



OREGON  
COMMUNITY SOLAR  
PROGRAM

# Program Administrator Annual Update

Program Year 6: March 2024 – February 2025



Energy  
Solutions

# *About the Program*

The Oregon Community Solar Program (CSP or Program) was established by the Oregon Legislature in 2016 through Senate Bill 1547 and launched by the Oregon Public Utility Commission in 2020. With an overarching objective to establish equitable access to solar generation and incentives, CSP makes it easy for customers of Portland General Electric, Pacific Power, and Idaho Power to access the benefits of solar power.

The Program allows low and moderate-income residents, small businesses, and other customers of the State's three investor-owned utilities to subscribe to privately-developed CSP projects connected to the grid 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](http://www.oregoncsp.org)





# *Outline*

- 1 Program Statistics through Year 6
- 2 Program Administration Team
- 3 Year 6 Implementation Activities
- 4 Year 7 Program Implementation



A scenic view of a city skyline at sunrise or sunset, with a white rectangular box in the center containing the title text. The city is partially obscured by a thick layer of fog or low clouds. The sky is filled with soft, golden light from the low sun, creating a warm and atmospheric scene. The foreground shows dark silhouettes of trees and hills.

# Project and Participant Statistics





# Project Status

Current as of February 2025

## Operational Projects

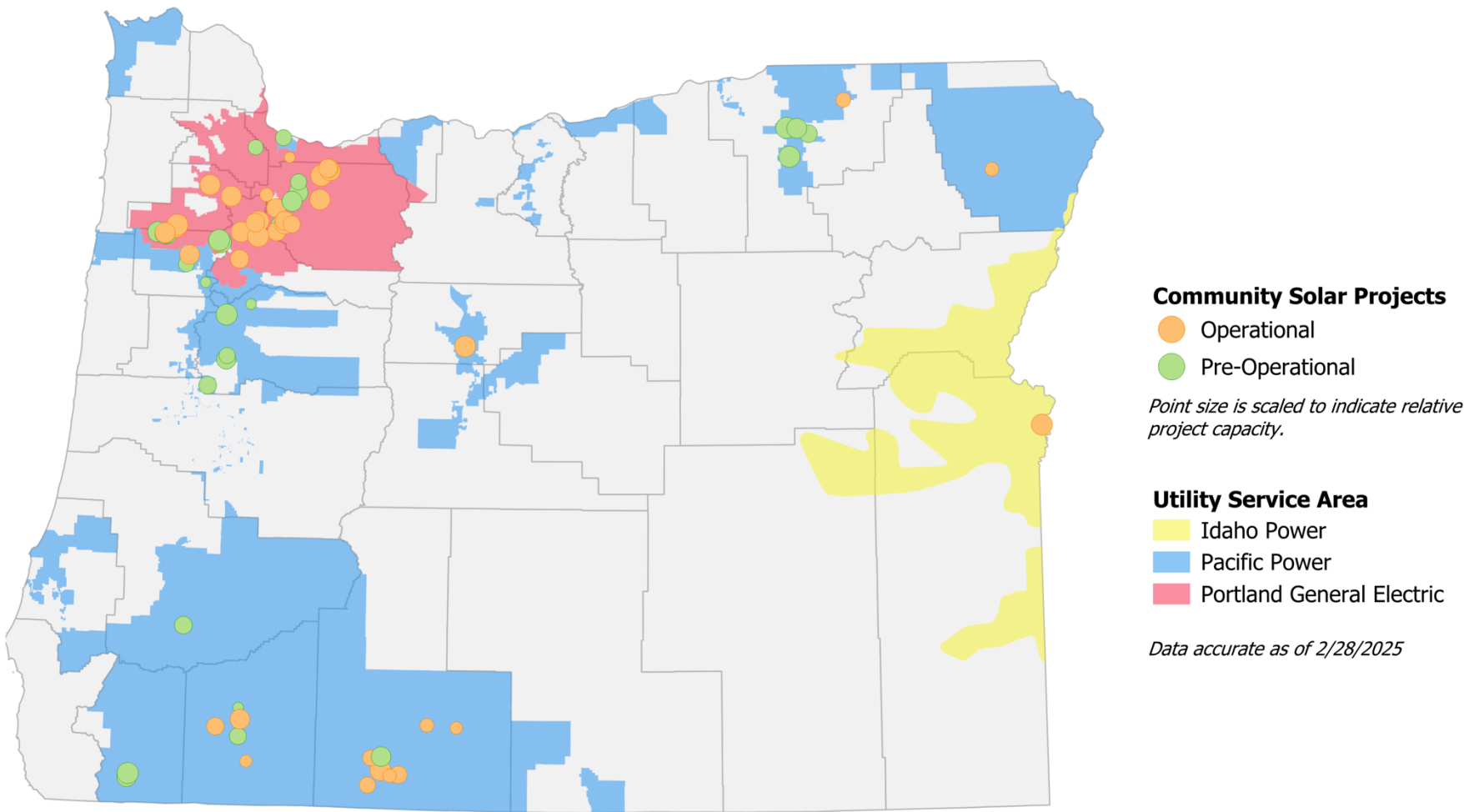
- 23 in Portland General Electric (PGE) service territory, 14 in Pacific Power (PAC) service territory & 1 in Idaho Power (IP) service territory. Of those:
  - 25 Tier 1 projects and 13 Tier 2 projects
  - 7 carve-out projects; 2 in PGE service territory and 5 in PAC service territory

