



# Energy Efficiency Snapshot

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November 12, 2008









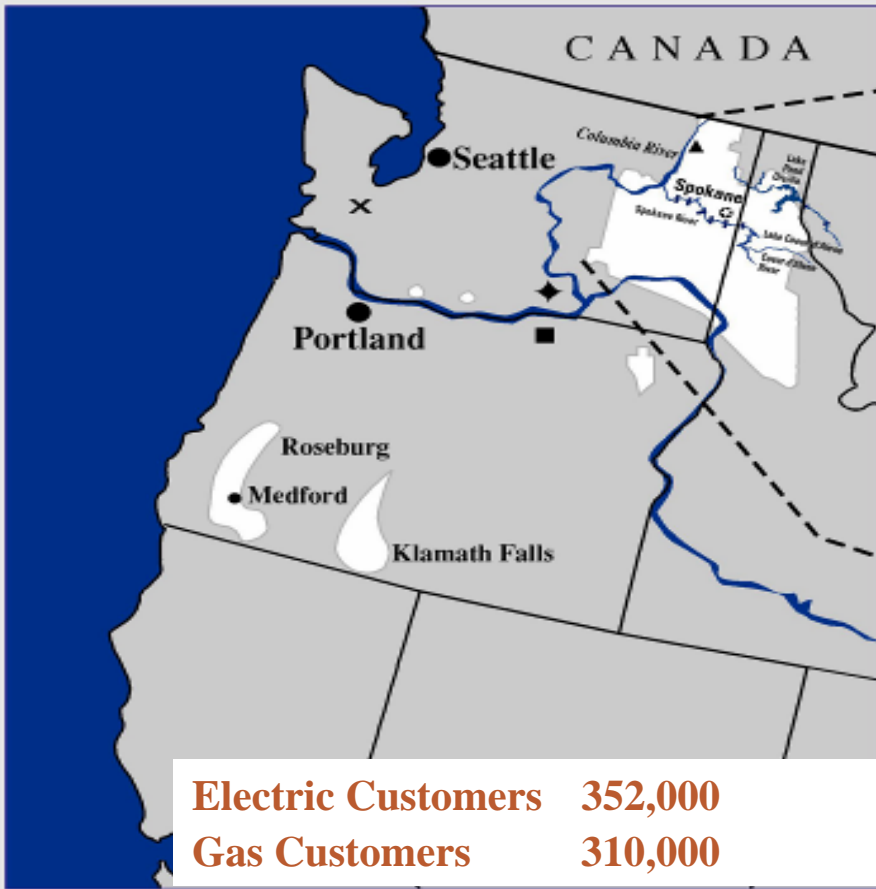


# HVAC Systems



# Modern Art





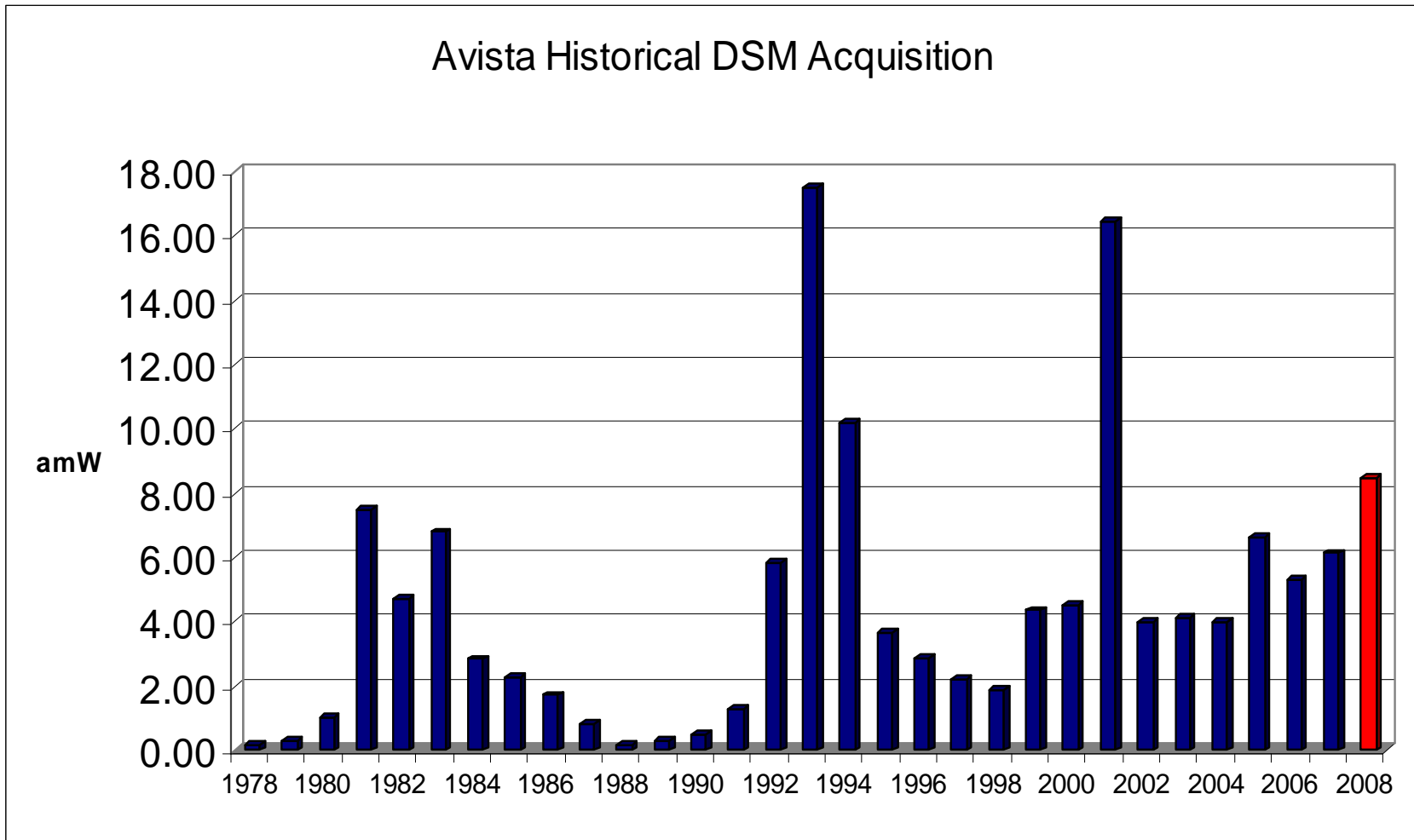
- Avista Utility Service Territory
- ⊕ Corporate Headquarters—Spokane, Washington
- ▬▬▬ Avista Utilities Hydroelectric Projects
- ▲ Kettle Falls Wood-Waste-Fueled Generating Station
- ⚙️ Rathdrum Combustion Turbine Generating Station
- ◆ Plymouth Liquefied Natural Gas Facility
- ✕ Jackson Prairie Underground Gas Storage Project
- Coyote Springs II Generating Station
- ★ Northeast Combustion Turbine Generating Station



