

March 29, 2019

***VIA ELECTRONIC FILING***

Public Service Commission of Utah  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84114

Attn: Gary Widerburg  
Commission Secretary

RE: **Subscriber Solar Program Annual Report**  
Docket No. 19-035-15

Pursuant to the Correspondence filed August 16, 2017 (“Correspondence”), in the above referenced docket, Rocky Mountain Power (the “Company”) hereby submits for filing the Annual Report of the Subscriber Solar Program (“Program”) for the period of January 1, 2018 through December 31, 2018. Also enclosed is the Confidential Information Certificate the Company desires parties in this docket to execute prior to obtaining access to confidential information.

The Company intends to make a filing in the second quarter of 2019 to request approval for proposed changes to the Program.

It is respectfully requested that all formal correspondence and staff requests regarding this matter be addressed to:

By E-mail (preferred): [datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)  
[michael.snow@pacificorp.com](mailto:michael.snow@pacificorp.com)

By regular mail: Data Request Response Center  
PacifiCorp  
825 NE Multnomah Blvd., Suite 2000  
Portland, OR 97232

Informal inquiries regarding this matter may be directed to me at (801) 220-4214.

Sincerely,



Michael S. Snow  
Manager, Regulatory Affairs

Enclosures

# Exhibit A

## SUBSCRIBER SOLAR STATUS REPORT JANUARY 1, 2018 – DECEMBER 31, 2018

### INTRODUCTION

This report provides summary details regarding the Subscriber Solar Program's status. Exhibit A is a Program Dashboard report with more granular detail. Confidential Exhibit B contains the current Program Costs Model and a proposed updated Program Costs Model that shows unspent budget that has been reallocated to accommodate expansion plans for the program for the next three years. Exhibit C is a record of the 2017 retired renewable energy certificates (RECs) and the analysis of a recent customer survey is provided in Exhibit D.

### PROGRAM STATUS SUMMARY

#### Subscription Status

Subscription Level at December 31, 2018: 100% Subscribed (20,000 Blocks)

Residential: ~34%, Commercial: ~66%

#### Financial Status (000's)

Program Cost Budget	CY 2015	CY 2016	CY 2017	CY 2018	Total Budget	2015-18 Spend	Cancel Fees	Variance
Administration/Interest	\$10	\$265	\$279	\$284	\$838	\$486	\$34	\$385
Marketing	\$38	\$306	\$322	\$328	\$994	\$558		\$436
Billing System Updates		\$960			\$960	\$853		\$107
<b>Total Program Costs</b>	<b>\$48</b>	<b>\$1,531</b>	<b>\$601</b>	<b>\$612</b>	<b>\$2,792</b>	<b>\$1,897</b>		<b>\$928</b>

The program has spent approximately \$928,000 less than what was originally anticipated to subscribe the program at 100% through the 2<sup>nd</sup> year of production.

### CUSTOMER ENGAGEMENT SUMMARY

The Subscriber Solar Program concentrated much of its efforts this year on maintaining 100% subscription rates, streamlining operations with call center agents and working on plans to expand the program.

Marketing was minimal as the program remained sold out for the year, although the program participated in a few co-sponsored events to help raise awareness and to continue to solicit waitlist participants. The 2018 Annual Newsletter is scheduled to be sent to all current participants during April 2019.

## 2018 Subscriber Solar Summary Report

### Program Management Commentary

The program is developing plans for a second solar plant. Customer survey results indicate customers are overall satisfied with program. Marketing and administration costs are lower than projected and a new offering of 100% solar is being proposed to enable customers to subscribe all of their usage to the program.

### Program Sales Summary

	2017	2018	2018 KWH	2018 % Sold
Total Residential Block Revenues	\$978,013.85	\$1,079,465.85	16,543,538	32.8%
Total Non-Residential Block Revenues	\$1,769,700.15	\$1,939,784.20	31,161,192	61.7%
Total Program Revenues	\$2,747,714	\$3,019,250	47,704,730	94.4%

### Program Expenses Summary

	2015	2016	2017	2018	Total Expenses
Total Program Management/Admin Expenses	\$14,403.35	\$1,015,874.86	\$88,844.28	\$63,660.65	\$1,182,783.14
Total Marketing Expenses	\$7,279.47	\$241,552.42	\$201,979.64	\$107,325.83	\$558,137.36
Total Interest Expense	\$40.20	\$32,832.73	\$58,533.86	\$66,021.39	\$157,428.18
Total Expenses	<b>\$21,723.02</b>	<b>\$1,290,260.01</b>	<b>\$349,357.78</b>	<b>\$237,007.87</b>	<b>\$1,898,348.68</b>
Original Budget	\$48,000.00	\$1,531,000.00	\$601,000.00	\$612,000.00	\$2,792,000.00
Variance to Budget	<b>-54.74%</b>	<b>-15.72%</b>	<b>-41.87%</b>	<b>-61.27%</b>	<b>-32.01%</b>

### Generation Status

	Jan 2017-Dec 2018 kWh	Cost
Generation Purchased	98,658,856	\$5,209,187.60
Generation Sold	91,122,366	\$4,811,260.92
Unsold Generation	<b>7,536,490</b>	<b>\$397,926.67</b>

### Solar Credits Donated

	Jan-Dec 2018 kWh	Donated
Generation Purchased/Unused Credits	1,730,390	\$27,780.24

[Click to see Solar Credits Donated Worksheet](#)

## 2018 Program Marketing and Communications Highlights

### 2018 NEWSLETTER - PROGRAM IN REVIEW

2018 Subscriber Solar Newsletter is in development and will be sent during April 2019.

### 2018 CUSTOMER SURVEY

A survey was sent to all participants to gauge customer satisfaction and support of the program. Customer satisfaction ratings are high and more than 90% of the participants support expansion of the program and 71% are supportive of adding a 100% solar option.

### 2018 SUBSCRIPTIONS AND MARKETING

The program remained sold out throughout 2018 with only 123 of 240,000 unbilled blocks for the year, primarily due to cancellations and gaps between billing cycles of new customer subscriptions. Marketing costs were low and mainly focused on expanding awareness through co-marketing partnership opportunities with other programs was viable.

### SOLAR PLANT PRODUCTION

The solar plant generated 2,511,859 more kilowatt hours during 2018 than required by the power purchase agreement. Through 2019, the program will endeavor to apply performance forecast and subscribe all available production.

# 2017 Subscriber Solar Dashboard

BLOCKS INVOICED						REVENUES			ENERGY GENERATED		
	RESIDENTIAL		COMMERCIAL			TOTAL BLOCKS		TOTAL \$	ON PEAK	OFF PEAK	TOTAL KWH
	1	3	23	6	6A	RESIDENTIAL	COMMERCIAL				
Jan-17	0	0	0	0	6	0	0	Jan-17			
Feb-17	6,368	70	647	661	9,354	6,438	10662	Feb-17	\$84,015.90	\$132,741.90	\$216,757.80
Mar-17	6,663	82	829	987	10,889	6,745	12705	Mar-17	\$88,022.25	\$158,177.25	\$246,199.50
Apr-17	6,739	77	857	987	11,424	6,816	13268	Apr-17	\$88,948.80	\$165,186.60	\$254,135.40
May-17	6,756	84	948	989	9,870	6,840	11807	May-17	\$89,260.70	\$146,995.91	\$236,256.60
Jun-17	6,779	77	1,001	989	11,734	6,855	13724	Jun-17	\$89,463.75	\$170,862.93	\$260,326.68
Jul-17	6,787	77	793	989	12,073	6,864	13855	Jul-17	\$89,575.40	\$172,495.56	\$262,070.96
Aug-17	6,795	71	977	989	11,134	6,866	13100	Aug-17	\$89,606.06	\$163,095.00	\$252,701.06
Sep-17	6,849	68	771	989	10,638	6,917	12398	Sep-17	\$90,267.18	\$154,350.49	\$244,617.67
Oct-17	6,822	61	966	989	11,797	6,883	13752	Oct-17	\$89,821.98	\$171,213.21	\$261,035.18
Nov-17	6,827	61	742	995	11,372	6,888	13109	Nov-17	\$89,891.01	\$163,207.05	\$253,098.06
Dec-17	6,769	62	878	989	11,892	6,831	13759	Dec-17	\$89,140.83	\$171,299.55	\$260,440.38
<b>TOTAL Blocks</b>	<b>74,154</b>	<b>790</b>	<b>9,409</b>	<b>10,553</b>	<b>122,183</b>	<b>74,944</b>	<b>142,145</b>	<b>TOTAL \$</b>	<b>\$978,013.85</b>	<b>\$1,769,700.15</b>	<b>\$2,747,714.00</b>
<b>TOTAL KWH</b>	<b>14,830,786</b>	<b>157,932</b>	<b>1,881,718</b>	<b>2,110,600</b>	<b>24,436,600</b>	<b>14,988,718</b>	<b>28,428,918</b>	<b>TOTAL KWH</b>	<b>40,292,478</b>	<b>7,854,519</b>	<b>48,146,997</b>
						Res and Comm KWH	<b>43,417,636</b>				

