OREGON COMMUNITY SOLAR PROGRAM

Annual Update by Program Administrator

Presented by Energy Solutions

May 7, 2021

Agenda

Program Roles and Responsibilities

Program Administration (PA) Team

Energy Solutions

Program Administration

- Program Implementation Manual
- Funds Management
- Public Reporting

Education & Outreach

- Coordination
- Workshops and Demos

Platform Management

- CSP Platform Configuration
- Utility Integration
- Data Security

Energy Trust of Oregon

Program Administration

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

Education & Outreach

- Project Manager Registration
- Customer Support

Platform Management

- Application Processing
- QA/QC

Community Energy Project

Program Administration

Program Diversity Strategy

Education & Outreach

Low-Income Facilitator

Oregon Public Utility Commission

Program Administration

- Regulatory Policy Development
- Budget Management
- Contract Management

Education & Outreach

- Commission Workshops administration
- Public Stakeholder Engagement

Key Implementation Partners

In coordination with the PA and OPUC Staff, utilities have developed and implemented ongoing data exchange policies and procedures for participant verification and billing.

Portland General Electric

Pacific Power

IDAHO POWER®
An IDACORP Company

OREGON COMMUNITY SOLAR PROGRAM

Registered Project Manager

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

Year Two Implementation Activities

Program Platform Development

Completed:

- **Phase 1:** Basic Platform: Allows for PM registration, pre-certification and certification project submission, including document uploads, communication templates, PA recommendation and reporting functionality.

- **Phase 2:** Participant User Interface: Allows PMs and the low-income facilitator (LIF) to upload subscriber information and assign participants to pre-certified projects

In Development:

- **Phase 3:** Additional features to allow PMs to manage participant enrollment over time and track incoming subscription payments.

Sign in with your account

Username

Password

SIGN IN   Forgot Password?

OREGON COMMUNITY SOLAR PROGRAM

Account Settings   Company Profile   Project Dashboard   Project Managers
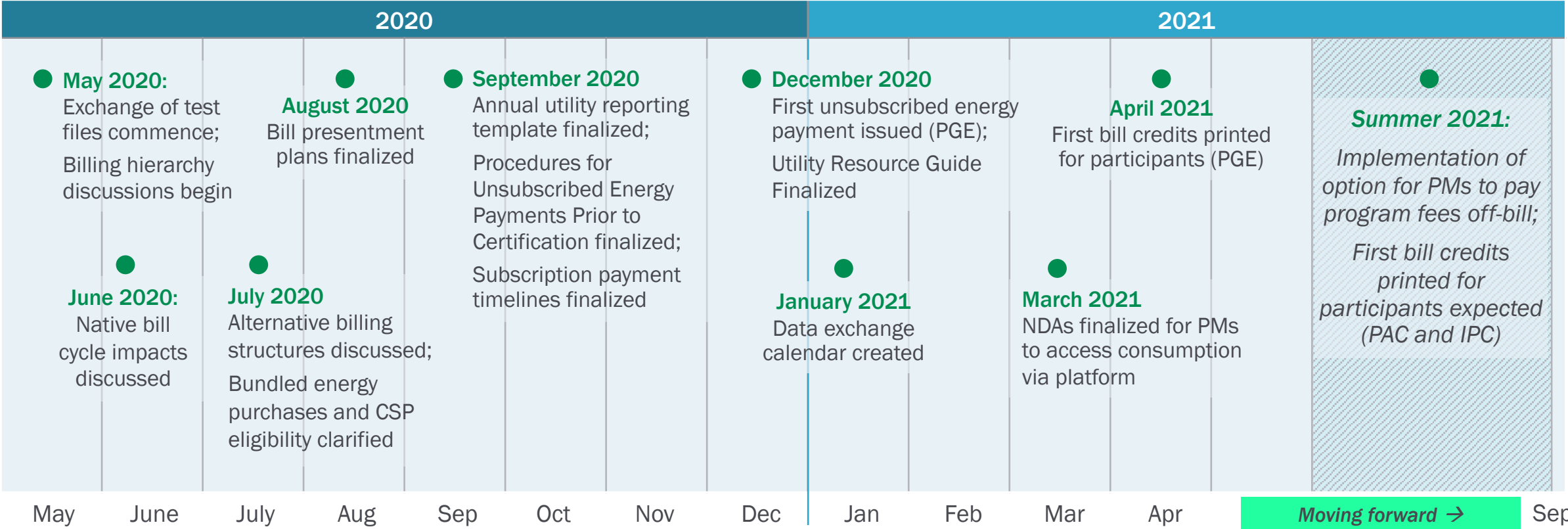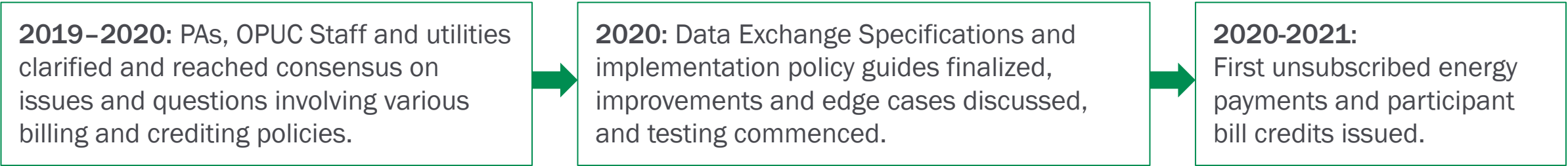
Participant Dashboard

NEW PARTICIPANT   ⬇ UCI EXPORT

Search by Name, Address, or Participant Status

Search

Participant ID   First Name   Last Name   Participant Status

Address

Utility Data Exchange & Integration

2019–2020: PAs, OPUC Staff and utilities clarified and reached consensus on issues and questions involving various billing and crediting policies.

→

2020: Data Exchange Specifications and implementation policy guides finalized, improvements and edge cases discussed, and testing commenced.

→

2020-2021: First unsubscribed energy payments and participant bill credits issued.