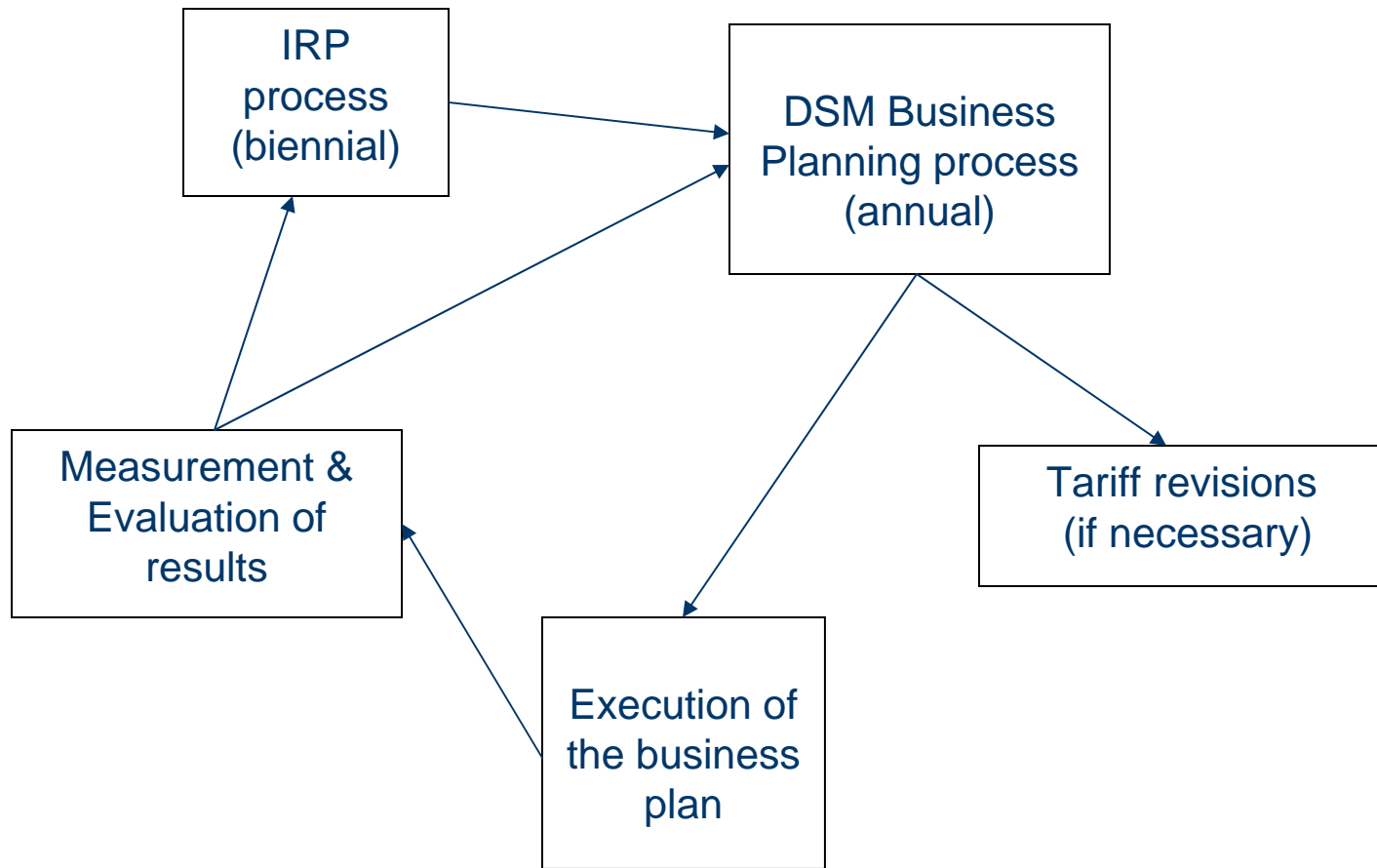
# Key Avista DSM Achievements

- 30 years of continuous DSM
- 1992-1994 Energy Exchanger program
- Initiation of a non-bypassable public purposes surcharge in 1995
- Flexible tariffs allow for timely responses to opportunities