## Pre-Operational Projects

- 6 Certified projects & 26 Pre-certified projects. Of those:
  - 11 in PGE & 21 in PAC service territories
  - 6 carve-out projects; 2 in PGE service territory & 4 in PAC service territory

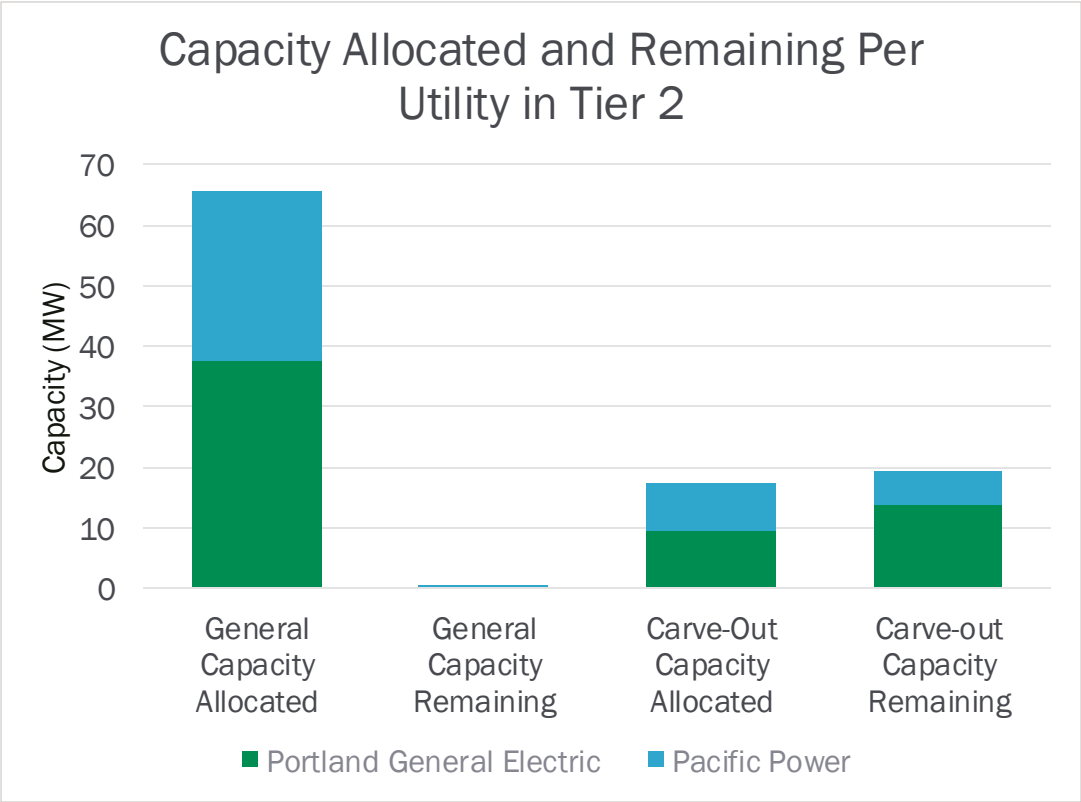
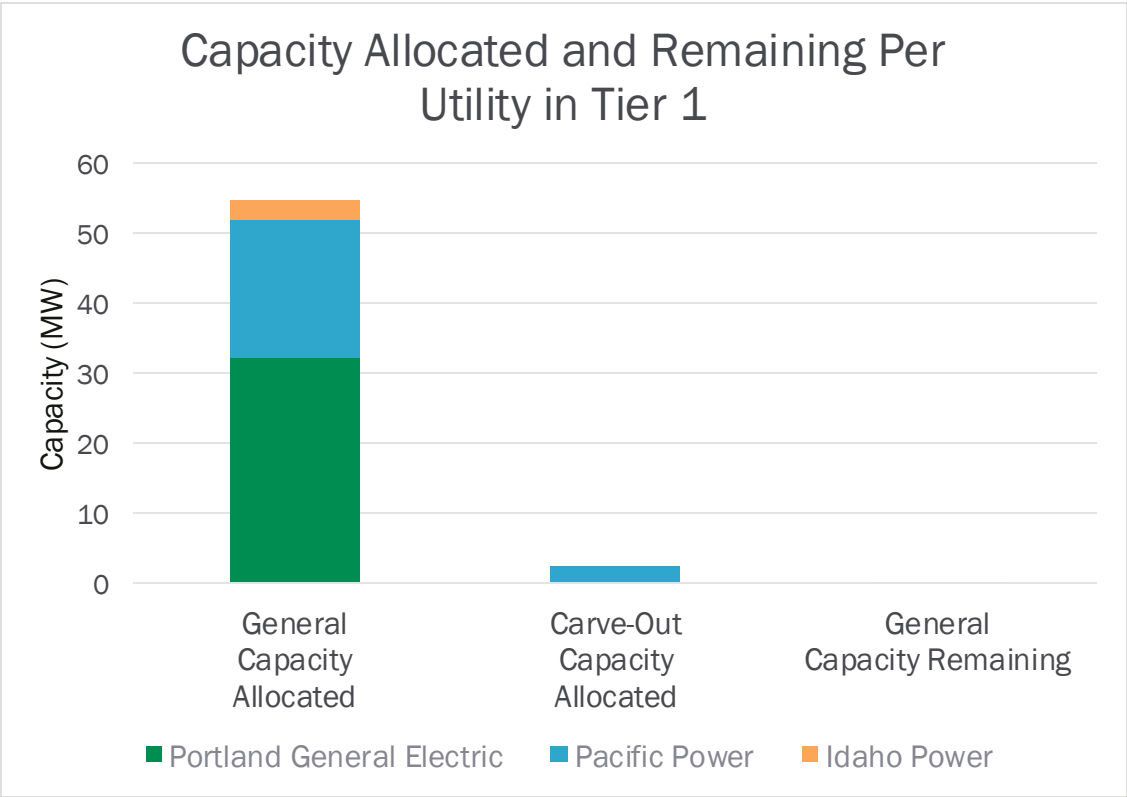
# Project Locations by Utility Service Territory

