



## 2014 California Annual Review of Energy Efficiency Programs

January 1, 2014 – December 31, 2014

Revised August 14, 2015



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**LIST OF ABBREVIATIONS AND ACRONYMS**

CARE	California Alternate Rates for Energy
CSD	Community Services and Development
CFL	Compact Fluorescent Lighting
Commission	California Public Utilities Commission
DSM	Demand-Side Management
DSM Central	DSM Central – Upgrade of new tracking system
DSM Tariff Rider	Schedule S-191 and Schedule S-192 Customer Efficiency Service Charges
ESAP	Energy Savings Assistance Program
GNS	Great Northern Services
GWh	Gigawatt hour
HVAC	Heating, Ventilation and Air Conditioning
IRP	Integrated Resource Plan
LED	Light-emitting diode
kWh	Kilowatt-hour
kW	Kilowatt
RCAA	Redwood Community Action Agency
TRL	Technical Reference Library (database of measure assumptions)
TRC	Total Resource Cost
UCT	Utility Cost Test

## EXECUTIVE SUMMARY

PacifiCorp d.b.a Pacific Power (“Company”) is a multi-jurisdictional electric utility providing retail service to customers in California, Idaho, Oregon, Utah, Washington, and Wyoming. PacifiCorp serves approximately 45,000 customers in Shasta, Modoc, Del Norte, and Siskiyou counties in northern California.

The Company received approval from the California Public Utilities Commission (the “Commission”), to offer its customers energy efficiency information, services and incentives through four programs targeting residential, commercial, industrial and agricultural customers in Application 07-07-011, Decision (“D.”) 08-01-041.

The Company, on behalf of its customers, invested \$2.2m in energy efficiency information, services and incentives during the period January 1, 2014, through December 31, 2014. The investment yielded approximately 7.5 gigawatt-hours (“GWh”) in first year savings<sup>1</sup> and approximately 1.28 megawatts of capacity reduction.<sup>2</sup>

As approved in D.08-01-041, costs associated with the energy efficiency programs are recovered through Schedule S-191, Surcharge to Fund Public Purpose Programs, and Schedule S-192, Surcharge to Fund Energy Savings Assistance Program (“ESAP”) hereafter referred to collectively as DSM Tariff Rider.

This report provides details on program results and activities, expenditures, and the current status of the DSM Tariff Rider for the period of January 1, 2014, through December 31, 2014. Program results are summarized in Table 1 below.

**Table 1**  
**Total Portfolio Performance**

<b>2014 Total Portfolio Performance</b>	
Expenditures	\$2,196,811
kWh-Yr Savings (gross – at generation)	7,539,259

The cost effectiveness<sup>3</sup> of the portfolio was 1.91 from the Total Resources Cost (TRC) and 2.61 from Utility Cost Test (UCT).

Overall, program participation and savings increased from 2013 levels. In 2013, the Company acquired savings of 4.9 GWh compared to the acquisition of 7.5 GWh in 2014. Residential participation increased 73 percent and savings increased 77 percent from 2013. Business sector

<sup>1</sup> The values at generation include line losses between the customer site and the generation source. The Company’s assumed line losses by sector are 11.4% for residential, 11.1% for commercial, 9.9% for industrial and 11.4% for irrigation. These values are based on the Company’s 2009 Transmission and Distribution Loss Study by Management Applications Consulting, Inc. published in November 2011.

<sup>2</sup> See Appendix 1 for an explanation on how the capacity contribution savings values are calculated.

<sup>3</sup> Cost effectiveness was calculated using the E3 (PG&E model) calculator.

participation decreased 30 percent from 2013 despite an overall savings increase of 25 percent. Total program expenditures increased by 3 percent, from \$2,131,145 in 2013 to \$2,196,811 in 2014.

Since the late 1970's, the Company has provided customers with information on no-cost, low-cost energy efficiency practices through billing inserts and general Company communication and outreach. During the reporting period, no-cost and low-cost energy efficiency tips or information regarding energy efficiency programs were included in customers' bills through newsletters and other program inserts.

Additionally, the Company, working with its third-party program delivery administrators,<sup>4</sup> collaborated with the following number of retailers, contractors and vendors to support the Company's energy efficiency programs in California:

**Table 2**  
**Energy Efficiency Infrastructure**

Sector	Type	No.
Residential	Upstream Retailers	19
	Appliances Retailers	9
	HVAC Trade Allies	12
	Plumbing Trade Allies	12
	Weatherization Trade Allies	5
	Low Income Agencies	2
Commercial and Industrial	Lighting Trade Allies	20
	HVAC Trade Allies	6
	Motor Trade Allies	11
	Irrigation Trade Allies	6
	Engineering Firms	22

<sup>4</sup> See program-specific information for backgrounds on third party administrators.

## REGULATORY ACTIVITIES

The Company filed Application 13-07-015 on July 22, 2013, to reactivate the surcharge that funds its DSM programs through Schedule S-191. The Commission approved this on April 10, 2014, effective 2014 through 2016.

The Company used the modification procedure approved in D.08-01-041 (“Modification Procedure”), to update incentives in the Home Energy Savings program for residential customer energy efficiency, which is offered through Schedule D-118. The changes were posted on the program website on March 27, 2014 and became effective on May 12, 2014.

Modification Procedures were also used to make changes to the codes and standards included in the FinAnswer Express business customer energy efficiency program, which is offered through Schedule A-115. The changes were posted on the program website on May 16, 2014 and became effective on July 1, 2014.

The Company filed its 2013 Annual Review of Energy Efficiency Programs with the Commission on March 14, 2014.

Revenues for Schedules S-191 and S-192 and approved energy efficiency expenditures are tracked in balancing accounts. Monthly expenditures, collected revenues and other relevant activities in the Public Purpose Account in 2014 are summarized in Table 3 below.

Table 3  
2014 Public Purpose Account

**2014 Public Purpose Account Report**

Month	Expenditures	S-191 DSM Revenue	S-192 ESAP Revenue	Carry Charges ESAP	Cash Basis Accumulative Balance	Net Cost Accrual	Accrual Basis Accumulative Balance
Dec-13					\$ 865,312	\$ 136,124	\$ 1,001,436
Jan-14	\$ 97,749	\$ -	\$ (88,179)	\$ (9)	\$ 874,873	\$ 13,460	\$ 1,024,457
Feb-14	\$ 149,088	\$ -	\$ (86,458)	\$ (8)	\$ 937,496	\$ (4,333)	\$ 1,082,747
Mar-14	\$ 231,024	\$ -	\$ (63,326)	\$ (13)	\$ 1,105,181	\$ (31,882)	\$ 1,218,550
Apr-14	\$ 138,671	\$ -	\$ (40,396)	\$ (17)	\$ 1,203,439	\$ (27,785)	\$ 1,152,898
May-14	\$ 80,417	\$ (5,573)	\$ (53,058)	\$ (16)	\$ 1,225,209	\$ 29,763	\$ 1,340,556
Jun-14	\$ 197,825	\$ (247,897)	\$ (73,303)	\$ (18)	\$ 1,101,816	\$ (19,494)	\$ 1,197,668
Jul-14	\$ 153,839	\$ (273,461)	\$ (86,241)	\$ (20)	\$ 895,933	\$ 16,797	\$ 1,008,582
Aug-14	\$ 267,784	\$ (208,312)	\$ (74,987)	\$ (23)	\$ 880,395	\$ 56,769	\$ 1,049,814
Sep-14	\$ 193,576	\$ (169,773)	\$ (70,635)	\$ (23)	\$ 833,540	\$ (26,015)	\$ 976,944
Oct-14	\$ 162,165	\$ (165,110)	\$ (62,931)	\$ (25)	\$ 767,639	\$ (23,807)	\$ 887,236
Nov-14	\$ 143,398	\$ (108,620)	\$ (41,927)	\$ (25)	\$ 760,464	\$ 111,391	\$ 991,452
Dec-14	\$ 255,474	\$ (136,420)	\$ (51,239)	\$ (28)	\$ 828,250	\$ 107,573	\$ 1,166,812
<b>2014 Total</b>	<b>\$ 2,071,010</b>	<b>\$ (1,315,166)</b>	<b>\$ (792,681)</b>	<b>\$ (225)</b>		<b>\$ 338,561*</b>	

\*December 2014 accrual

Column Explanations:

Expenditures: Monthly expenditures for approved energy efficiency programs.

