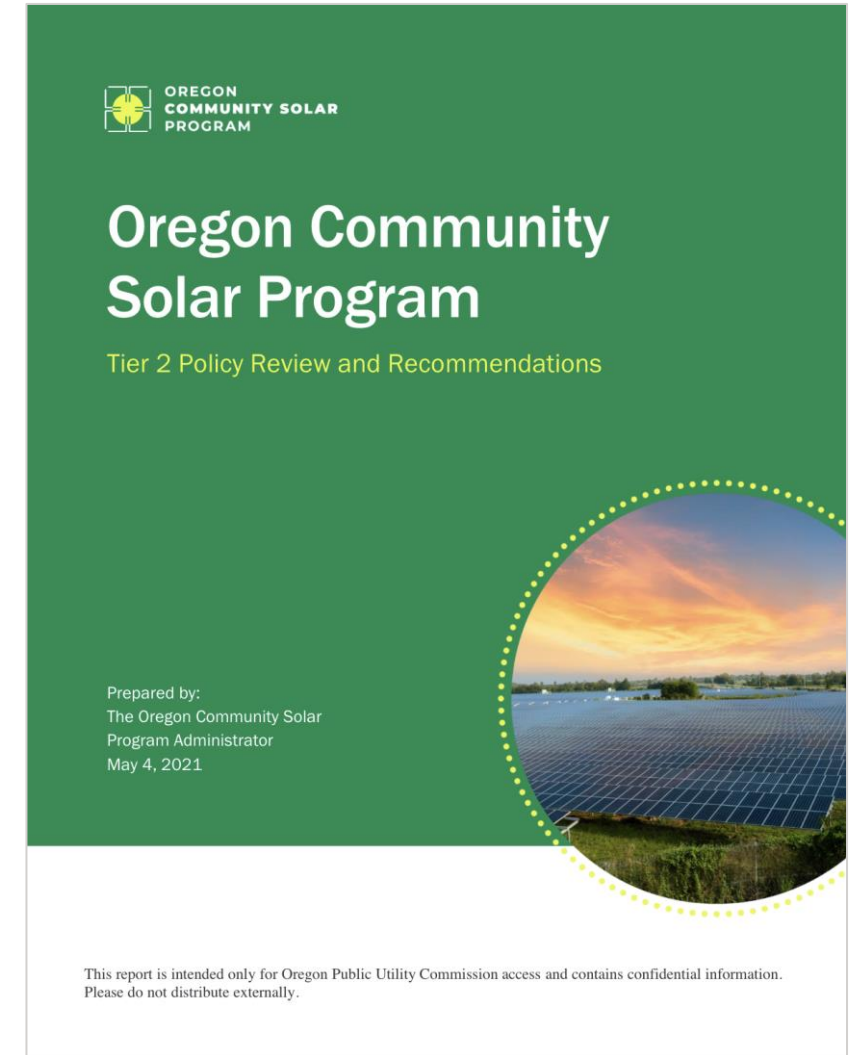
Policy Engagement

Tier 2 Policy Engagement

- Completed a policy report of different community solar programs in the country, renewable energy offerings within the state, and Tier 2 recommendations informed by lessons learned.
- Presented an updated rate model to inform Tier 2 developer and customer and ratepayer impacts.
- Created the Oregon Community Solar Program Snapshot, highlighting program successes, challenges and statistics.

Project Management Policy Engagement

- Hosted a public stakeholder workshop with Project Managers and various stakeholders to inform Staff's upcoming proposal to release additional capacity in Tier 2.



Project Manager Engagement and Education

Project Manager Implementation Engagement

- Hosted Project Manager workshops on regulatory developments, language services, program platform and resources.
- Hands on engagement with newer carve-out Project Managers on process of submitting a project application from submitted to certification.
- In-depth and tailored, weekly meetings and assistance to Project Managers with active projects to support billing and payment activities.

Monthly LI Recruitment Educational Reports

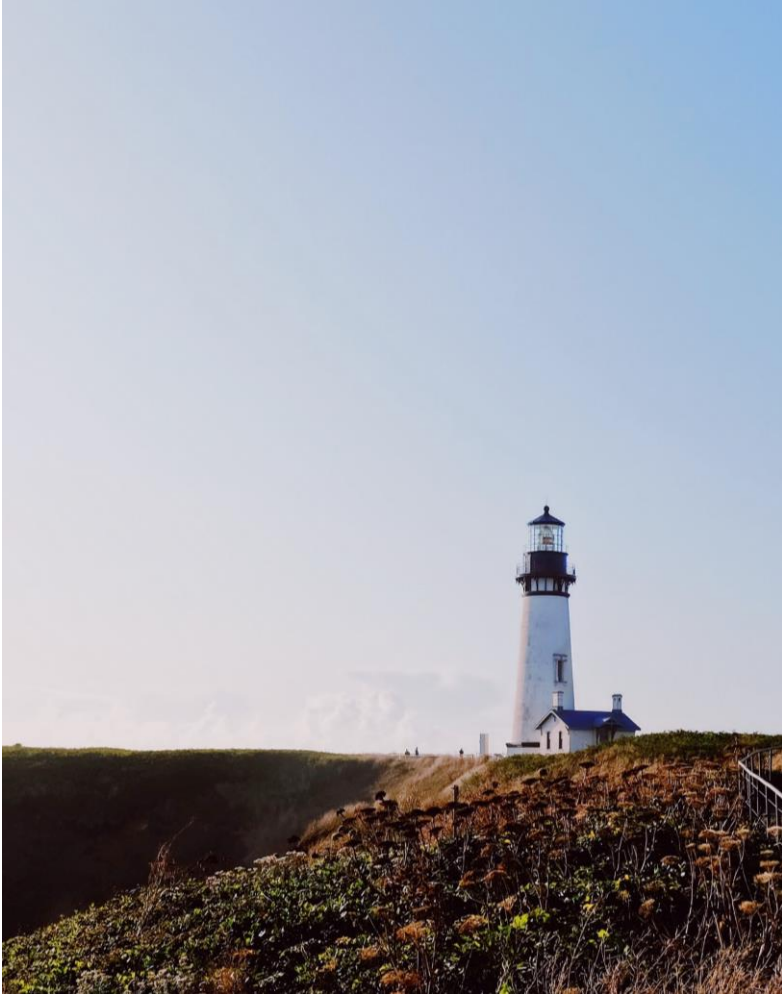
- Public updates on the progress of Community Energy Project, also known as the Low-Income Facilitator, and Project Manager low-income recruitment.

