









## Residential & Multifamily 2023 Program Updates

## Agenda

- Residential Incentive Changes
- Residential Program Trends
- Customer Reach & Contractor Participation
- Incentive Processing Timeline Trends
- Savings Within Reach On-Bill Repayment Updates
- Other Programs and Opportunities
- Multifamily Incentive Changes



# Residential, Small Multifamily, & Large Multifamily Properties

Residential	Small Multifamily	Large Multifamily
Detached single family homes	Side-by-side properties (townhomes, rowhouses)	Apartments or condos in stacked structures with five or more units
		
Manufactured homes	Duplexes, triplexes, fourplexes	Assisted Living, Campus Living, Etc.
		

## Q4 Incentive Increases

- Significant long-term support for key HVAC measures
- Increases went into effect on 10/1/2023 and are expected to run through 12/31/2024
- Goal of driving higher volume of efficiency measures
- Reduces need for seasonal bonuses to promote specific measures or participation opportunities
- Supports accelerated savings goals adopted by regional utilities and Energy Trust

# Single-Family Incentive Increases

# Ductless Heat Pump – Replacing Electric Resistance Heat

- Standard Offer incentive dependent upon existence of and supplemental heating type in primary living area (\$500-\$1,000)
- DHP In Rentals promotion will end on 12/31/2024

Offer Type	Pre-October 1 Incentive	Post-October 1 Incentive
Standard Offer	\$500	Up to \$1,000
Rental Promotion	\$1,500	\$1,800