S-191 and S-192 Revenue: Revenue collected through Schedule S-191 Surcharge to Fund Public Purpose Programs and Schedule S-192 Surcharge to Fund Energy Savings Assistance Programs.

Carrying Charges ESAP: Monthly carrying charge for ESAP based on "Cash Basis Accumulated Balance" of the S-192 ESAP account only.

Cash Basis Accumulative Balance: Current balance of the account; a running total of account activities, excluding the accrued cost. A positive balance means cumulative expenditures exceeds cumulative revenue; a negative balance means cumulative revenue exceeds cumulative expenditures.

Net Cost Accrual: Two accrual entries are made each month for expenditures of energy efficiency programs. One estimates the incurred cost not yet processed, and the other reverses the estimate from the previous month. The amount shown here is the net of the two entries. This accounting principle was applied to the balancing account but is not included when calculating the carrying charges.

Accrual Basis Accumulative Balance: Current balance of the account including accrued costs. A positive balance means cumulative expenditures exceeds cumulative revenue; a negative balance means cumulative revenue exceeds cumulative expenditures.



## PLANNING PROCESS

### *Integrated Resource Plan*

The Company develops a biennial integrated resource plan (“IRP”) as a means of balancing cost, risk, uncertainty, supply reliability/deliverability and long-run public policy goals.<sup>5</sup> The plan presents a framework of future actions to ensure the Company continues to provide reliable, reasonable-cost service with manageable risks to the Company’s customers. Energy efficiency and peak management opportunities are incorporated into the IRP based on their availability, characteristics and costs.

Energy efficiency and peak management resources are divided into four general classes:

- Class 1 DSM (Resources from fully dispatchable or scheduled firm capacity product offerings/programs) – Capacity savings occur as a result of active Company control or advanced scheduling. After customers agree to participate, the timing and persistence of the load reduction is involuntary on their part within the agreed limits and parameters.
- Class 2 DSM (Resources from non-dispatchable, firm energy and capacity product offerings/programs) – Sustainable energy and related capacity savings are achieved through facilitation of technological advancements in equipment, appliances, lighting and structures or sustainable verifiable changes in operating and maintenance practices, also commonly referred to as energy efficiency resources.
- Class 3 DSM (Resources from price responsive energy and capacity product offerings/programs) – Short-duration energy and capacity savings from actions taken by customers voluntarily based on pricing incentives or signal.
- Class 4 DSM (Resources from energy efficiency education and non-incentive based voluntary curtailment programs/communications pleas) – Energy and/or capacity reduction typically achieved from voluntary actions taken by customers to reduce costs or benefit the environment through education, communication and/or public pleas.

Class, 1, 2 and 3 DSM resources are included as resource options in the resource planning process. Class 4 DSM actions are not considered explicitly in the resource planning process, however, the impacts are captured naturally in long-term load growth patterns and forecasts.

As technical support for the IRP, a third-party demand-side resource potential assessment (“Potentials Assessment”) is conducted to estimate the magnitude, timing and cost of energy efficiency and peak management resources.<sup>6</sup> The main focus of the Potentials Assessment is on

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<sup>5</sup> Information on the Company’s integrated resource planning process can be found at the following web address: <http://www.pacificorp.com/es/irp.html>

<sup>6</sup> PacifiCorp Demand-Side Resource Potential Assessment For 2015-2034, <http://www.pacificorp.com/es/dsm.html>.

resources with sufficient reliability characteristics that are anticipated to be technically feasible and assumed achievable during the IRP’s 20-year planning horizon. The estimated achievable energy efficiency potential identified in the 2015 Potentials Assessment for California is 202 GWh by 2034, or 23 percent of projected baseline loads.<sup>7</sup> By definition this is the energy efficiency potential that may be achievable to acquire during the 20-year planning horizon; prior to screening for cost-effectiveness through the Company’s integrated resource planning process.

The achievable technical potential of Class 2 (energy efficiency) resources for California by sector is shown in Table 4. The 2015 Potentials Assessment indicates that approximately 2 percent of the achievable technical potential for the Company, excluding Oregon,<sup>8</sup> is available within its California service area.<sup>9</sup>

**Table 4**  
**California Energy Efficiency Achievable Technical Potential by Sector**

Sector	Cumulative GWh in 2034	Percent of Baseline Sales
Residential	93	23%
Commercial	91	29%
Industrial	8	14%
Irrigation	9	10%
Street Lighting	1	32%

Demand-side resources vary in their reliability, load reduction and persistence over time. Based on the significant number of measures and resource options reviewed and evaluated in the Potentials Assessment, it is impractical to incorporate each as a stand-alone resource in the IRP. To address this issue, Class 2 DSM measures and Class 1 DSM programs are bundled by cost for modeling against competing supply-side resource options reducing the number of discrete resource options the IRP must consider to a more manageable number.

The evaluation of Class 2 DSM (energy efficiency) resources within the IRP is also informed by state-specific evaluation criteria in the development of supply-curves. While all states generally use commonly accepted cost-effectiveness tests to evaluate DSM resources, some states require variations in calculating or prioritizing the tests:

- Utah uses the Utility Cost Test (“UCT”) as the primary determination of cost effectiveness.
- Idaho, Oregon, and Washington use the Total Resource Cost (“TRC”) test and consider the inclusion of quantifiable non-energy benefits.

<sup>7</sup> Ibid, Volume 2, page 4-2.

<sup>8</sup> Oregon energy efficiency potentials assessments are performed by the Energy Trust of Oregon.

<sup>9</sup> Volume 1, Page 4-2, PacifiCorp Demand-Side Resource Potential Assessment For 2015-2034.

- Oregon and Washington, in addition to considering quantifiable non-energy benefits, apply an additional 10% benefit to account for non-quantifiable externalities, consistent with the Northwest Power Act.

Unless specified as above, the TRC test is used as the primary determination of cost effectiveness in the resource planning process. However, the Company evaluates program implementation cost-effectiveness (both prospectively and retrospectively) under a variety of tests to identify the relative impact and/or value (e.g. near-term rate impact, program value to participants, etc.) to customers and the Company.

## ENERGY EFFICIENCY PROGRAMS

The Company offers energy efficiency programs to all major customer sectors: residential, commercial, industrial and agricultural. The overall energy efficiency portfolio includes four programs: *Home Energy Savings* – Schedule D-118, *Low Income Weatherization*, *FinAnswer Express* – Schedule A- 115, *Energy FinAnswer* – Schedule A-125. A Refrigerator Recycling (“*See ya later, refrigerator®*”) program is part of the *Home Energy Savings* program in California. Due to specific and separate marketing and tracking, it is shown as a sub-section in the Annual Report.

Program, sector and portfolio level results for 2014 are provided in Table 6.

