BONNEVILLE POWER ADMINISTRATION

Income Qualified
Energy Conservation Utility Program Guide

2026

Mission Statement

Nationwide, income-qualified households spend an average of 8.6 percent of their yearly income on energy, which is nearly three times the 3 percent average for non-income qualified households. In regions with extreme weather patterns, that amount can exceed 30 percent of year income.

Bonneville Power Administration (BPA) funds low-cost energy conservation projects through Income Qualified (IQ) measures to help lower utility bills, improve air quality, and create safer, more comfortable income-qualified homes. BPA works with regional and national partners including public utilities, Community Action Agencies (CAAs), tribes, state agencies and many others to implement these measures.

Introduction

This Utility Program Guide is an introduction to BPA's Income Qualified Energy Conservation (IQEC) program offerings implemented by BPA customer utilities. This is a companion document to BPA's Energy Conservation Utility Quickstart Guide where utility staff can find information related to how BPA is organized, what BEETS is and how to use it, what Energy Efficiency Incentive (EEI) budgets are and how to spend them, BPA contact information, and much more.

Customer utilities select from a range of energy conservation measure offerings to find what would best meet the needs of their residents and fit within their allotted EEI budget. BPA publishes and maintains the Energy Conservation Implementation Manual (IM), that describes the types of energy conservation measures that are eligible for reimbursement through EEI funds and their implementation, documentation, and reporting requirements.

The IQEC program involves a wide group of organizations working together across the region to improve access to energy conservation offerings to qualifying residents. Key partners include BPA public utilities, state agencies, tribal governments, community action agencies, non-profits, advocacy groups, the DOE Weatherization Assistance Program, and many more. Customer utilities are encouraged to reach out to their Energy Conservation Account Executives (ECAEs) for additional support.

Readers can use this guide to better understand:

- How utilities can begin offering income qualified measures, finding partners to work with along the way.
- How utilities with established income qualified programs can explore new partnerships.
- How new staff at utilities, Community Action Agencies (CAAs), or tribes can navigate different partnership opportunities.

To ensure there are broad opportunities for funding IQEC upgrades throughout the Northwest, BPA also offers and establishes grant funding through four Northwest state agencies and regional partner tribes.

Program Implementers

BPA

BPA, a self-funded, nonprofit agency under the US Department of Energy (DOE) headquartered in Portland, OR, operates as a federal power marketer. It sells wholesale electricity from 31 federal dams and one nuclear plant, serving Northwest utilities across six states via 15,000 circuit miles of transmission lines.

The BPA energy conservation team ensures efficient, consistent use of distributed power for Northwest residents. Additionally, the BPA income qualified team collaborates internally to offer comprehensive programs, assisting implementers in serving eligible residents and often leading regional discussions to address collective challenges.

Community Action Agencies

Established under the Economic Opportunity Act of 1964, Community Action Agencies (CAAs) are nonprofit organizations dedicated to combating poverty and fostering self sufficienc. They offer diverse services such as energy conservation upgrades, food assistance, energy aid, domestic violence shelters, job training, childcare, health clinics, and rural transportation. Governed locally, each CAA tailors its programs to meet specific community needs.

Today, over 1,000 CAAs operate across every U.S. state, Puerto Rico, and the Trust Territories. These agencies are interconnected through national, state, and regional networks. Collectively, CAAs serve 99% of the nation's counties, acting as a primary support system for over 40 million Americans living in poverty.

BPA Customer Utilities

The Northwest has approximately 134 public utilities, including four tribal-owned, most of which receive power from BPA. These customer utilities are vital to the region's energy conservation efforts. Each public utility receives a dedicated Energy Efficiency Incentive (EEI) budget every two fiscal years.

BPA offers various energy conservation measures, and customer utilities decide how to incentivize these for their residents. See page 16 for a map of the BPA Public, Tribal, and investor-owned utility (IOU) customer service areas.

State Agencies

BPA and its customer utilities collaborate with state agencies across the Northwest to implement IQEC programs. In addition, BPA offers grants with these four state agencies to further fund income qualified projects:

- Washington Department of Commerce
- Oregon Housing and Community Services
- Montana Department of Public Health and Human Services
- Idaho Department of Health and Welfare

Tribal Governments

Federally recognized tribes are sovereign governments under the U.S. Constitution, enabling them to apply for and implement a range programs. Tribes can utilize various funding sources to enhance their income qualified energy conservation initiatives, often collaborating with other federal programs, states, CAAs, utilities and other tribes for implementation.