Project Manager, Subscription Manager, and Low-Income Facilitator Agreement

- The Low-Income Facilitator developed a best practices agreement for low-income participants for parties interacting with low-income participants on projects.



Customer Service and Consumer Protection



Customer Service

- The Low-Income Facilitator completed 640 total intake calls for both Low-Income Facilitator and Project Manager leads.
- Program call center fielded 437 calls.
- Program Administrator responded to 1,151 email inquiries from current and prospective participants.
- Program Administration call center aligned with utility call centers on providing accurate program information to customers, and to improve customer coordination between the Program Administration team and utilities.

Consumer Protection

- Reviewed customer complaints to Portland General Electric's call center.
- Engaged in Project Manager/Subscription Manager disciplinary action.
- Escalated customer complaints to Oregon Public Utilities Commission Staff.

Website Updates

Project Finder

- In February 2022, the Program launched an updated Project Finder to enhance the online experience for customers looking for an Oregon Community Solar project.
- The updated Project Finder provided a more user-friendly interface that eases the project search process for visitors to the site.

Additional resources

- “How to Use the Project Finder” is a resource that is designed to educate customers on terminology, factors to consider when choosing a project, and how to physically navigate through the Project Finder.

Search Projects								
Accepting Participants ▾		Utility ▾						
Project Name	Project Manager	Subscription Manager	Utility	City	Project Size (kW-AC)	Est. Operational Date	Accepting Participants	Accepting Low-Income Participants
Linkville Solar	Linkville PM	Oregon Shines	Pacific Power	Klamath Falls	2800	Q2 2022	No	Full
Manchester Solar LLC	Solar Town	Solar Town	Portland General Electric	Dayton	1800	Q2 2022	No	Yes
Marble Solar	Sulus Solar	Sulus Solar	Pacific Power	Albany	2875	Q2 2022	No	No
Mt Hope Solar	Neighborhood Power	Neighborhood Power	Portland General Electric	Molalla	2502	Operational	Yes	Full

Project Information:

Round Lake Solar

Round Lake Solar is a 0.978 MWac / 1.778 MWdc ground mounted photovoltaic solar project located south west of Klamath Falls, OR.



Utility: PAC Pacific Power	Project Size: 978 kW-AC	Project Tier: 1	Estimated Average Savings: \$39 <small>Based on rates for a typical residential customer subscription (Standard Rate)</small>	Administration fees included in subscription rate? Yes	Accepting Participants: Yes <small>Recruiting low-income?: Full</small>
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This project is accepting participants. If you are interested in subscribing to this project, please reach out to the project's subscription manager using their listed contact information.

Website url: www.oregoncsp.org

Low Income and Participant Engagement Activities

Utility and Program Administration team Program Outreach

In 2021, utilities sent out their first annual Oregon Community Solar bill inserts to their customers.

- **August 2021:** Portland General Electric general market bill insert
- **September 2021:** Portland General Electric low-income mailer – sent to individuals on energy assistance and resulted in 193 number of participants added to the low-income waitlist
- **October 2021:** Pacific Power general market bill inserts

Low Income Workshops: 40 workshops between February 2021–March 2022 for 70 low-income participants hosted by Community Energy Project



The Oregon Community Solar Program
is supported by PGE.

As a PGE customer, you can subscribe to a community solar project within PGE's service area and see credits applied directly on your monthly energy bill.

To learn more about the Oregon Community Solar Program and compare projects, visit oregoncsp.org or call 800-481-0510.



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Solar energy *is* an option.

Subscribe to a community solar project and get monthly credits on your electric bill for helping create a more sustainable energy future.



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Participant Verification

Each week, the Program Administration team processes a batch of participant data downloaded from the platform to verify their subscription.

Verification includes a series of manual and automated checks, some of which include:

- Identifying correct customer utility identifiers (meter number, account number, service agreement number)
- Rate code eligibility & ineligible customer types (VIR, NEM)
- Appropriate subscription size based on consumption history
- Identifies any address or customer sector mismatches

Option available for Project Managers to confirm customer eligibility and sizing prior to signing a contract using this same method

- Pre-contract verification that prevents customers from signing multiple contracts if sizing changes
- Customers sign a Utility Data Authorization Form