## 2015-2017 EXPENSE DETAIL

	PROGRAM ADMIN & BILLING SETUP				MARKETING				TOTAL EXP	Original Budget	Variance
	Program Mgmt	Call Center	I/T Billing	TOTAL ADMIN	Cust Outreach	Prod/Collateral	Website	TOTAL MKTG			
<b>2015</b>	<b>\$14,403.35</b>			<b>\$14,403.35</b>				<b>\$7,279.47</b>	<b>\$21,682.82</b>	<b>\$48,000.00</b>	<b>\$26,317.18</b>
Jan-16	\$17,946.30	\$321.48	\$2,885.52	\$21,153.30				\$0.00	\$21,153.30	\$127,500.00	\$106,346.70
Feb-16	\$16,669.25	\$1,038.32	\$148,869.58	\$166,577.15				\$0.00	\$166,577.15	\$127,500.00	-\$39,077.15
Mar-16	\$13,554.93	\$2,072.52	\$122,968.33	\$138,595.78	\$4,047.84			\$4,047.84	\$142,643.62	\$127,500.00	-\$15,143.62
Apr-16	\$19,674.10	\$4,755.18	\$96,301.89	\$120,731.17	\$395.66			\$395.66	\$121,126.83	\$127,500.00	\$6,373.17
May-16	\$19,685.47	\$13,915.59	\$119,732.24	\$153,333.30	\$9,918.44			\$9,918.44	\$163,251.74	\$127,500.00	-\$35,751.74
Jun-16	\$18,128.00	\$3,715.21	\$81,912.57	\$103,755.78	\$9,194.21		\$19,319.75	\$28,513.96	\$132,269.74	\$127,500.00	-\$4,769.74
Jul-16	\$12,724.71		\$86,072.75	\$98,797.46	\$25,454.80			\$25,454.80	\$124,252.26	\$127,500.00	\$3,247.74
Aug-16	\$2,060.00		\$75,972.64	\$78,032.64	\$9,416.86		\$119,079.75	\$128,496.61	\$206,529.25	\$127,500.00	-\$79,029.25
Sep-16	\$4,120.00		\$44,287.64	\$48,407.64	\$3,066.95			\$3,066.95	\$51,474.59	\$127,500.00	\$76,025.41
Oct-16	\$5,541.39		\$42,445.24	\$47,986.63	\$6,044.81			\$6,044.81	\$54,031.44	\$127,500.00	\$73,468.56
Nov-16	\$6,222.93		\$21,774.97	\$27,997.90	\$24,250.15			\$24,250.15	\$52,248.05	\$127,500.00	\$75,251.95
Dec-16	\$4,532.00	\$225.32	\$5,748.79	\$10,506.11	\$11,363.20			\$11,363.20	\$21,869.31	\$128,500.00	\$106,630.69
<b>2016</b>	<b>\$140,859.08</b>	<b>\$26,043.62</b>	<b>\$848,972.16</b>	<b>\$1,015,874.86</b>	<b>\$103,152.92</b>	<b>\$0.00</b>	<b>\$138,399.50</b>	<b>\$241,552.42</b>	<b>\$1,257,427.28</b>	<b>\$1,531,000.00</b>	<b>\$273,572.72</b>
Jan-17	\$4,784.00	\$5,809.16	\$1,998.01	\$12,591.17	\$2,186.53			\$2,186.53	\$14,777.70	\$50,000.00	\$35,222.30
Feb-17	\$5,200.00	\$1,511.10	\$521.39	\$7,232.49	\$1,451.00			\$1,451.00	\$8,683.49	\$50,000.00	\$41,316.51
Mar-17	\$6,757.01	\$481.32	\$1,519.05	\$8,757.38	\$8,024.69			\$8,024.69	\$16,782.07	\$50,000.00	\$33,217.93
Apr-17	\$3,386.00		\$444.60	\$3,830.60	\$1,888.93			\$1,888.93	\$5,719.53	\$50,000.00	\$44,280.47
May-17	\$3,731.00		\$37.05	\$3,768.05	\$833.33	\$16.51	\$20,200.00	\$21,049.84	\$24,817.89	\$50,000.00	\$25,182.11
Jun-17	\$6,216.56	\$6,777.99		\$12,994.55				\$0.00	\$12,994.55	\$50,000.00	\$37,005.45
Jul-17	\$6,788.00	-\$1,072.10		\$5,715.90			\$50,383.00	\$50,383.00	\$56,098.90	\$50,000.00	-\$6,098.90
Aug-17	\$5,819.50			\$5,819.50	\$1,051.73		\$12,952.00	\$14,003.73	\$19,823.23	\$50,000.00	\$30,176.77
Sep-17	\$5,946.56			\$5,946.56	\$5,862.80	\$1,115.23	\$12,989.00	\$19,967.03	\$25,913.59	\$50,000.00	\$24,086.41
Oct-17	\$9,051.77			\$9,051.77			\$10,040.00	\$10,040.00	\$19,091.77	\$50,000.00	\$30,908.23
Nov-17	\$8,882.70			\$8,882.70	\$464.19		\$12,140.25	\$12,604.44	\$21,487.14	\$50,000.00	\$29,512.86
Dec-17	\$4,180.00	\$73.61		\$4,253.61	\$26,060.06	\$26,520.39	\$7,800.00	\$60,380.45	\$64,634.06	\$51,000.00	\$536,365.94
<b>2017</b>	<b>\$70,743.10</b>	<b>\$13,581.08</b>	<b>\$4,520.10</b>	<b>\$88,844.28</b>	<b>\$47,823.26</b>	<b>\$27,652.13</b>	<b>\$126,504.25</b>	<b>\$201,979.64</b>	<b>\$290,823.92</b>	<b>\$601,000.00</b>	<b>\$310,176.08</b>
<b>TOTAL EXPENSE</b>	<b>\$226,005.53</b>	<b>\$39,624.70</b>	<b>\$853,492.26</b>	<b>\$1,119,122.49</b>	<b>\$150,976.18</b>	<b>\$34,931.60</b>	<b>\$264,903.75</b>	<b>\$450,811.53</b>	<b>\$1,569,934.02</b>	<b>\$2,180,000.00</b>	<b>\$610,065.98</b>

INTEREST EXPENSE	
2015	\$40.20
2016	\$32,832.73
2017	\$58,533.86
Cancellation Fees	
2017	\$16,050.00

COST OF GENERATION	
	<b>2017</b>
Jan-17	\$71,641.88
Feb-17	\$103,217.23
Mar-17	\$184,422.95
Apr-17	\$240,114.48
May-17	\$307,594.84
Jun-17	\$343,369.85
Jul-17	\$294,802.82
Aug-17	\$276,616.23
Sep-17	\$224,961.41
Oct-17	\$227,837.53
Nov-17	\$136,140.04
Dec-17	\$129,102.17
<b>TOTAL</b>	<b>\$2,539,821.44</b>

# 2018 Subscriber Solar Dashboard

BLOCKS INVOICED							REVENUES			ENERGY GENERATED				
	RESIDENTIAL		COMMERCIAL			TOTAL BLOCKS		RESIDENTIAL	COMMERCIAL	TOTAL \$		ON PEAK	OFF PEAK	TOTAL KWH
	1	3	23	6	6A	RESIDENTIAL	COMMERCIAL							
Jan-18	6,771	69	852	982	10,009	6,840	11,843	\$89,263.63	\$147,445.35	\$236,708.98	2,099,062	435,843	2,534,905	
Feb-18	6,761	70	722	968	11,181	6,831	12,871	\$89,146.05	\$160,243.08	\$249,389.13	2,583,035	457,613	3,040,648	
Mar-18	7,005	70	708	249	10,853	7,075	11,810	\$92,334.95	\$147,034.50	\$239,369.45	3,751,634	394,482	4,146,116	
Apr-18	6,810	70	1,099	1,806	12,043	6,880	14,948	\$89,785.24	\$186,107.58	\$275,892.82	3,790,460	854,798	4,645,258	
May-18	6,617	70	676	981	10,619	6,687	12,276	\$87,260.52	\$152,841.99	\$240,102.51	4,664,218	815,070	5,479,288	
Jun-18	6,851	66	932	1,151	10,999	6,918	13,082	\$90,274.48	\$162,872.89	\$253,147.38	5,853,106	926,663	6,779,769	
Jul-18	6,835	64	839	1,151	12,245	6,899	14,235	\$90,034.49	\$177,223.94	\$267,258.44	4,379,884	1,235,167	5,615,051	
Aug-18	6,800	63	898	1,151	10,100	6,863	12,149	\$89,567.50	\$151,255.05	\$240,822.55	4,470,187	735,177	5,205,364	
Sep-18	6,997	66	916	1,233	10,496	7,063	12,646	\$92,171.30	\$157,436.85	\$249,608.15	4,243,722	1,026,513	5,270,235	
Oct-18	6,821	68	893	981	11,591	6,889	13,465	\$89,896.95	\$167,639.25	\$257,536.20	3,035,636	369,026	3,404,662	
Nov-18	6,856	56	829	981	11,412	6,912	13,222	\$90,198.27	\$164,620.00	\$254,818.27	2,405,862	365,483	2,771,345	
Dec-18	6,812	49	841	1,097	11,320	6,861	13,258	\$89,532.46	\$165,063.72	\$254,596.18	1,347,405	271,813	1,619,218	
<b>TOTAL Blocks</b>	<b>81,937</b>	<b>781</b>	<b>10,207</b>	<b>12,731</b>	<b>132,868</b>	<b>82,718</b>	<b>155,806</b>							
<b>TOTAL KWH</b>	<b>16,387,379</b>	<b>156,159</b>	<b>2,041,313</b>	<b>2,546,240</b>	<b>26,573,639</b>	<b>16,543,538</b>	<b>31,161,192</b>	<b>\$1,079,465.85</b>	<b>\$1,939,784.20</b>	<b>\$3,019,250.06</b>	<b>42,624,211</b>	<b>7,887,648</b>	<b>50,511,859</b>	
							Res and Comm KWH							