Rental Property	\$1,000	\$1,800
Savings Within Reach	\$1,000	\$1,800



# Gas Furnaces

- Requirement change: Furnaces must be 95% AFUE to be eligible
- Rental property incentive also increased to \$1,600 in SW Washington

Offer Type	Pre-October 1 Incentive	Post-October 1 Incentive
Community Partner Funding	\$1,400	\$1,600
Rental Property	\$1,000	\$1,600
Savings Within Reach	\$1,000	\$1,600

# Standard Ducted Heat Pump – Replacing Electric Furnace

- 7.5 HSPF2 or greater

Offer Type	Pre-October 1 Incentive	Post-October 1 Incentive
Standard Offer	\$700	\$1,000
Rental Property	\$1,000	\$3,000
Savings Within Reach	\$1,000	\$3,000



# Extended Capacity Heat Pump – any starting fuel

Offer Type	Pre-October 1 Incentive	Post-October 1 Incentive
Standard Offer	\$650	\$1,000
Rental Property	\$650	\$2,000
Savings Within Reach	\$650	\$2,000
Community Partner Funding	\$650	\$2,000

# Extended Capacity Heat Pump – Replacing Electric Furnace

Offer Type	Pre-October 1 Incentive	Post-October 1 Incentive
Standard Offer	\$1,350	\$3,000
Rental Property	\$1,650	\$3,000
Savings Within Reach	\$1,650	\$3,000
Community Partner Funding	N/A	\$6,000

# Smart Thermostats – Contractor Installed

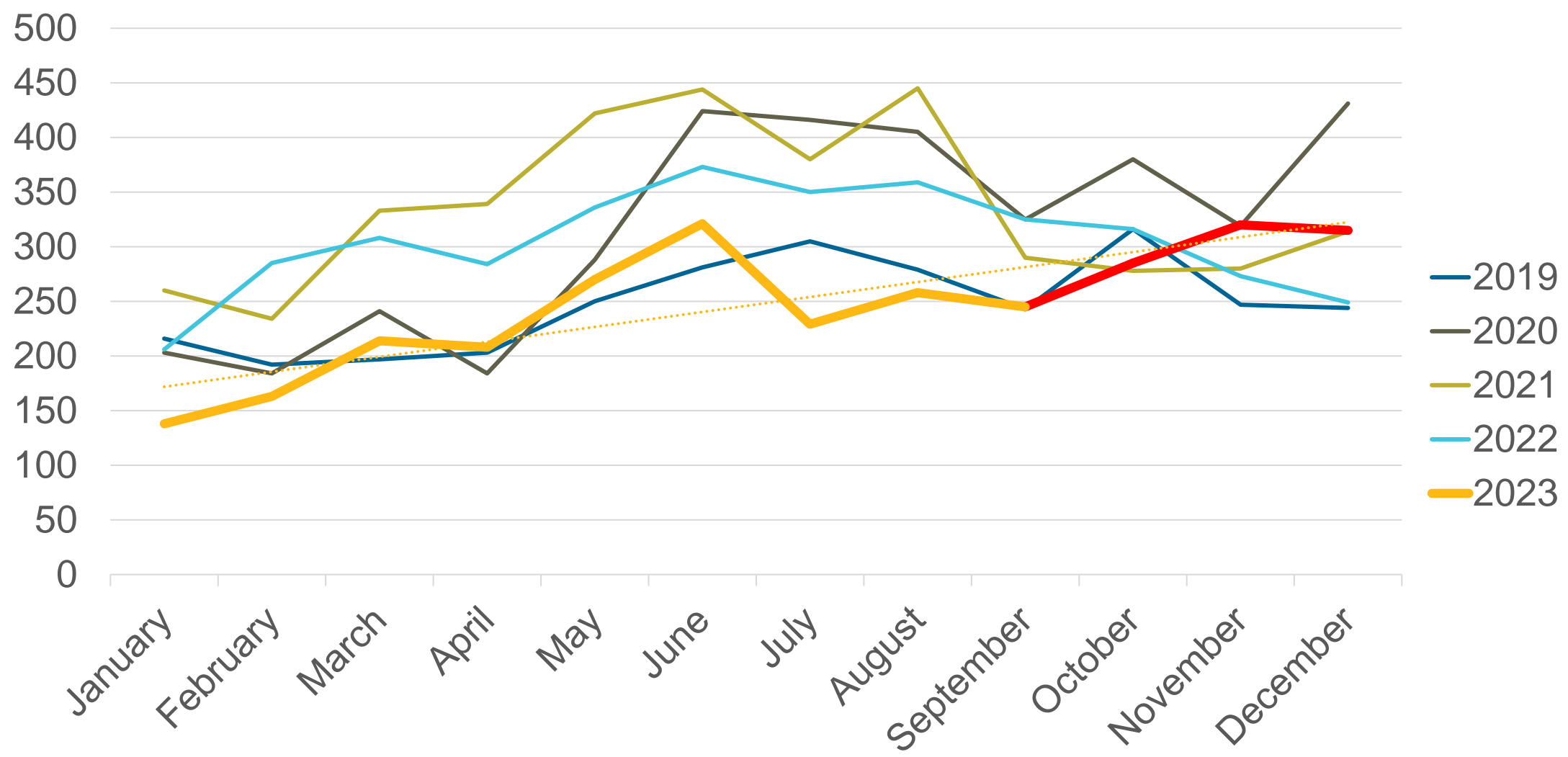
- Less than 1% of smart thermostat incentives have been paid to trade allies since 2020, despite exponential market adoption
- Contractor installed smart thermostat incentive increase intended to motivate more incentive applications, given that installations are likely already occurring