1,721 participants
were verified from March
2021–February 2022



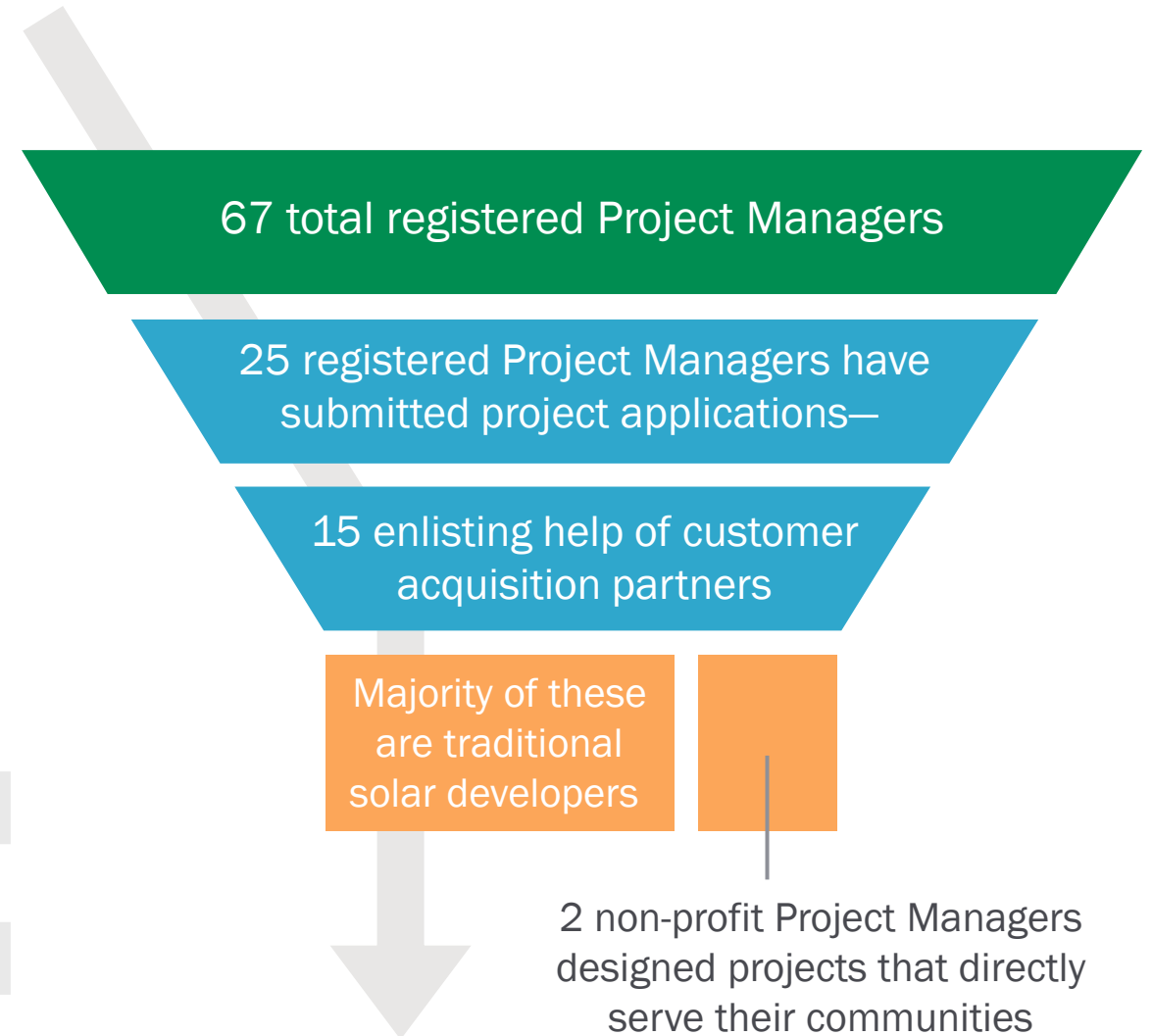
Project and Participant Statistics

Project Manager Statistics

Current as of March 2022

- 67 total registered Project Managers— 25 of which have submitted project applications
- Majority of active Project Managers are traditional solar developers