## 2015-2018 EXPENSE DETAIL

	PROGRAM ADMIN & BILLING SETUP				MARKETING			TOTAL EXP	Original Budget	Variance			
	Program Mgmt	Call Center	I/T Billing	TOTAL ADMIN	Cust Outreach	Prod/Collateral	Website				TOTAL MKTG		
<b>2015</b>	<b>\$14,403.35</b>			<b>\$14,403.35</b>				<b>\$7,279.47</b>	<b>\$7,279.47</b>	<b>\$21,682.82</b>	<b>\$48,000.00</b>	<b>\$26,317.18</b>	
Jan-16	\$17,946.30	\$321.48	\$2,885.52	\$21,153.30			\$0.00	\$21,153.30	\$127,500.00	\$106,346.70			
Feb-16	\$16,669.25	\$1,038.32	\$148,869.58	\$166,577.15			\$0.00	\$166,577.15	\$127,500.00	-\$39,077.15			
Mar-16	\$13,554.93	\$2,072.52	\$122,968.33	\$138,595.78	\$4,047.84		\$4,047.84	\$142,643.62	\$127,500.00	-\$15,143.62			
Apr-16	\$19,674.10	\$4,755.18	\$96,301.89	\$120,731.17	\$395.66		\$395.66	\$121,126.83	\$127,500.00	-\$6,373.17			
May-16	\$19,685.47	\$13,915.59	\$119,732.24	\$153,333.30	\$9,918.44		\$9,918.44	\$163,251.74	\$127,500.00	-\$35,751.74			
Jun-16	\$18,128.00	\$3,715.21	\$81,912.57	\$103,755.78	\$9,194.21	\$19,319.75	\$28,513.96	\$132,269.74	\$127,500.00	-\$4,769.74			
Jul-16	\$12,724.71		\$86,072.75	\$98,797.46	\$25,454.80		\$25,454.80	\$124,252.26	\$127,500.00	-\$3,247.74			
Aug-16	\$2,060.00		\$75,972.64	\$78,032.64	\$9,416.86	\$119,079.75	\$128,496.61	\$206,529.25	\$127,500.00	-\$79,029.25			
Sep-16	\$4,120.00		\$44,287.64	\$48,407.64	\$3,066.95		\$3,066.95	\$51,474.59	\$127,500.00	\$76,025.41			
Oct-16	\$5,541.39		\$42,445.24	\$47,986.63	\$6,044.81		\$6,044.81	\$54,031.44	\$127,500.00	\$73,468.56			
Nov-16	\$6,222.93		\$21,774.97	\$27,997.90	\$24,250.15		\$24,250.15	\$52,248.05	\$127,500.00	\$75,251.95			
Dec-16	\$4,532.00	\$225.32	\$5,748.79	\$10,506.11	\$11,363.20		\$11,363.20	\$21,869.31	\$128,500.00	\$106,630.69			
<b>2016</b>	<b>\$140,859.08</b>	<b>\$26,043.62</b>	<b>\$848,972.16</b>	<b>\$1,015,874.86</b>	<b>\$103,152.92</b>	<b>\$0.00</b>	<b>\$138,399.50</b>	<b>\$241,552.42</b>	<b>\$1,257,427.28</b>	<b>\$1,531,000.00</b>	<b>\$273,572.72</b>		
Jan-17	\$4,784.00	\$5,809.16	\$1,998.01	\$12,591.17	\$2,186.53		\$2,186.53	\$14,777.70	\$50,000.00	\$35,222.30			
Feb-17	\$5,200.00	\$1,511.10	\$521.39	\$7,232.49	\$1,451.00		\$1,451.00	\$8,683.49	\$50,000.00	\$41,316.51			
Mar-17	\$6,757.01	\$481.32	\$1,519.05	\$8,757.38	\$8,024.69		\$8,024.69	\$16,782.07	\$50,000.00	\$33,217.93			
Apr-17	\$3,386.00		\$444.60	\$3,830.60	\$1,888.93		\$1,888.93	\$5,719.53	\$50,000.00	\$44,280.47			
May-17	\$3,731.00		\$37.05	\$3,768.05	\$833.33	\$16.51	\$20,200.00	\$21,049.84	\$50,000.00	\$25,182.11			
Jun-17	\$6,216.56	\$6,777.99		\$12,994.55			\$0.00	\$12,994.55	\$50,000.00	\$37,005.45			
Jul-17	\$6,788.00	-\$1,072.10		\$5,715.90			\$50,383.00	\$50,383.00	\$50,000.00	-\$6,098.90			
Aug-17	\$5,819.50			\$5,819.50	\$1,051.73		\$12,952.00	\$14,003.73	\$19,823.23	\$30,176.77			
Sep-17	\$5,946.56			\$5,946.56	\$5,862.80	\$1,115.23	\$12,989.00	\$19,967.03	\$25,913.59	\$24,086.41			
Oct-17	\$9,051.77			\$9,051.77	\$10,040.00		\$10,040.00	\$19,091.77	\$50,000.00	\$30,908.23			
Nov-17	\$8,882.70			\$8,882.70	\$464.19		\$12,140.25	\$12,604.44	\$21,487.14	\$28,512.86			
Dec-17	\$4,180.00	\$73.61		\$4,253.61	\$26,060.06	\$26,520.39	\$7,800.00	\$60,380.45	\$64,634.06	-\$13,634.06			
<b>2017</b>	<b>\$70,743.10</b>	<b>\$13,581.08</b>	<b>\$4,520.10</b>	<b>\$88,844.28</b>	<b>\$47,823.26</b>	<b>\$27,652.13</b>	<b>\$126,504.25</b>	<b>\$201,979.64</b>	<b>\$290,823.92</b>	<b>\$601,000.00</b>	<b>\$310,176.08</b>		
Jan-18	\$5,606.50			\$5,606.50	\$75.00		\$10,276.75	\$10,276.75	\$15,883.25	\$51,000.00	\$35,116.75		
Feb-18	\$5,211.00			\$5,211.00			\$75.00	\$5,286.00	\$51,000.00	\$45,714.00			
Mar-18	\$4,399.50			\$4,399.50	\$1,195.62	\$63.30	\$12,492.25	\$12,555.55	\$16,955.05	\$51,000.00	\$34,044.95		
Apr-18	\$5,935.00	\$0.00		\$5,935.00	\$1,325.09	\$9,204.25	\$5,114.00	\$15,513.87	\$21,448.87	\$51,000.00	\$29,551.13		
May-18	\$2,860.00			\$2,860.00	\$200.00	\$1,190.45	\$2,928.00	\$4,318.45	\$10,559.19	\$51,000.00	\$40,440.81		
Jun-18	\$6,240.74	\$0.00		\$6,240.74	\$1,701.65	\$170.00	\$10,164.25	\$12,035.90	\$17,635.90	\$51,000.00	\$33,364.10		
Jul-18	\$5,600.00			\$5,600.00	\$272.80	\$0.00	\$1,040.00	\$1,312.80	\$17,806.13	\$51,000.00	\$33,193.87		
Aug-18	\$7,889.13	\$8,604.20		\$16,493.33	\$0.00	\$0.00	\$8,649.75	\$8,649.75	\$11,271.81	\$51,000.00	\$39,728.19		
Sep-18	\$2,418.00	\$204.06		\$2,622.06	\$799.70	\$0.00	\$17,086.50	\$17,886.20	\$20,573.94	\$51,000.00	\$30,426.06		
Oct-18	\$2,687.74	\$0.00		\$2,687.74	\$0.00	\$0.00	\$0.00	\$0.00	\$5,867.28	\$51,000.00	\$45,132.72		
Nov-18	\$5,867.28	\$0.00		\$5,867.28	\$7,708.57	\$0.00	\$8,559.82	\$16,268.39	\$16,405.89	\$51,000.00	\$34,594.11		
Dec-18	\$137.50	\$0.00		\$137.50	\$13,278.43	\$10,643.83	\$83,403.57	\$107,325.83	\$170,986.48	\$612,000.00	\$441,013.52		
<b>2018</b>	<b>\$54,852.39</b>	<b>\$8,808.26</b>	<b>\$0.00</b>	<b>\$63,660.65</b>	<b>\$13,278.43</b>	<b>\$10,643.83</b>	<b>\$83,403.57</b>	<b>\$107,325.83</b>	<b>\$170,986.48</b>	<b>\$612,000.00</b>	<b>\$441,013.52</b>		
<b>TOTAL EXPENSE</b>	<b>\$280,857.92</b>	<b>\$48,432.96</b>	<b>\$853,492.26</b>	<b>\$1,182,783.14</b>	<b>\$164,254.61</b>	<b>\$45,575.43</b>	<b>\$348,307.32</b>	<b>\$558,137.36</b>	<b>\$1,740,920.50</b>	<b>\$2,792,000.00</b>	<b>\$1,051,079.50</b>		
												Less Interest, plus cancellation fees	<b>\$927,251.32</b>