Current as of February 2025



# Program Capacity Statistics

Current as of February 2025

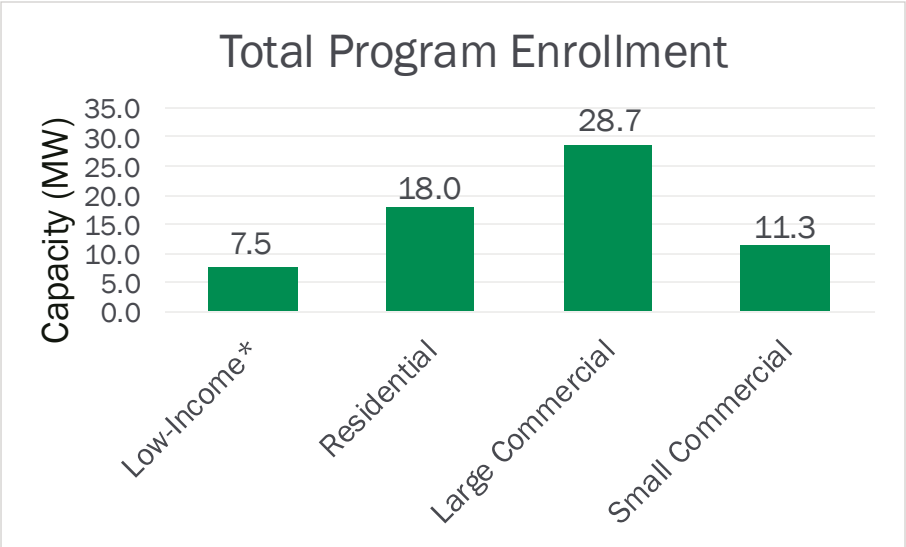
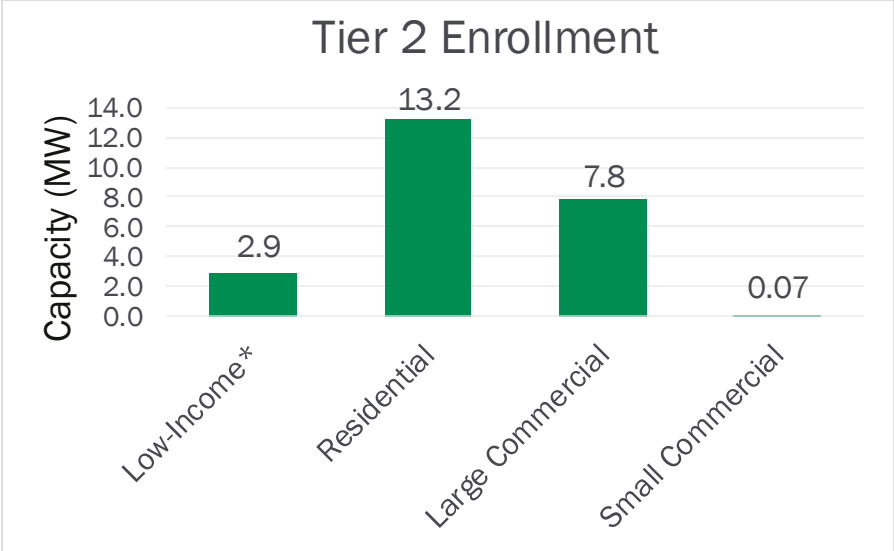
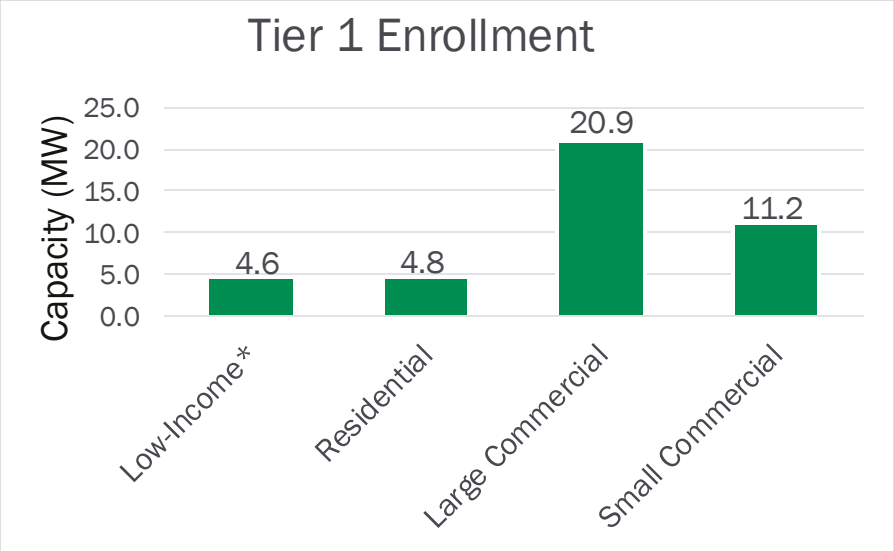


