



# Program Administrator Annual Update

Program Year 5: March 2023 – February 2024



# *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 5
- 2 Program Administration Team
- 3 Year 5 Implementation Activities
- 4 Year 6 Program Implementation



A scenic landscape featuring a beach, dunes, and a forested hillside under a blue sky with clouds. The foreground is dominated by tall, golden-brown grasses and green shrubs. In the middle ground, a sandy beach curves along the ocean, with waves breaking on the shore. To the right, a forested hillside rises, with a wooden boardwalk or path visible. The sky is a vibrant blue with wispy white clouds. The overall atmosphere is bright and serene, suggesting a coastal or park setting.

# Project and Participant Statistics



# Project Status

Current as of February 2024

## Operational Projects

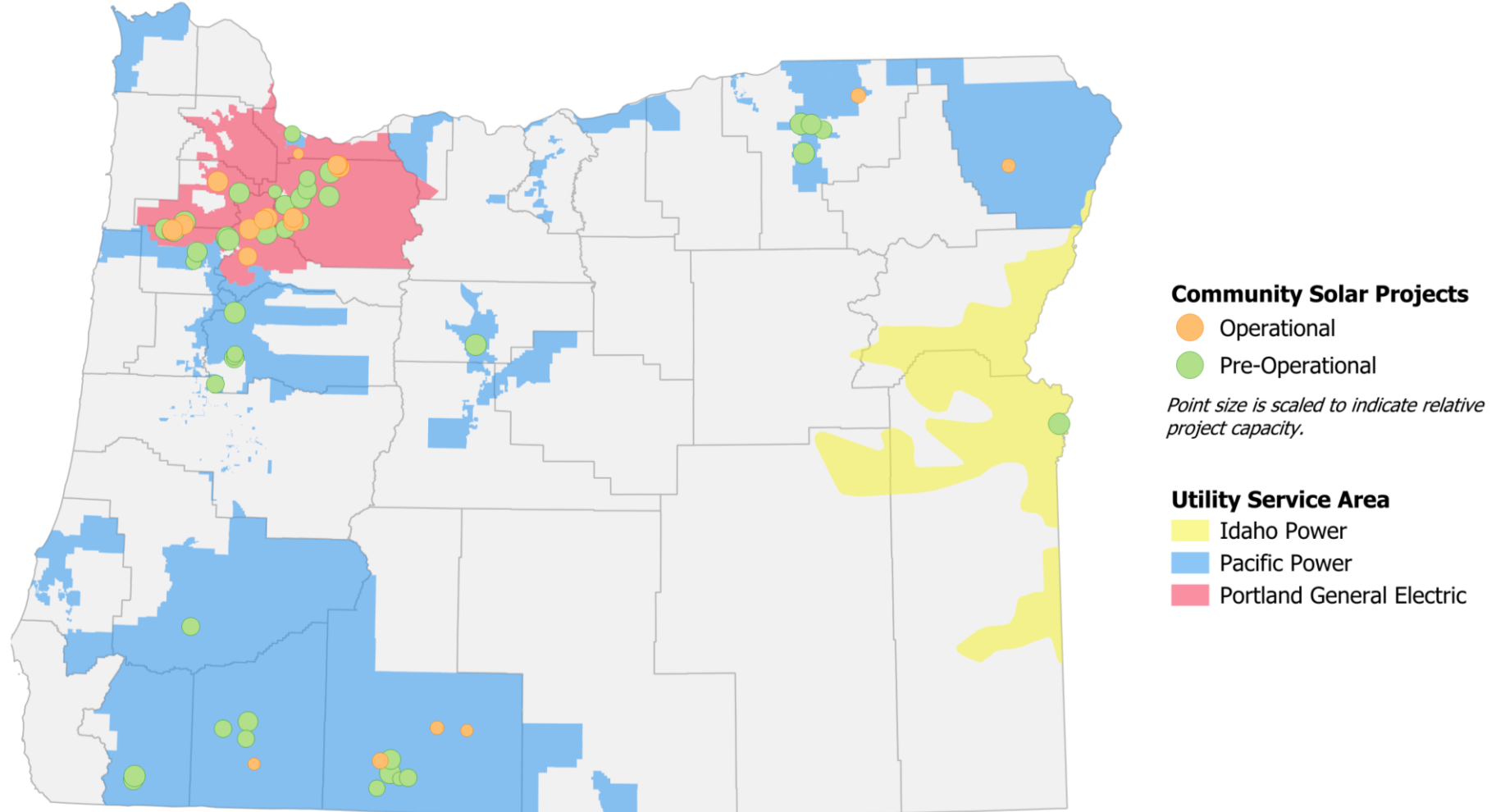
- 13 in Portland General Electric (PGE) service territory and 6 in Pacific Power (PAC) service territory. Of those:
  - 17 Tier 1 projects and 2 Tier 2 projects
  - 5 carve-out projects; 1 in PGE service territory and 4 in PAC service territory