## INTEREST EXPENSE

2015	\$40.20
2016	\$32,832.73
2017	\$58,533.86
2018	\$66,021.39
<b>Cancellation Fees</b>	
2017	\$16,050.00
2018	\$17,550.00

## COST OF GENERATION

	2017	2018	TOTAL
Jan	\$71,641.88	\$133,647.98	\$205,289.87
Feb	\$103,217.23	\$160,511.21	\$263,728.44
Mar	\$184,422.95	\$218,879.92	\$403,302.87
Apr	\$240,114.48	\$245,234.62	\$485,349.11
May	\$307,594.84	\$289,271.41	\$596,866.24
Jun	\$343,369.85	\$357,936.80	\$701,306.65
Jul	\$294,802.82	\$296,439.69	\$591,242.52
Aug	\$276,616.23	\$274,808.22	\$551,424.45
Sep	\$224,961.41	\$278,233.41	\$503,194.82
Oct	\$227,837.53	\$179,731.15	\$407,568.69
Nov	\$136,140.04	\$146,292.02	\$282,432.05
Dec	\$129,102.17	\$85,459.71	\$214,561.88
<b>TOTAL</b>	<b>\$2,539,821.44</b>	<b>\$2,666,446.15</b>	<b>\$5,206,267.59</b>

# Subscriber Solar Credit - Excess Energy Valuation

[Return to Summary](#)

Onpeak	Hrs
Hrs Per Day (6am to 10pm)	16
Days Per Week	6
<b>Total</b>	<b>96</b>
Offpeak (10pm to 6am)	8
Days	6
<b>Total</b>	<b>48</b>
Sunday	24
<b>Total</b>	<b>72</b>
<b>Total Hours</b>	<b>168</b>
Reconcile 7 * 24	168

Uses volumetric winter and summer energy prices for on-peak and off-peak hours for non-levelized base load facilities

2018 Winter (Oct-May) Advice No 17-08	Percent	Sch. 37	Calc	Allocation (8 mo)	cents per kWh
Onpeak Rate	0.57	1.686	0.96	0.66666667	0.64
Offpeak Rate	0.43	1.590	0.68	0.66666667	0.46

2018 Summer (Jun-Sep) Docket 17-035-T07	Percent	Sch. 37	Calc	Allocation (4 mo)	cents per kWh
Onpeak Rate	0.57	1.826	1.04	0.33333333	0.35
Offpeak Rate	0.43	1.128	0.48	0.33333333	0.16

**Total Donated kWh value, 2018** 1,730,390

**Total Avoided Cost (per kWh)** \$0.0161

**Annualized Billing Period (12 months)** \$ 27,780.24

Customer Class	Donation
Commercial	783,657
Industrial	669,894
Residential	276,839
<b>Grand Total</b>	<b>1,730,390</b>

Confidential  
Exhibit B



**THIS EXHIBIT IS CONFIDENTIAL IN ITS  
ENTIRETY AND IS PROVIDED UNDER  
SEPARATE COVER**

# Exhibit C

Account Holder	SubAccount	Subaccount ID	Retirement Types	Retirement Reason	WREGIS GU ID	Generator Plant-Unit Name	Fuel Type	Vintage Month	Vintage Year	Certificate Serial Numbers	Quantity	Duration - Start Date	Duration - End Date	Action Date
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	1	2017	5263-UT-232704-1 to 1360	1,360	01/01/2017	01/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	2	2017	5263-UT-236491-1 to 1959	1,959	02/01/2017	02/28/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	3	2017	5263-UT-240349-1 to 3496	3,496	03/01/2017	03/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	4	2017	5263-UT-244200-1 to 4552	4,552	04/01/2017	04/30/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	5	2017	5263-UT-248107-1 to 5829	5,829	05/01/2017	05/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	6	2017	5263-UT-251928-1 to 6507	6,507	06/01/2017	06/30/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	7	2017	5263-UT-255988-1 to 5587	5,587	07/01/2017	07/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	8	2017	5263-UT-260020-1 to 5243	5,243	08/01/2017	08/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	9	2017	5263-UT-263812-1 to 4264	4,264	09/01/2017	09/30/2017	5/4/2018 11:43:34 AM

PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	10	2017	5263-UT-267723-1 to 4319	4,319	10/01/2017	10/31/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	11	2017	5263-UT-271614-1 to 2582	2,582	11/01/2017	11/30/2017	5/4/2018 11:43:34 AM
PacifiCorp	Utah Subscriber Solar Program	10283	UGP	Voluntary Green Pricing Program	W5263	Pavant Solar III - Pavant Solar III	Solar	12	2017	5263-UT-276049-1 to 2449	2,449	12/01/2017	12/31/2017	5/4/2018 11:43:35 AM
											48,147			

# Exhibit D

# Subscriber Solar Customer Survey



# Research Objectives

The overall objective of this research is to evaluate customer perceptions of the Subscriber Solar program. Specific objectives of this research include:

- Understand motivating factors for program participation
- Evaluate customer perceptions of quality, frequency and methods of communications
- Measure customer understanding of program mechanics
- Explore perceptions/understanding of the solar plant; determine interest in touring the solar plant
- Understand satisfaction levels of customer recognition for their participation
- Determine customer preference for how they would like to be recognized for participation
- Evaluate level of interest in participating in program-sponsored neighborhood education/promotion events
- Determine the level of interest in additional solar offerings, such as purchasing additional blocks, or the ability to purchase 100% solar power, rather than purchasing blocks
- Understand levels of interest/support for expanding the program
- Measure overall program participation
- Evaluate overall perceptions of Rocky Mountain Power

# Methodology

## Target Audience

- Subscriber Solar program participants.
- Household decision-maker regarding services offered by Rocky Mountain Power.

## Methodology

- A total of 714 online surveys were completed between February 11 and February 19, 2019.
- Customers were invited to participate via emails issued by PacifiCorp.



# Key Findings & Recommendations

## Key Findings

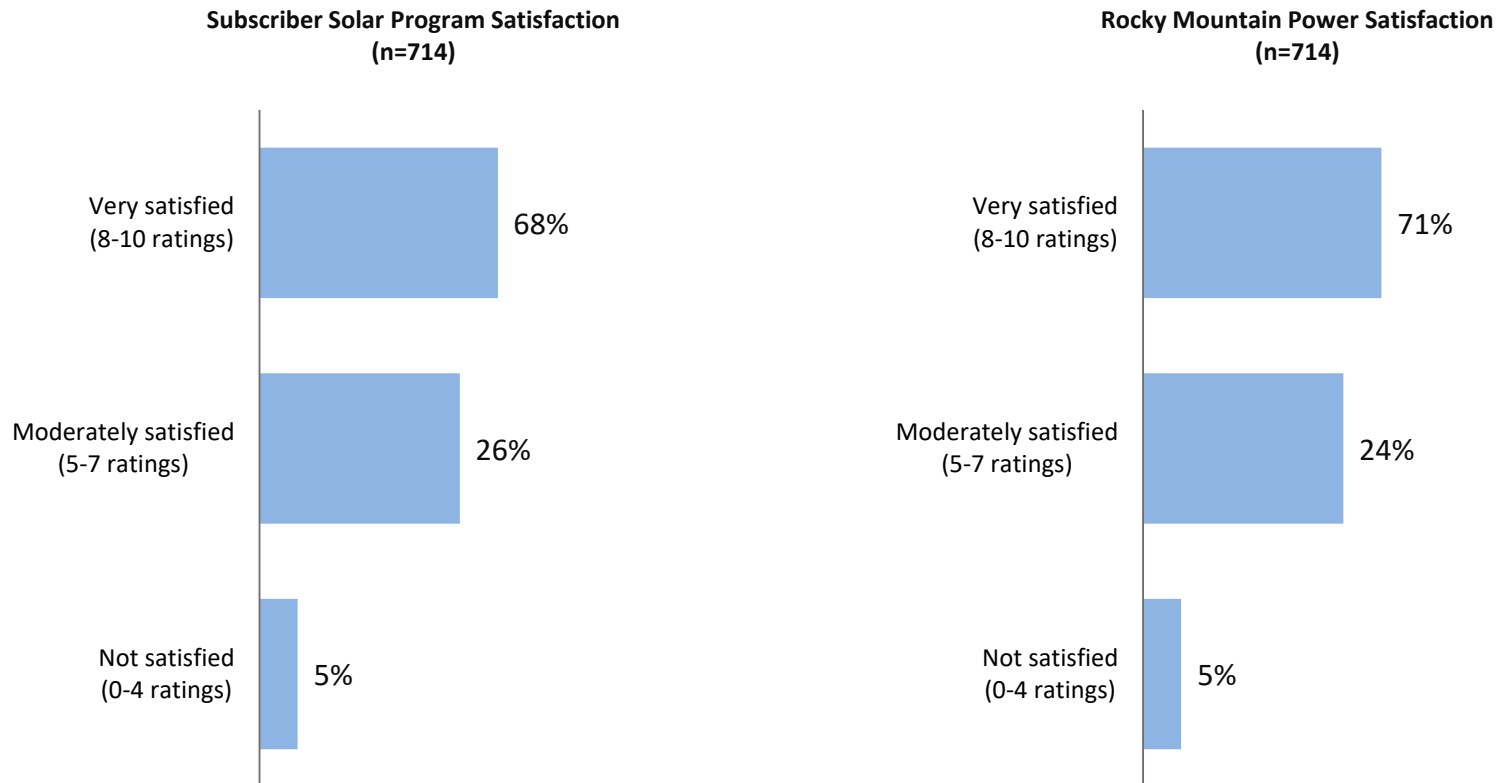
- More than two thirds of Subscriber Solar participants are very satisfied with the program
- Likelihood to recommend is relatively high, with 71% likely (8-10 ratings). There are more Promoters (those giving 9-10 ratings) than Distractors (0-6 ratings).
- Satisfaction with Subscriber Solar communications is moderate; across all metrics customers are just as likely to be moderately satisfied (5-7 ratings) as highly satisfied (8-10 ratings).
- Over three quarters agree that Subscriber Solar is good for state of Utah. Seven in ten are proud to be a part of Subscriber Solar and would support building another solar plant.
- Almost half have little to no interest in promotional gifts while 70% would like to have an ability to purchase 100% solar power rather than solar blocks.