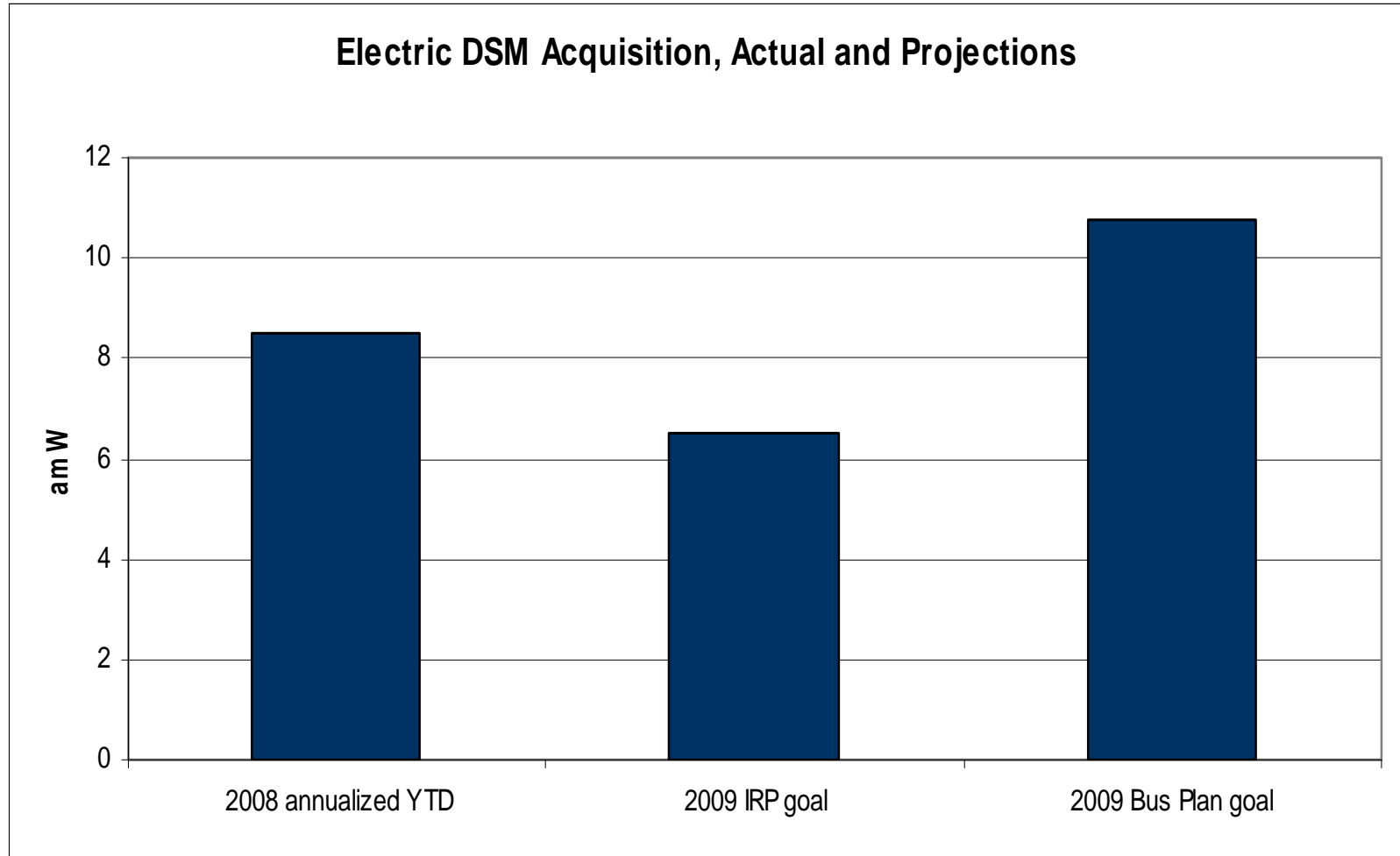
# Historical Electric Acquisition



# Planning and Execution

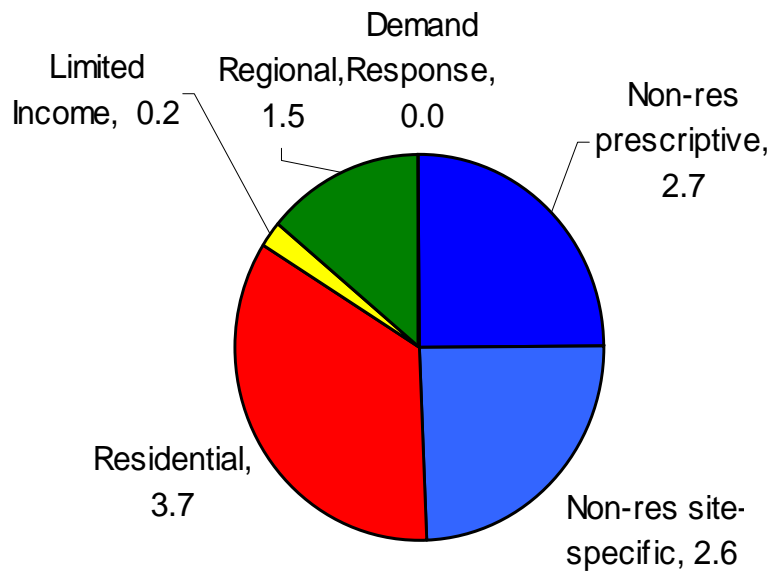


# Achieving our Acquisition Goals

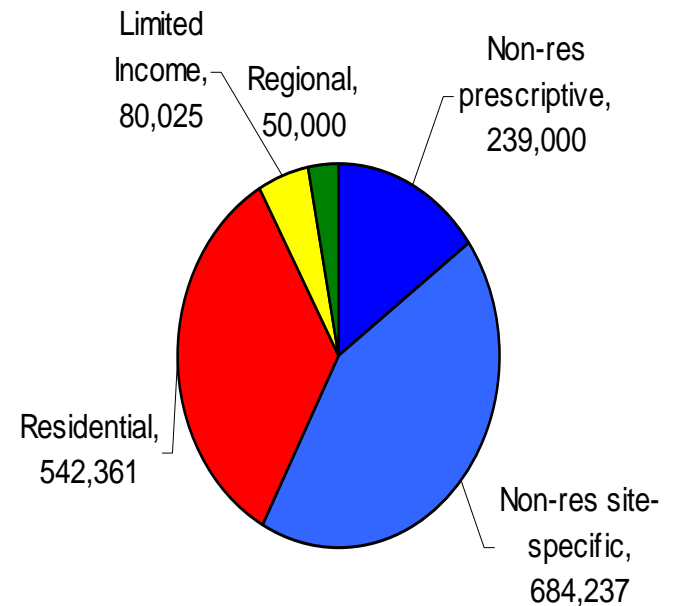


# Where the acquisition comes from ...