Over 50 federally recognized tribes reside within BPA's service territory with homes on and off reservations. Tribal utilities powered by BPA can allocate a portion of their EEI funding to income qualified programs. Additionally, BPA maintains grants with these tribes to fund further income qualified projects.

Measures and Reimbursement

BPA offers Energy Efficiency Incentives (EEI) to allow customer utilities to fund energy conservation upgrades for income-qualified residents. Measure offerings include, but are not limited to, weatherization such as insulation and windows, heat pumps, heat pump water heating, thermostats, duct and air sealing, and appliances.

Incentive payments are intended to cover much of the installation costs, though the cost of equipment and installation has increased greatly in recent years. Customer utilities may decide how to allocate their EEI funds to pay for energy conservation projects and related repair costs. Incentives are paid either up to a pre-set cost cap for most measure offerings or on a dollar-for-dollar basis for some measure offerings. Utilities may also self-fund the remaining equipment and installation costs.

Please note that while multiple BPA funding sources can be combined within a single residence, utility EEI income-qualified funds and BPA income-qualified grant funds cannot be used for the exact same installation.

For full details on measures, incentives, and technical requirements, refer to the Income Qualified Measures section of the BPA IM.

Measure Eligibility

Note that all existing housing types (single-family, manufactured, and multifamily) are eligible for income qualified measures, although not all measures are applicable to each housing type. Please reference the BPA IM for details regarding available measures, and technical qualification criteria.

To ensure a measure will be eligible, utilities and their implementers must review the eligibility of the:

- Serving utility
- Home type
- Pre-existing conditions (if applicable)
- Efficiency of the equipment or materials that will be installed
- Resident's income

Implementation Considerations

Many utilities anticipate that the implementation and reporting will differ considerably for income qualified programs. While there are some key differences, BPA has made efforts to streamline implementation between income qualified and non-income qualified offerings when possible.

How is implementing Income Qualified the same?

- All technical requirements per measure
- All pre-qualification and efficiency requirements of the equipment and install
- Most documentation and reporting requirements

How is implementing Income Qualified different?

- Income verification
- Higher incentive values
- Eligibility to use EEI funds for repair costs for most measures
- Additional regional partnerships to improve outreach and implementation

While the experience can differ considerably between utilities and within different parts of a wide service area, some customer utilities now offer income qualified programs and found implementation to be less challenging than anticipated.

Key Considerations for Utilities to Start an IQ Program:

- Ensure IQ offerings won't impact the supply of power and will actually benefit customers.
- Set a dedicated ECI budget for IQ measures; communicating impacts to finances and positive impacts to customers is very effective.
- Secure a willing contractor, establishing clear expectations and regular communication.
- Work with the contractor early on invoice and reporting requirements.
- Consider if the program can run throughout the year for continuity of service.
- Decide whether to partner with external agencies (e.g., Community Action Agencies, tribes) or manage the program in-house.
- Determine whether to market IQ measures externally, balancing program visibility with budget and resource constraints.
- Establish if the utility will cover 100% of the costs or require customer cost-sharing.
- Define the process for identifying eligible residents, such as using LIHEAP lists or pursuing high-bill assistance seekers.
- Assess the viability of income self-attestation and determine if a project audit plan is required.
- Establish policies for rental properties, including incentive recipients (owner vs. contractor) and rent-increase restrictions post-installation.

For more details about how BPA customer utilities can start offering Income Qualified measures to their residents, please watch the webinar “Plan and Manage a Program for Income Qualified Customers” hosted on BPA’s Presentations and Webinars webpage and reach out to your ECAE.

Multifamily Projects

There are some income qualified measures that are also available for installation in multifamily buildings. Individual units within a multifamily building can income qualify. If a utility intends to serve the entire multifamily building or complex, at least fifty percent of households within the property must income qualify.

Multifamily buildings are differentiated by low-, mid-, and high-rise. Some commercial HVAC measures are available for implementation in shared common areas. After the unit improvements are implemented, customer utilities should consider creating agreements with property owners or landlords regarding setting moratoriums on raising rent within a certain time frame. BPA will continue to work with regional partners to explore strategies to serve this oftentimes difficult market segment.

Custom Projects and Programs

In 2024, BPA introduced a reimbursement rate for Income Qualified retrofit custom projects and programs. At this time, these are not available for new construction projects, only retrofit applications. The payment rate is set at $5.00 per kWh with a reimbursement up to 70 percent of the project costs. There is no additional reimbursement for repair costs. All of the same requirements for income qualifying applicants apply to custom projects and programs. This is an excellent opportunity for taking advantage of additional savings that would otherwise not be captured by deemed measures. For additional information on this process, please see sections 4 and 5 in the IM and reach out to the utility ECAE.