Property Type	Pre-October 1 Incentive	Post-October 1 Incentive
Any Single-Family or Multifamily	\$100	\$250

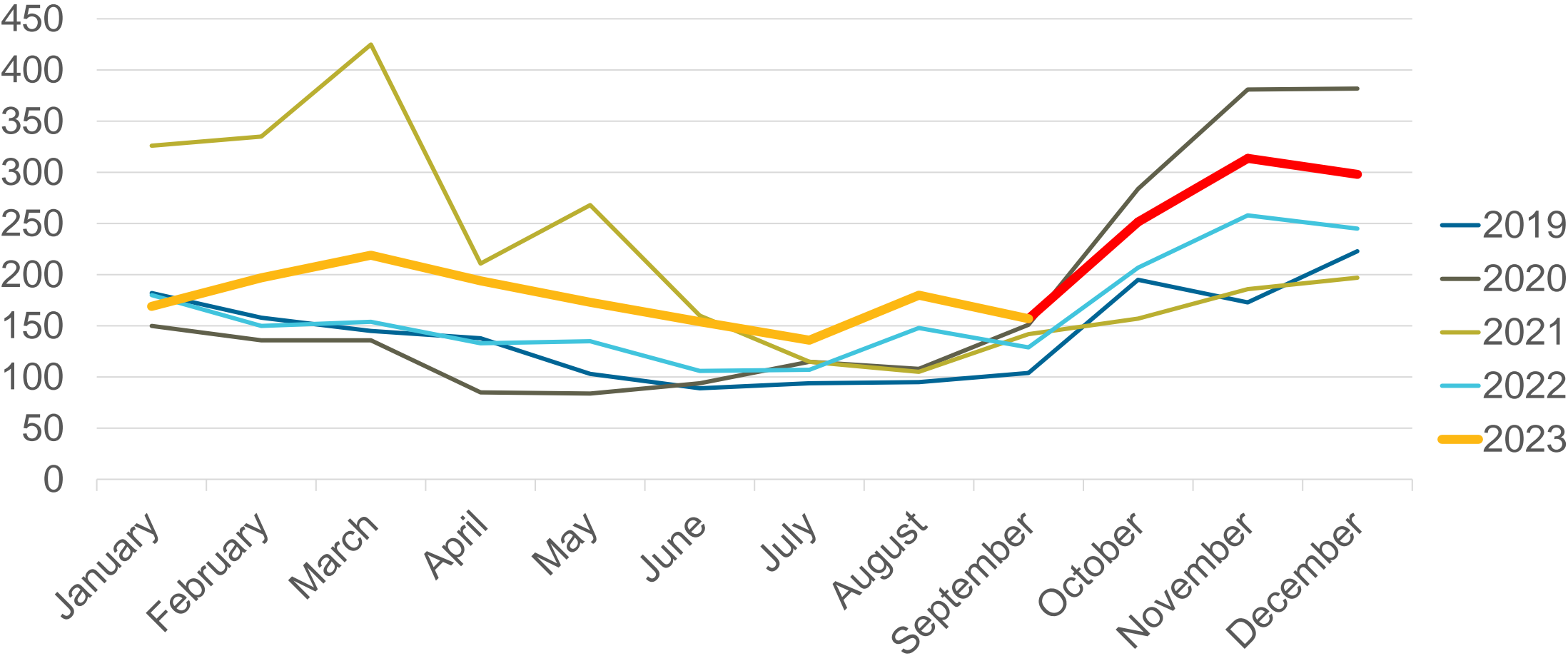
# Residential Trends



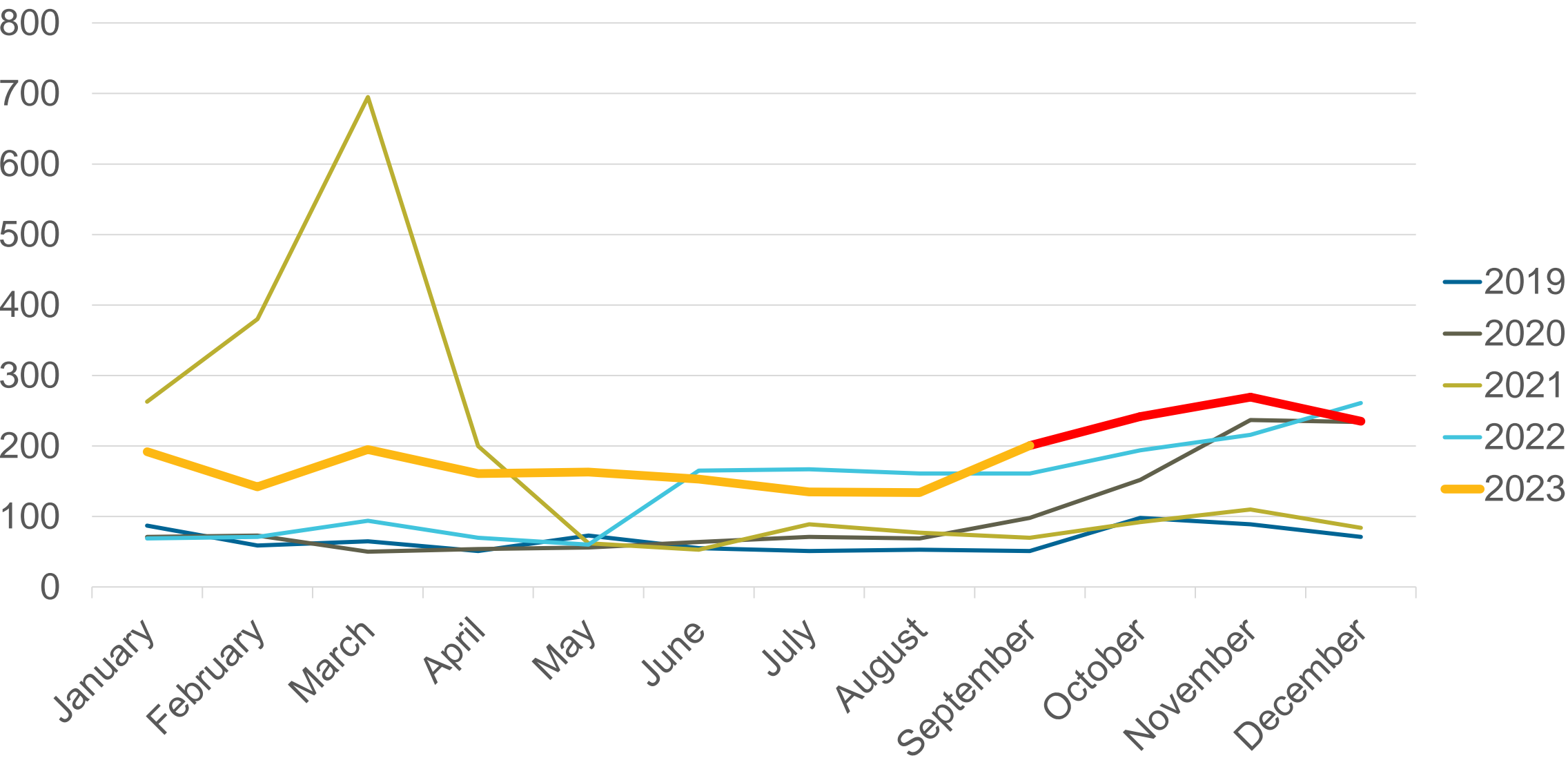
# Electric HVAC Trends – Installed Date



# Gas HVAC Trends – Installed Date



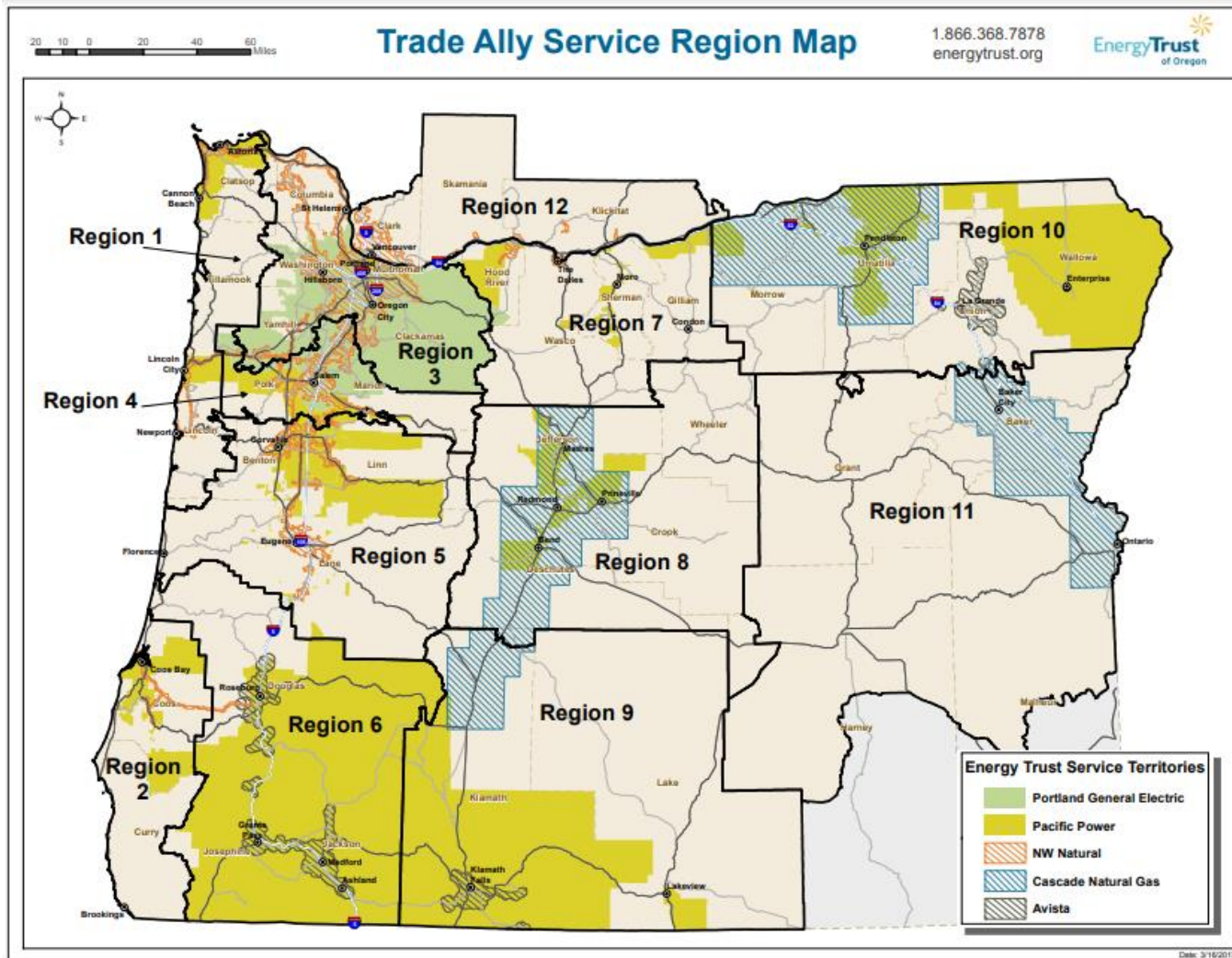
# Insulation Trends – Installed Date



# Customer Reach & Contractor Participation



# Regional & Rural Offers



- Responsive program design based on the needs of rural customers and contractors
- Served over 11,000 rural households since 2019
- Paid \$12mil incentive dollars to rural areas since 2019

## Contractor Engagement and Feedback

- Online surveys and in-person meetings across Oregon with rural and MWTAs
- Key findings: contractor support, program enhancements, business insights
- Program changes:
  - Expanded BDF eligibility and increased cap
  - Increased incentives
  - Investments in Energy Trust training capacity
  - Implement travel incentive for some rural projects