## Recommendations

- Promote the environmental benefits of solar power, as that is the leading motivator for program enrollment, and those are the customers most likely to support an additional solar plant, and purchase additional blocks.
- Continue efforts to educate customers about the features and benefits of Subscriber Solar. Even among the most well understood program features, a sizable portion of customers are unaware.
- Consider recognizing customers with a “thank you” letter or email. While promotional gifts are equally preferred as methods of recognition, nearly half state they would not be interested. Additionally, letters/emails would be more cost effective for the company.
- Consider program options to allow the ability to purchase 100% solar power—this is the most appealing potential offering among current customers.

# Satisfaction with Subscriber Solar and Rocky Mountain Power

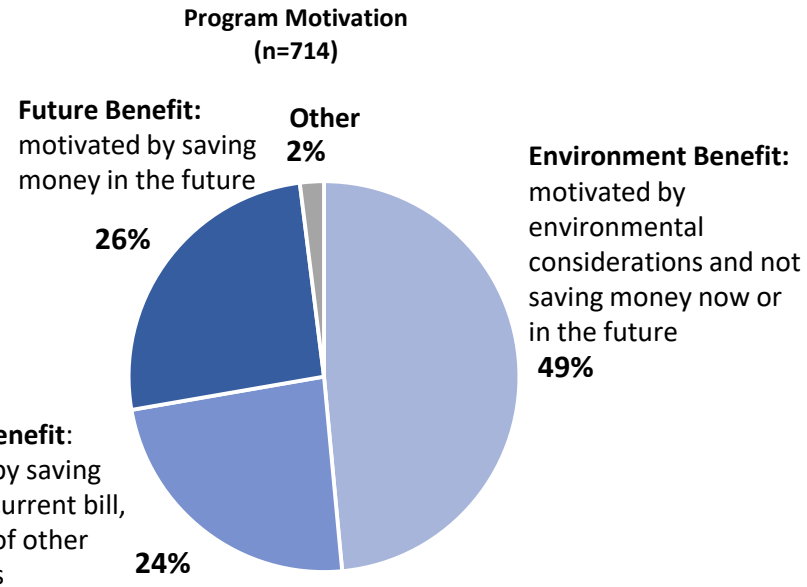
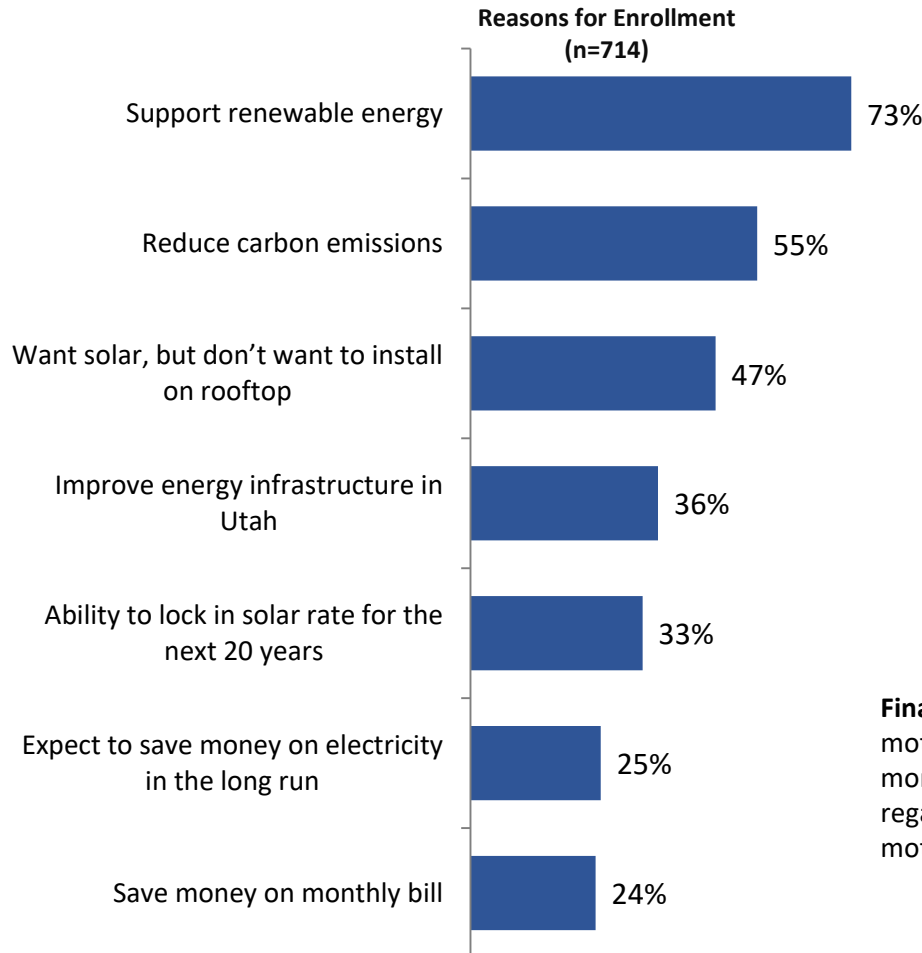
- More than two thirds of customers are very satisfied with Subscriber Solar program as well as with Rocky Mountain Power as their electricity provider.



Q1A *Now, just thinking about your experience with the Subscriber Solar program, how satisfied are you with the program overall?*  
Q10 *Now, thinking about your experiences with Rocky Mountain Power as your electricity provider, how satisfied would you say you are with Rocky Mountain Power?*

# Motivation for Enrollment

- Supporting renewable energy and reducing carbon emissions are the top reasons for enrollment.
- Half are motivated by environmental benefits over financial benefits or future financial benefits.



Q2 Which of the following reasons best describes why you decided to enroll in the Subscriber Solar program?

# Customer Profiles based on Motivation

## Environmental Benefit

More satisfied with Subscriber Solar program and Rocky Mountain Power

Has better understanding of amount and cost of solar power

Supports building more solar/renewable energy infrastructure, program marketing and increasing participation

Interested in ability to purchase 100% solar power rather than solar blocks

Believes that Subscriber Solar makes a difference at helping Utah move toward renewable energy and proud to be part of the program

## Financial Benefit

More interested in thank you letter/email and promotional gifts

Thinks that participation is too expensive and wants to see lower rates

Less satisfied with program communications (over 50% of responses have 5-7 ratings) and wants more information

## Future Benefit

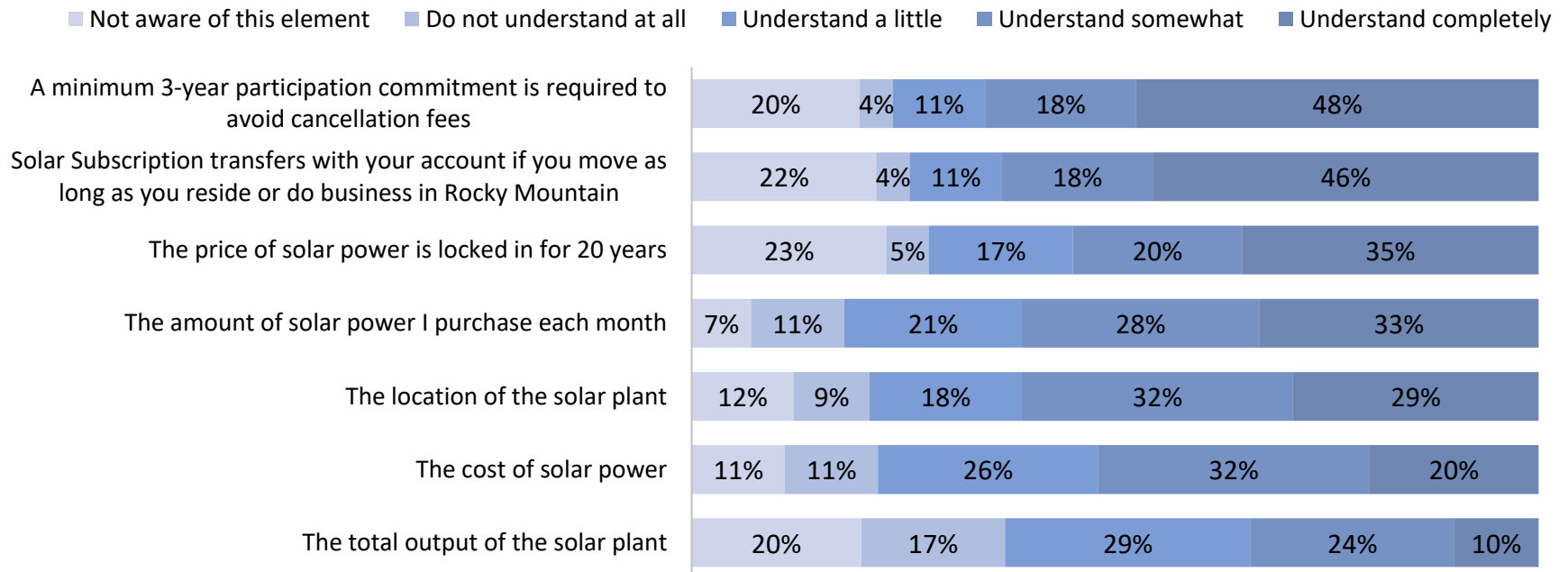
Has better understanding of amount and cost of solar power, and that price is locked for 20 years

Believes that Subscriber Solar makes a difference at helping Utah move toward renewable energy

# Program Awareness and Understanding

- Over one quarter of respondents are not aware or don't understand that price is locked for 20 years, that a minimum 3-year participation commitment is required, or that their solar subscription will transfer anywhere within Utah.
- Half have little or no understanding of the cost of solar power.