## Electric DSM Acquisition by Portfolio (amW)

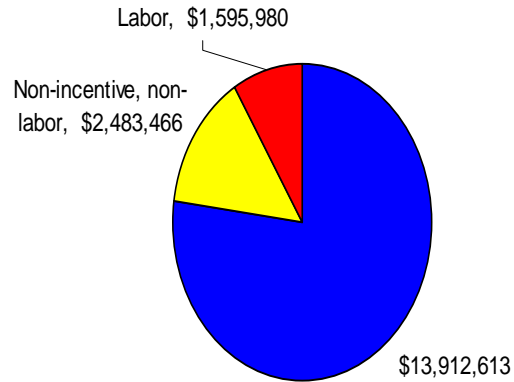


## Gas DSM Acquisition by Portfolio (1st yr therms)

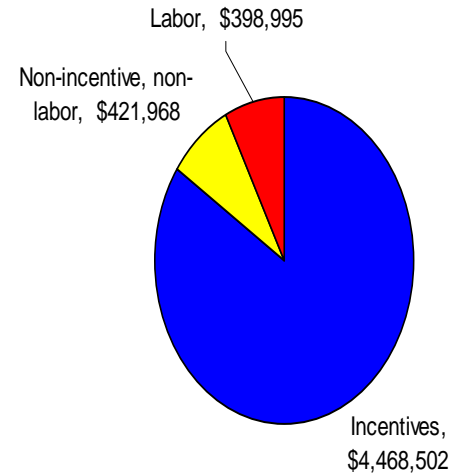


# How We Spend DSM Funds

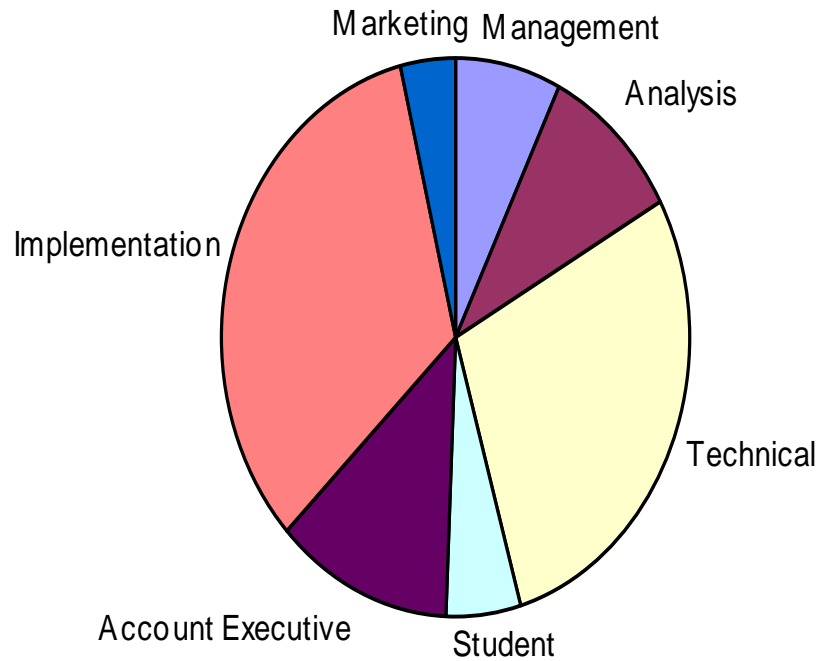
Electric Utility DSM Expenditures by Category