# Community Partner Funding Updates

- Highest tier of incentives delivered through community-based organizations

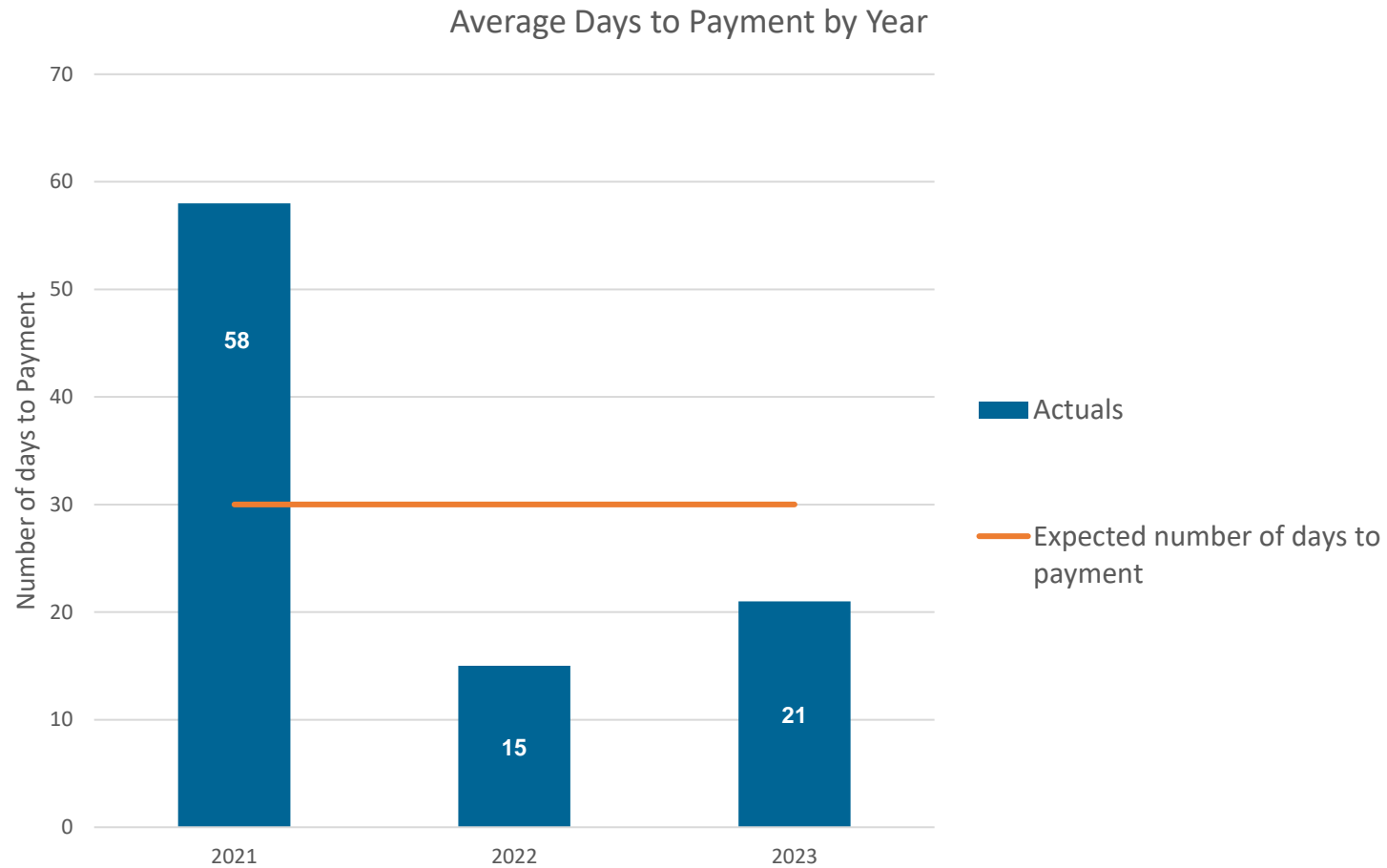
Community Partner Funding	2022	2023 (YTD)
CBO Incentives Paid	\$552,733	\$696,907
Customers Served	525	522
Home energy assessments	458	448
HVAC projects	159	124
Weatherization projects	109	31



# Incentive Processing Timeline Improvements



# Incentive Payment Timeline Trends



- 36% improvement in 2023 compared to 2021
- 150% increase in projects paid within 30 days in 2023 compared to 2021

# Quality Assurance Processing Update

- Increased disqualified projects after payment
- Action –returning to a model which
  - Work Quality Verification (WQV) holds payment
  - Payment released when WQV is complete and corrective actions met
- Protects the trade ally from retroactive incentive payment garnishment

## To avoid WQV-related processing delays:

- Inform customers that WQV is selected at random
- Reply to any WQV requests in a timely manner
- Review the 2023 Specifications Manual prior to installation of energy saving measures
- Schedule corrective action visits within five business days of notification
- Request a WQV with Energy Trust for the final installation day or site revisit

# Updates to Savings Within Reach and Oregon On-Bill Loan Repayment

# On-Bill Loan Repayment

January 2023

- Savings Within Reach On-Bill Repayment
  - Loan limit increased to \$10,000 for all measures

February 2023

- Oregon On-Bill Loan Repayment
  - Gas measures were added

January 2024

- Oregon & Savings Within Reach On-Bill Loan Repayment
  - Loan limit will increase from \$10,000 to \$15,000
  - Available for Customers of PGE, Pacific Power, NW Natural and Avista





# Other Programs and Opportunities

- Heat Pump Incentive Programs
  - Rental Home Heat Pump Program
  - Community Heat Pump Deployment Program
- Inflation Reduction Act Home Energy Rebates
  - Available no earlier than mid-2024
  - Energy Performance-Based (HOMES)
  - Home Rebate Income Qualified-Based (HEAR)



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# Smart Grid Test Bed Collaboration

## Residential Contractor RFQ: Deadline 10/25



A Geographically-Limited  
Time-Sensitive Program

North Portland: Overlook and Arbor  
Lodge Neighborhoods

Launching in Mid-November

Prioritizing electric savings,  
grid-connected equipment,  
solar+storage and EV charging

Serving Residential, Multi-Family  
and Commercial

Energy Improvement	Residential Incentive
Ductless Heat Pump	\$2,900 - Single Family. \$1,800 Multi-Family
Ducted Heat Pump (replacing Electric Furnace)	\$8,500
Extended Capacity Heat Pump (replacing Electric Furnace)	\$9,500
Smart Thermostat	\$249 self install, \$450 contractor installed
Attic Insulation	\$2.00 per square foot
Wall Insulation	\$3.00 per square foot
Floor Insulation	\$2.00 per square foot
Heat Pump Water Heater	\$2,320