## Total Capacity Allocated (Tier 1 & 2)

Utility	PGE	PAC	Idaho Power	Total
Capacity (MW)	79.4	58.2	3.0	140.6

# Subscribed Capacity For Operational Projects

Current as of February 2025



\*Includes low-income residential and low-income multifamily housing



# Utility Bill Savings In Year 6

The participant savings table reflects total bill savings realized by participants within participant billing files submitted for the generation periods of March 2024 - February 2025. Any rejected billing records are excluded from the stated totals.

Participant Type	Savings	Number of Participants
Large Commercial	\$153,829	362
Small Commercial	\$90,667	819
Residential	\$85,776	4,995
Low-Income	\$125,496	1,014
Low-Income Multifamily Housing*	\$79,669	1,326
Total	\$535,427	8,516

\*Savings excludes administrative fee retained by low-income multifamily housing providers.



# Low-Income Recruitment Totals

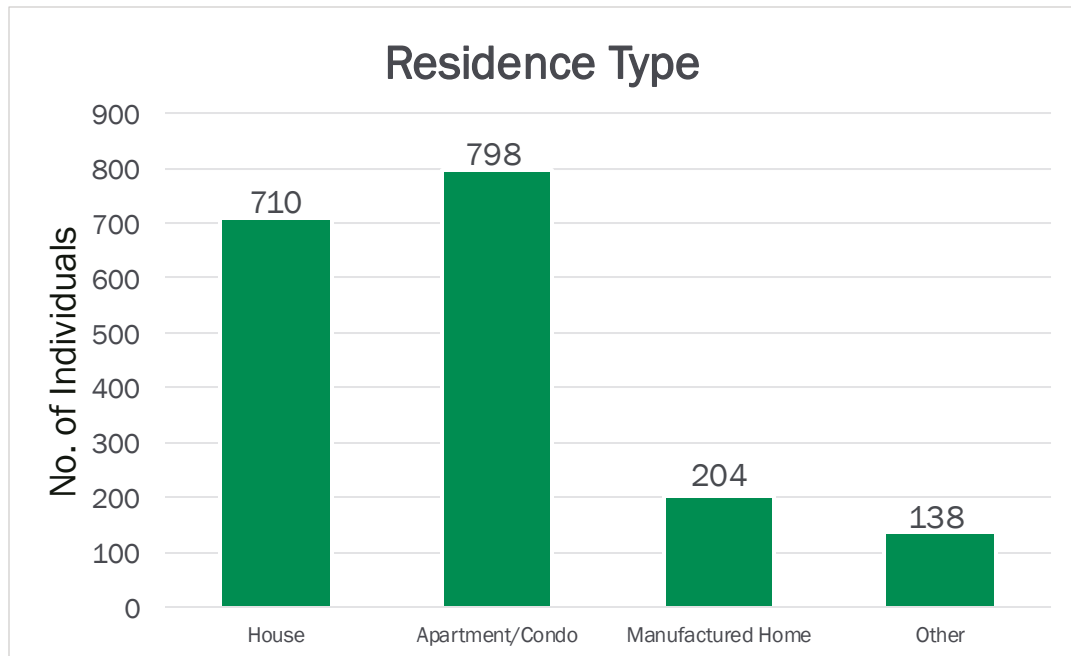
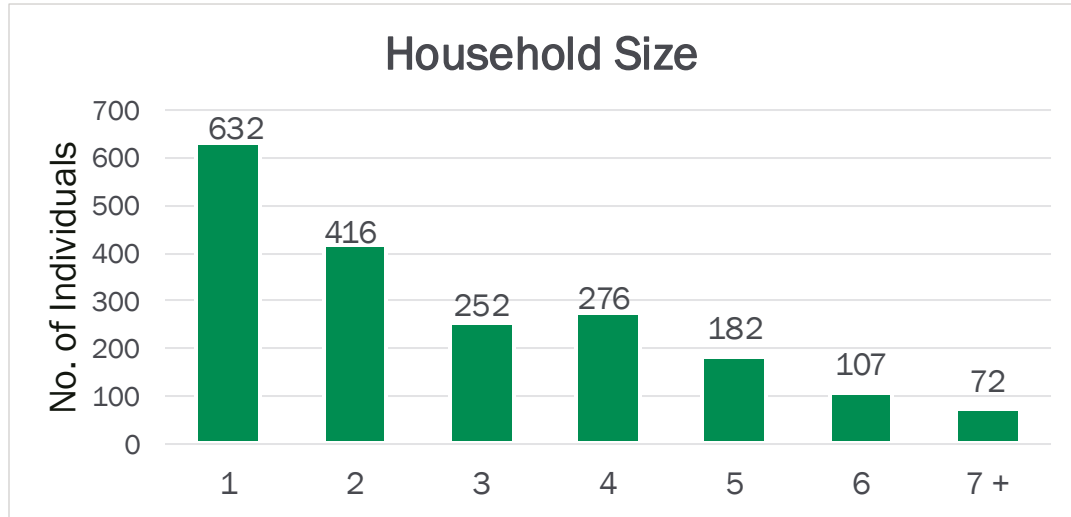
Current as of February 2025