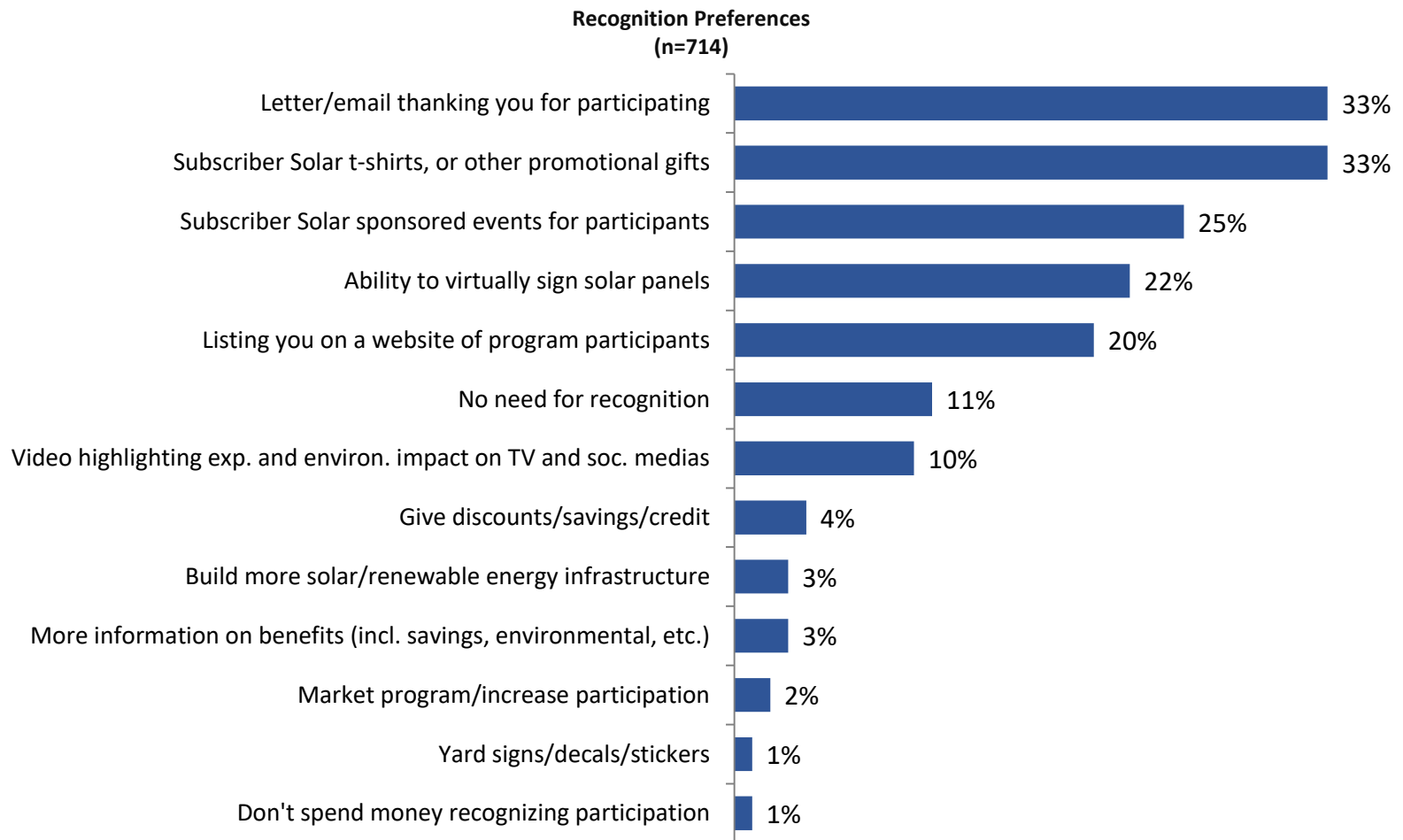
Program Awareness and Understanding  
(n=714)



Q3 How would you rate your understanding of the following elements of the Subscriber Solar program?

# Preferred Ways of Recognition

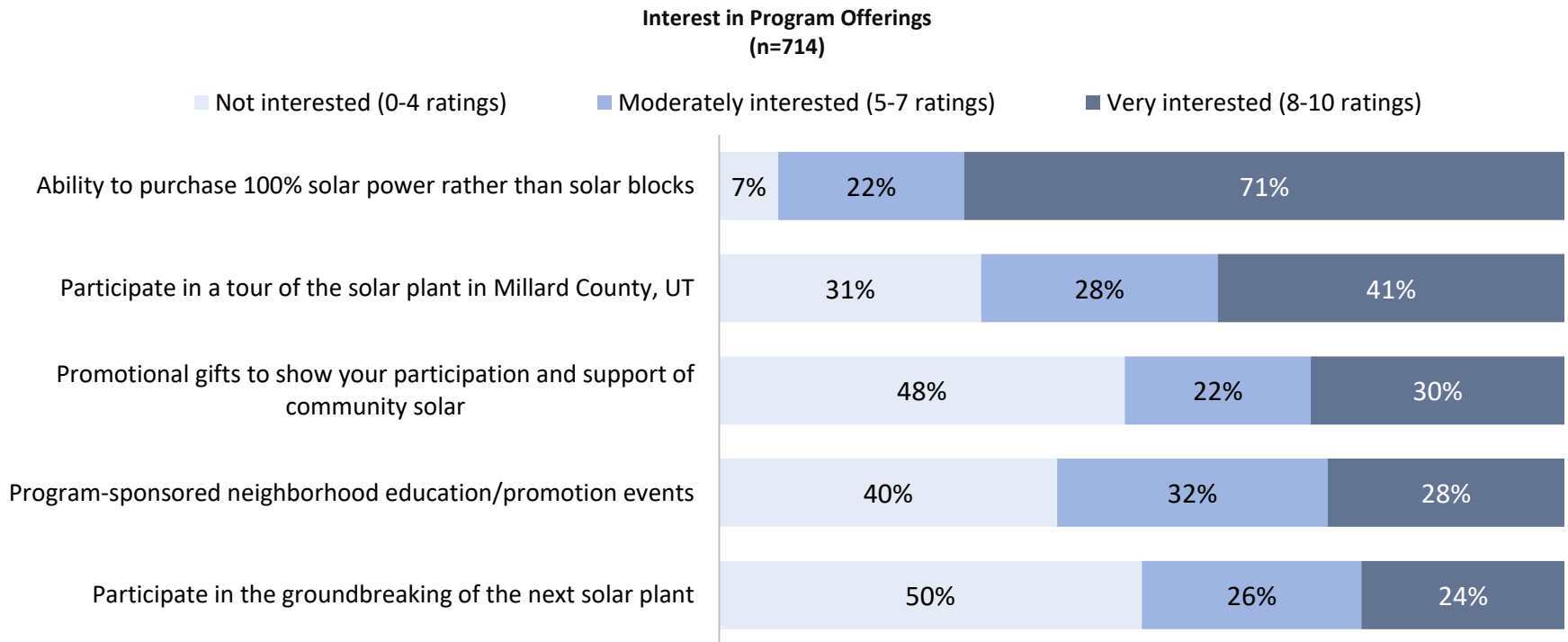
- Thank you letter or email and Subscriber Solar t-shirts or promotional gifts are mentioned as the most preferred ways of recognition.



Q4 In which of the following ways would you most prefer Rocky Mountain Power to recognize your participation in the Subscriber Solar Program?