2020	2021

May 2020:
Exchange of test files commence;
Billing hierarchy discussions begin

June 2020:
Native bill cycle impacts discussed

July 2020:
Alternative billing structures discussed;
Bundled energy purchases and CSP eligibility clarified

August 2020:
Bill presentment plans finalized

September 2020
Annual utility reporting template finalized;
Procedures for Unsubscribed Energy Payments Prior to Certification finalized;
Subscription payment timelines finalized

December 2020
First unsubscribed energy payment issued (PGE);
Utility Resource Guide Finalized

January 2021
Data exchange calendar created

March 2021
NDAs finalized for PMs to access consumption via platform

April 2021
First bill credits printed for participants (PGE)

Summer 2021:
Implementation of option for PMs to pay program fees off-bill;
First bill credits printed for participants expected (PAC and IPC)

| May | June | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | Moving forward → | Sep |

Project Manager Engagement and Education

Virtual Project Manager Workshop Series

- Low-Income Subscriptions

- Marketing Best Practices

- Ongoing Subscriber Management

- Participant Platform and Enrollment Process Overview

Monthly Low-Income Recruitment Reports

- Public updates on progress of LIF and PM recruitment

Additional Project Manager Guidance and Resource Documentation

- Preparing for pre-certification and certification

- Platform tutorials

- Billing and Payments Guide

Customer Protection & Education

Language Services

- Translation of program educational documents (Spanish, Russian and Vietnamese)
- Survey of PM language assistance services

Customer Service

- The LIF completed 239 total intake calls for both LIF and PM leads.
- Program's call center fielded 236 calls; LIF fielded 298 calls
- PA responded to 96 email inquiries from current and prospective participants
- Developed FAQs and customer service warm transfer procedures with each utility's call center

Customer Centric Website Revamp and Additional Participant Educational Resources

- Subscription Size and Bill Impact Calculators
- Understanding Your Bill guide
- Partial Payments Guide
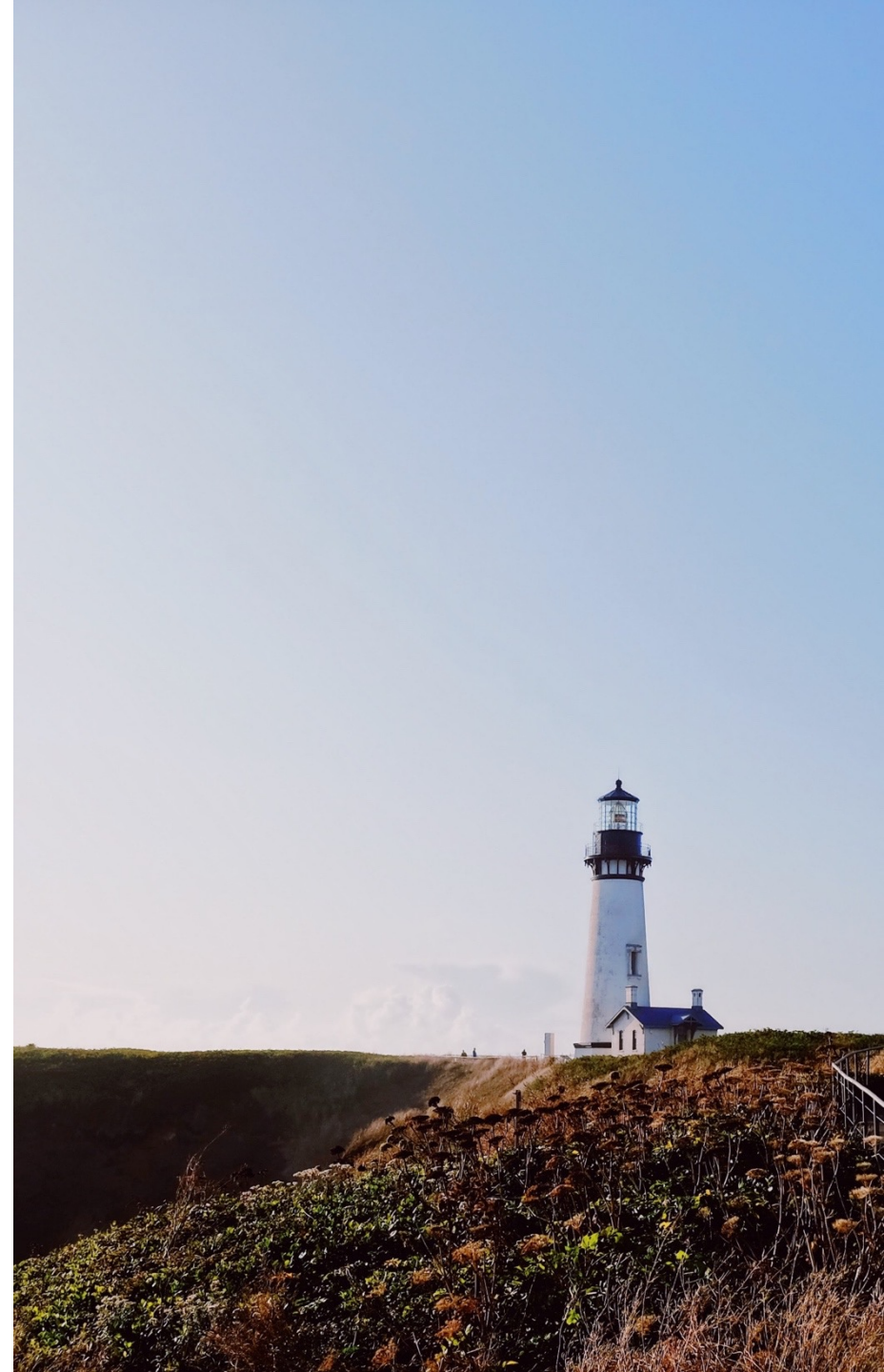
New Website & Features

Subscription Size Calculator

Annual Energy Consumption (kWh)*

> 11000

Solar kWh per year per kW*

> 1850

% of Energy Consumption to be Served*

> 80

CALCULATE

Suggested Solar Subscription Size

> **4.7 kW**

Based on the factors entered here, this may be a suitable subscription size for you. You should review this estimate with your community solar project manager before signing a contract.

What should I expect when participating ?

The below section outlines what happens before, during, and after you sign a contract to begin subscribing to a Community Solar project.

Starting the Process	*Before signing a contract, it will be helpful to you to have completed the following steps:* 1. Review the resources provided above. Additional resources are available on the Subscriber Resources page. 2. Estimate your subscription size using the Bill Impact Calculator above with information from your utility. 3. Compare projects on the Project Finder. Low-income subscribers, please skip to the intake process. 4. Once you've decided to move forward with a particular project, contact a Project Manager who will assist you with the intake process.
Sizing Your Subscription	
Obtaining Past Energy Data from Your Utility	
Signing a Contract with a Project Manager	
After Signing a Contract	

Next Steps Overview for Residential Subscribers

1. Sign contract

2. Verification

3. Start receiving credits on your monthly utility bill

Intake Process for Low-income Residential Subscribers

Depending on the Project, low-income Participants may be recruited by either the Project Manager or by the Low-Income Facilitator. The Low-income Facilitator, Community Energy Project, assists with enrollment for all low-income subscribers.