Income Verification and Self-Attestation

Review and verification of income can be a challenging process for utilities and implementers. BPA provides guidance within the IM on how to income-qualify residents, what income criteria BPA aligns with, and how to handle documentation.

BPA does not require income documentation to be kept in the utility's customer file or submitted to BPA for review and approval. BPA requests that utilities document that the resident's income documentation has been reviewed and verified that it meets the outlined criteria. Often, utilities will allow their residents to bring income documentation in person for a visual review to eliminate the need to keep sensitive documentation on file.

BPA also allows utilities to accept a signed self-attestation of income. Some utilities have found this to be a helpful tool to remove a barrier in an otherwise cumbersome process. Utilities who allow a self-attestation of income will at times include additional checks or audits to ensure good practice.

Income Qualified Repair Costs

For income qualified projects, related repair costs must be directly associated with the installation of the measure, either for health and safety reasons or to ensure the measure's effectiveness. When asked by a utility or implementer, BPA may determine what repairs are eligible. However, it is at the discretion of the customer utility to spend their EEI to cover repair and measure costs.

Customer utilities must list repair costs separately from measure installation costs on the contractor invoice and must also report them separately in BEETS. For guidance on what projects or tasks are reimbursable as repair costs, please reference the document titled "Income Qualified Repair Cost Reference Table" in the IM Document Library.

Repair Cost Payment Caps

Effective October 1, 2025, income qualified projects with a measure cost of $1,000 or higher, related repair costs will be capped at 300% of the reported income qualified measure cost. For projects with an income qualified measure cost below $1,000, there is no cost cap for repair costs. Please reference the Income Qualified Measures section in the IM for more information on what measures do and do not allow income qualified repairs.

Administration and Documentation

Utilities must be responsible for the program but can operate income qualified energy conservation programs through an implementation firm or a CAA. All documentation requirements can be found in the IM and can be specific to the type of measure being installed.

Regardless of which organization manages program operations, utilities must retain documentation including verification that the resident's income eligibility was reviewed.

Project Information and Income Verification Forms

BPA maintains an optional form for utilities to use in collecting project information and income documentation. This form was created to be a means to support implementation efforts and is not required to be submitted or kept on file for reimbursement.

This form, titled "Income Qualified Project Information and Income Verification Form," can be found in the IM Document Library under the "Residential" section. Utilities and implementers can work with the BPA marketing team to help customize the form.

Three different formats of the optional form are provided to facilitate customization:

- Income Qualified Project Information Form + Income Verification (Optional – Customizable Word Document)
- Income Qualified Project Information Form + Income Verification (Optional – Fillable PDF)
- Income Qualified Eligibility Form (Optional)

Reporting to BPA

To qualify for reimbursement for energy conservation work, customer utilities must meet basic BPA reporting requirements. In addition, customer utilities may require additional documentation to meet their own internal policies and requirements.

All BPA documentation requirements can be found in the IM. The infographic on the following page indicates what may be required for each implementer.

Documentation and retention requirements can change, so utilities should check the most recent copy of the IM for up-to-date information and/or contact their ECAE.

Implementing Agency or Program

Submit to Utility Examples:

- Measure-funding worksheet
- Invoices
- Efficiency Ratings of Materials
- Income and Occupancy Statement

Maintain on File Examples:

- Invoices
- Warranty Information
- Audit Form
- Income Verification Documentation
- Measure Funding Worksheet (what was billed to each source)
- Inspection Documentation

Utility

UES Measure Upload Template Examples:

- Funding Source
- Measure Reference Number
- Quantity
- Completion Date
- Unique Site ID
- Address
- IQ Measure Cost
- IQ Repair Cost
- Other Fields as Required by the IM

Maintain on File Examples:

- As Required for Specific Measures per the IM Income Qualified Section

BPA

Via Electronic Reporting System

- Application is generated in BPA Energy Efficiency Tracking System (BEETS).
- Program Compliance Specialist (PCS) reviews application for compliance. Applications are approved or sent back for revisions as needed. Some applications are selected for oversight.
- Following approval applications are ready to invoice.
- Utility invoices the approved application.
- Payment is made 10 days from the invoice receipt date.

Reporting in BEETS

The BPA Energy Efficiency Tracking System (BEETS) is BPA's energy efficiency invoicing and reporting system. This centralized system enables BPA and its customer utilities to submit, manage, track and report energy conservation acquisitions.

BEETS provides:

- Automated workflows and data verification checks to help expedite processing
- Self-service, on demand reporting for customer utilities
- Visual dashboards with visibility into application progress, budget, and payments
- Ability to invoice at utility's convenience
- Centralized data across application submittal, invoicing, and performance payments

Please reference the BPA Energy Conservation Utility Quickstart Guide for more detail about BEETS, how to report measures, and how to calculate and spend EEI budgets.

