



Program Administrator Annual Update

Program Year 6: March 2024 – February 2025



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



Outline

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Project and Participant Statistics



Project Status

Current as of February 2025

Operational Projects

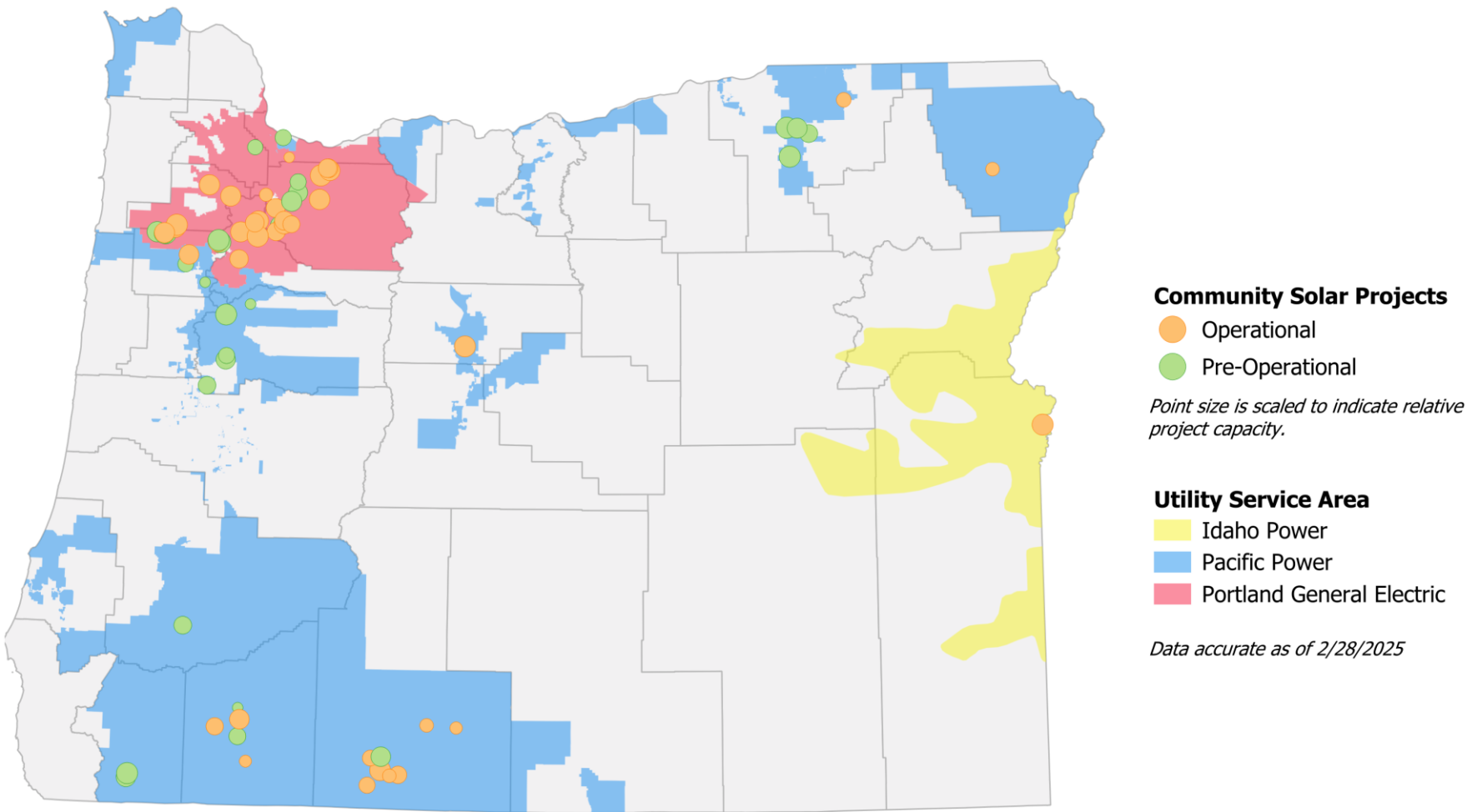
- 23 in Portland General Electric (PGE) service territory, 14 in Pacific Power (PAC) service territory & 1 in Idaho Power (IP) service territory. Of those:
 - 25 Tier 1 projects and 13 Tier 2 projects
 - 7 carve-out projects; 2 in PGE service territory and 5 in PAC service territory