Pre-certification Review Process

- Submitted projects are generally reviewed within **one week**

- A preliminary screen ensures that the application is complete and that the appropriate documents are attached

- In-depth review occurs by two members of the PA team and establishes that all requirements are met and in accordance with the PIM

- CEP reviews the low-income subscriber recruitment strategy

Participant Verification

Each week, the PA 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 commercial 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
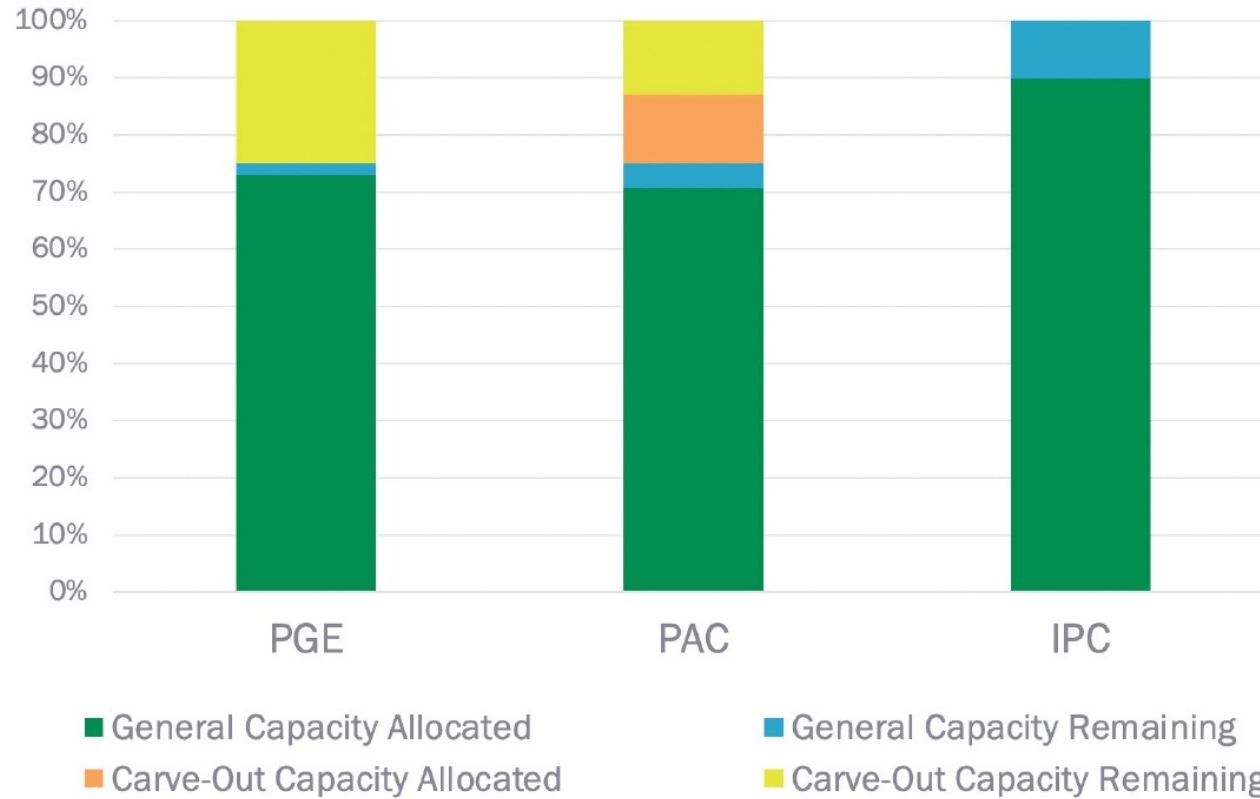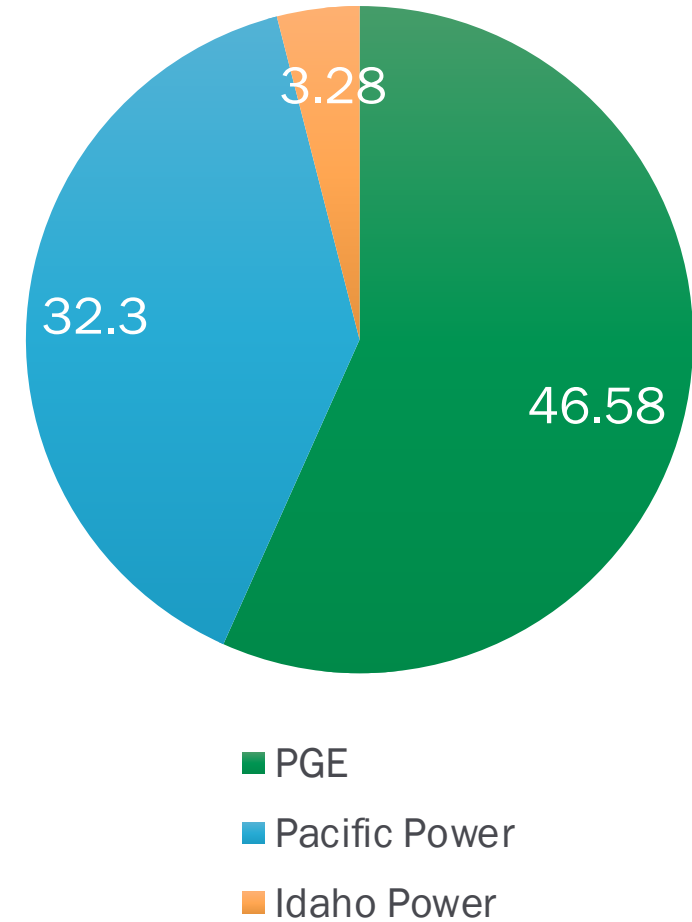- Customers sign a Utility Data Authorization Form

Project and Participant Statistics

Project Statistics

Capacity Allocated and Remaining Per Utility

Legend:
- ■ General Capacity Allocated
- ■ General Capacity Remaining
- ■ Carve-Out Capacity Allocated
- ■ Carve-Out Capacity Remaining

Note: The system sizes of the first waitlisted projects in PGE and PAC exceed the available general capacity, resulting in a small amount of general capacity remaining

Total Capacity by Territory (MW)

- 46.58
- 32.3
- 3.28

Legend:
- ■ PGE
- ■ Pacific Power
- ■ Idaho Power

Project Statistics

PGE's general market capacity was exhausted the day of program launch (January 2020).
Pacific Power's general market capacity was exhausted one year later (January 2021).