Reporting IQ Activity in BEETS

UES measures are stand-alone payments for energy conservation work that are reported by entering details into the UES Measure Upload or Bulk Upload Template then submitting the file to BEETS. Income qualified projects require reporting both income qualified measure costs and applicable income qualified repair costs. Users should reference the Income Qualifieds Measures section in the IM for what details and documentation are required per individual measure when reporting to BEETS.

For more information about what repairs qualify for reimbursement, BPA created the Income Qualified Repair Cost Reference Table, which can be found in the IM Document Library.

Building Partnerships

Utilities, CAAs, and tribes can work together to combine resources and funding to serve their communities. Here are some suggestions on how to establish and build those partnerships. Refer to the webinar titled Starting a BPA Energy Efficiency Income Qualified Utility Program (hosted in July 2025) that reviews how ustomer utilities can begin offering Income Qualified measures.

Utility and Community Action Agency Partners

CAAs are often highly skilled at braiding a variety of different funding sources requirements to meet the needs of their income qualified clients. Each funding source often comes with different rules, fiscal year timelines, allowances, limitations, and monitoring and reporting. Depending on demand within the local community, available resources at the CAA, and complication of the programs the CAA manages, there may be long waitlists of income qualified clients waiting for energy conservation upgrades.

Please see the full list of CAAs within BPA's service territory for contact information. The Community Action Partnership also has a locator tool to identify local CAAs.

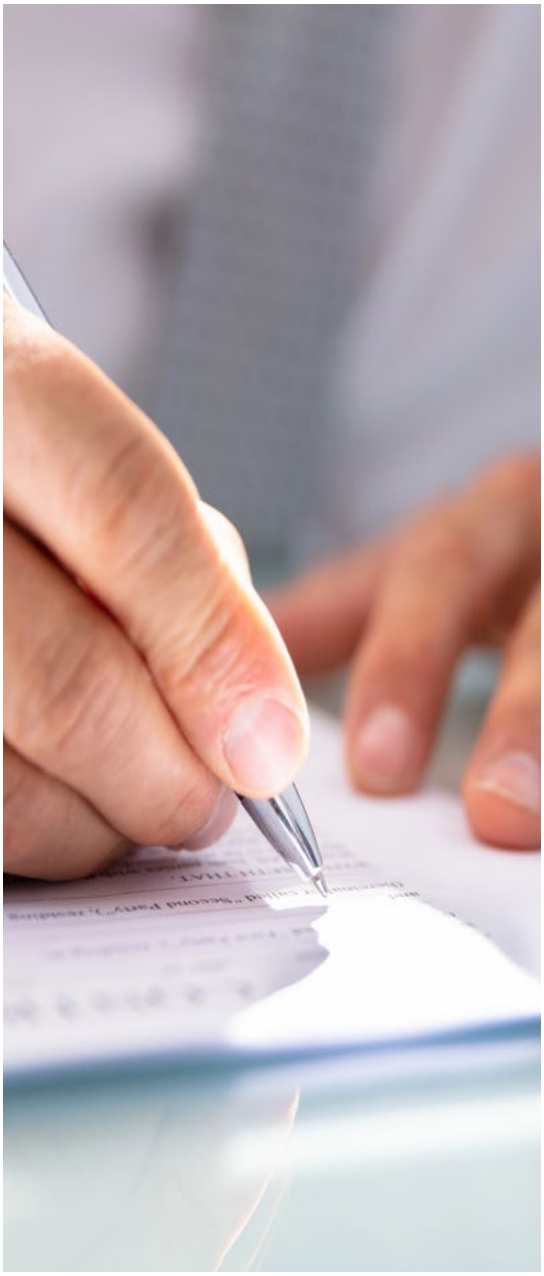
Before a utility reaches out to a CAA:

- Utility should check with management, board members, and/or council members to confirm their level of commitment to offering income-qualified measures.
- Utility should determine what measures they want to incentivize, how much budget they can spend, and the spending timeline.
- Utility should make an appointment with the energy services manager at the CAA.

Before a CAA reaches out to a utility:

- CAA should determine what and how much additional funding is needed.
- CAA should research what income qualified programs the potential partner utility already offers, if anything.
- CAA can reach out to BPA staff to get a reliable contact for energy conservation work at the utility.