Low-Income Residential Households			
Project Status		Operational	Pre-Operational
Utility	PGE	839	324
	PAC	164	411
	IDP	2	0
Total		1005	735

Low-Income Multifamily Housing Providers	
Utility	Number of Households
PGE	797
PAC	437
IDP	107
Total	1,341

- Low-income residential totals represent actively enrolled participants subscribed to either operational or pre-operational projects.
- Low-income multifamily housing providers pass along direct benefits to the number of occupied units they serve on an annual basis.

# Low-Income Demographics



## Race and Ethnicity

- **41%** White/Caucasian
- **35%** Hispanic/Latinx
- **5%** Black/African American
- **2%** Asian or Asian Indian
- **2%** Indigenous
- **4%** Multiracial/Other
- **11%** Prefer not to respond

## Additional Statistics

- **34%** requested a contract in a language other than English
- **31%** have a household member with a disability
- Over **100** Oregon cities represented



A scenic view of a beach at sunset or sunrise. The sky is a mix of purple, pink, and orange. In the background, a large, dark rock formation stands prominently. The ocean is visible with waves crashing against rocks. The foreground shows the wet sand of the beach, reflecting the light from the sky. A white rectangular box is overlaid in the center of the image, containing the text "Program Roles and Responsibilities" in a green, sans-serif font.

# Program Roles and Responsibilities

# Program Administration (PA) Team



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## Program Administration

- Program Implementation Manual
- Funds Management
- Public Reporting

## Education & Outreach

- Coordination
- Workshops and Demos

## Platform Management

- CSP Platform Configuration
- Utility Integration
- Data Security



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## 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



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## Program Administration

- Program Design
- Equity Strategy

## LI Customer Support

- Income Verification
- Education & Outreach
- Waitlist Management

## Project Manager Support

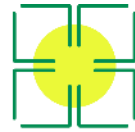
- Recruitment
- Marketing Plans
- Translation Support

# Key Implementation Partners



## Utilities

- Developed and implemented ongoing data exchange policies and procedures for Participant verification and billing

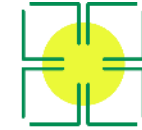


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Registered Project Manager

## Project Managers (PMs)

- Manage the operations of a project
- Can engage in subscriber management activities



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Subscription Manager

## Subscription Managers (SMs)

- Agents designated by a Project Manager
- Primarily responsible for conducting customer acquisition for a project
- Typically do not manage the operations of projects



A scenic landscape photograph featuring a rainbow arching over a rocky mountain peak. The foreground is covered in snow with scattered driftwood and dry grass. The sky is filled with soft, colorful clouds.