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COMMUNITY IS KEY



# PORTLAND CLEAN ENERGY COMMUNITY BENEFITS FUND

VISIT US ONLINE [portland.gov/bps/cleanenergy](https://portland.gov/bps/cleanenergy)

PORTLAND  
CLEAN ENERGY  
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FUND



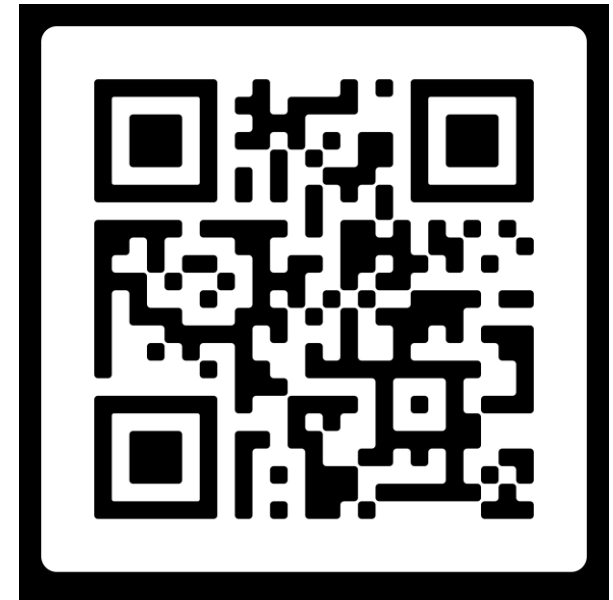
THE BUREAU OF **PLANNING  
& SUSTAINABILITY**



# PCEF Climate Investment Plan: Approved by City Council

## \$400M Clean Energy Programs

- Regulated Multifamily: \$60M/ 5-yrs
- Unregulated Multifamily: \$50M/ 5-yrs
- Single Family Homes: \$140M/ 5-yrs
- Small Commercial: \$25M/ 5-yrs
- And more
- Target program start dates: Fall 2024 through the end of 2025.
- Grants for Community Based Organizations – Nov 2023 RFP
- For all: Contractor & Workforce requirements
  - 180% of minimum wage
  - Equity goals
  - Project reporting
  - BPI Certification for home energy retrofits





# Home Performance Guild of Oregon Update

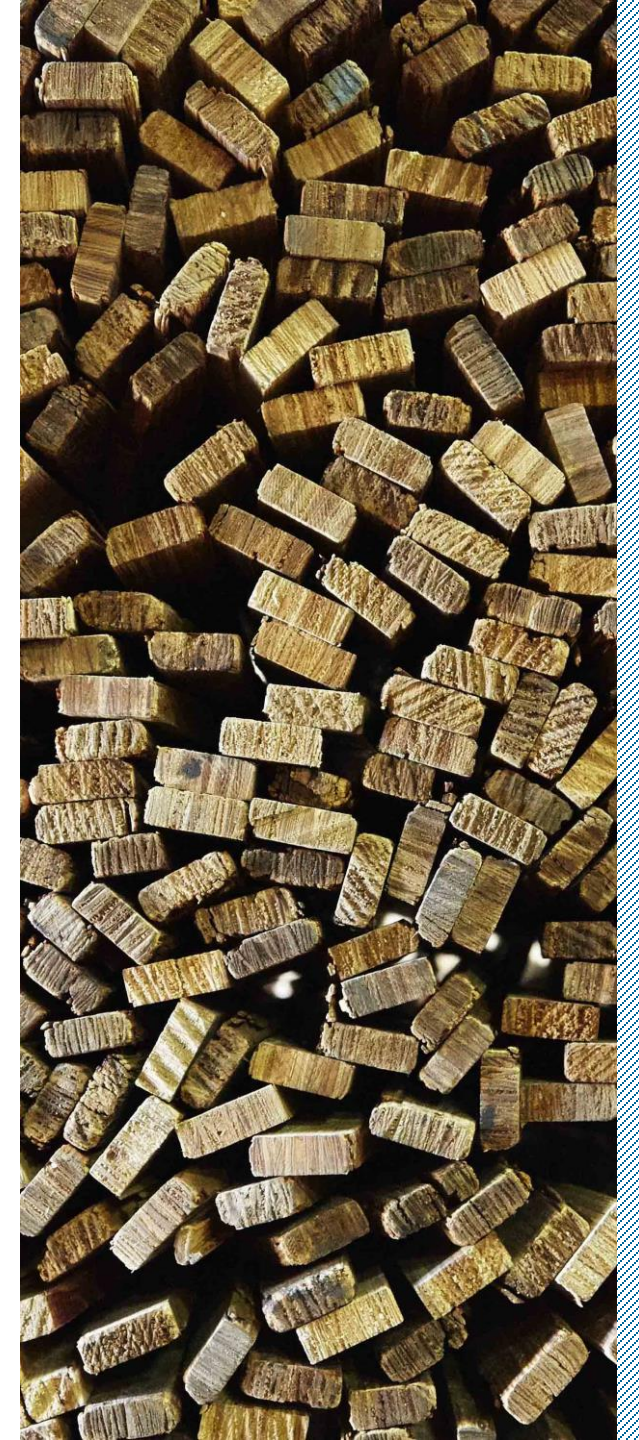


# What is the Home Performance Guild?

The Home Performance Guild (HPG) is a dedicated group of industry professionals with membership ranging from Home Performance contractors to HVAC installers.