Utility and CAA Meeting: Suggested Discussion Topics



Service Areas & Strategic Alignment:

- Service areas
- Organizational goals
- Available programs and budgets (including future needs)
- Alternative funding sources
- Annual number of homes served

Administration & Process:

- Intake and income verification
- Document submission and retention rules
- Fiscal year and performance timelines

Technical & Budgetary Specifications:

- Deemed measures and technical requirements
- Installation capacity and resources
- Home heating requirements (if applicable)
- Budget limits, cost caps, repair coverage, and reimbursement timelines

Compliance & Funding Rules:

- CAA technical specs, qualified product lists, and utility-specific requirements
- Clarifying no "double-dipping" of BPA grant and EEI utility funds on the same installation (stacking is allowed within the same home/project only if applied to distinct measures)

Workforce & Implementation Roles:

- CAA to share: Use of internal DOE auditors vs. third-party contractors, and potential alignment with deemed measures.
- Utility to clarify: Contractor requirements and training resources.

Building an Agreement

If both the utility and CAA are interested in a partnership, a formal agreement can be drafted and include some of the following guidance:

- Set rate period budget
- Restrictions or concerns either party have, including timeline for spending the set budget and steps to take if the budget is not spent. (Example would be if the CAA cannot spend the utility's budget within six months of close of the BPA rate period, the CAA must inform the utility so the remaining funds can be reallocated).
- Which measures the CAA will implement for the utility
- Meeting and check-in frequency to ensure mutual success
- Reporting requirements and retention
- Invoicing expectations and timelines

Utility and Tribal Partnerships

Federally recognized regional Tribes are well positioned to understand and serve the distinct needs of their tribal citizens. BPA holds an established Tribal Trust responsibility and actively engages with sovereign nations across the Northwest.

BPA offers various funding pathways for energy conservation work in eligible homes occupied by tribal residents. Similar to CAAs, tribal nations are often skilled at managing a diverse set of funding sources for their communities.

All homes receiving BPA funding for energy conservation services must be served by a BPA customer utility. However, tribes whose reservation lands are not served by a BPA public utility may still choose to serve off-reservation tribal members served by a BPA customer utility. Some tribes are served by more than one utility. For a comprehensive list of federally recognized tribes partially or fully served by a BPA public utility, please refer to page 19.

Most tribal residential energy conservation work is managed by tribal housing department or authorities, elder programs, social services, grants managers, or maintenance programs. Tribal utilities that are public BPA customer utilities may already offer energy conservation work through their EEI funding. Tribal utilities should be contacted to determine if there are any partnership opportunities with serving tribal homes in their service territory.

Establishing and building a trusting relationship is key for a long-lasting partnership. Utility and BPA staff must consistently demonstrate accountability, patience, and clear communication.

Utilities should always remember that tribes often:

- Manage many different funding sources and grants, many with different requirements and timelines
- Are asked to respond to constant requests for consultation and input
- Navigate impacts due to changing local, state, and national politics and markets
- Navigate changing tribal politics
- Often need to review new funding requests with the Tribal Council
- Navigate staff turnover

It is not uncommon for work to take longer than expected due to these outside forces, so always be patient and consider adding time to project timelines for unanticipated delays where possible. Communicate early and often.

Utilities are encouraged to work with BPA Energy Conservation and BPA Tribal Affairs staff when seeking additional information about tribes within their service territory.

Prior to Reaching out to a tribe, Utilities Should:

- Review the tribe's official website and research how they are organized.
- Reach out to BPA to inquire about current status and strategies for outreach to a Tribe.
- Determine what parts of the Tribe's reservation your utility serves.
- Determine how much EEI budget your utility can offer the Tribe.
- Decide what energy efficiency measures your utility can fund.
- Consider if there are other non-income qualified measures to discuss, including but not limited to commercial measures for schools, community centers, or longhouses.
- Decide what income qualification guidelines you need to adhere to, acknowledging that BPA allows Tribes to follow or establish their own income qualification guidelines as needed.

Outreach Approaches

There are several approaches to reaching out to a tribe. Start reaching out early in the process to establish a relationship and maintain consistent communication.

- **Formal option:** Send letter to the tribal chairperson and copy the program or technical staff. The utility can then follow-up with the program staff via phone call or email.
- **Informal option:** Reach out directly to the program staff to determine whether there is interest in the incentive offerings and whether they or another tribal program office would be interested in learning more about energy efficiency income qualified opportunities.
- **Meeting in person:** This option is preferrable if the tribal staff are open and interested. If requesting an in-person meeting with tribal staff, be mindful of any upcoming tribal cultural events or holidays. These events are often (but not always) posted on the tribe's website.