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
PGE	6.9	27.1	0	1.0	11.6	12.6
PAC	0	21.1	5.5	1.4	4.2	5.6
IPC	0	2.95	0	0.33	N/A	0.33
Total	6.9	51.1	5.5	2.7	15.8	18.5

23% of total program capacity is unallocated in the initial capacity tier.

85% of unallocated capacity is reserved for carve-out eligible applications.

Waitlisted Projects

- Eighteen projects have been submitted to the program's waitlist to date.

    - Ten projects have been reviewed and accepted in PGE territory, totaling 23.9 MW of capacity.

    - Eight projects have been reviewed and accepted in PAC territory, totaling 16.4 MW of capacity.

- The total capacity of projects on the program's waitlist in PGE and Pacific Power account for 51% of the remainder of capacity available in the Initial Program Capacity tier, excluding carve-out capacity. The remaining capacity is the difference between the Initial Program Capacity (161 MW) and the Interim Offering (82 MW).

2.2 MW

Average system size

Geographical Distribution of Projects

- In PAC territory, a larger distribution in southern OR

- Projects facing grid constraints in eastern OR

- Most of PGE's projects located on farmland

- Project location largely driven by external constraints and economics

Community Solar Projects
- 🟡 Certified
- 🟢 Pre-Certified
- ⚫ Waitlist

Point size indicates project capacity. Projects under review are displayed as Pre-Certified.

Utility Service Area
- Idaho Power
- Pacific Power
- Portland General Electric
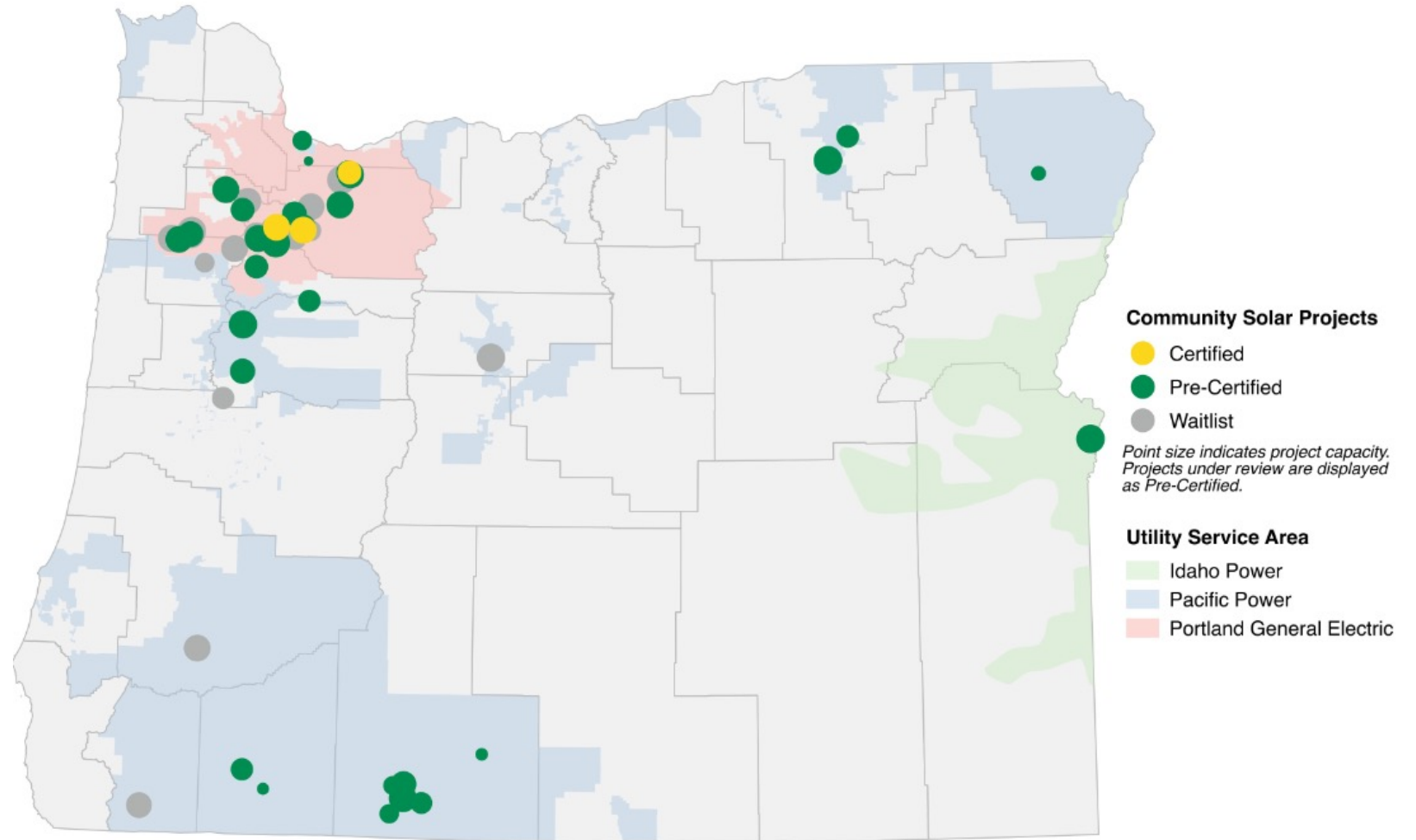
Project Manager Statistics

- 53 total registered PMs—30 of which have submitted project applications

- PMs are creating LLCs to isolate risk. Of the 30 PMs that have submitted applications, 14 entities are under a single ownership structure

- Majority of active PMs are Oregon-based QF developers

- 5 PMs are enlisting the help of customer acquisition partners for recruitment

- Some PMs have taken advantage of economies of scale and project financing by building a portfolio of projects.