- 15 Project Managers are enlisting the help of customer acquisition partners for recruitment
- Some Project Managers have taken advantage of economies of scale and project financing by building a portfolio of projects.
- 2 non-profit Project Managers built projects that directly serve the members of their communities

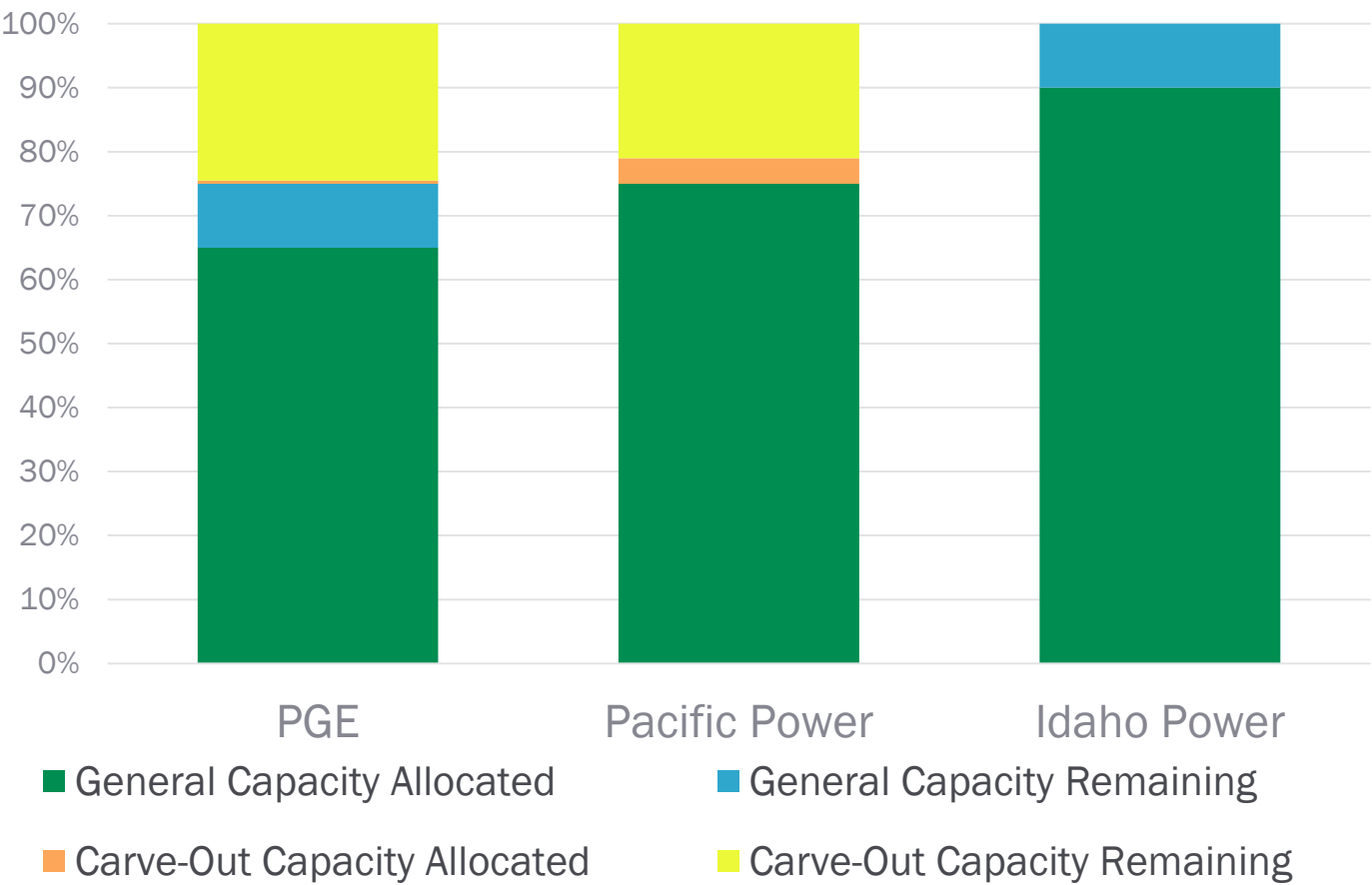
Project Managers by Type	LLCs	50
	Corps	10
	Non-profits	7
	Public Sector	0