## Pre-Operational Projects

- 4 Certified projects & 42 Pre-certified projects. Of those:
  - 18 in PGE & 27 in PAC service territories
  - 3 carve-out projects; 1 in PGE service territory & 2 in PAC service territory

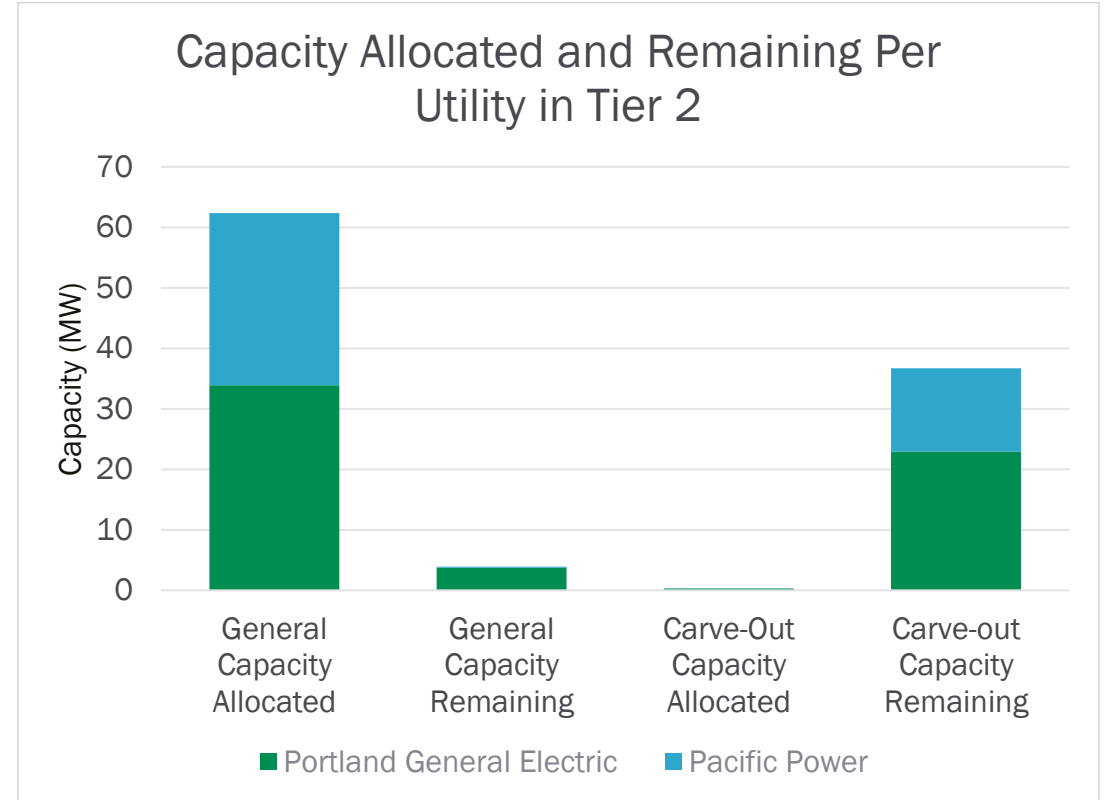
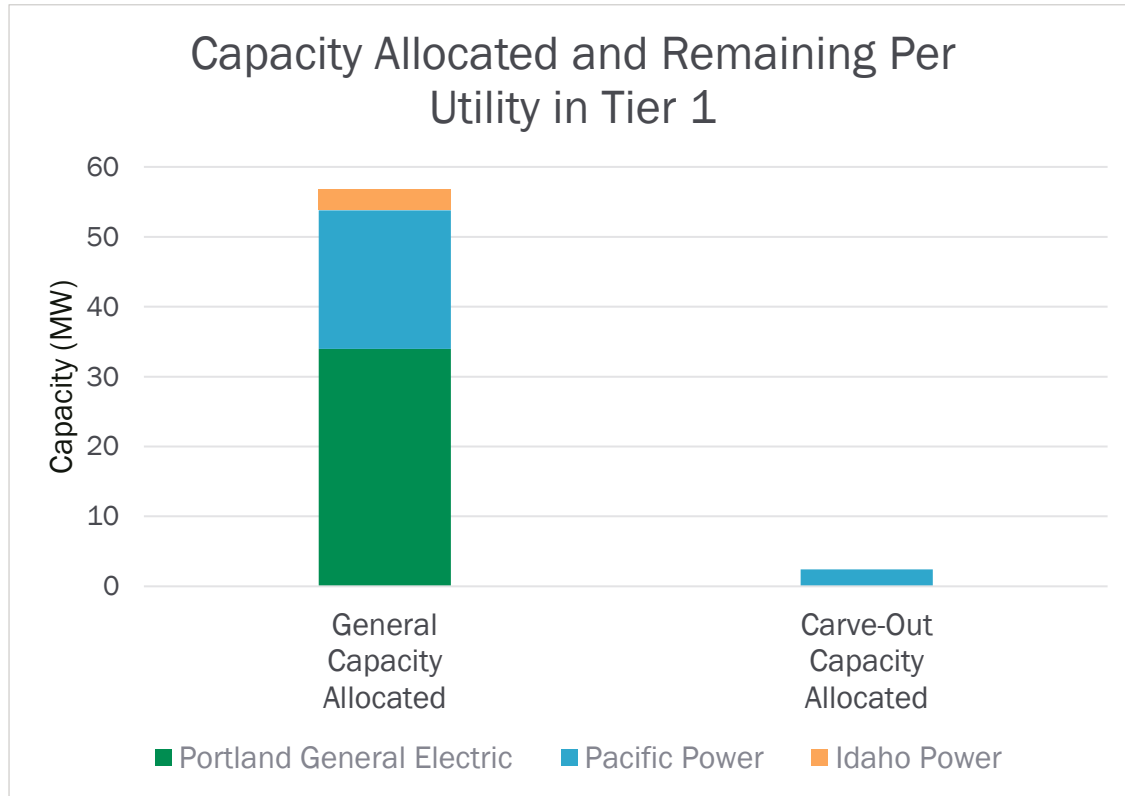
# Project Locations by Utility Service Territory