Project Managers by Type	
LLCs	10
Corps	1
Non-profits	3
Public Sector	0

53 total registered PMs

30 registered PMs have submitted project applications—

—14 of which are under a single ownership structure

Majority of these are Oregon-based QF developers

5 enlisting the help of customer acquisition partners for recruitment
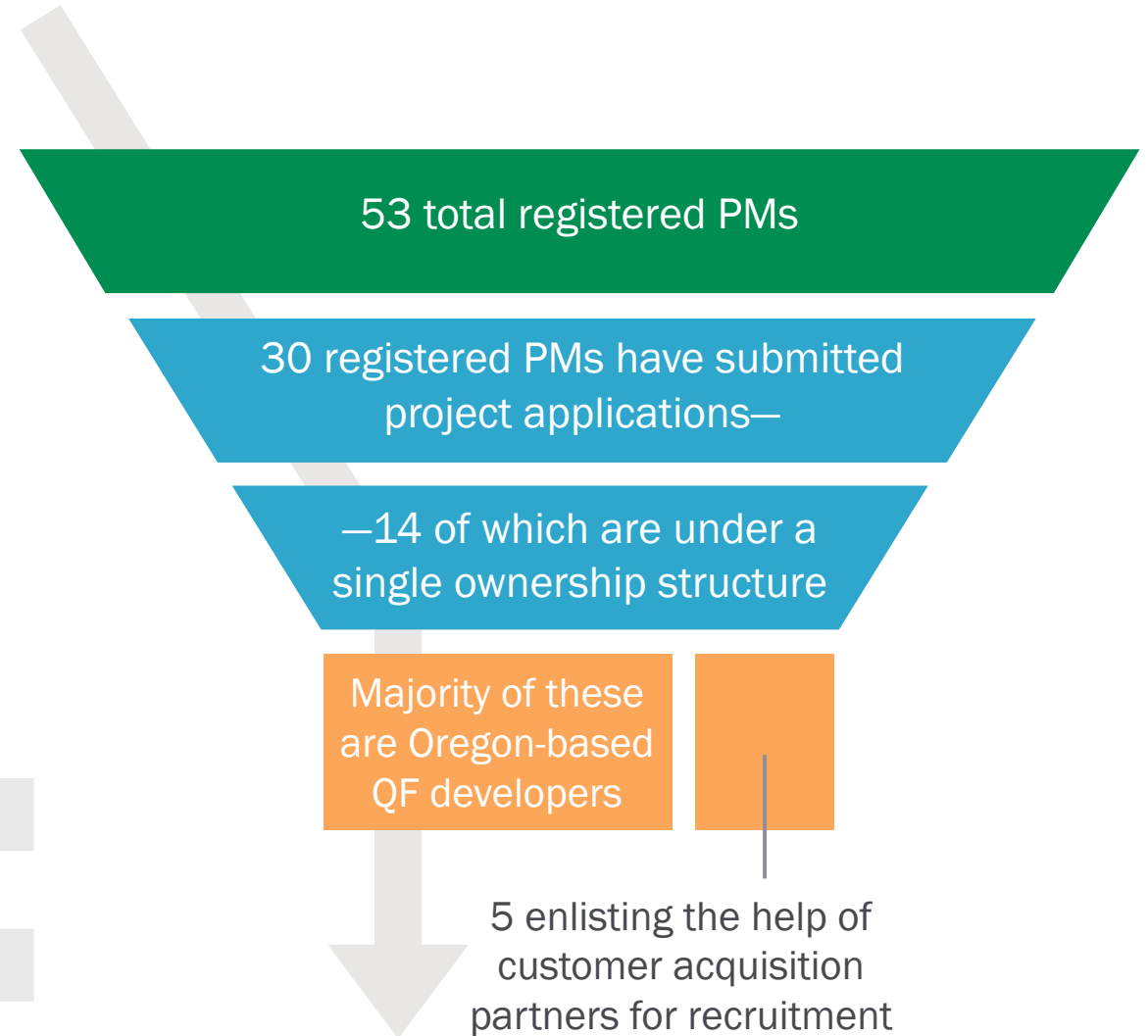
Subscribed Capacity by Participant Type
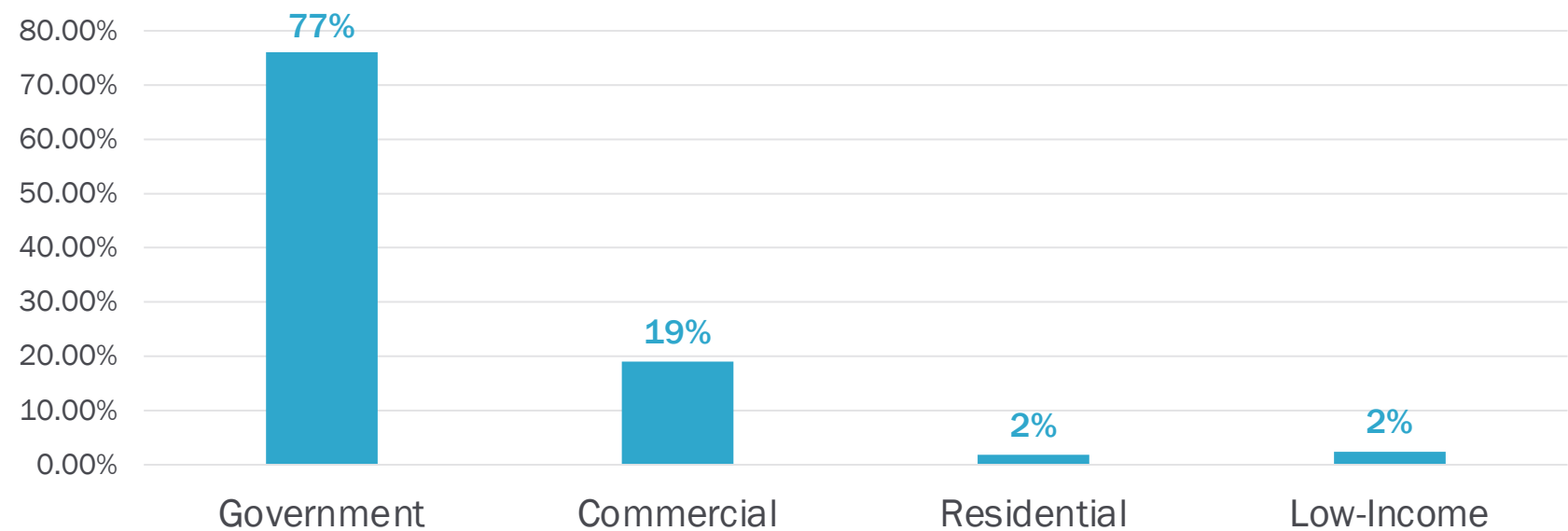
Customer Type	Customers	Capacity (kW)	Avg. kW Capacity per customer
Government/Education	7	8,447	1,207 kW
Commercial	13	2,110	162 kW
Residential	47	201	4.2 kW
Low-Income	105	247	2.4 kW
Total	**172**	**11,005**	

A small number of non-residential accounts comprise a vast majority of the subscribed project capacity.