Project Statistics

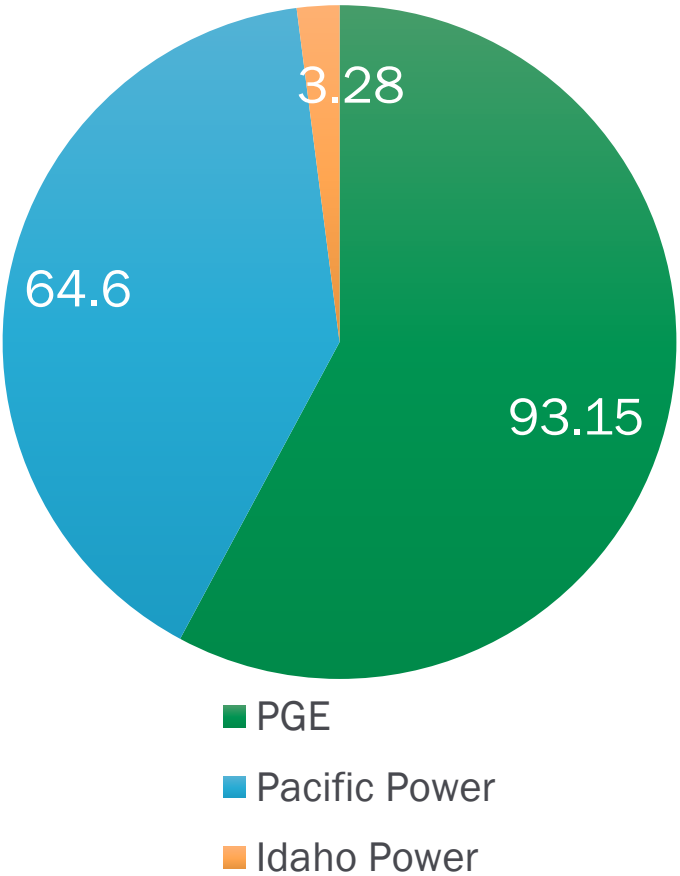
Current as of June 2022

Capacity Allocated and Remaining Per Utility



Total Capacity by Territory (MW)

Includes Interim and Second Offering



**Carve-Out projects are designated as having met one or more eligibility requirements as defined in the Program Implementation Manual*

Project Statistics

Current as of June 2022

Program Capacity (MW-AC) Allocated and Remaining

Utility	Capacity Certified	Capacity Pre-certified	Capacity Pending Pre-certification	General Capacity Remaining	Carve-Out Capacity Remaining	Total Capacity Remaining
Portland General Electric	9.09	51.08	0	9.72	23.25	32.97
Pacific Power	0.49	50.15	0	0.18*	13.78	13.96
Idaho Power	0	2.95	0	0.33	N/A	0.33
Total	9.58	104.18	0	10.23	37.03	47.26

**In PAC service territory the size of the first waitlisted general market project exceeds the amount of available remaining capacity, resulting in a small amount of unallocated capacity.*

Tier 2 capacity was released January 2022. All 24 projects in PGE and Pacific Power were pre-certified between March and May of 2022.

Six general market projects totaling 6.43 MW remain on Pacific Power's waitlist.