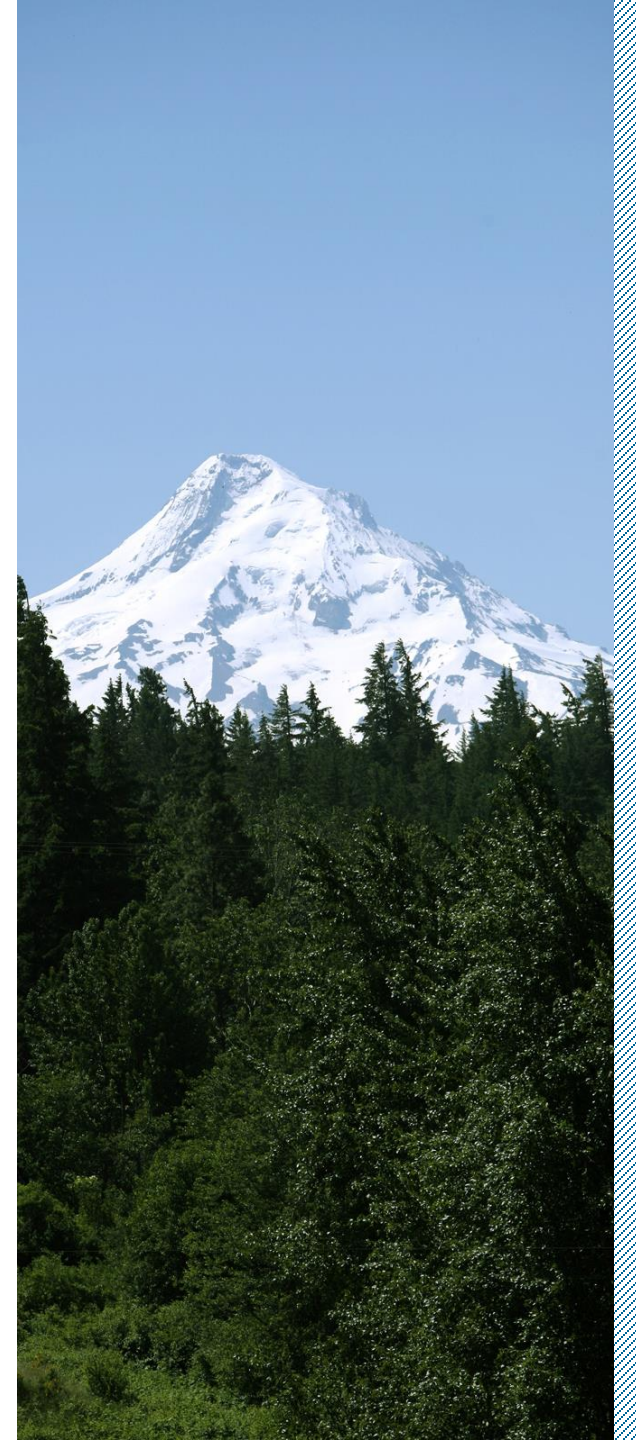
## **Membership Benefits**

- Membership dues reimbursement
- Peer mentorship & collaboration
- Industry networking
- Workforce development / Training



# Coming Soon

- Search for a permanent executive director
  - Dirk Larson is interim executive director
- New member outreach
- Monthly member meetings
- Training schedule
  - Building Science Fundamentals
  - Heat pump new technologies
  - Heat pump water heaters
  - Funding & incentive opportunities
- To learn more, email [info@hpguild.org](mailto:info@hpguild.org)







## 2023 Trade Ally Forums Multifamily Incentive Updates



# Multifamily Agenda



Your Dedicated Support Team



Residential & Multifamily Properties



Multifamily Incentive Updates



Important Links and Resources

Your Dedicated Multifamily Support Team

# Portland/Vancouver Metro Area Trade Ally Support



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*Just joined the team!*



## North Coast, Mid & Southern Willamette Trade Ally Support



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# Southern Oregon Trade Ally Support



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# Fall 2023 Bonus Incentives: Multifamily & Residential Extended Capacity Heat Pump Alignment (replacing electric forced air furnace)

		Multifamily Updates		Residential Updates	
Measure	Offer Type	Base Incentive	Increased Incentive	Base Incentive	Increased Incentive
Extended Capacity Heat Pump (Replacing electric furnace)	Standard offer	\$1,350 per heat pump	\$3,000	\$1,350	\$3,000
	Rental property	N/A		\$1,650	
	Savings Within Reach	\$1,650 per heat pump		\$1,650	
	Regional promotion	\$1,650 per heat pump	\$4,000	\$1,650	\$4,000
	Community Partner Funding	N/A	N/A	N/A	\$6,000