Current as of February 2024



# Program Capacity Statistics

Current as of February 2024

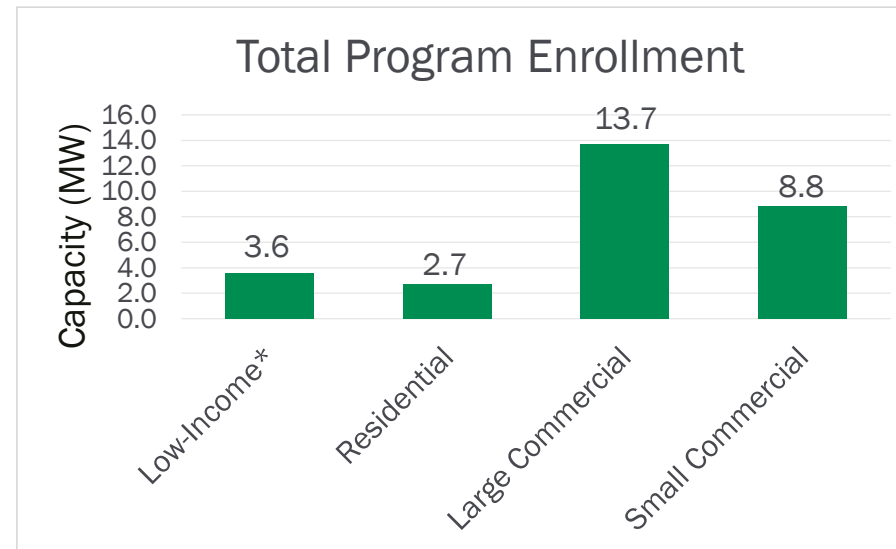
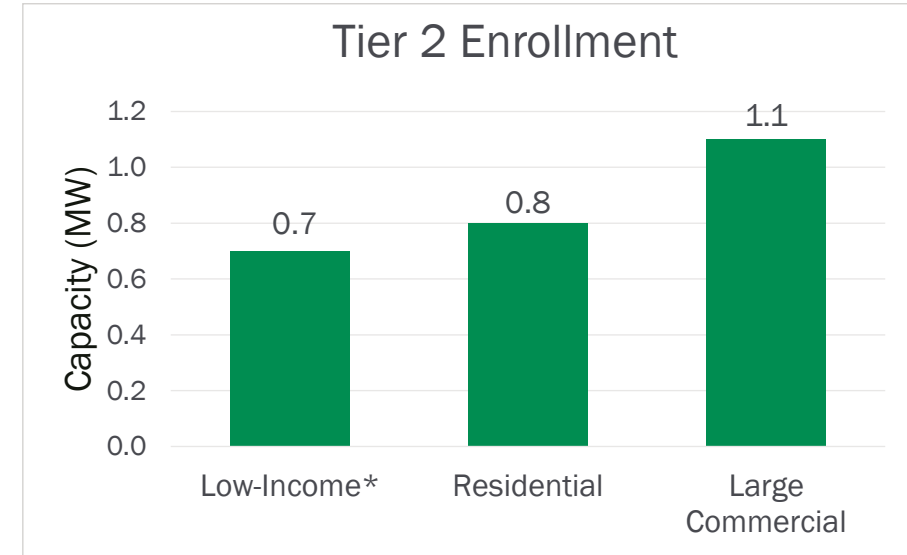
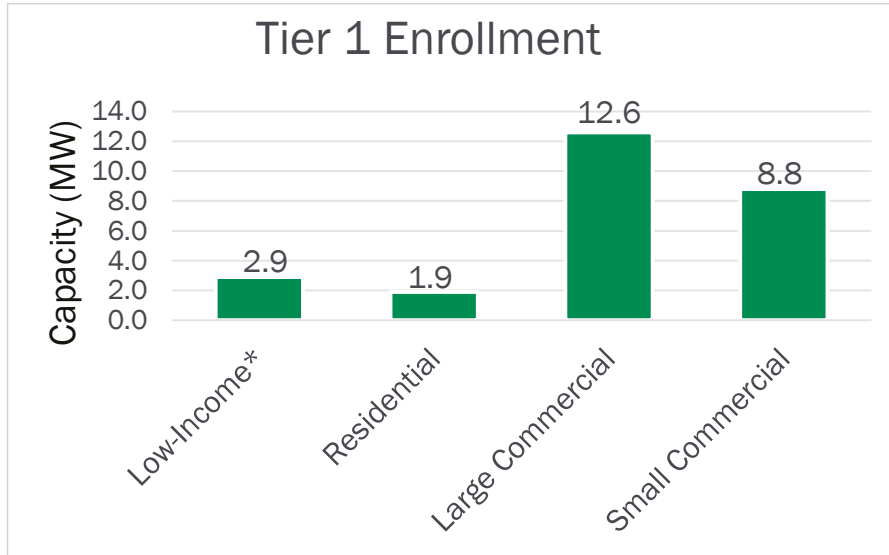


## Total Capacity Allocated (Tier 1 & 2)

Utility	PGE	PAC	Idaho Power	Total
Capacity (MW)	68.2	50.7	3.0	121.9

# Subscribed Capacity For Operational Projects

Current as of February 2024



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



# Utility Bill Savings In Year 5

The participant savings table reflects total bill savings realized by participants within participant billing files submitted for the generation periods of March 2023 - February 2024. Any rejected billing records are excluded from the stated totals.