# Year Six Implementation Activities

# Key Implementation Activities In Year 6



**Project Progress  
Support**



**Information  
Systems  
Development**



**Project & Subscription  
Manager Engagement  
and Education**



**Project and Participant  
Review and Verification**



**Customer Service and  
Low-Income Engagement**



**Marketing, Outreach  
and Engagement**



# Project Progress Support

- Pre-Certified - 10 projects totaling 17.119 MW of Tier 2 capacity in PGE and PAC service territories
- Certified - 22 projects totaling 48.564 MW of Tier 1 and 2 capacity in PGE, PAC, and Idaho Power service territories
- 32 Certification Extensions
- 4 Operational Extensions
- 1 Waiver Request





# Information Systems Development

- Supported billing activities in 38 operational projects—  
5,400+ Participants (PGE), 2800+ Participants (PAC), &  
200+ Participants (IP)
- Released two additional data transfer files through  
collaborative effort with utilities
- Added data reporting dashboards to CSP platform in  
support of new data transfer files
- Improvements to platform architecture to support  
growing data volume and reduce run times
- Incorporated new participant data point “Site ID”  
throughout platform and downloadable reports



# Project & Subscription Manager

## Engagement & Education

- Ongoing PM/SM support for platform and billing activities
- Facilitated change of ownership and subscription management of projects.
- Improved annual REC reporting process, developed a new housing provider housing distribution report template.
- Developed educational resources for PM/SMs.
- Ongoing collaboration between Low-Income Facilitator (LIF) and PM/SMs on best practices for low-income marketing and communication.
- Updated Program Implementation Manual to clarify Program rules and operationalize Program efficiencies.



# Participant Verification

Twice weekly, 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



**5,125 participants**  
were verified from March  
2024–February 2025



# Customer Service & Low-income Engagement

## Customer Service

- Call center received 789 phone calls and 1,910 emails from current and interested Participants
- LIF completed 914 intakes

## Low-Income Engagement

- LIF conducts equity-focused outreach and engagement
- Attends community events promoting the Program
- Offers workshops in both English and Spanish
- Project & Subscription Manager contract enrollment support





# Marketing Outreach & Engagement

- Increased Program awareness in underserved communities through engagement events.
- Conducted radio and TV interviews to highlight a community solar project in Portland's Cully neighborhood.
- Promoted community solar as part of the Energy Trust Solarize campaigns.
- Integration of community solar collateral into Energy Trust of Oregon's residential, solar, and multifamily program content strategies.
- Advertised in hyperlocal publications to connect with target audiences, such as renters.







# Year 7 Implementation



# Year 7 Program Implementation

- Continue to produce monthly project reports to increase transparency into project timelines and delays.
- Continue to coordinate with Staff, projects and utilities to diminish project interconnection and development delays and increase operational capacity in Program as quickly as possible.
- Collaborate with Staff to introduce additional PIM modifications that benefit the future state of the Program
- Support additional carve-out capacity development.
  - Leverage U.S. EPA's \$86M Solar for All funding award to ODOE with \$16M for financial and technical assistance to CSP projects with 50% low-income participation



# Year 7 Program Implementation

- Continue equity-focused residential marketing campaign to diversify CSP participation.
- Increase LIF Staff to support increased low-income recruitment and provide contract enrollment support for PMs/SMs.
- Ongoing platform maintenance and performance optimization.





# *Thank You!*

Energy Solutions  
Oregon Community Solar  
Program Administrator