Low-Income Demographics

- 80% of low-income participants annual household income <$30K
- 48% of low-income participants are renters
- 41% of low-income participants have a disability
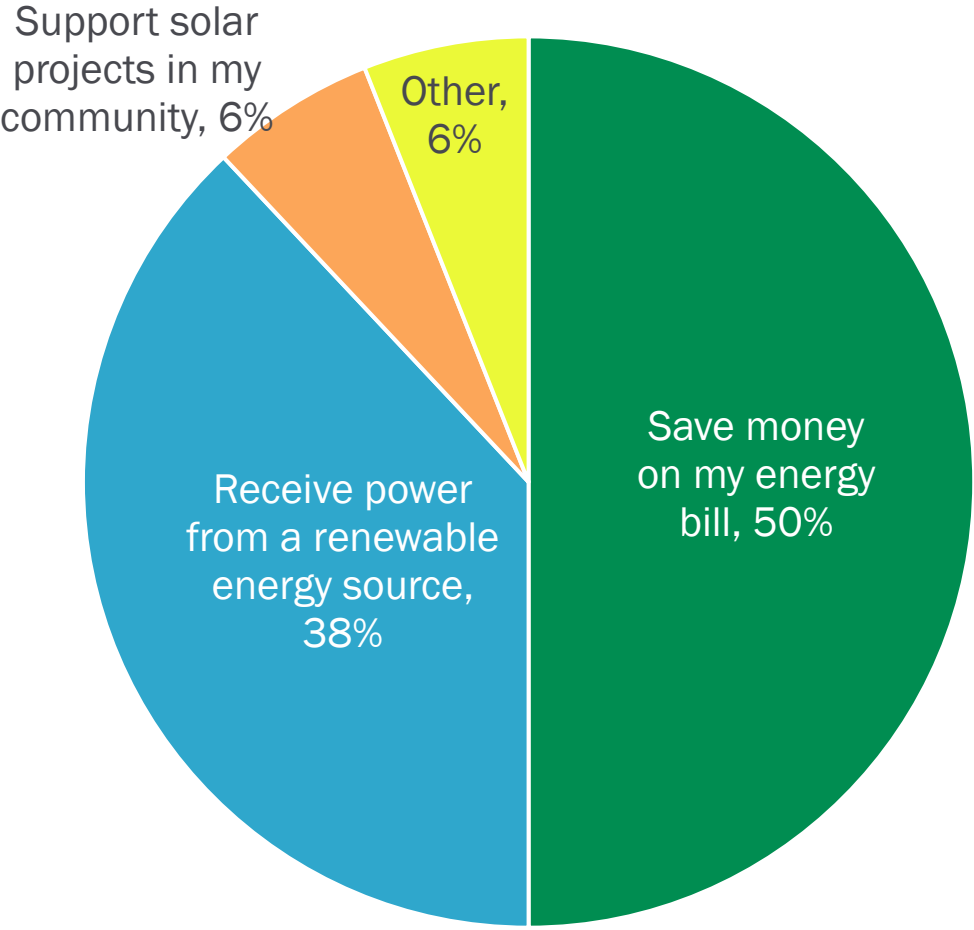- Even split between single-family detached homes and multifamily residences

Race/Ethnicity

White/Caucasian	63%
Black/African American	15%
Hispanic/LatinX/Spanish	7%
Other	6%

Age Range

20–29	4%
30–39	9%
40–49	13%
50–59	14%
60–69	22%
70–79	27%
80–89	10%
90+	2%
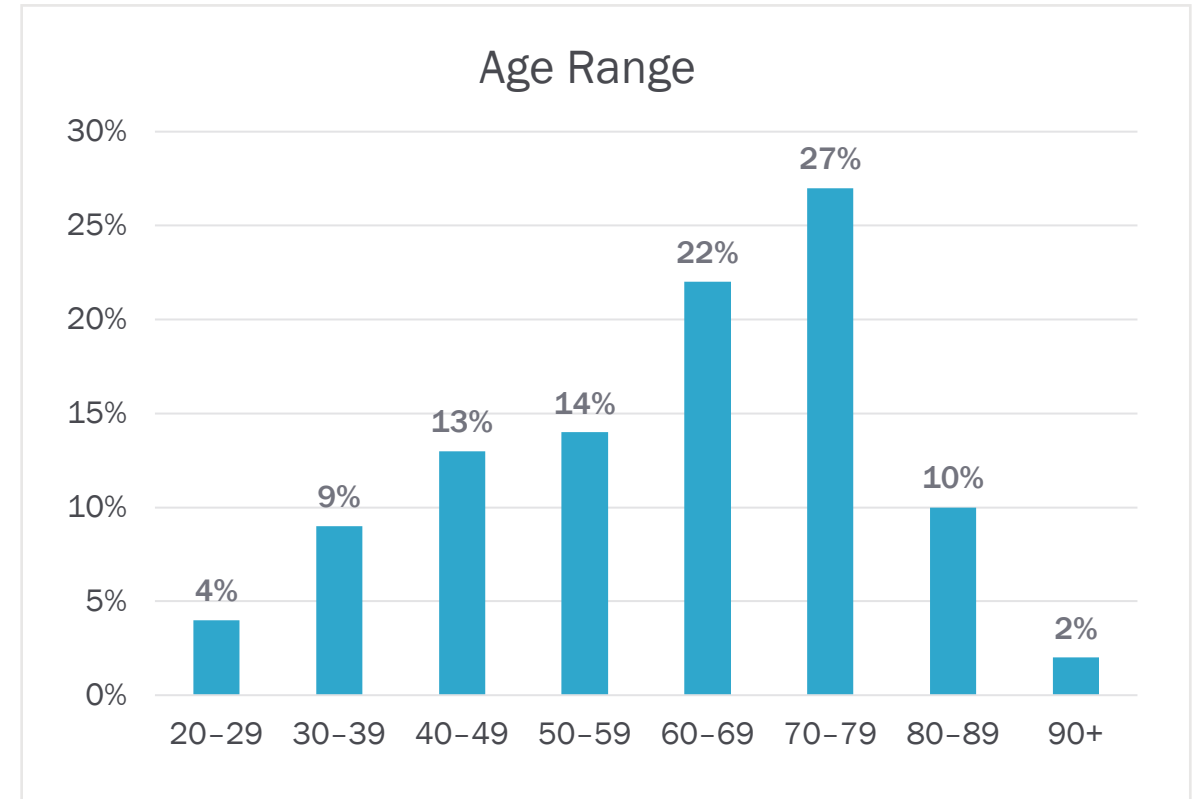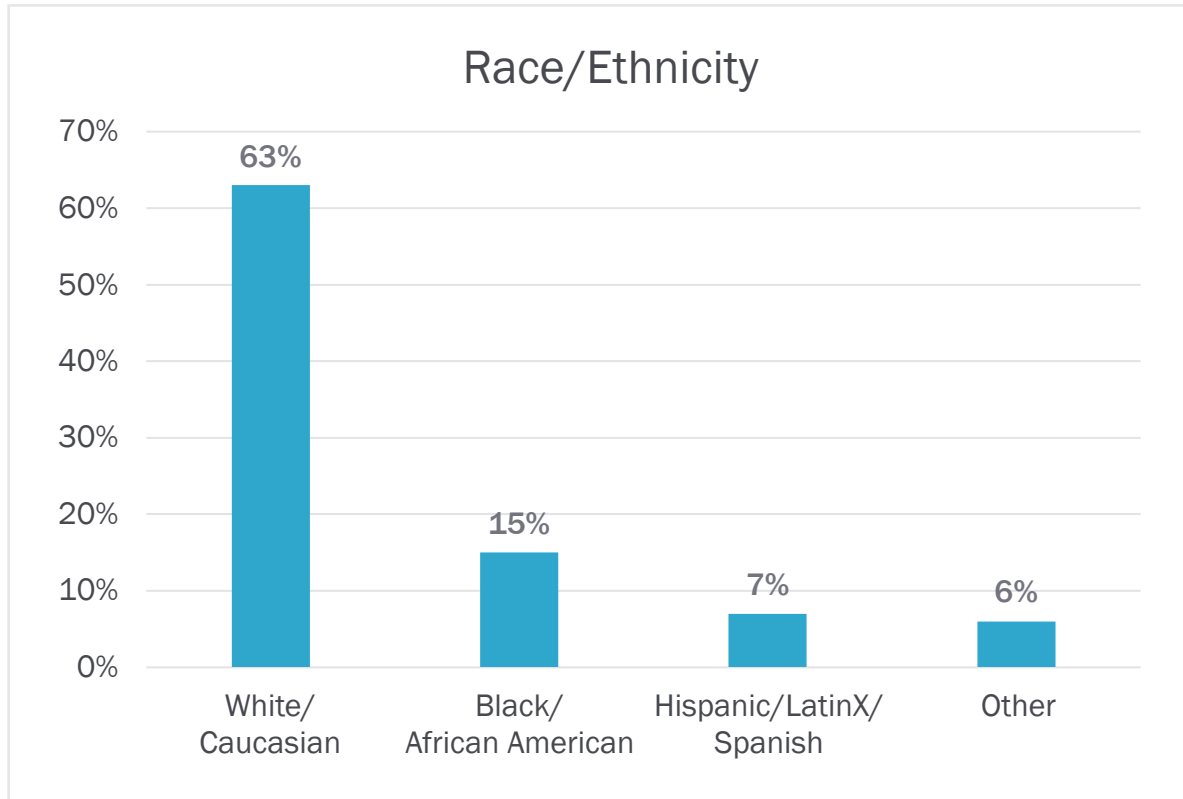
Low-Income Demographics