Participant Type	Savings	Number of Participants
Large Commercial	\$110,818	262
Small Commercial	\$76,145	621
Residential	\$30,597	699
Low-Income	\$85,826	444
Low-Income Multifamily Housing*	\$53,541	1,081
<b>Total</b>	<b>\$356,927</b>	<b>3,107</b>



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

# Low-Income Recruitment Totals

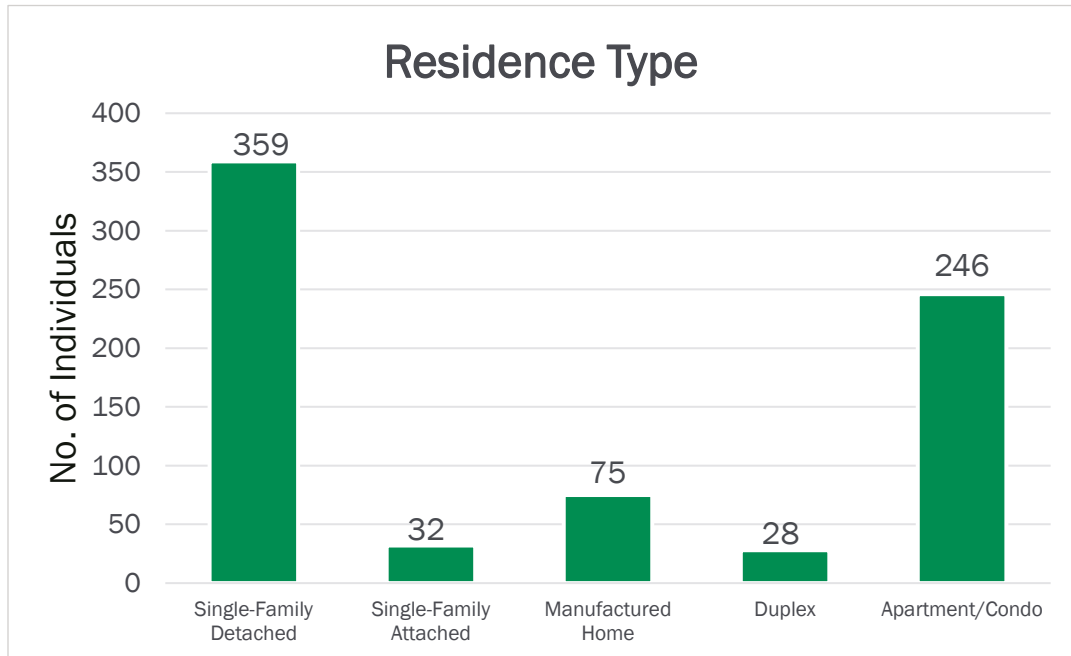
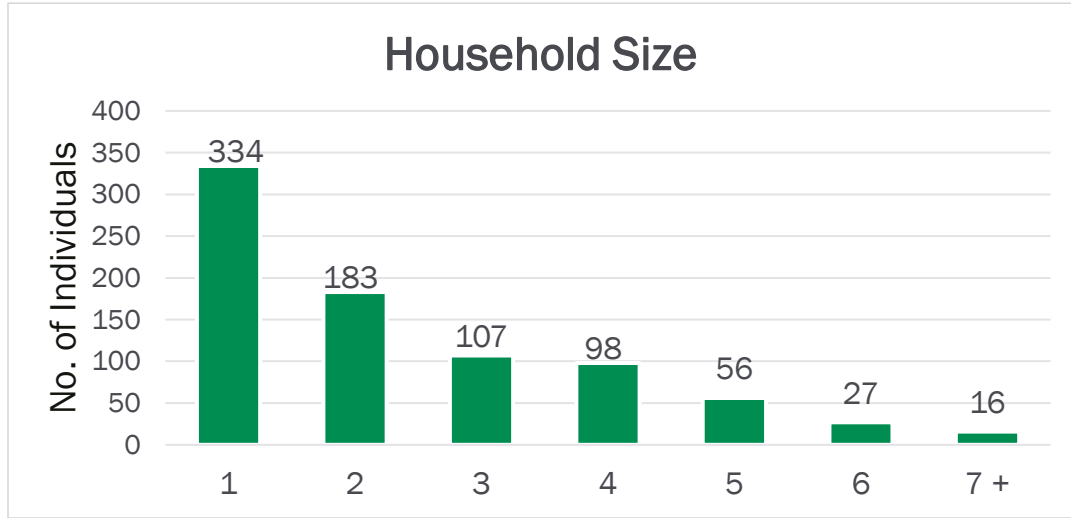
Current as of February 2024