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

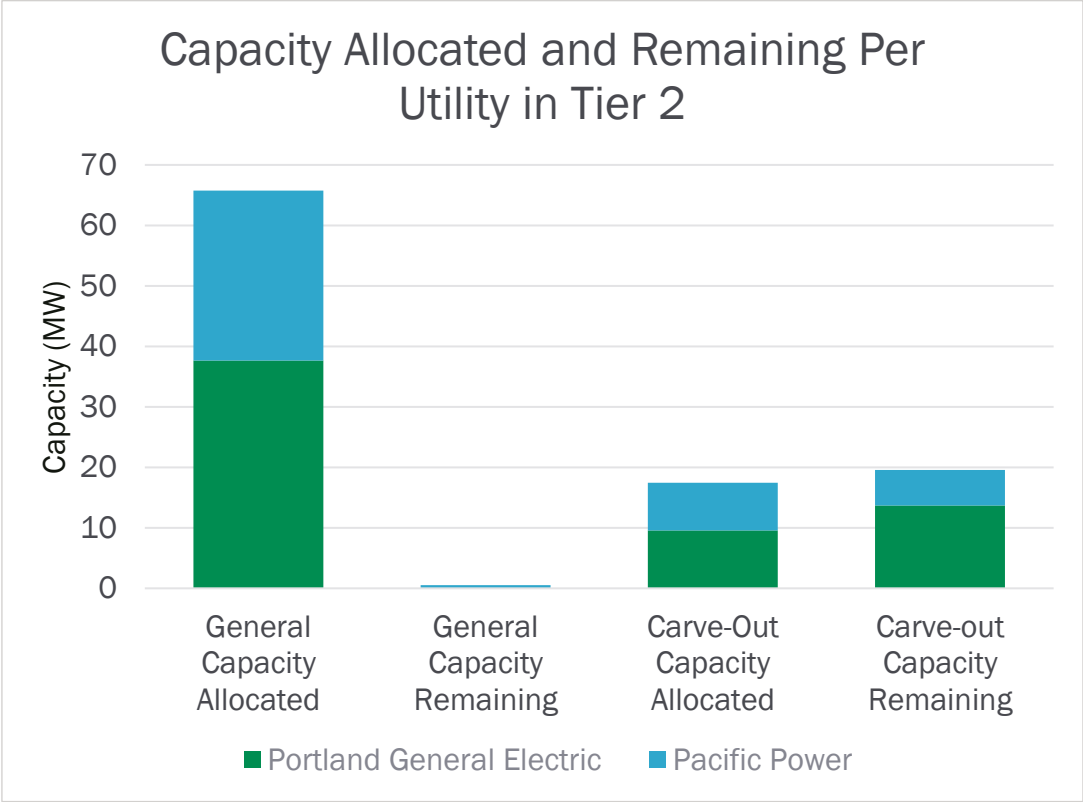