Operational Projects

As of March 2022:

- 4 projects in total
- All within Portland General Electric Service Territory
- Project Managers:
 - Neighborhood Power (Operational March 2021)
 - RP PM, LLC (Operational October 2021)
- Across the 4 projects, 1,573 participants experienced \$60,003.22 in savings

As of December 2022:

- 4 additional projects
- 2 in Portland General Electric service territory, 2 in Pacific Power service territory
- 4 Project Managers:
 - Standard Solar, Inc (Operational December 2022)
 - Oregon Clean Power Cooperative (Operational March 2022)
 - Rose CDC (Operational June 2022)
 - Fleet Development, LLC (Operational July 2022)

Expected Operational Projects

By January 1, 2023:

- 10 projects anticipated in total
- 8 - Tier 1 projects (6 in Portland General Electric service territory, 2 in Pacific Power service territory)
- 2 Project Managers:
 - RP PM, LLC
 - Skyward Solar, LLC
- 2 - Tier 2 projects (1 in Portland General Electric service territory, 1 in Pacific Power service territory)
- 2 Project Managers:
 - RP PM, LLC
 - Neighborhood Power



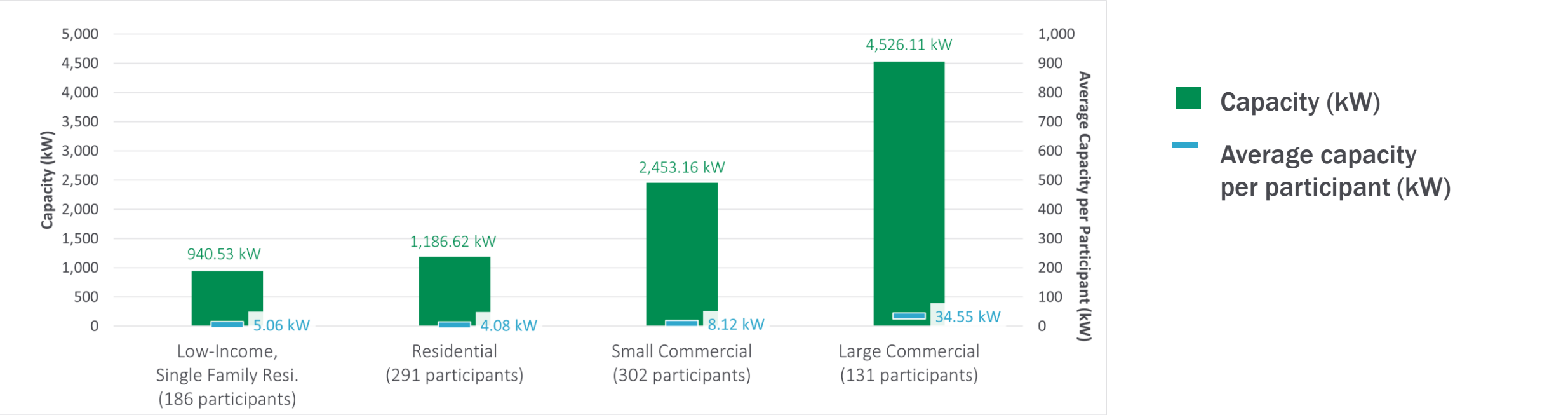
Participant Bill Savings for Operational Projects in Year 3

Participant Type	Savings
Large commercial	\$28,769.21
Small commercial	\$12,614.16
Residential	\$3,146.20
Low-Income	\$15,854.90
Total	\$60,384.47



Year 3 savings are inclusive of all bill savings detailed within billing files submitted for the generation periods of March 2021 - February 2022. Any billing record that was not accepted within or before the March 2022 billing confirmation file has been excluded from the stated totals.

Subscribed Capacity by Participant Type for Operational Projects through March 2022



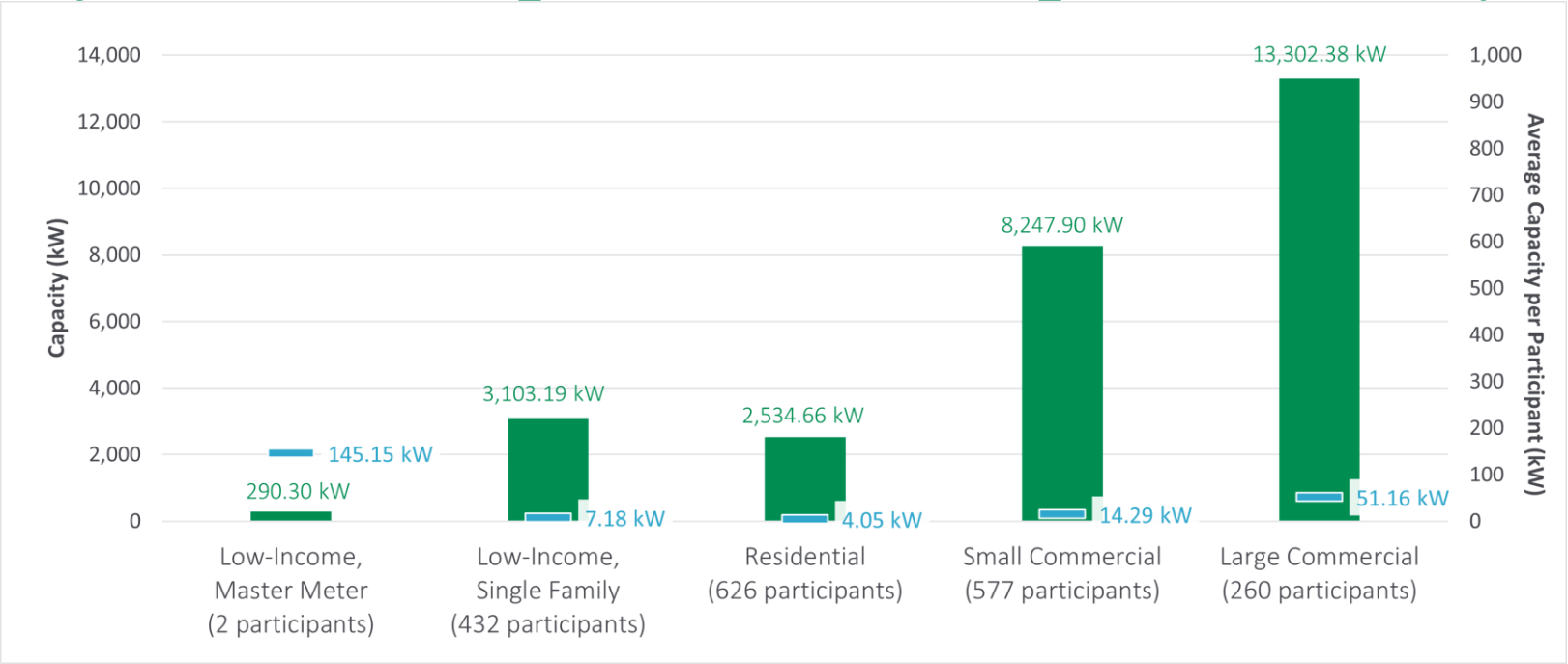
Participant Type	Participants	Capacity	Avg. Capacity per Participant
Low-Income	186	940.53 kW	5.06 kW
Residential	291	1,186.62 kW	4.08 kW
Small Commercial	302	2,453.16 kW	8.12 kW
Large Commercial	131	4,526.11 kW	34.55 kW
Total	910	9,106.42 kW	10.01 kW