Utility and Tribal Meeting: Suggested Discussion Topics

Information from the tribe:

- Number of tribal residential homes
- Number of tribal homes served by the BPA customer utility
- Other utility providers in the territory
- Home and heating types
- Tribal approval processes (e.g., council approvals)
- Tribal audit and installation approach (DOE, third-party, or in-house)
- Needed project implementation support
- Budget needs and fiscal year schedule
- Other funding sources the tribe can leverage or braid
- TERO (Tribal Employment Rights) contracting impacts
- Non-residential conservation needs

Information from the utility:

- Fiscal year and performance timelines
- Conservation offerings and budgets
- Utility contractor rules and training resources
- Staff capacity to support outreach and training
- Deemed measures, specifications, and installation requirements
- Home heating requirements
- Payments, cost caps, repair costs, and reimbursement terms

Shared topics:

- Energy conservation goals
- Income qualification limits, intake, and income verification rules
- Documentation and data retention standards

Additional Partnerships

Beyond CAAs and regional tribes, numerous opportunities exist to partner with organizations implementing regional energy conservation. The same preparation applies before engaging with these groups, which include but are not limited to:

- State Agencies to integrate utility EEI and state grant funds
- Regional Implementers for support on income qualification, installation, and administration
- Contractor associations and trade schools to connect with local, qualified contractors
- Property owner associations to facilitate outreach for multifamily building projects or to rental homes
- Home builders to partner on new construction initiatives

Regional Workgroup

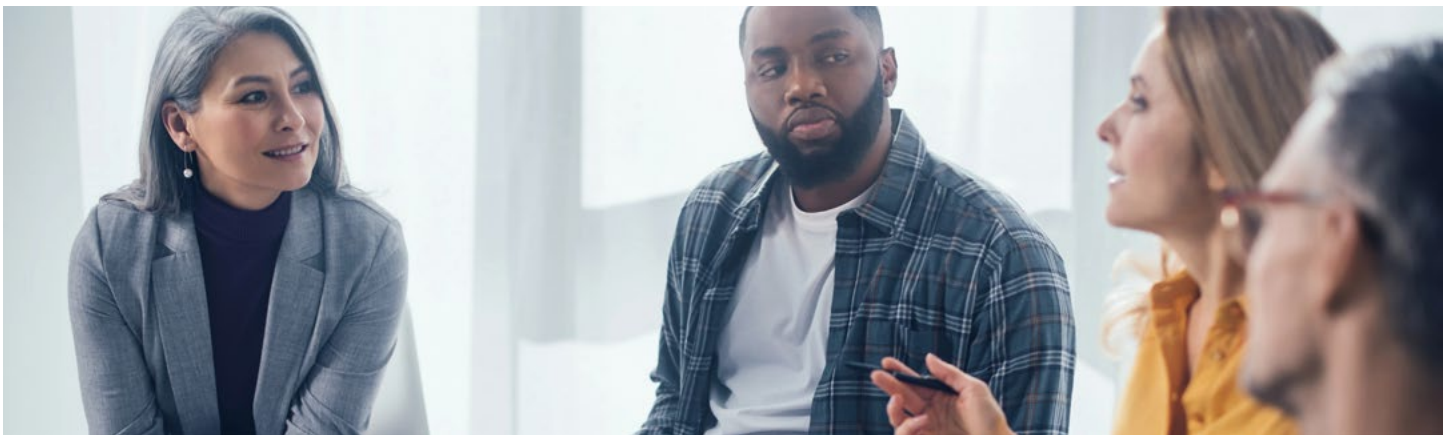
Coordinating multiple funding sources and programs across diverse entities requires clear, consistent communication and coordination throughout the Northwest. In 2014, BPA, public utilities, Community Action Agencies (CAAs), state and local agencies, and other interested parties formed the Regional Low Income Workgroup, which was renamed the Regional Income Qualified Workgroup in 2025.

For more details about the goals, structure, and who is currently serving on the steering committee, please reference the Structure and Organizing Principles for the BPA Northwest Energy Efficiency Income Qualified Workgroup. BPA also maintains the Income Qualified Workgroup Discussion Topic Reference List to help track and steer discussion topics.

Objectives of the work group:

- Share information and develop best practices to increase income qualified residents' access to and uptake of energy conservation services across the Northwest.
- Provide a venue for utilities, advocates and other organizations to come together and enable new opportunities for coordination, partnership, and innovation.
- Increase knowledge of Tribal, Community Action Agency, and utility activities.
- Find simple solutions to streamline reporting between organizations.
- Identify barriers and solutions to increasing access for income qualified residents to energy conservation programs.