Table 6  
California Results January 1, 2014 – December 31, 2014

	2014		
	kWh Savings (at site)	kWh Savings (at generation)	Investment
Low Income	87,767	97,801	\$ 506,994
Home Energy Savings	4,189,178	4,668,127	\$ 844,368
<b>Total Residential</b>	<b>4,276,945</b>	<b>4,765,928</b>	<b>\$ 1,351,362</b>
FinAnswer Express	1,388,048	1,542,718	\$ 460,638
Energy FinAnswer	36,273	40,315	\$ 45,545
<b>Total Commercial</b>	<b>1,424,321</b>	<b>1,583,033</b>	<b>\$ 506,183</b>
FinAnswer Express	344,109	378,234	\$ 153,766
Energy FinAnswer	356,566	391,927	\$ 101,469
<b>Total Industrial</b>	<b>700,675</b>	<b>770,161</b>	<b>\$ 255,235</b>
FinAnswer Express	377,038	420,137	\$ 47,305
<b>Total Agriculture</b>	<b>377,038</b>	<b>420,137</b>	<b>\$ 47,305</b>
wattsmart Business Consolidation			\$ 20,594
Portfolio - DSM Central			\$ 4,831
Portfolio - EM&V			\$ 5,966
Portfolio - TRL			\$ 5,334
<b>Total Energy Efficiency</b>	<b>6,778,979</b>	<b>7,539,259</b>	<b>\$ 2,196,811</b>

## RESIDENTIAL PROGRAMS

The residential energy efficiency portfolio is comprised of two programs, *Home Energy Savings* (including a sub-section for *Refrigerator Recycling*) and *Low Income Weatherization*.

### *Home Energy Savings*

The *Home Energy Savings* program is designed to provide access to and incentives for more efficient products and services installed or received by customers in new or existing homes, multi-family housing units or manufactured homes.

In 2014, the *Home Energy Savings* program was modified to include:

- wattsmart® Starter Kits with ENERGY STAR® lighting and WaterSense® products, depending on the customers' water heating type.
- New offers including LED bulbs, duct sealing and duct insulation, air sealing, heat pump water heaters and insulation.
- Direct install duct sealing for customers in manufactured homes with forced air electric furnaces.
- Added incentives for comprehensive whole home upgrades including heating and cooling systems, air sealing, insulation, duct sealing and duct insulation.
- Realigned incentives for new homes to be similar as the statewide California Advanced Homes Program.

Program participation by measure for the current period is provided in Table 7.

Table 7  
Eligible Program Measures (Units)

Measures	Total Units	Participant Count
Duct Sealing - Manufactured Homes	102	102
Electric System to Heat Pump Conversion	11	11
Electric Water Heater	10	10
Heat Pump Water Heater	58	4
Clothes Washer	155	155
Dishwasher	53	53
Light Fixture	1,054	108
Refrigerator	72	72
Evaporative Cooler	6	5
Heat Pump	7	7
Ductless Heat Pump	91	85

Measures	Total Units	Participant Count
CFL Bulbs	74,301	7,430
LED Bulbs	1,885	1,885
wattsmart Starter Kits	5,588	5,588
<b>Grand Total</b>	<b>83,393</b>	<b>15,515</b>

### Program Management

The program manager who is responsible for the *Home Energy Savings* program in California is also responsible for the *Home Energy Savings* program in Idaho, Utah, Washington and Wyoming and the *New Homes* program in Utah. For each program and in each state the program manager is responsible for the cost effectiveness of the program, identifying and contracting with the program administrator through a competitive bid process, establishing and monitoring program performance and compliance, and recommending changes in the terms and conditions set out in the tariff and/or posted on the Company's website.

### Program Administration

The *Home Energy Savings* program is administered by CLEARResult. CLEARResult is a leading provider of energy efficiency programs and services.

CLEARResult is responsible for the following:

- Retailer and trade ally engagement – CLEARResult identifies, recruits, supports and assists retailers to increase the sale of energy efficient lighting, appliances and electronics. CLEARResult enters into promotion agreements with each lighting manufacturer and retailer for the promotion of discounted CFL and LED bulbs. The agreements include specific retail locations, lighting products receiving incentives and not-to-exceed annual budgets. HVAC, plumbing and weatherization trade allies engaged with the program are provided with program materials, training, and regular updates.
- Inspections – CLEARResult recruits and hires inspectors to verify on an on-going basis the installation of measures. A summary of the inspection process is in Appendix 2.
- Incentive processing and call-center operations – CLEARResult receives all requests for incentives, determines whether the applications are completed, works directly with customers when information is incorrect and/or missing from the application and processes the application for payment.
- Program specific customer communication and outreach – A summary of the communication and outreach conducted by CLEARResult on behalf of the Company is outlined in the Communication, Outreach, and Education section.

Infrastructure

The Company is working with nearly two dozen retailers on promoting high efficiency light bulbs, fixtures and room air conditioners. Table 8 lists the retailers participating in the program.

Table 8<sup>10</sup>  
Upstream Retailers

Retailer	City	CFLs	LEDs	Fixtures	RACs
Ace Hardware	Mt Shasta	√	√		
Ace Hardware	Crescent City	√	√		
Ace Hardware	Yreka	√			
Dollar Tree	Yreka	√			
Dollar Tree	Crescent City	√			
Eller's Fort Dick Market	Crescent City	√	√		
Four Seasons Supply Center	Alturas	√	√		
Home Depot	Crescent City	√	√	√	
Luke's Yreka Drug	Yreka	√	√		
Solano's Alpine Hardware	Mt Shasta	√	√	√	√
Solano's Home Improvement Center	Weed	√	√	√	√
True Value Hardware	Crescent City	√	√		
True Value Hardware	Yreka	√	√		
True Value Hardware	Dunsmuir	√	√		
True Value Hardware	Dorris	√	√		
True Value Hardware	Alturas	√	√		
Walgreens	Crescent City	√			
Walmart	Yreka	√	√	√	
Walmart	Crescent City	√	√	√	

<sup>10</sup> To be considered for participation in upstream buy downs, retailer sales coming from Pacific Power customers must be a significant majority of total sales.

Table 9 lists the retailers where customers are purchasing appliances for program incentives.

Table 9  
Retail Stores – Appliances

Retailer	City	Clothes Washer	Dishwasher	Electric Water Heater	Evaporative Cooler	Fixture	Refrigerator	Room Air Conditioner
Ace Hardware	Mt Shasta			√				
Ace Hardware	Crescent City					√		
Ace Hardware	Yreka			√	√			
Amazon.com	N/A	√						
Best Buy	Medford	√						
BestBuy.com	N/A	√						
Black's Appliances Audio & Video	Yreka	√	√				√	
Boyle Appliance Center	Ogden	√						
Campton Electric Supply	Crescent City					√		
Carmona's Appliance Center	Redding	√						
ConservationMart.com	N/A					√		
Costco	Carlsbad					√		
Costco of Medford	Medford					√		
Ferguson Enterprises Inc	Idaho Falls						√	
Four Seasons Supply Center	Alturas				√			
Grover Electric & Plumbing Supply	Medford			√				
Home Depot	Carmichael					√		
Home Depot	Riverbank					√		
Home Depot	Redding	√				√		
Home Depot	Crescent City	√	√			√	√	
Home Depot	Phoenix	√						
Hooker Appliance Inc	Logan	√						
Light Source	Dorchester					√		
Lowe's	Medford	√			√		√	
Lowe's	Chico	√						
Lowe's.com	N/A					√		
Merit's Home Center	Klamath Falls		√					



Retailer	City	Clothes Washer	Dishwasher	Electric Water Heater	Evaporative Cooler	Fixture	Refrigerator	Room Air Conditioner
Reliance Corp Appliance	Brookings	√	√				√	
Ron’s Furniture and Appliance	Mt Shasta	√	√					
Sears	Medford						√	
Sears	Klamath Falls		√				√	
Sears	Harbor		√				√	
Sears	Yreka	√	√	√			√	
Sears.com	N/A	√						
Solano's Alpine Hardware	Mt Shasta	√	√			√	√	
Solano's Home Improvement Center	Weed					√		
Technical Consumer Products, Inc.	Aurora					√		
True Value Hardware	Vernal	√						
US-Appliance.com	N/A	√						
Weed Building & Home Center	Weed					√		
West Coast Appliance	Brookings						√	

Table 10 lists the HVAC contractors participating in the program.