Natural Gas DSM Utility Expenditures by Category



## DSM Labor Distribution by Labor Type



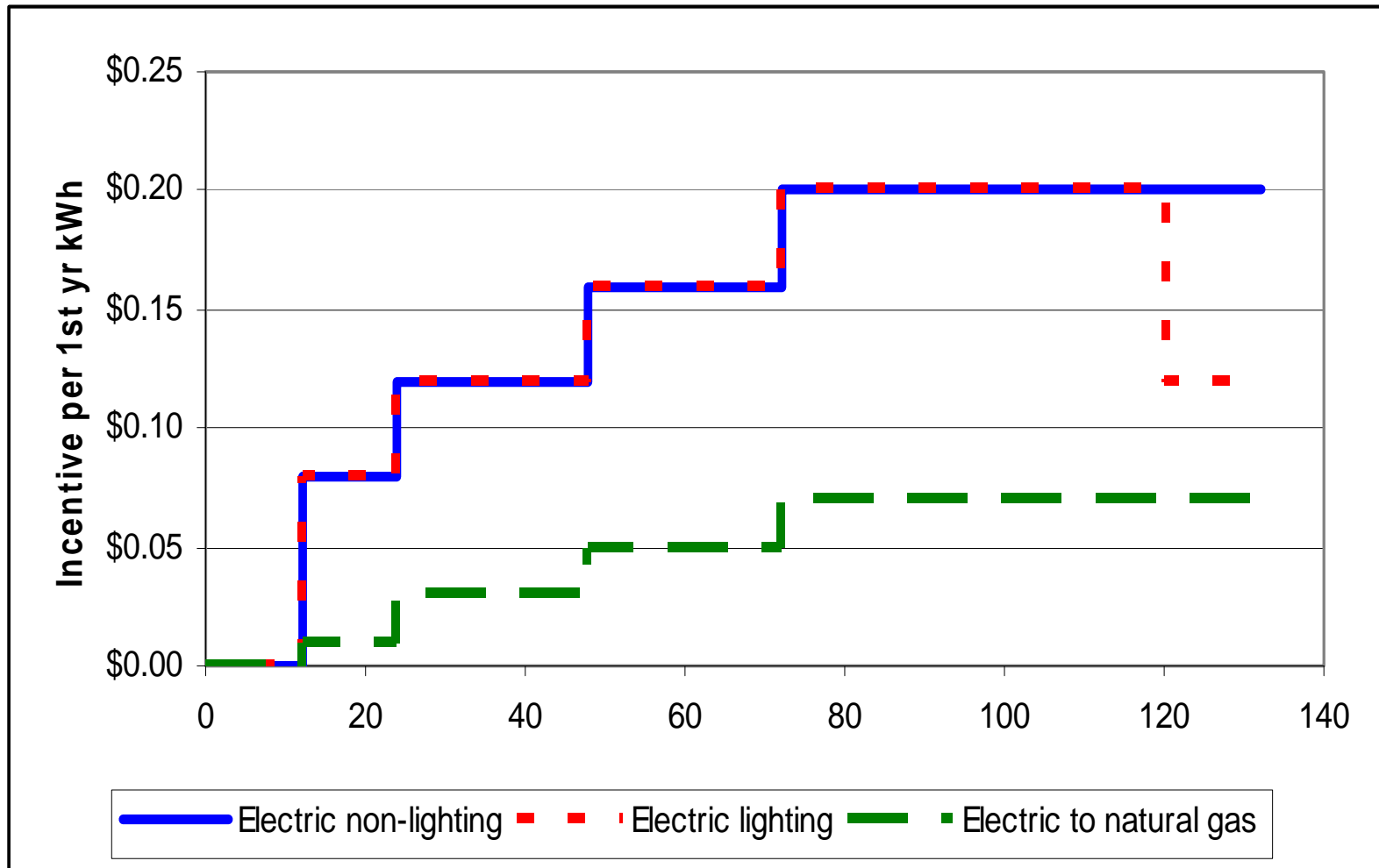
# Important Near-Term Objectives

- Deliver solid cost-effective performance
- Maintain a portfolio with widespread opportunities for participation
- Seek to improve opportunities for meaningful engagement of multi-family residential customers and small commercial customers

# Overview of Avista's DSM Approach

- Incentive programs supported by
  - An active account executive network
  - Strong technical support
  - An effective outreach effort
- Augmented by productive regional market transformation efforts
- Cooperative external contributions

# Incentive Tiers



# Exceptions to incentive tiers

- Limited income programs
  - Achieved in partnership with CAP agencies
  - 100% funding
  
- “Small measures”
  - CFL’s, infiltration measures etc.
  
- Market transformation
  - In conjunction with NEEA
  - Independent of NEEA

# Avista's electric DSM Residential portfolio

*Exclusively prescriptive programs*

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## Shell measures

- Ceiling, wall, floor insulation
- Windows
- Chimney dampers

## Appliance measures

- Air source and ground source heat pumps
- Variable speed motors
- Central air conditioning
- High-efficiency water heaters

## CFLs

- CFL recycling partnership

## Electric to natural gas conversion

- Space heat
- Water heat

## Refrigerator recycling

## “Something for Everyone”

- Distribution of physical product
- Educational effort

# Avista's electric DSM non-residential portfolio

- Mix of prescriptive and site-specific programs
- Prescriptive Lighting program
  - Demand Controlled Ventilation program
  - Vending Machine Controls program
  - Energy Smart program
  - Food Service Equipment program
  - AirCare Plus program
  - Variable Frequency Drive program
  - LEED Certification program
  - Multifamily Development Incentive program
  - Premium Efficiency Motor program