*A participant is defined as sharing the same utility account data. All participants are subscribed to a single project in this data set.



Photo courtesy of Energy Trust of Oregon

Subscribed Capacity by Participant Type for Currently Operational Projects and Expected to be Operational by January 1, 2023



Participant Type	Participants	Capacity	Avg. Capacity per Participant
Low-Income, Master Meter Buildings	2	290.30 kW	145.15 kW
Low-Income, Single Family Residential	432	3,103.19 kW	7.18 kW
Residential	626	2,534.66 kW	4.05 kW
Small Commercial	577	8,247.90 kW	14.29 kW
Large Commercial	260	13,302.38 kW	51.16 kW
Total	1,897	27,478.43 kW	14.49 kW



**A participant is defined as sharing the same utility account data. A number of single participants are subscribed to multiple projects in this data set. Participant totals are current as of 12/14/22*

Low-Income Recruitment Statistics

In addition to Project Managers conducting low-income recruitment for their projects, the Low-Income Facilitator recruits low-income customers for Project Managers that have asked for assistance. The goal number of participants is an estimate for each utility territory that is based on the current recruitment needs of each project.

Low-Income Facilitator Active Leads

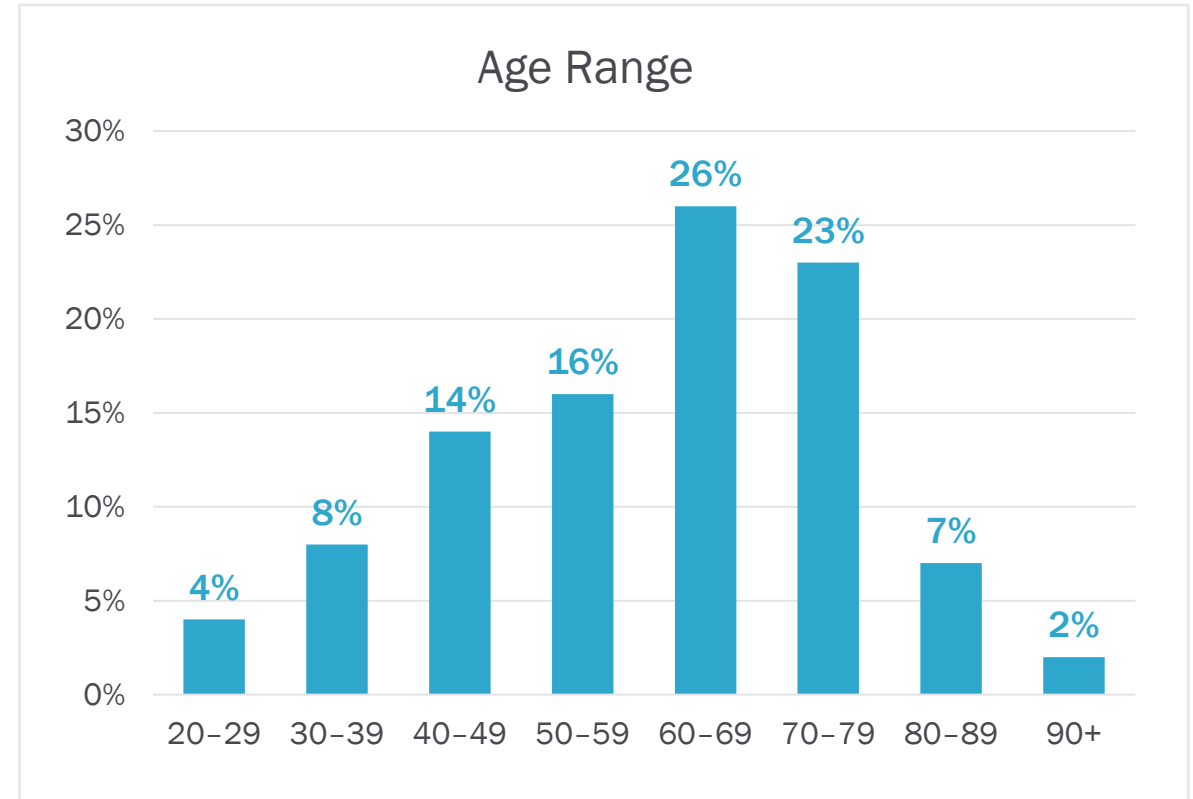
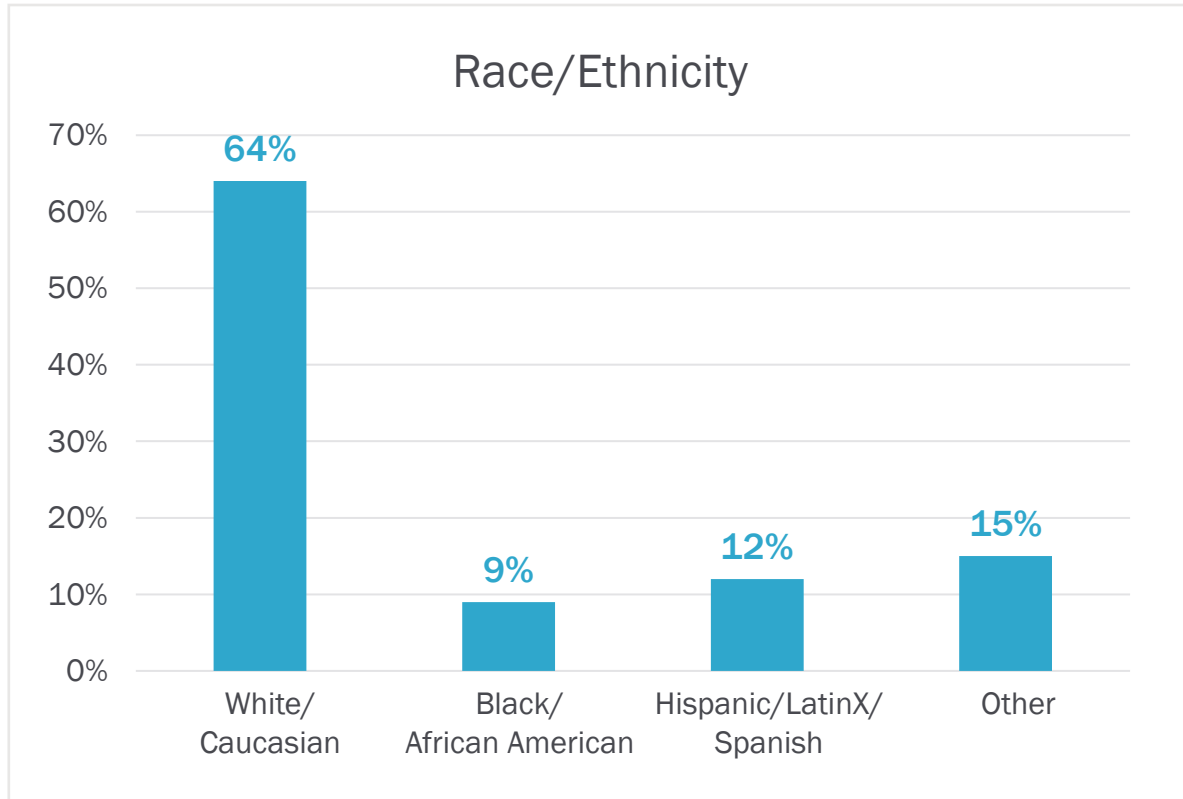
Utility	Goal	Actual	% completed
Portland General Electric	263	463	Goal exceeded
Pacific Power	40	406	Goal exceeded
Idaho Power	0		