Table 10  
HVAC Contractors

Contractor Name	City	Heat Pump Conversion	Heat Pump (HP) Upgrade	Heat Pump Ductless
Chimney Kraft	Crescent City		√	√
Downey Heating & Cooling	Fort Jones	√	√	√
Dressler Heating & Air Conditioning	Yreka			√
Frank's Heating & Refrigeration	Crescent City	√	√	√
Harbor View Windows and Heating	Brookings			√
Meyer & Sons Heating, Plumbing & Air Conditioning	Dunsmuir			√

Contractor Name	City	Heat Pump Conversion	Heat Pump (HP) Upgrade	Heat Pump Ductless
Mike Brown Heating and A.C	Yreka			√
Mountain Air Heating & Cooling	Yreka	√		√
Ray-Mac Mechanical Inc	Mt. Shasta			√
SVM Plumbing, Heating & Air	Yreka			√

### Refrigerator Recycling

As previously mentioned, the Refrigerator Recycling (“*See ya later, refrigerator®*”) program is part of the *Home Energy Savings* program in California. Due to specific and separate marketing and tracking, it is shown as a sub-section in the Annual Report. *See ya later, refrigerator®* is designed to decrease electricity use (kWh) through voluntary removal and recycling of inefficient refrigerators and freezers. Participants receive a \$50 incentive for each qualifying refrigerator or freezer recycled through the program and an energy-savings kit that includes two CFLs, a refrigerator thermometer card, energy-savings educational materials, and information on other efficiency programs relevant to residential customers. In the second quarter, the program was expanded to include pickups from business customers and retailers, however, reported participation and savings in 2014 was only from residential customers. Program participation by measure for 2014 is provided in Table 11.

Table 11  
Eligible Program Measures (Units)

Measures	2014 Total	kWh Savings at site
Refrigerator Recycling	261	271,179
Freezer Recycling	88	76,472
Energy Savings Kit	317	10,394

### Program Management

The program manager who is responsible for the *Refrigerator Recycling* program in California is also responsible for the *Refrigerator Recycling* program in Idaho, Utah, Washington and Wyoming and *Home Energy Reporting* program in Idaho, Utah, Washington and Wyoming. For each program and in each state the program manager is responsible for the cost effectiveness of the program, identifying and contracting with the program administrator through a competitive bid process, establishing and monitoring program performance and compliance, and

recommending changes in the terms and conditions set out in the tariff and/or posted on the Company website.

### Program Administration

The *Refrigerator Recycling* program is administered by JACO Environmental (“JACO”). JACO is one of the largest recyclers of household appliances in the United States. The Company contracts with JACO to provide customer scheduling, pick-up, incentive processing and marketing services for the *See ya later, refrigerator*® program.

JACO’s process ensures that over 95 percent of the components and materials of the discarded appliances are either recycled for beneficial uses or disposed of in an environmentally-responsible way. The remaining 5 percent can then be productively used as “fluff” to facilitate the decomposition of biodegradable landfill material.

JACO is responsible for the following:

- Appliance handling – JACO handles all customer and field service operations for the program including pick-up of refrigerators and freezers from customers and transporting the units to the de-manufacturing facility and recycling of appliances.
- Incentive processing and call-center operations – Customer service calls, pick-up scheduling and incentive processing are handled by JACO.
- Program-specific customer communication and outreach – Working in close coordination with the Company, JACO handles all the marketing for the program. The program is marketed through bill inserts, customer newsletters and television, newspaper and online advertising.

The Company employs independent third party contract inspectors to ensure JACO’s performance meets required criteria. The summary of the inspection process is included in Appendix 2.

### *Low Income Weatherization- Energy Savings Assistance (“ESAP”)*

ESAP provides energy efficiency services through a partnership between Pacific Power and local non-profit agencies to income-eligible households. Services are at no cost to the program participants. Details of ESAP and the California Alternate Rates for Energy (“CARE”) program are included in the Annual Low Income Assistance Programs Progress Report that Pacific Power submits to the Commission each year by May 1.

In 2014, there were 122 completed/treated homes. The number of homes receiving specific measures in the current period is provided in Table 12. Table 13 provides the number of units installed of a specific measure.

Table 12  
Homes Receiving Specific Measures

Ceiling Insulation	10
Cooler Cover	7
Duct Insulation	4
Floor Insulation	4
Furnace Repair/Tune-Up	9
Home Repairs	55
Infiltration	59
Ventilation	1
Water Pipe Insulation and Sealing	24
Weather-Stripping	58

Table 13  
Units Installed of Specific Measures

Aerators	81
CFL Fixtures	25
Compact Fluorescent Light Bulbs (CFLs)	602
Furnace Filters	27
Microwaves	9
Outlet Gaskets	480
Replacement Refrigerators	19
Replacement Windows	665
Showerheads	57
Thermal Doors	31
Timed Thermostats	10
Water Heater Repair	18
Water Heater Replacement	5

### Program Management

The program manager overseeing program activity in California is also responsible for the *Low Income Weatherization* programs in Idaho, Utah, Washington and Wyoming service areas, *energy assistance* programs in California, Idaho, Oregon, Utah, Washington and Wyoming service areas and bill discount programs in California (also known as CARE), Utah and Washington service areas. The program manager is responsible for the cost effectiveness of the weatherization program in each state, partnerships and agreements in place with local agencies that serve income eligible households, establishing and monitoring program performance and compliance, and recommending changes in the terms and conditions set out in the agency contracts and/or state specific tariffs.

### Program Administration

The Company currently has contracts in place with Great Northern Services (“GNS”) and Redwood Community Action Agency (“RCAA”) to provide services through the ESAP. These two agencies subcontract with the California Department of Community Services and

Development (“CSD”) to provide low income weatherization services throughout Del Norte, Modoc and Siskiyou Counties with federal and state grants. Company funding of 50 percent of the cost of approved measures is leveraged by the agencies with the funding allocated by CSD. When the government funding is depleted, Pacific Power will cover 100 percent of related costs. Low income weatherization services in Shasta County are provided by an organization called Self Help Home Improvement Project Inc.

By contract with the Company, GNS and RCAA are responsible for the following:

- Income Verification – Agencies determine participants income eligibility based on CSD guidelines. Households interested in obtaining weatherization services apply through the agencies. The current income guidelines for eligibility are available at [www.csd.ca.gov/services/help-paying-utility-bills/energy-income-guidelines.aspx](http://www.csd.ca.gov/services/help-paying-utility-bills/energy-income-guidelines.aspx).
- Energy Audit – Agencies use a U.S. Department of Energy approved audit tool as required by CSD to determine the cost effective measures to install in the participant’s homes (audit results must indicate a savings to investment ratio of 1.0 or greater).
- Installation of Measures – Agencies install the energy efficiency measures.
- Post Inspections – Agencies inspect 100 percent of completed homes. A sample of 5 -10 percent are inspected by a Pacific Power inspector. See Appendix 2 for verification summary.