The group meets virtually several times per year and in-person when possible. BPA staff facilitate the meeting and the content is informed by a small steering committee which represents a cross section of workgroup attendees. Those interested in joining the workgroup should reach out to BPA EEIQ Program Lead, Amy Burke at aaburke@bpa.gov. Tribal members interested in joining should reach out to BPA Tribal Affairs for more information.



Important Links

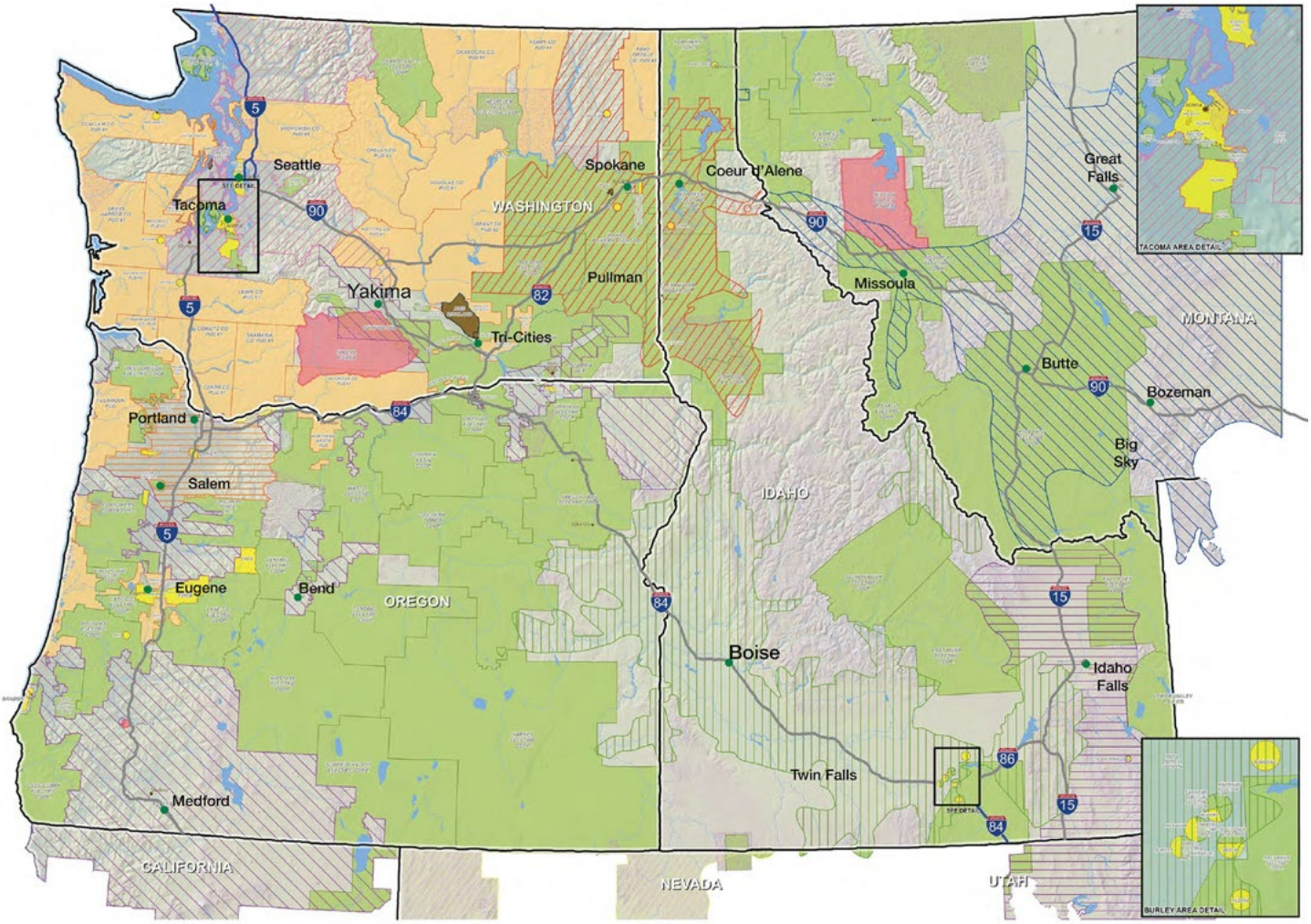
RESOURCE	LINK
Utility Quickstart Guide	https://www.bpa.gov/-/media/Aep/energy-efficiency/document-library/26-Quickstart.pdf
IM Homepage	https://www.bpa.gov/energy-and-services/conservation/implementation-manual
IM Document Library	https://www.bpa.gov/energy-and-services/conservation/document-library
UES Measure List	https://www.bpa.gov/-/media/Aep/energy-efficiency/document-library/beets-ues-measure-list.xlsx
BPA Energy Efficiency Tracking System (BEETS)	https://www.bpa.gov/energy-and-services/conservation/bpa-energy-efficiency-tracking-system
Income Qualified Repair Cost Reference Table	https://www.bpa.gov/-/media/Aep/energy-efficiency/document-library/Repair-Cost-Reference-Table.pdf
Energy Conservation Income Qualified Homepage	https://www.bpa.gov/energy-and-services/conservation/energy-efficiency-income-qualified
Energy Conservation Income Qualified Utility Resources Webpage	https://www.bpa.gov/energy-and-services/conservation/energy-efficiency-income-qualified/income-qualified-utility-resources
Energy Conservation Income Qualified State Resources Webpage	https://www.bpa.gov/energy-and-services/conservation/energy-efficiency-income-qualified/income-qualified-state-resources
Energy Conservation Income Qualified Tribal Resources Webpage	https://www.bpa.gov/energy-and-services/conservation/energy-efficiency-income-qualified/income-qualified-tribal-resources
Comfort Ready Home Website	https://comfortreadyhome.com
Comfort Ready Home Website - Income Qualified Information	https://comfortreadyhome.com/income-qualified
Marketing Resources	https://www.bpa.gov/energy-and-services/conservation/marketing-resources
Optional Income Qualified Information Form & Income Verification	https://www.bpa.gov/-/media/Aep/energy-efficiency/document-library/optional-iq-incomeverification-pif.pdf
Income Qualified Workgroup Charter	https://www.bpa.gov/-/media/Aep/energy-efficiency/income-qualified/iqec-workgroup-charter.pdf
Income Qualified Workgroup Discussion Topic Reference List	https://www.bpa.gov/-/media/Aep/energy-efficiency/income-qualified/iqec-workgroup-topic-list.pdf