# Interest in Program Offerings

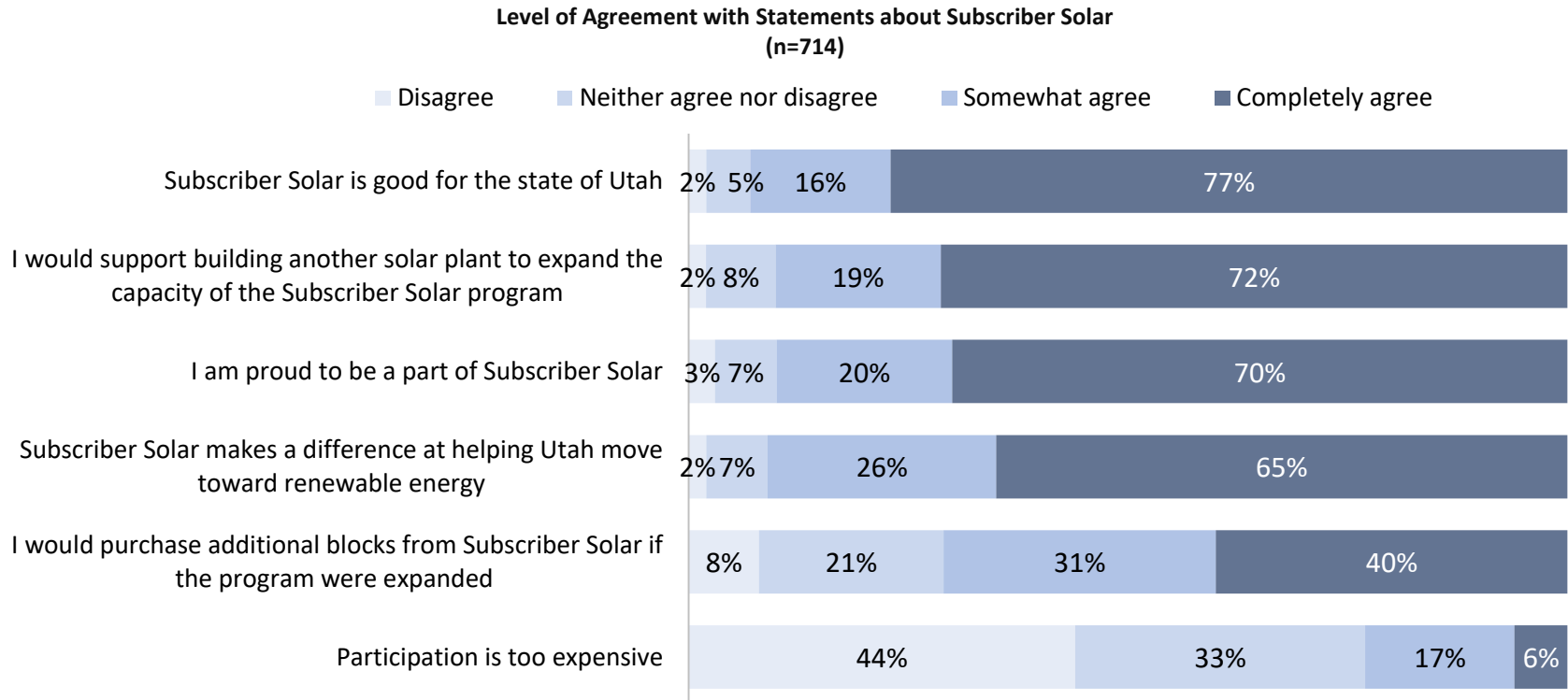
- Seven in ten would like to have an ability to purchase 100% solar power rather than solar blocks.
- Almost half have little or no interest in promotional gifts.



Q5 Below are potential offerings for participants in the Subscriber Solar program. For each, how would you rate your level of interest?

# Program Perceptions

- Over three quarters agree that Subscriber Solar is good for state of Utah (77%).
- Seven in ten are proud to be a part of Subscriber Solar and would support building another solar plant.

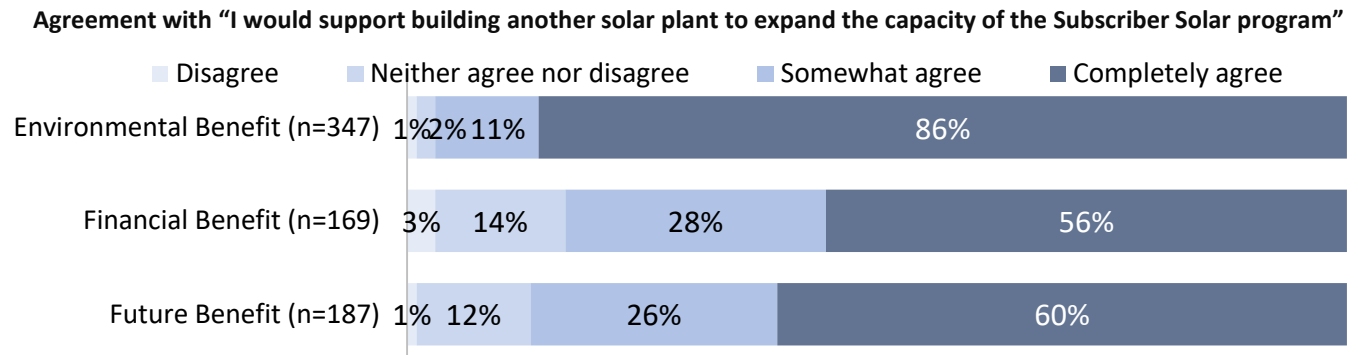
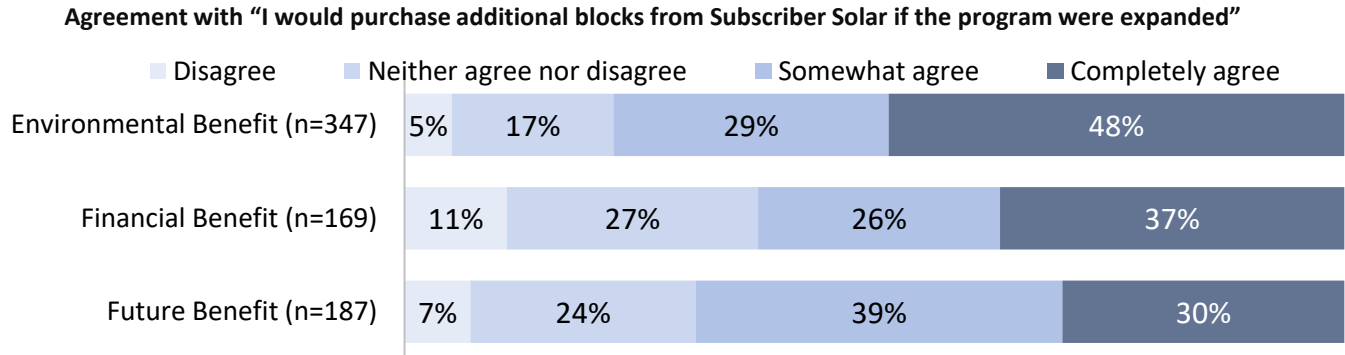


Q6 How would you rate your level of agreement with the following statements about the Subscriber Solar program?



# Interest in Program Expansion by Motivation Segments

- Those motivated by the environmental benefits of Subscriber Solar are most likely to agree that they would purchase additional blocks from Subscriber Solar, and that they would support building another plant.



# Customer Profiles based on Purchasing Additional Solar Blocks

## Agree to Purchase

More satisfied with Subscriber Solar program

Interested in program-sponsored neighborhood education/promotion events

Would like to participate in a tour of the solar plant in Millard County, UT or groundbreaking of the next solar plant

Believes that Subscriber Solar is good for the state of Utah and makes a difference at helping Utah move toward renewable energy

Is proud to be part of the program and more likely to recommend Subscriber Solar

Supports building another solar plant to expand the capacity of the Subscriber Solar program