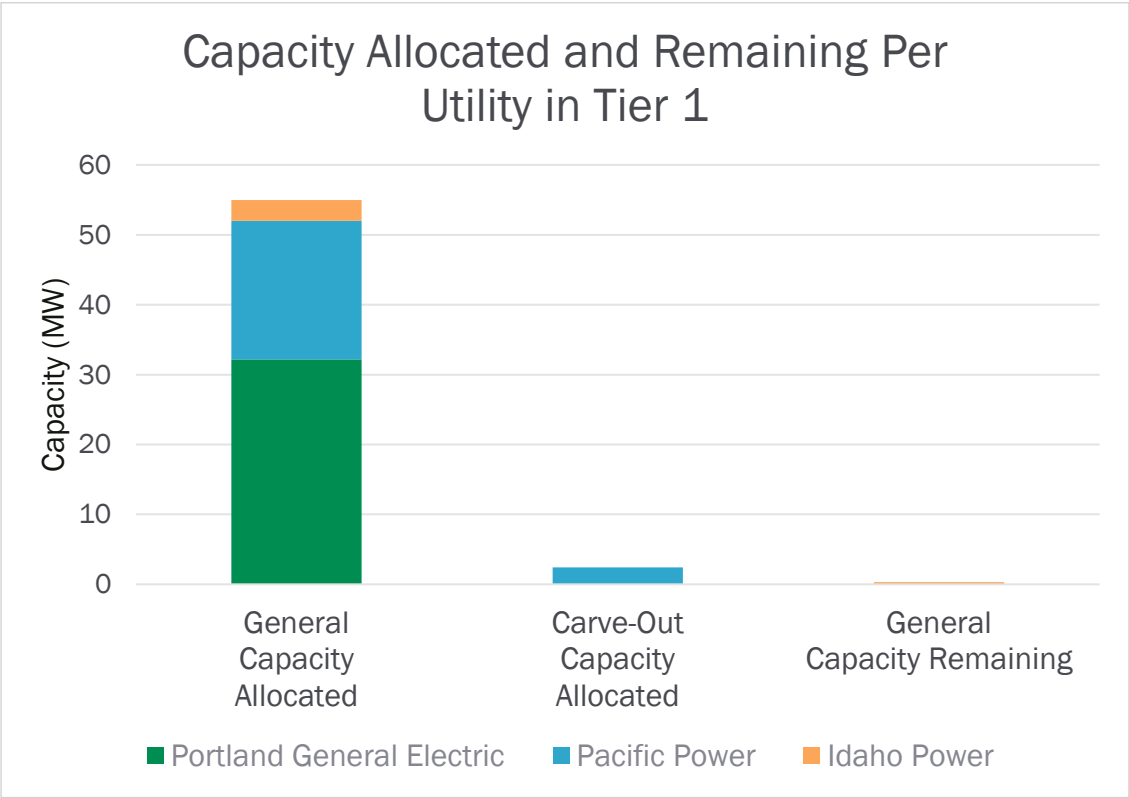
Project Locations by Utility Service Territory