Billing Notification - Agencies are required to submit a billing to the Company within 45 days after job completion. A homeowner agreement and invoice form indicating the measures installed and associated cost is submitted on each completed home.

## COMMERCIAL AND INDUSTRIAL PROGRAMS

The commercial and industrial energy efficiency portfolio is comprised of two programs, *FinAnswer Express* and *Energy FinAnswer*.<sup>11</sup>

### *FinAnswer Express*

The *FinAnswer Express* program is designed to assist commercial, industrial, and agricultural customers in improving the efficiency of their new or replacement lighting, HVAC, motors, irrigation, building envelope and other equipment by providing prescriptive or pre-defined incentives for the most common efficiency measures listed in the program incentive tables included in the energy efficiency section of the Company website.<sup>12</sup> The program also includes custom incentives and technical analysis services for measures not listed in the program incentive tables that improve electric energy efficiency. Although incentives available may vary, the program provides incentives for both new construction and retrofit projects. The program is designed to operate in conjunction with the Energy FinAnswer program.

Projects completed by sector are provided in Table 14.

Table 14  
Projects Completed

Sector	2014 Total
Agricultural	36
Commercial	54
Industrial	2
Total Projects Completed	99

Program participation by measure group for the current period is provided in Table 15.

Table 15  
Installed Program Measures (applications)

Measure Groups	2014 Total
Compressed Air	1

<sup>11</sup> On February 24, 2015, the Company filed Advice Letter 518-E requesting authorization to consolidate FinAnswer Express and Energy FinAnswer into a new proposed Non-Residential Energy Efficiency wattsmart® Business Program. A decision on the filing is pending.

<sup>12</sup> Program incentive tables can be accessed from the California FinAnswer Express web pages at [https://www.pacificpower.net/content/dam/pacific\\_power/doc/Business/Save\\_Energy\\_Money/CA\\_FinAnswer\\_Express\\_Retrofit\\_Incentives\\_Brochure.pdf](https://www.pacificpower.net/content/dam/pacific_power/doc/Business/Save_Energy_Money/CA_FinAnswer_Express_Retrofit_Incentives_Brochure.pdf) and [https://www.pacificpower.net/content/dam/pacific\\_power/doc/Business/Save\\_Energy\\_Money/CA\\_FinAnswer\\_Express\\_New\\_Construction\\_Incentives\\_Brochure.pdf](https://www.pacificpower.net/content/dam/pacific_power/doc/Business/Save_Energy_Money/CA_FinAnswer_Express_New_Construction_Incentives_Brochure.pdf).

Measure Groups	2014 Total
Electronically Commutated Motor	1
HVAC	1
Irrigation Pumps	11
Lighting	52
Refrigeration	1
Water Distribution Equipment	25
Program Totals	99

Program savings by measure group for the current period is provided in Table 16.

**Table 16**  
**Installed Program Measures (kWh/year at site)**

Measure Groups	2014 Total
Compressed Air	220,345
Electronically Commutated Motor	3,534
HVAC	319,385
Irrigation Pumps	248,302
Lighting	1,178,002
Refrigeration	10,891
Water Distribution Equipment	128,736
Program Totals	2,109,195

### Program Management

The program manager overseeing program activity in California is also responsible for delivery of *Non-Residential Energy Efficiency* programs in Idaho, Utah, Washington and Wyoming. For each state the program manager is responsible for managing the cost effectiveness of the program, identifying and contracting with the program administrators through a competitive bid process, program marketing, establishing and monitoring program performance and compliance, and recommending changes in the terms and conditions of the program set out in the tariff and/or posted on the Company's website.

### Program Administration

The program is primarily marketed through local trade allies who receive support from one of two program administrators. The Company contracts with Nexant, Inc. ("Nexant") and Cascade Energy ("Cascade") for trade ally coordination, training and application processing services for commercial measures and industrial/agricultural measures respectively.

Nexant and Cascade are responsible for the following:

- Trade ally engagement – identify, recruit, train, support and assist trade allies to increase sales and installation of energy efficient equipment at qualifying business customer facilities.

- Incentive processing and administrative support – handle incoming inquiries as assigned, process FinAnswer Express incentive applications, develop and maintain simplified analysis tools and provide program design services, evaluation and regulatory support upon request.
- Inspections – verify on an on-going basis the installation of measures. Summary of the inspection process is in Appendix 2 to this report.

Additionally, the program is supported by Company project managers who manage a subset of FinAnswer Express projects providing customers with program services and incentives using the energy engineering consultants described further in the Energy FinAnswer program section.

### Infrastructure

To help increase and improve the supplier and installation contractor infrastructure for energy-efficient equipment and services, the Company established and continues to develop and support trade ally networks for lighting, HVAC, motors and irrigation. This work includes identifying and recruiting trade allies, providing program and technical training and providing sales support on an ongoing basis. The current lists of the trade allies who have applied and been approved as participating vendors are posted on the Company website and is included as Appendix 3 to this report.

Customers are not required to select a vendor from these lists to receive an incentive.

The total number of participating trade allies is currently 31. The counts of participating trade allies by technology, as of February 12, 2015 are in the Table 17 below.

Table 17  
Participating Trade Allies<sup>13</sup>

Lighting trade allies	HVAC trade allies	Motors trade allies	Irrigation trade allies
20	6	11	6

### *Energy FinAnswer*

The *Energy FinAnswer* program is offered to commercial (buildings 20,000 square feet and larger) and industrial customers. The program is designed to target comprehensive projects requiring project-specific energy savings analysis and operates in concert with the more streamlined FinAnswer Express program. The program provides Company-funded energy engineering, incentives of \$0.12 per kWh for first-year energy savings and \$50 per kW of average monthly demand savings, up to a cap of 50 percent of the approved project cost. In

<sup>13</sup> Some trade allies may participate in more than one technology. The count of unique participating firms is less than the total count provided above.



In addition to customer incentives, the program provides design team honorariums (e.g. a finder fee for new construction projects) and design team incentives for new construction projects exceeding the California Energy Code by at least 10 percent.

Projects completed in the current period are provided in Table 18.

Table 18  
Projects Completed

Sector	2014 Total
Commercial	1
Industrial	6
Total Projects Completed	7

Program participation by measure group in the current period is provided in Table 19.

Table 19  
Installed Program Measures

Measure Groups	2014 Total	2014 Totals
	Applications	kWh Savings
HVAC	1	34,053
Irrigation	3	122,541
Motors	3	236,245
Program Totals	7	392,839

### Program Management

The program manager overseeing program activity in California is also responsible for delivery of *Non-Residential Energy Efficiency* programs in Idaho, Utah, Washington and Wyoming with the support of project managers who work directly with customers.

The *Energy FinAnswer* program is administered by the Company. The program manager is responsible for the following:

- Program cost effectiveness and performance
- Ensuring the program is operated in compliance with applicable tariffs and Company guidelines including but not limited to qualification of customers
- Customer communication and outreach
- Monitoring code and standard changes
- Qualification of materials and equipment
- Overseeing a contractor network for engineering analysis of customer opportunities
- Quality control and assurance
- Customer service, including the delivery of services and incentive

- Verification of installation and savings<sup>14</sup>

### Infrastructure

Individual projects are directly managed by one of the Company's project managers. The project manager works directly with the customer or through the Company's assigned account managers located in southern Oregon who are responsible for working with California commercial and industrial customers. Given the diversity of the commercial and industrial customers served by the Company, a pre-approved, pre-contracted group of engineering firms are used to perform facility specific energy efficiency analysis, quality assurance and verification. Table 20 lists the engineering firms currently under contract with the Company.