Primary Reason for Not Having Solar

- The process is too difficult, 5%
- My home is poorly situated for solar, 7%
- Other, 6%
- I am not allowed to install at my residence, 32%
- It is too expensive, 32%
- I had never considered it before, 18%
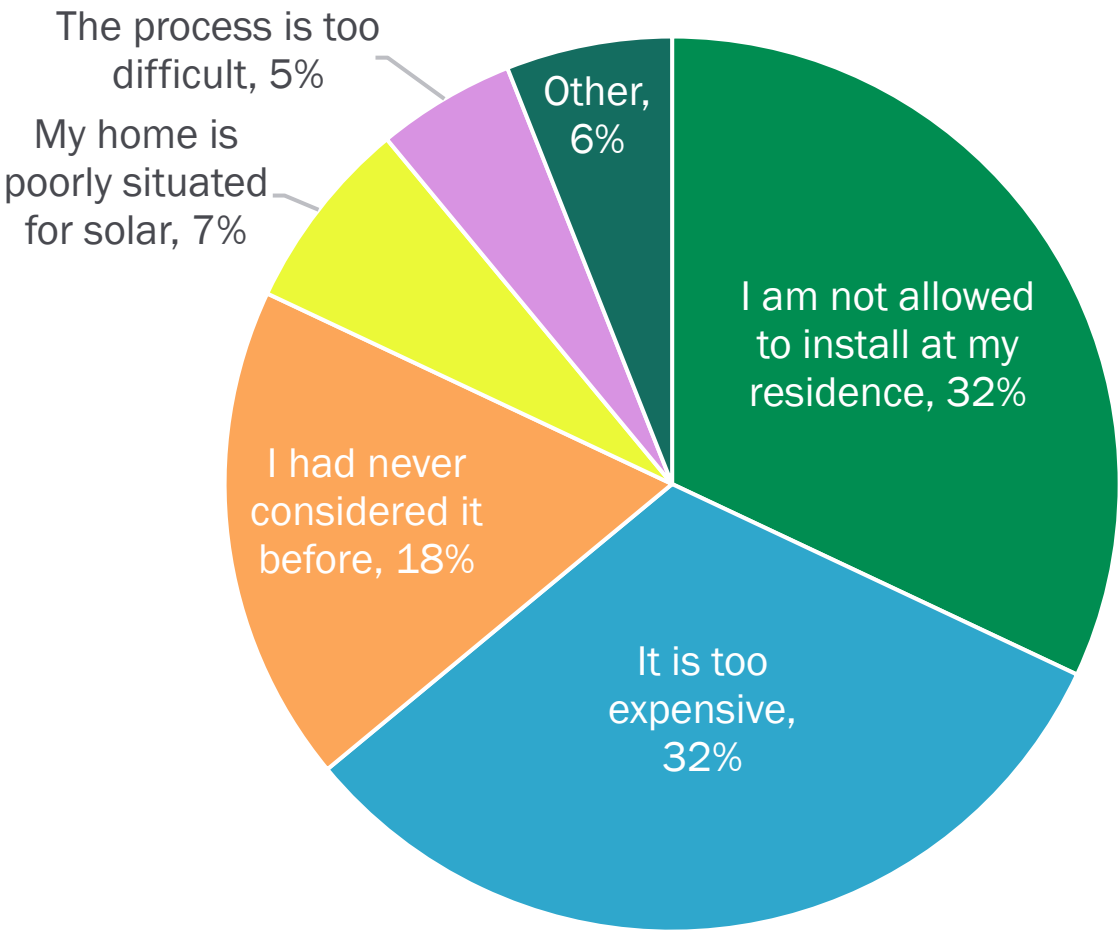
Reasons for Participating in ORCSP

- Support solar projects in my community, 6%
- Other, 6%
- Save money on my energy bill, 50%
- Receive power from a renewable energy source, 38%