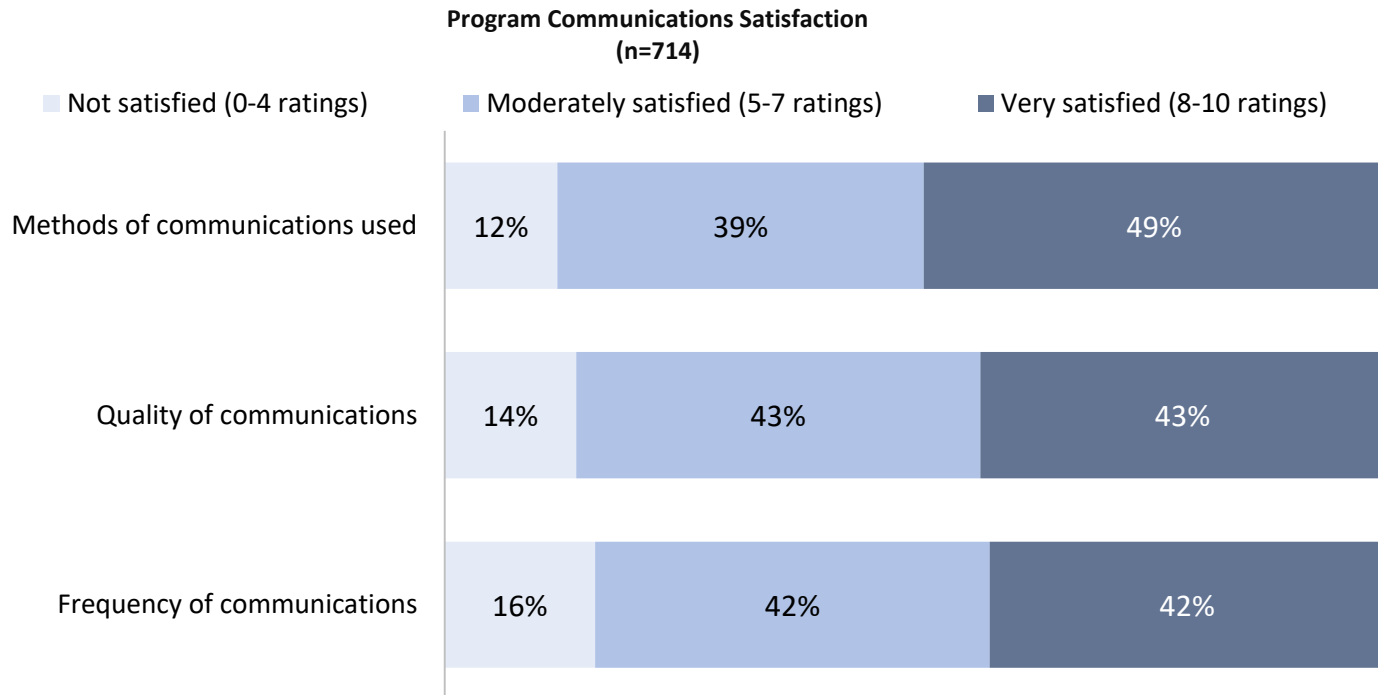
## Doesn't Agree to Purchase

Thinks that participation is too expensive and wants to see lower rates

Expects to save money on electricity both on monthly bills and in the long run

# Satisfaction with Program Communications

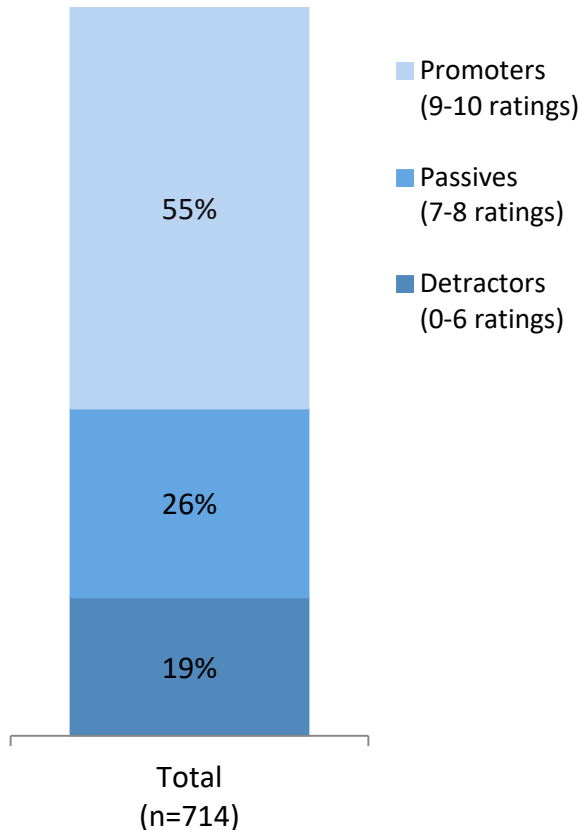
- Over 80% of customers are moderately to extremely satisfied with Subscriber Solar communications.



Q7 How would you rate your satisfaction with the following elements of the Subscriber Solar program communications?

# Likelihood to Recommend Subscriber Solar

- Over 70% of customers are likely to recommend Subscriber Solar.
- NPS score of 36 indicate that there are more than twice as many promoters than detractors of the program.

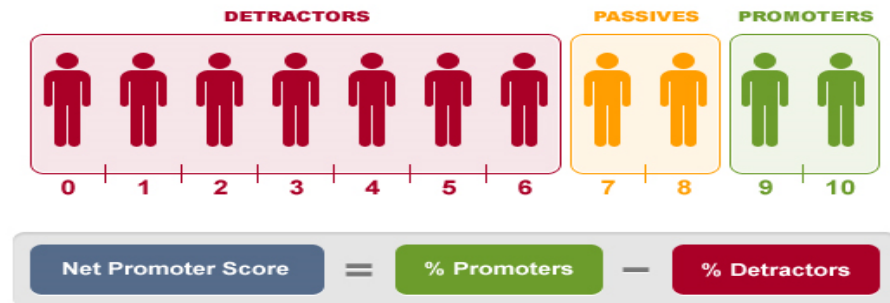


## Definition

- The Net Promoter Score is an index ranging from -100 to 100 that measures customer willingness to recommend products or services offered by a company to others. This gauges a customer's overall satisfaction with a product or service, and thus their loyalty to the brand.

## Formula

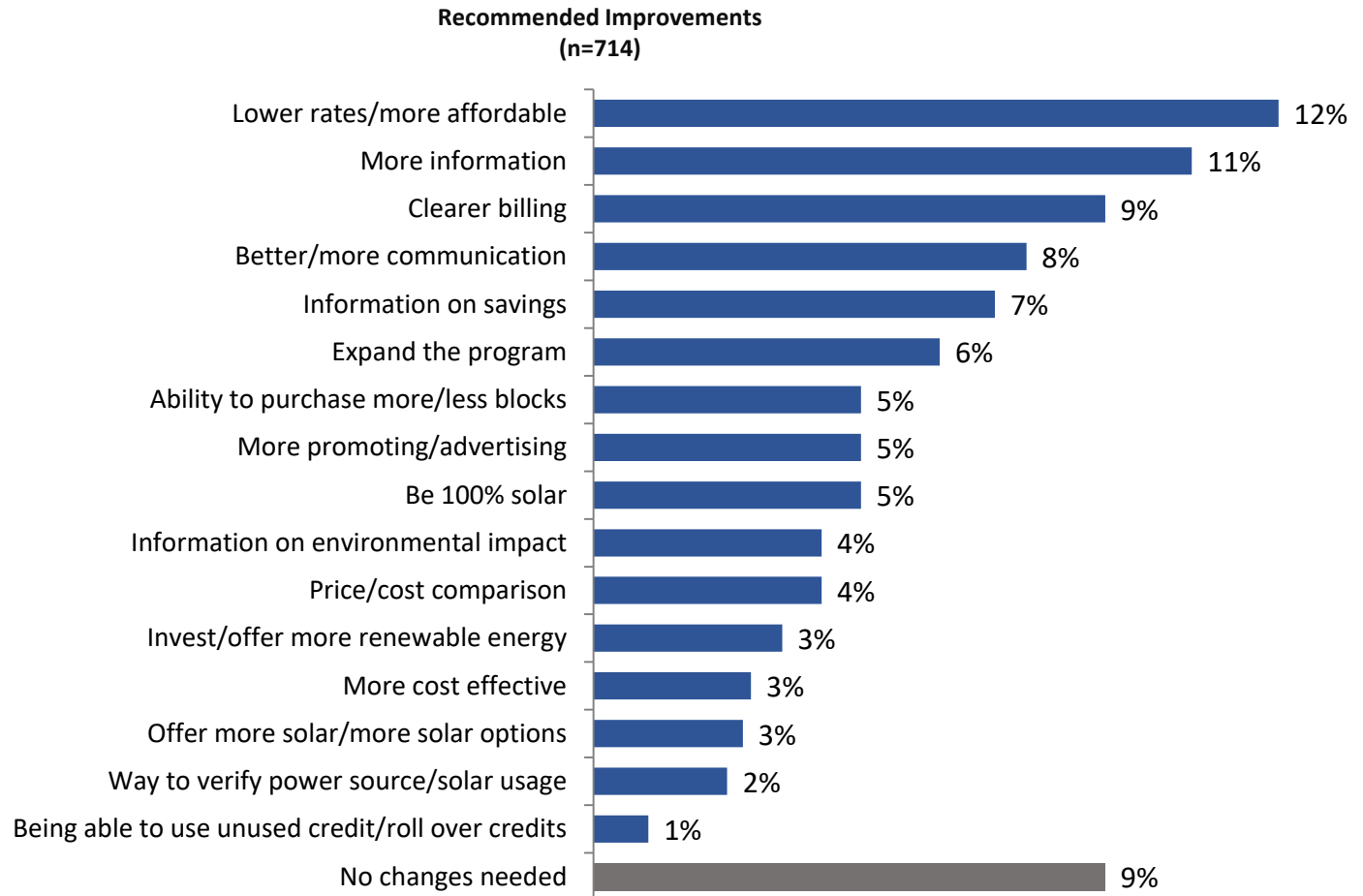
- Score = 9-10 ratings (promoters) in Q4 minus 0-6 (detractors) ratings in Q4 divided by the number of respondents and multiplied by 100
- $(\text{Promoters} - \text{Detractors}) / N * 100$



Q8 How likely are you to recommend the Subscriber Solar program to others? Please use a scale from 0 to 10 where "0" means "extremely unlikely to recommend" and "10" means "extremely likely to recommend."

# Recommended Improvements

- Making the program more affordable, providing more information, and expanding the program are the most common themes recommended. No single item was recommended by more than 12% of customers.



**CONFIDENTIAL INFORMATION CERTIFICATE**

**IN DOCKET NO. 19-035-15**

I have reviewed the Public Service Commission of Utah Rule R746-1-603 and/or the Protective Order entered by the Public Service Commission of Utah in Docket No. 19-035-15 with respect to the review and use of confidential information and agree to comply with the terms and conditions of the rule and/or Protective Order.

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Signature

---

Name (Type or Print)

---

Employer or Firm

---

Business Address

---

Party Represented

---

Date Signed

**CERTIFICATE OF SERVICE**

Docket No. 19-035-15

I hereby certify that on March 29, 2019, a true and correct copy of the foregoing was served by electronic mail to the following:

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Michele Beck [mbeck@utah.gov](mailto:mbeck@utah.gov)

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Katie Savarin  
Coordinator, Regulatory Operations