  - Power Management for Personal Computers program
  - LED Traffic Signals program
  - Refrigerated Warehouse Incentive program
  - Commercial Clothes Washer program
  - Electric to Natural Gas Water Heater Conversion program



# Avista's electric DSM non-residential portfolio

## ▪ Site specific programs

- Incentives provided per tiered incentive structure
- Any efficiency measure qualifies
- 3,300 measure applications, 300 independent measures and still counting

## ▪ Keys to success

- Active and successful account executive infrastructure
- Attractive incentives
- Quality technical follow-up
- Trade ally and vendor support
- Follow-up with customer (AEs and technical resources)

# Outreach Efforts

every  
little bit

## Objectives

- Inform our customers of our programs
- Educate customers regarding non-programmatic efficiency opportunities

## Achieved by

- Long-term multimedia campaign
- Drive customers to our website
  - Information on incentive programs
  - Online audit (Nexus)
  - Download incentive forms
  - Additional recommendations for no-cost / low-cost efficiency measures or behaviors
- “Ask Avista”
- Additional collateral material
  - Program brochures, applications etc.
  - Account Executive “leave behinds”

# Also critical to success...

*“Walk the Talk”*



# Analytical Issues

## Meaningful and thoughtful measurement

- Integrated into our implementation effort
- Complying with utility industry standards
- Meeting our needs for real-time management

## Evaluation of programs

- Structured to meet
  - management needs
  - Future program design
- Avoided cost revisions to support meaningful evaluation

# Long-term success

## Competent execution

- Care of our infrastructure
- Well-managed DSM operations

# Other Avista DSM Interests

## Renewables

- Incentives for
  - Wind, solar, geothermal distributed generation

## Distribution Efficiency

- Engineering investigation of resource characteristics
- Targeted acquisition