Energy Trust's 2012 Performance Measures set by the PUC

Electricity energy efficiency

- Obtain electricity efficiency savings of at least 41 average megawatts.
- Obtain electricity efficiency savings at an average levelized life-cycle cost of not more than 4.4 cents per kilowatt-hour.

Natural gas efficiency

- Obtain natural gas efficiency savings of at least 4,500,000 therms.
- Obtain natural gas efficiency savings at an average levelized life-cycle cost of note more than 52 cents per therm.

Renewable resource development

PUC Staff temporarily suspended Energy Trust's renewable resource development performance measure for 2012 due to changes to the program. PUC staff is working with Energy Trust to clarify program goals and targets. The PUC will establish new renewable resource development performance measures for 2013.

Financial integrity

Obtain an unqualified financial audit opinion annually.

Program delivery efficiency

Keep administrative and programs support costs below 9 percent of annual revenues.

Customer satisfaction

Maintain a minimum of 85 percent customer satisfaction with:

- Interaction with program representatives
- Overall satisfaction

Benefit/cost ratios

Report benefit/cost ratio for conservation programs based on utility system and societal perspective. Report significant mid-year changes to benefit/cost performance as necessary in quarterly reports.