Low-Income Residential Households			
Project Status		Operational	Pre-Operational
Utility	PGE	413	172
	PAC	12	260
	IDP	0	0
Total		425	432

Low-Income Multifamily Housing Providers	
Utility	Number of Households
PGE	662
PAC	429
IDP	78
Total	1,169

- 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

- 57% White/Caucasian
- 26% Hispanic/Latinx
- 10% Black/African American
- 2% Asian or Asian Indian
- 1% Native American/Alaska Native
- 2% Multiracial/Other
- 2% Prefer not to respond

## Additional Statistics

- 24% requested a contract in a language other than English
- 30% have a household member with a disability
- 131 Oregon cities represented

A scenic view of a rocky coastline. In the foreground, dark, turbulent ocean waves with white foam crash against a dark, rocky shore. The water is a deep, dark blue-green. In the background, a steep, forested hillside rises, covered in dense evergreen trees. The sun is setting behind the trees, creating a bright, golden glow that illuminates the sky and the tops of the trees. The sky is a mix of light blue and white clouds. The overall scene is a beautiful, natural landscape.

# 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

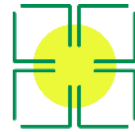
- Recruitment
- Marketing Plans
- Translation Support

# 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
- Do not manage the operations of projects

A scenic coastal landscape featuring a sandy beach in the foreground with scattered driftwood. In the middle ground, there are several houses with dark roofs and light-colored walls, situated on a slight rise. The background consists of large, forested mountains under a clear sky. A white rectangular text box is centered over the image, containing the text "Year Five Implementation Activities" in a blue, sans-serif font.

# Year Five Implementation Activities

# Key Implementation Activities In Year 5



**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

Current as of February 2024

- Pre-Certified - 3 projects totaling 7.75 MW of Tier 2 capacity in PGE service territory
- Certified - 3 projects totaling 5.2 MW of Tier 1 capacity in PAC service territory
- 39 Certification Extensions
- 3 Operational Extensions
- 9 Project Manager Transfers
- 7 Consent to collateral assignments



# Information Systems Development

- Supported billing activities in 19 operational projects—1,600+ Participants (PGE) and 400+ Participants (PAC)
- Updated platform data reporting tools to account for single participants enrolled in multiple projects
- Enabled bulk import functionality for Project and Subscription Managers and Energy Trust of Oregon
- Created new user role for Subscription Managers
- Increased Project and Subscription Manager access to participant data management



# Project & Subscription Manager Engagement & Education

- Ongoing PM/SM support for platform and billing activities
- Facilitated change of ownership and subscription management of projects
- Supported interconnection workshop led by OPUC Staff
- 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



# 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



**4,182 participants**  
were verified from March  
2023–February 2024

# Customer Service & Low-income Engagement

## Customer Service

- Call center received 467 phone calls and 1,444 emails from current and interested Participants
- LIF completed 478 intakes

## Low-Income Engagement

- LIF conducts equity-focused outreach and engagement
- Attends community events promoting the Program
- Offers workshops in both English and Spanish



# Marketing Outreach & Engagement

- Simplified website interface to help accessibility
- Updated Program marketing materials
- Integration of community solar collateral into Energy Trust of Oregon's website, outreach, events.
- Direct mail campaign targeting renters & moderate income-households