Current as of February 2025



Program Capacity Statistics

Current as of February 2025

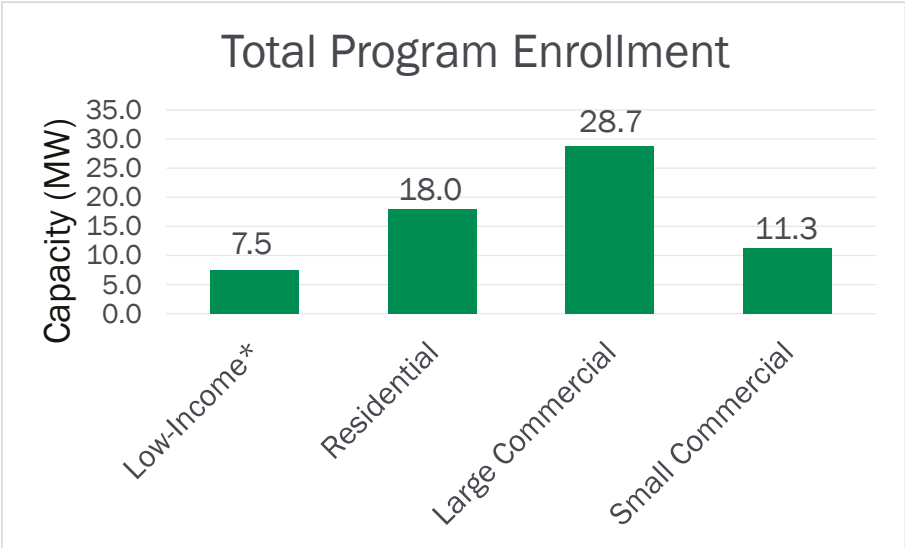
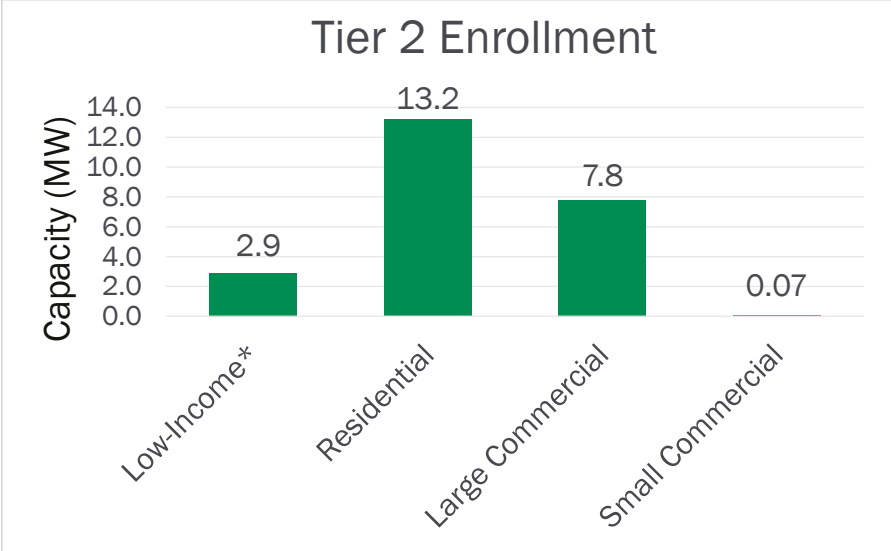
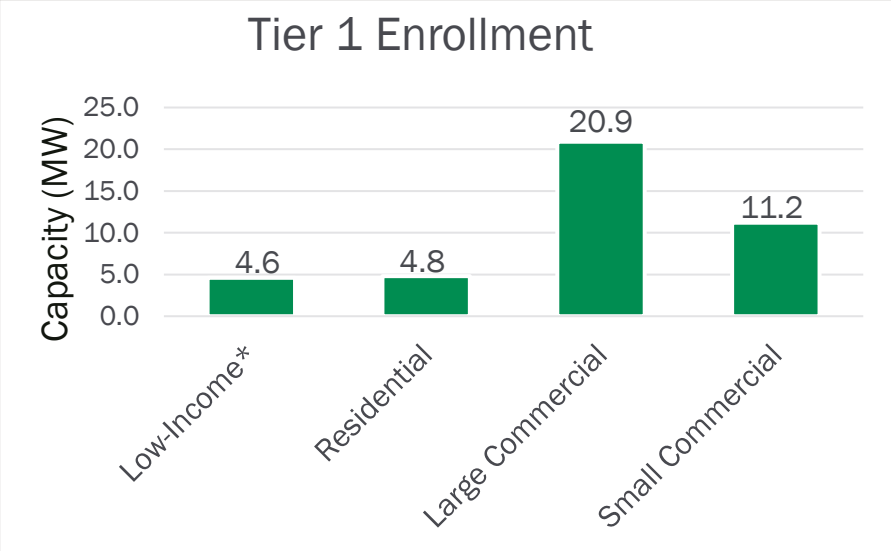


Total Capacity Allocated (Tier 1 & 2)