Table 20  
Engineering Firms

Engineering Firm	Main Office Location
Abacus Resource Management Company	Beaverton, OR
Brendle Group	Fort Collins, CO
Cascade Energy Engineering	Cedar Hills, UT
Compression Engineering Corp	Salt Lake City, UT
Ecova	Portland, OR
EMP2, Inc	Richland, VA
Energy Resource Integration, LLC	Sausalito, CA
Energy and Resource Solutions	North Andover, MA
EnerNOC Inc.	Portland, OR
EnSave, Inc.	Richmond, VT
ETC Group, Inc.	Salt Lake City, UT
Evergreen Consulting Group	Beaverton, OR
Fazio Engineering	Weston, OR
kW Engineering, Inc.	Salt Lake City, UT
Lincus Inc.	Tempe, AZ
Nexant, Inc.	Salt Lake City, UT
QEI Energy Management, Inc.	Beaverton, OR
RM Energy Consulting	Pleasant Grove, UT
Rick Rumsey, LLC	Ammon, ID
SBW Consulting, Inc.	Bellevue, WA
Solarc Architecture & Engineering, Inc.	Eugene, OR
Triple Point Energy	Portland, OR

<sup>14</sup> A summary of inspection process is included in Appendix 2.

## COMMUNICATIONS, OUTREACH AND EDUCATION

The Company uses earned media, customer communications, paid media and program-specific media in an effort to communicate the value of energy efficiency, provide information regarding low-cost, no-cost energy efficiency measures, and to educate customers on the availability of technical assistance, services and incentives. The overall goal is to engage customers in reducing their energy usage through behavioral changes as well as changes in equipment, appliances, and structures.

### Customer Communications

As part of the Company's regular communications to its customers, newsletters delivered to all customer classes promote energy efficiency initiatives and case studies on a regular basis. Inserts and outer envelopes featuring energy efficiency messages have also been used on a consistent basis.

The Company also uses its website and social media, such as Twitter and Facebook to communicate and engage customers on DSM offers and incentives.

### Program Specific Communications

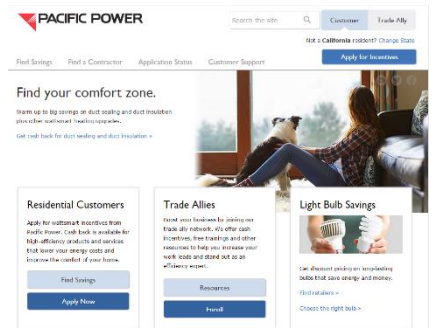
#### Home Energy Savings

Information on the *Home Energy Savings* program is communicated to customers, retailers and trade allies through a variety of channels. Two main areas of focus in 2014 included website enhancements and the new wattsmart® Starter Kit offering for customers.

The website enhancements in April 2014 improved navigation, streamlined content and made it easier for customers on mobile devices and tablets to find information and apply for incentives.

In June 2014, the program launched the wattsmart® Starter Kits in California. These kits come with ENERGY STAR® lighting and WaterSense® products, depending on the customers' water heating type. Customer communications for the kits included direct mail, email, website, social media, newsletters and bill inserts.

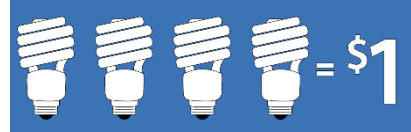
Program enhancements in California in May 2014 provided the opportunity to promote new incentive offerings and increases to existing incentives. New offers included discounts on LED bulbs, duct sealing and duct insulation, air sealing, heat pump water heaters and insulation.



Other bill inserts, newsletter articles, social media and website content throughout the year focused on measures such as ductless heat pumps, duct sealing and CFLs.

In July and September 2014, a small group of targeted customers living in manufactured homes received a mailing with information on free duct sealing offered through a local participating trade ally.

The program ran ads on Facebook toward the end of the year to promote specially priced CFLs (4 CFLs for \$1). This effort generated 130,000 impressions.



### Refrigerator Recycling

The Company promotes the *See ya later, refrigerator®* program through a variety of channels.

To promote the program and the increased \$50 incentive, the Company developed a new creative, magic-themed campaign to highlight the convenience of refrigerator recycling. For maximum exposure, these same messages and artwork were used in digital advertising, social media, website, bill inserts, direct mail and newsletter articles. The large self-mailer pictured at the right was sent with an attached magnet to 3,000 targeted customers in June 2014.



### FinAnswer Express and Energy FinAnswer

Customer communications and outreach in support of *FinAnswer Express* and *Energy FinAnswer* utilized print advertising, digital search ads and direct mail throughout the reporting period. This was in addition to direct customer contact by Company project managers and corporate and community managers, articles in Company newsletters and content on the Company's website.

During 2014, communications encouraged energy efficiency lighting upgrades, by featuring participating customer case studies in print ads. Digital search ads driven by keywords directed viewers to the Company's website.<sup>15</sup> Targeted direct mail was sent to irrigation customers to encourage irrigation retrofits. In 2014, the program garnered 63,660 media impressions. Breakdown of impressions by media type are shown in Table 21.

<sup>15</sup> [www.pacificpower.net/casave](http://www.pacificpower.net/casave)

Table 21  
*Energy FinAnswer® and FinAnswer® Express Program*

Communications Channel	2014
Digital Search	4,042
Newspaper	58,414
Irrigation Direct Mail	1,204

## EVALUATIONS

Evaluations are performed by independent external evaluators to validate energy and demand savings derived from the Company's energy efficiency programs. The Company adopts industry best practices with regards to principles of operation, methodologies, evaluation methods, definitions of terms, and protocols including those outlined in the National Action Plan for Energy Efficiency Program Impact Evaluation and the California Evaluation Framework guides.

A component of the overall evaluation efforts is aimed at the reasonable verification of installations of energy efficient measures and associated documentation through review of documentation, surveys and/or ongoing onsite inspections.

Verification of the potential to achieve savings involves regular inspection and commissioning of equipment. The Company engages in programmatic verification activities, including inspections, quality assurance reviews, and tracking checks and balances as part of routine program implementation and may rely upon these practices in the verification of installation information for the purposes of savings verifications in advance of more formal impact evaluation results. A summary of the inspection process is included in Appendix 2.

Evaluation, measurement and verification tasks are segregated within the Company to ensure they are performed and managed by personnel who are not directly responsible for program management.

In 2015, the Company will be awarding a multi-year contract to evaluate the Company's energy efficiency programs for all states. The contract will be awarded through a competitive bid process.

Previous program evaluation reports are available at [www.pacificorp.com/es/dsm/california.html](http://www.pacificorp.com/es/dsm/california.html)



## Appendix 1

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# Estimated Peak Contributions 2014

Pacific Power

## **Energy Efficiency Programs**

The MW reported savings of 1.28 (at generation) for energy efficiency programs during 2014 represents the summation of estimated MW values made available through the Company's business and residential energy efficiency programs; calculations for the business and residential programs differ.

The Company's business programs MW contributions are based on engineering estimates of capacity values for installed measures; project unique factors are individually calculated for custom projects while deemed factors are utilized for prescriptive measures. These calculations are based on actual installed measures in the reported year. For 2014, it is calculated that .32 MW of capacity contribution were made available through business program energy efficiency acquisitions. Specific hours during which business program measures contribute MW capacity are dependent upon several factors including specific business operations and general economic conditions.