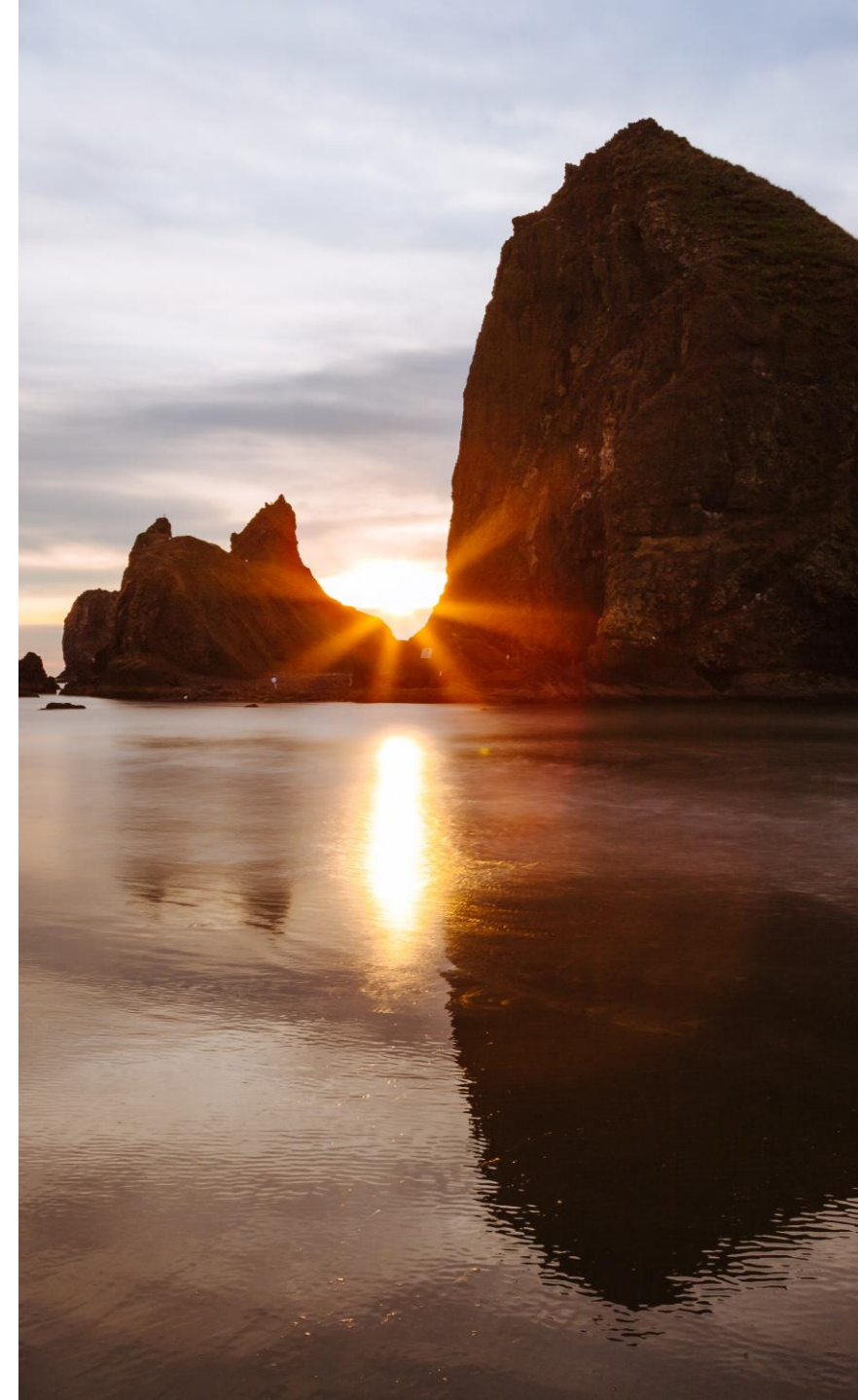




# Year 6 Implementation

# Year 6 Program Implementation

- Produce monthly project progress reports to increase transparency into project timelines and delays
- Continue coordinating with Staff, projects and utilities to diminish project interconnection and development delays and increase operational capacity in Program as quickly as possible
- 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 6 Program Implementation

- Complete equity-focused residential marketing campaign to diversify CSP participation
- Increase low-income recruitment and provide contract enrollment support for PMs/SMs
- Establish data transfer file process for unsuccessfully billed generation
- Platform maintenance and performance optimization



# *Thank You!*

Energy Solutions  
Oregon Community Solar  
Program Administrator



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