Project Manager Active Leads

Utility	Goal	Actual	% completed
Portland General Electric	1195	1033	86.44%
Pacific Power	48	152	Goal exceeded
Idaho Power	0		

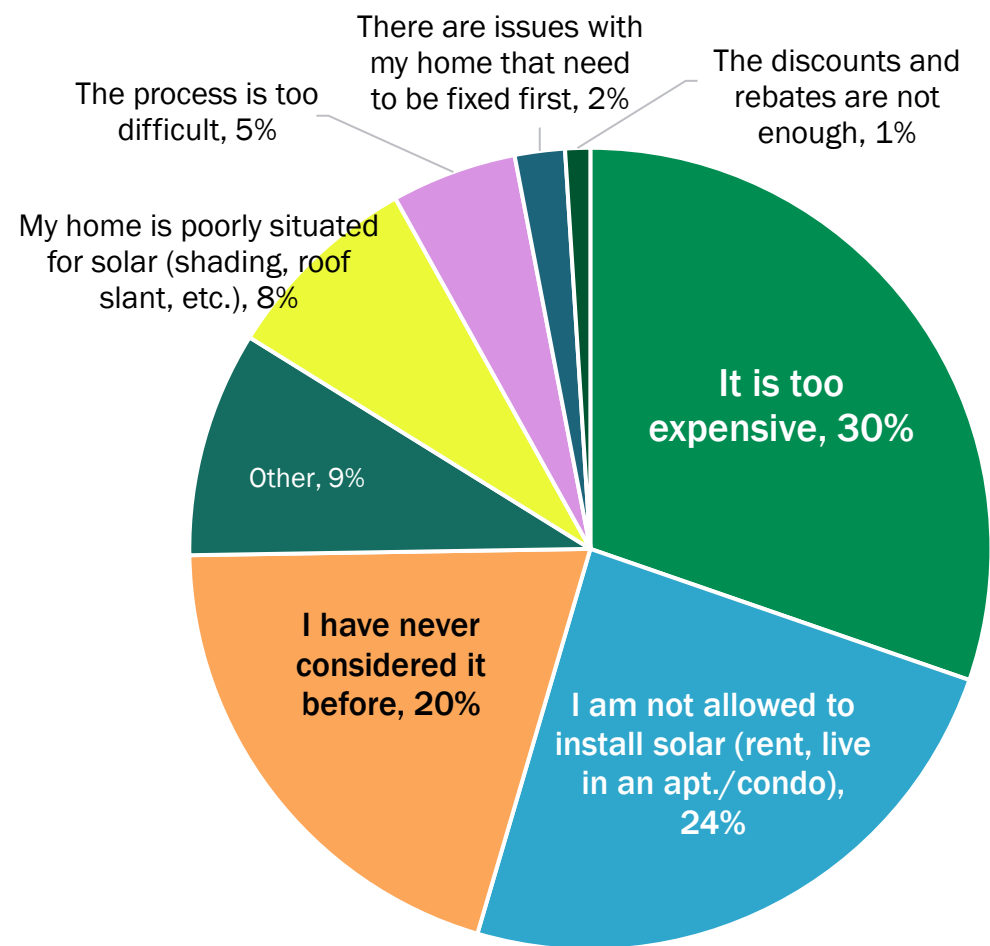
Low-Income Demographics

- 82% of low-income participants annual household income <\$30K with an increase of 2% from the previous year
- 49% of low-income participants have a disability with a decrease of 1% from the previous year
- Even split between renters and homeowners which has remained consistent throughout the program
- New insight: 8% of low-income participants prefer an Oregon Community Solar contract in a non-English language

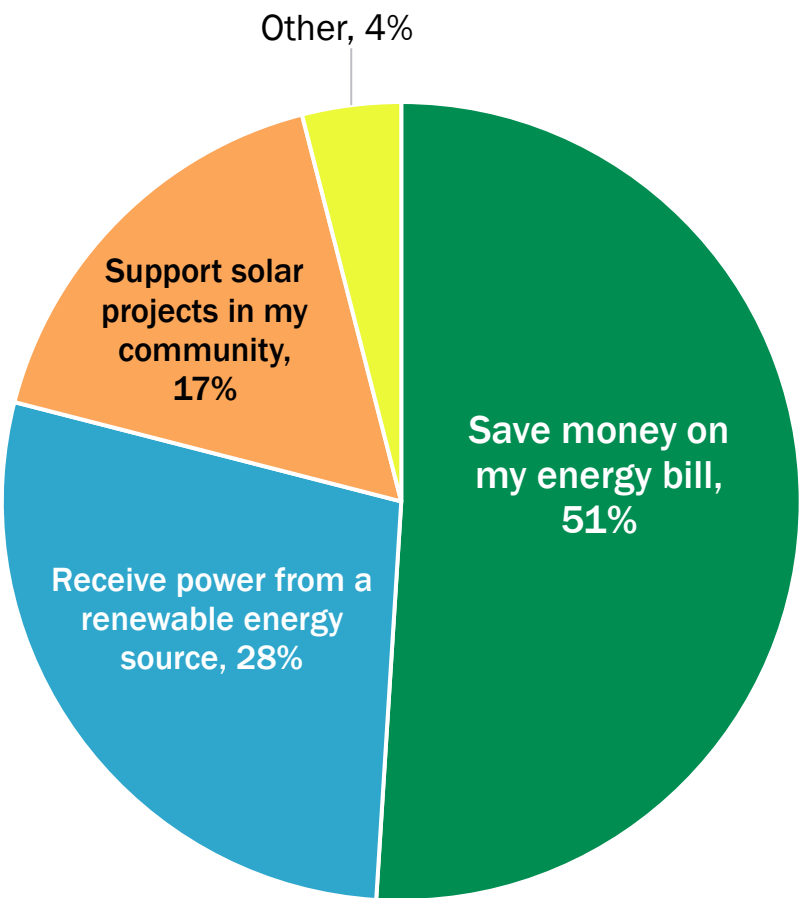


Low-Income Demographics

Reasons for Not Having Solar



Reasons for Participating in CSP





Highlights and Challenges

Highlights and Challenges



Highlights

- Partial payments for low-income participants has been resolved.
- The program's low-income program is a model that other states seek advice about and look to replicate, which has made Oregon Community Solar a pioneer in low-income program design.
- Tier 2 approval allowed the majority of waitlisted projects to be allocated capacity.
- Significant improvements were made to the 2nd tranche that resulted from direct stakeholder feedback and an in-depth case analysis on other community solar programs across the country.



Challenges

- Projects dealt with increasing equipment costs, and equipment delays resulted by supply chain issues, which led to uncertainty with subscription sizing and project operational delays.
- Increased focus on residential participation in Tier 2 expected to increase complexity of subscriber management.
- Program carveout capacity has been under-allocated to date, with potential carveout project managers facing both financial and technical capacity challenges.

Low-income intake calls

Community Energy Project conducts intakes for our low-income participants to enroll them into the Program. Here are some reactions we captured from our participants this past year.

"I have always wanted solar, but nobody would talk to me with my income. I'm just a disabled veteran. I also believe in solar. The weather is changing—I've watched it change over the years. The world is suffering, and the sun shining all the time for free. And I like supporting the private industry... the protections are good too."

"I want to save mother earth. And that's what a solar program is."

"I'm a 95-year-old World War II veteran and **never thought I'd see the day I could have solar energy!**"

"I received this letter in the mail just yesterday...**hot dang, that was the fastest program sign up I've experienced in my 71 years!**"

"I always wanted solar; I just didn't know it was something I could actually have."

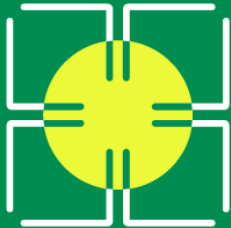
"Just did intake for a man who worked on passing Oregon's FIT Policy back before he was in a truck accident, became disabled and had to stop working. He was **beyond excited to be able to support solar** and see the type of work he spent years of his life on continuing—and becoming so much more accessible than it used to be."

– PA Team member

"I never thought I'd need energy assistance or to sign up for a program like this, but I suffered a traumatic brain injury in March and had to retire early. **Thank you so much for making this so easy.**"

Thank You!

Energy Solutions
Oregon Community Solar
Program Administrator



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