For the residential programs, energy to capacity factor is utilized to calculate the MW savings made available through these programs. The energy to capacity factor utilized in the calculation (1.76 MW in 2014 for each average MWh of energy efficiency acquired) is the same as the average load profile factor of energy efficiency resources selected in the 2013 IRP, i.e. the average peak contribution of the energy efficiency resource selections across all measures and sectors. The utilization of this factor in the MW calculation assumes that the energy efficiency resources acquired through the Company's residential programs have the same average load profile as those energy efficiency resources selected in the 2013 IRP. Utilization of this factor in determining the MW contribution of energy efficiency programs for 2014 is detailed in the table below.

<b>Line</b>	<b>Description</b>	<b>Value</b>
1	First year EE program MWh savings acquired during 2014	4,766
2	Average MWh value (line 1 / 8760 hours)	0.54
3	Peak MW contribution of 2014 EE acquisitions	0.96

As demonstrated, it is estimated that the residential energy efficiency program acquisitions in 2014 contributed 0.96 MW of capacity contribution. As with the business programs, when these savings occur on an hourly basis is dependent upon several factors including energy usage patterns of residential customers.

Together, the .32 MW's estimated for the business programs and the 0.96 MW's estimated for residential programs make up the 1.28 MW savings value of energy efficiency programs.





## Appendix 2

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# California Measure Installation Verifications

Pacific Power

# California Measure Installation Verifications

## Low Income Weatherization

All projects

- All measures are qualified through US Department of Energy approved audit tool or priority list.
- 100 percent inspection by agency inspector of all homes treated, reconciling work completed and quality (corrective action includes measure verification) prior to invoicing Company.
- State inspector follows with random inspections.
- Company hires independent inspector to inspect between 5-10 percent of homes treated (post treatment and payment).

## Home Energy Savings

Site inspections by Program Administrator staff for the following retrofit and/or new homes measures. Inspections are performed on  $\geq 5$  percent of single family homes,  $\geq 5$  percent of manufactured homes, 100 percent of multifamily projects, and 100 percent of new homes projects.

- Air sealing
- Duct sealing
- Duct sealing and insulation
- Heat pump water heaters
- Insulation
- Windows

No site inspections are conducted for the following measures. However, all post-purchase incented measures undergo a quality assurance review prior to the issuance of the customer/dealer incentive and recording of savings (e.g. proof of purchase receipt review) and eligible equipment review. Additionally, customer account and customer address are checked to ensure the Company does not double pay for the same measure or double count measure savings.

- Central air conditioners
- Clothes washers
- Electric water heaters
- Evaporative coolers
- Heat pumps
- Ductless Heat Pumps
- Refrigerators

No site inspections are conducted for the following measures, which are delivered via an upstream, manufacturer buy-down model. Promotion agreement contracts are signed with manufacturers and retailers to set incentive levels, final product prices, and limits to the total number of units that can be purchased per customer. Program Administrator verifies measures for product eligibility and correct pricing. Pricing is also verified by Program Administrator field visits to retail locations.

- CFL bulbs
- LED bulbs
- Light fixtures
- Room air conditioners
- Advanced power strips

Customer eligibility for wattsmart Starter Kits is verified using the customer's account number and last name and cross-verifying with the current PacifiCorp customer database.

### **Refrigerator Recycling**

Company hires an independent inspector to phone survey  $\geq 5$  percent program participants and to site inspect  $\geq 5$  percent of program participants in order to verifying program participation, eligibility of equipment, that vendor pick-up procedures are followed (equipment is disabled at site, kits distributed, etc.) and to survey customer experience.

### **FinAnswer Express**

For projects delivered by third party program administrator

Lighting projects

- 100 percent post-site inspections by third party consultant of all projects with incentives over a specified dollar amount.
- A percent of post-site inspections by program administrator of projects with incentives under a specified dollar amount.

Non-lighting projects (typical upgrades/listed measures, custom measures)

- 100 percent of applications with an incentive that exceeds a specified dollar amount will be inspected (via site inspection) by program administrator.
- A minimum of a specified percent of remaining non-lighting applications will be inspected, either in person or via telephone interview, by program administrator.

For Company project manager delivered projects (lighting and non-lighting)

Lighting and non-lighting

- 100 percent pre/post-installation site inspections by third party consulting engineering firms, invoice reconciled to inspection results.

### **Energy FinAnswer**

All projects

- 100 percent pre and/or post-site inspections by third party engineering consultant; inspection is reconciled with project invoice for energy efficiency retrofit measures provided by customers. No pre-inspection for new construction.
- Most projects have a post-installation commissioning requirement.



## Appendix 3

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### Energy Efficiency Trade Ally's

Pacific Power

The following is a list of contractors, distributors and other businesses participating in Pacific Power's Energy Efficiency Alliance displayed in random order (unless sorted by the user) based on the search criteria selected. This listing is provided solely as a convenience to our customers. Pacific Power does not warrant or guarantee the work performed by these participating vendors. You are solely responsible for any contract with a participating vendor and the performance of any vendor you have chosen.

An asterisk (\*) indicates Pacific Power Outstanding Contribution Award winning trade allies in 2009, 2010, 2011, 2012 and/or 2013.

## Search Criteria:

**Selected State(s):** California  
**Specialties:** Lighting  
 HVAC - unitary  
 HVAC - evaporative  
 Motors and VFDs  
 Controls  
 Building envelope  
 Appliances  
 Office equipment  
 Food Service  
 Compressed Air  
 Farm and Dairy  
 Irrigation  
 Other  
**Business Type:** --ANY--

## Search Results: 31 - Date and Time: 02/12/2015 06:22:00 PM

Company Name	Specialties	Business Type	Join Date	Projects Completed
<b>Absolute Software, Inc.</b> 430-11401 Century Oaks Terrace Austin, TX - 78758 Phone: 512-600-7455 Website: www.absolute.com	Other: Other Specialty	Manufacturer - Rep Other: Software Company	02/11/2014	Completed
<b>Batteries Plus Bulbs - Medford</b> 3599 Crater Lake Hwy Medford, OR - 97504 Phone: 541-858-5103	Lighting	Distributor Other: Retailer	02/28/2014	Completed
<b>Brookings Electronic Service, Inc.</b> P.O. Box 537 Brookings, OR - 97415 Phone: 541-469-2991	Lighting	Contractor	08/01/2008	Completed
<b>Campton Electric Supply, Inc.</b> 485 E. Hoover Ave. Crescent City, CA - 95531 Phone: 707-465-6446	Lighting	Distributor	07/01/2008	Completed 22
<b>Chimney Kraft</b> 700 Northcrest Drive Suite E Crescent City, CA - 95531 Phone: 707-464-4279	HVAC - evaporative HVAC - unitary	Contractor	10/17/2012	Completed 3
<b>Clean Tech Lighting and Power</b> 425 23rd St., Suite 100 San Francisco, CA - 94107 Phone: 415-952-8324 Website: www.cleantechlightingandpower.com	Lighting	Other: Other	07/01/2012	Completed
<b>Cooper Lighting</b> 1121 Highway 74 South Peachtree City, GA - 30269 Phone: 770-486-3092 x 3092 Website: www.cooperlighting.com	Controls Lighting	Manufacturer - Rep	11/20/2012	Completed null
<b>Crescent Electric*</b> 2655 LakeEarl Dr Crescent City, CA - 95531 Phone: 707-464-4810	Irrigation Lighting Motors and VFDs	Contractor	04/01/2010	Completed 15