- Same requirements as ECHP incentive when NOT replacing an electric air forced air furnace
- Full Multifamily details can be found on form 320HVAC
- Full list of Energy Trust's qualifying products can be found at [energytrust.org](https://energytrust.org)

# Fall 2023 Bonus Incentives: Multifamily & Residential Smart Thermostat Alignment

		Multifamily Updates		Residential Updates	
Measure	Offer Type	Base Incentive	Increased Incentive	Base Incentive	Increased Incentive
Smart Thermostat	Contractor-installed with gas furnace heat (MF); Any Offer (Res.)	\$100 per thermostat	\$250	\$100	\$250

## Multifamily Incentive

- Space heating provided by gas furnace, and site must receive electricity from a participating utility

## Residential Incentive

- Any offer

Full Multifamily details can be found on Form 320HVAC



## Additional Multifamily Incentive Bonus Offers

Measure	Base	Bonus	Total
<b>Commercial Condensing Tank Water Heater – Oregon</b> (All multifamily property types)	\$3.00 per kBtu/h	<b>+\$0.50</b>	<b>\$3.50 per kBtu/h</b>
<b>Commercial Condensing Tank Water Heater – SW WA</b> (All multifamily property types)	\$3.25 per kBtu/h	<b>+\$0.25</b>	<b>\$3.50 per kBtu/h</b>
<b>Commercial Vent Hood Retrofit w/ Demand Controlled Ventilation</b> (Assisted Living and Campus Living)	\$750 per controlled motor horsepower	<b>+\$150 - \$750</b>	<b>\$900-\$1,500</b>
<b>Gas Double Rack Oven</b> (Assisted Living and Campus Living)	\$1,750 each	<b>+\$250</b>	<b>\$2000</b>
<b>Gas-fired Automatic Conveyor Broiler</b> (Assisted Living and Campus Living)	\$2,000-\$3,000 each	<b>+\$500</b>	<b>\$2,500-\$3,500</b>
<b>Gas Steam Cooker</b> (Assisted Living and Campus Living)	\$2,000 each	<b>+\$1,400</b>	<b>\$3,400</b>

## Important Links & Resources

# Multifamily Incentive Details

For all program requirements visit: [www.energytrust.org](http://www.energytrust.org)

- **OR Multifamily Incentives: Misc. forms**
  - <https://www.energytrust.org/commercial/multifamily-forms/>
  - Forms and supplemental information for weatherization, appliances, HVAC, water heating, foodservice equipment
- **SW WA Existing Multifamily Incentives: Form 120P WA-EMF**
  - <https://www.energytrust.org/incentives/multifamily-washington/>
  - Restricted to NW Natural Gas customers only, project must be behind a commercial meter
- **SW WA \*NEW Buildings MF Incentives: Form 120P WA-NMF**
  - <https://www.energytrust.org/incentives/new-multifamily-washington/>
  - \*Existing Buildings also covers New Buildings in SW WA (both commercial and multifamily)
  - Restricted to NW Natural Gas customers only, project must be behind a commercial meter

# Existing Buildings Resource Links

## Energy Trust of Oregon web resources:

- Main site: <https://www.energytrust.org/>
- Oregon incentives:
  - Commercial: <https://www.energytrust.org/commercial/existing-buildings-oregon-cash-incentives/>
  - Multifamily: <https://www.energytrust.org/commercial/multifamily-forms/>
- Washington incentives:
  - Existing commercial: <https://www.energytrust.org/incentives/existing-buildings-washington/>
  - Existing multifamily: <https://www.energytrust.org/incentives/multifamily-washington/>
  - New commercial: <https://www.energytrust.org/incentives/new-buildings-washington/>
  - New multifamily: <https://www.energytrust.org/incentives/new-multifamily-washington/>



# Existing Buildings Resource Links

## Energy Trust of Oregon web resources:

- Trade ally enrollment: <https://web.energytrust.org/tradeallyenrollment/#/>
- Insider: <https://insider.energytrust.org/>
- Business Development Fund:  
<https://insider.energytrust.org/programs/existing-buildings/business-development-fund-guidelines/>
- Find a contractor: <https://www.energytrust.org/find-a-contractor/>

# Special Programs and Limited-Time Offers

- Savings Within Reach: <https://www.energytrust.org/incentives/savings-within-reach/>
- On-Bill Loan Repayment: <https://www.energytrust.org/incentives/savings-within-reach-on-bill-repayment/>
- Ductless heat pumps for rental properties: <https://www.energytrust.org/incentives/promotion-ductless-heat-pumps/>
- Landlord Provided Cooling Spaces: <https://www.energytrust.org/communities/landlord-provided-cooling-space-initiative/#:~:text=Energy%20Trust%20of%20Oregon%20is,on%20or%20near%20the%20properties>
- Regional heat pump promotion: <https://www.energytrust.org/incentives/regional-heat-pump-promotion/>
- Regional gas furnace promotion: <https://www.energytrust.org/incentives/regional-gas-furnace/>



Thank you

Heath Heiberg

Trade Ally Manager

Existing Buildings

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Thank you

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