Low-Income Recruitment Statistics

In addition to PMs conducting LI recruitment for their projects, the LIF recruits low-income customers for PMs 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.
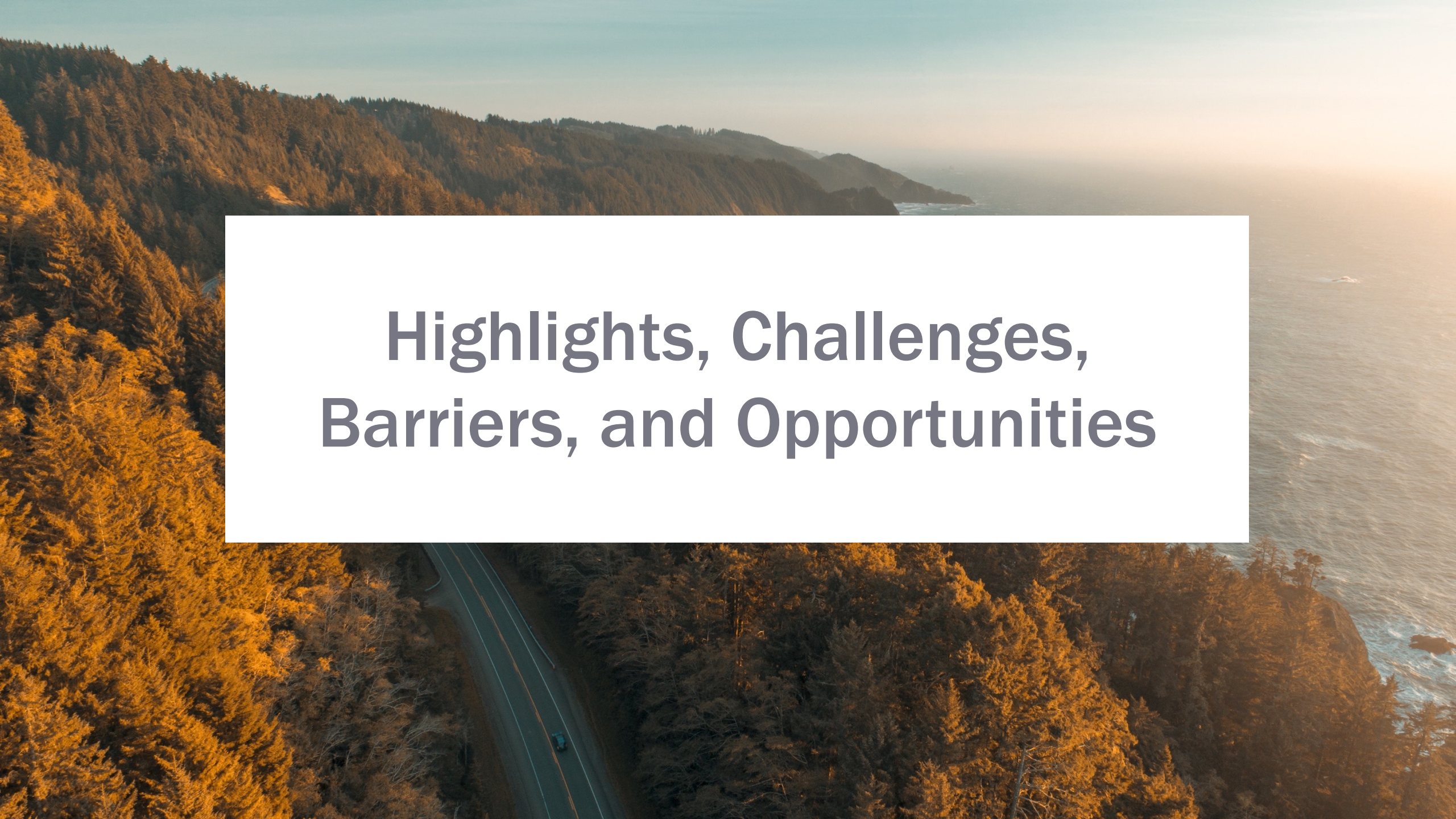
LIF Active Leads	Goal	Actual	% completed
PGE	263	106	40%
PAC	40	31	78%
IDP		0	

PM Active Leads	Goal	Actual	% completed
PGE	1195	69	8%
PAC	48	0	0%
IDP		0	

There are currently 206 active LI participants.

- 105 individuals have been assigned to a project, all within PGE territory.
- 101 individuals are on the waitlist, yet to be connected with a project (70 PGE, 31 PAC)

These statistics only include pre-certified and certified projects currently open to recruitment/assignment.

Highlights, Challenges, Barriers, and Opportunities

Highlights and Challenges

Highlights	Challenges
• Program has achieved fully subscribed general market capacity and new project demand continues to grow.	• Tight project economics are driving least-cost solar development and creating additional barriers to participant and project diversity.
• PA has developed functioning platform, billing engine and customer-centric website and resources.	• Financial risk and program complexity result in slow uptake for low-income and residential participants.
• Program has taken measures to directly address project manager concerns.	• Community-led projects continue to be financially challenging and require external support.
• First projects were successfully commissioned, and program benefits are currently being realized.	• Modifications, waivers, and administrative workarounds result in administrative inefficiency.

Low-Income Barriers

- Although monthly credits must exceed monthly subscription fees by at least 20%, when combined with current utility billing systems, partial or skipped utility payments can lead to subscription fee arrearages as 3rd party charges fall below certain utility electric charges in the established payment hierarchy.

- LIHEAP is not allowed to offset community solar subscription fees.

- 26% of participants have stated that they have made partial utility payments in the past 12 months

- Community Based Organizations (CBOs) are reluctant to support the program when partial payments may lead to PM arrearages.

- COVID-19 continues to hinder in-person outreach methods, and CBO partners are overwhelmed with addressing higher priority needs of those they serve.

- Project managers are not expected to enroll more than the minimum required level of low-income participants, due to the lower revenues and perceived higher management costs of these customers.

Opportunities for Remaining Capacity

- **Eliminate financial risk of participation** — Address the arrearage issue & mitigate costs of oversubscription.

- **Increase savings opportunities and access for priority participant sectors** — Provide differential rate credits, required increased residential participation & provide expanded, accessible language services.

- **Encourage community-based and multi-benefit projects** — Reserve a Tier 2 Program carve-out, reconsider eligibility criteria, and provide bill credit adders to qualifying projects.

- **Reduce program complexity** — Remove direct participant program fees or incorporate fees into bill credit rates & simplify participant contracts.

- **Reduce project development costs and barriers** — Increase project manager capacity limits to enable economies of scale, enable a behind-the-meter interconnection pathway, and explore the sale or assignment of RECs.

- **Increase administrative efficiency** — Allow the PA to approve project milestones, amendments and waivers.

Thank You!

Energy Solutions
Oregon Community Solar
Program Administrator

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