<b>Day Electric Inc.*</b> 298 Orchard View Terrace Medford, OR - 97504 Phone: 541-944-8286 Website: dayelectric.com	<b>Specialties</b> HVAC - unitary Lighting Motors and VFDs	<b>Business Type</b> Contractor	<b>Join Date</b> 07/01/2008	<b>Projects Completed</b> 3
<b>EcoSolar Electric</b> 515 5th 6th St. Klamath Falls, OR - 97601 Phone: 541-273-3200	<b>Specialties</b> Lighting Motors and VFDs	<b>Business Type</b> Contractor	<b>Join Date</b> 09/21/2012	<b>Projects Completed</b> null
<b>Engineering Economics, Inc.</b> 780 Simms Street, Suite 210 Golden, CO - 80401 Phone: 800-869-6902 Website: www.eeiengineers.com	<b>Specialties</b> HVAC - evaporative HVAC - unitary Other: Other Specialty	<b>Business Type</b> Engineering Firm	<b>Join Date</b> 09/13/2013	<b>Projects Completed</b> Completed
<b>Evolve Guest Controls</b> 85 Denton Avenue New Hyde Park, NY - 11040 Phone: 516-448-1862 Website: eguestcontrols.com	<b>Specialties</b> Other: Other Specialty	<b>Business Type</b> Manufacturer - Rep Other: Other	<b>Join Date</b> 06/01/2012	<b>Projects Completed</b> Completed
<b>FGI, llc</b> 932 W. 32nd Avenue Spokane, WA - 99203 Phone: 800-630-7345 Website: www.fgillumination.com	<b>Specialties</b> Lighting	<b>Business Type</b> Other: Consultant	<b>Join Date</b> 03/12/2013	<b>Projects Completed</b> Completed
<b>Frank's Heating &amp; Refrigeration</b> 250 Michigan Ave Crescent City, CA - 95531 Phone: 707-464-9529 Website: bestheatinginfo.com	<b>Specialties</b> HVAC - evaporative HVAC - unitary Irrigation Motors and VFDs Other: Other Specialty	<b>Business Type</b> Contractor	<b>Join Date</b> 12/01/2008	<b>Projects Completed</b> 5
<b>HanitaTek Window Film</b> 4010 La Reunion Pkwy, #100 Dallas, TX - 75212 Phone: 800-660-5559 Website: www.HanitaTek.com	<b>Specialties</b> Building envelope	<b>Business Type</b> Engineering Firm	<b>Join Date</b> 08/06/2013	<b>Projects Completed</b> Completed
<b>HPS Electrical Apparatus</b> 3801 NW Stewart Parkway Roseburg, OR - 97470 Phone: 541-673-3162 Website: hpselectric.com	<b>Specialties</b> Motors and VFDs	<b>Business Type</b> Distributor	<b>Join Date</b> 12/01/2008	<b>Projects Completed</b> Completed
<b>ILESCO (Innovative Lighting &amp; Energy Solutions)</b> 24295 Dersch Rd. Anderson, CA - 96007 Phone: 530-365-0400 Website: www.ilesco.com	<b>Specialties</b> Lighting	<b>Business Type</b> Manufacturer - Rep	<b>Join Date</b> 07/01/2010	<b>Projects Completed</b> Completed
<b>Indoor Environmental Services</b> 1512 Silica Avenue Sacramento, CA - 95815 Phone: 916-988-8808 Website: ies-hvac.com	<b>Specialties</b> HVAC - unitary Lighting Motors and VFDs Other: Other Specialty	<b>Business Type</b> Contractor	<b>Join Date</b> 11/01/2011	<b>Projects Completed</b> 8
<b>J.W. Kerns, Inc.</b> 4360 Hwy #39 Klamath Falls, OR - 97603 Phone: 541-884-4129 Website: www.jwkernsinc.com	<b>Specialties</b> Irrigation	<b>Business Type</b> Distributor	<b>Join Date</b> 09/18/2012	<b>Projects Completed</b> null
<b>McCombs Electric</b> HC3 Box 329 Alturas, CA - 96101 Phone: 530-640-0067	<b>Specialties</b> Controls Irrigation Lighting Motors and VFDs	<b>Business Type</b> Contractor	<b>Join Date</b> 01/10/2014	<b>Projects Completed</b> 7

<b>Mercier Electric</b> 410 3rd St. Yreka, CA - 96097 Phone: 530-340-1692	<b>Specialties</b> Lighting	<b>Business Type</b> Contractor	<b>Join Date</b> 07/01/2009	<b>Projects Completed</b> 11
<b>Mike Cheula Electric</b> 1101 Oak St. Mt. Shasta, CA - 96067 Phone: 530-926-3203	<b>Specialties</b> Lighting	<b>Business Type</b> Contractor	<b>Join Date</b> 01/01/2009	<b>Projects Completed</b> 2
<b>Mirror Lighting, Inc.</b> 14647 W 95th St. Lenexa, KS - 66215 Phone: 913-495-9800 Website: mirrorlighting.com	<b>Specialties</b> Lighting	<b>Business Type</b> Other: Other	<b>Join Date</b> 06/01/2009	<b>Projects Completed</b> 1
<b>Mt. Shasta Electric Inc.</b> 1108 N. Mt. Shasta Blvd. Mt. Shasta, CA - 96067 Phone: 530-926-4653	<b>Specialties</b> Lighting Motors and VFDs	<b>Business Type</b> Contractor	<b>Join Date</b> 07/01/2008	<b>Projects Completed</b> 2
<b>North Coast Electric - Seattle</b> 2424 8th Ave. So. Seattle, WA - 98134 Phone: 206-436-4444 x 4444 Website: www.ncelec.com	<b>Specialties</b> Lighting Motors and VFDs	<b>Business Type</b> Distributor	<b>Join Date</b> 06/27/2014	<b>Projects Completed</b> 1
<b>Northridge Electric</b> 1279 2nd Street, Suite A Crescent City, CA - 95531 Phone: 707-464-7790	<b>Specialties</b> Lighting	<b>Business Type</b> Contractor	<b>Join Date</b> 12/01/2008	<b>Projects Completed</b> 1
<b>qatestpcp</b> 650 edgewater blvd fostercity, CA - 98989 Phone: 444-444-4444 x 4444	<b>Specialties</b> Appliances	<b>Business Type</b> Architect	<b>Join Date</b> 04/02/2013	<b>Projects Completed</b> 650
<b>Rexel - Capitol Light - Hartford, CT</b> 270 Locust Street Hartford, CT - 06141 Phone: 866-520-2388 Website: www.capitollight.com	<b>Specialties</b> Controls Lighting	<b>Business Type</b> Distributor	<b>Join Date</b> 06/13/2014	<b>Projects Completed</b> 1
<b>Scott River Pump &amp; Irrigation, Inc.</b> 11231 N. Highway 3 Fort Jones, CA - 96032 Phone: 530-468-2916 Website: www.scottriverpump.com	<b>Specialties</b> Controls Irrigation Motors and VFDs	<b>Business Type</b> Distributor	<b>Join Date</b> 09/18/2012	<b>Projects Completed</b> 1
<b>United Mechanical Contractors Inc.</b> 2219 Washburn Way Klamath Falls, OR - 97603 Phone: 541-884-1521	<b>Specialties</b> Compressed Air HVAC - unitary	<b>Business Type</b> Contractor	<b>Join Date</b> 09/21/2012	<b>Projects Completed</b> null
<b>Whipple Electric*</b> 1800 Eastside Rd. Etna, CA - 96027 Phone: 530-598-5833	<b>Specialties</b> Irrigation Lighting Motors and VFDs	<b>Business Type</b> Contractor	<b>Join Date</b> 04/01/2010	<b>Projects Completed</b> 7