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

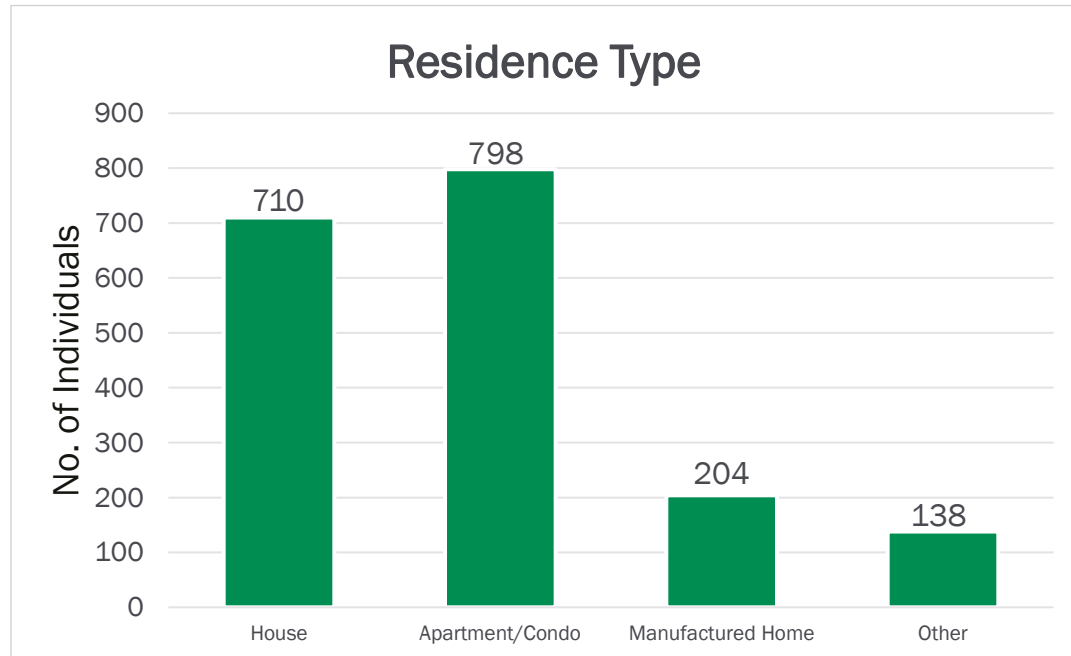
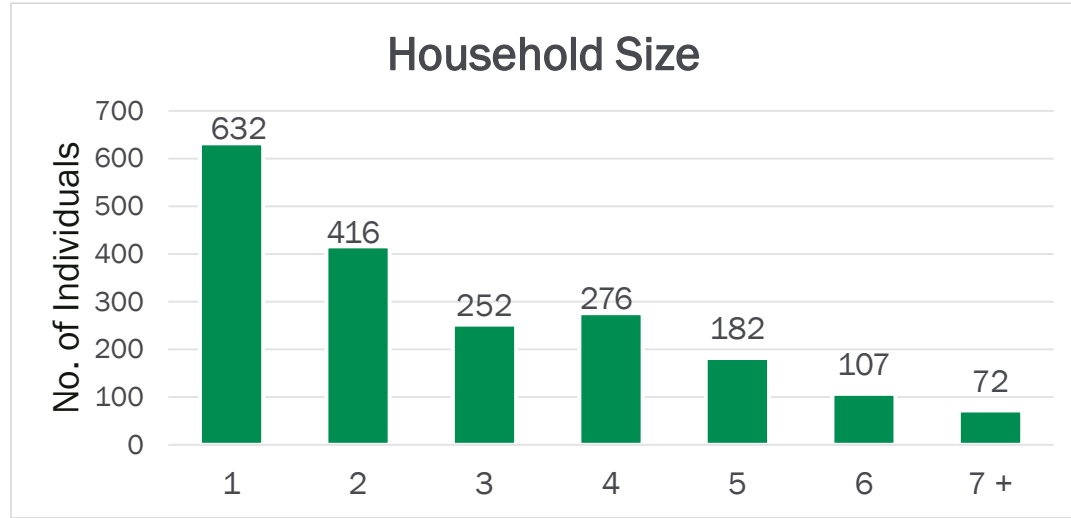
Current as of February 2025

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



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

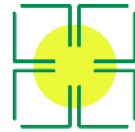
- Recruitment
- Marketing Plans
- Translation Support

Key Implementation Partners



Utilities

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



**OREGON
COMMUNITY SOLAR
PROGRAM**

Registered Project Manager

Project Managers (PMs)

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



**OREGON
COMMUNITY SOLAR
PROGRAM**

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. In the background, a jagged, rocky mountain peak is silhouetted against a sky with soft, wispy clouds. A faint rainbow is visible in the sky, arching over the peak. The foreground is covered in a layer of snow, with several large, weathered logs and driftwood scattered across it. Some dry, yellowish-brown grasses and shrubs are visible, partially covered in snow. The overall lighting suggests a late afternoon or early morning setting, with a warm, golden glow.

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