Commonly Used Terms & Acronyms

ACRONYM	DEFINITION
BEETS	Bonneville Energy Efficiency Tracking System
BPA	Bonneville Power Administration
CAA	Community Action Agencies
ECAE	Energy Conservation Account Executive. Formerly Energy Efficiency Representative (EER)
CAP	Community Action Provider/Partner/Programs
CPP	Custom Project Proposal Calculator
CRH	Comfort Ready Home
ECA	Energy Conservation Agreement
EC	Energy Conservation
EEI	Energy Efficiency Incentive
IM	Implementation Manual
kWh	Kilowatt Hours
M&V	Measurement and Verification Plan
NEEA	Northwest Energy Efficiency Alliance
PCS	Program Compliance Specialist
RTF	Regional Technical Forum
SRR	Small, Rural and Residential
UES	Unit of Energy Savings (deemed)
USB	Utility Sounding Board

For a more comprehensive list of energy conservation terms, and acronym definitions, please refer to the BPA Implementation Manual or contact your ECAE.

Northwest Utility Service Territories



Key

- City
- State Capital

Public Utilities

- Cooperative
- Public Utility District
- Municipality
- Federal

Investor Owned Utilities

- Avista Energy
- Idaho Power Company
- Northwestern Energy
- PacifiCorp
- Portland General Electric
- Puget Sound Energy
- Sierra Pacific Power
- Rocky Mountain Power (PacifiCorp)

Tribal Utilities

- Tribal

Public Utilities Served by BPA

CALIFORNIA
Surprise Valley Electrification Corp.

IDAHO
City of Albion
City of Bonners Ferry
City of Burley
City of Declo
City of Heyburn
City of Plummer
City of Rupert
City of Soda Springs
City of Weiser
Clearwater Power Co.
East End Mutual Electric
Fall River Rural Electric Coop Inc.
Farmers Electric
Idaho County Light & Power Coop Assoc. Inc.
Idaho Falls Power
Kootenai Electric Cooperative
Lost River Electric Coop Inc.
Lower Valley Energy
Northern Lights Inc.
Raft River Electric Coop
Riverside Electric Co.
Salmon River Electric Coop
South Side Electric Inc.
United Electric Coop Inc.

MONTANA
City of Troy
Flathead Electric Cooperative
Glacier Electric Coop., Inc.
Lincoln Electric Cooperative, Inc.
Mission Valley Power
Missoula Electric Cooperative
Ravalli County Electric Co-op
Vigilante Electric Coop Inc.

NEVADA
Wells Rural Electric co.

OREGON
Blachly-Lane Electric Cooperative
Canby Utility
Central Electric Cooperative
Central Lincoln PUD

OREGON
City of Ashland
City of Bandon
City of Cascade Locks
City of Drain
City of Monmouth
Clatskanie PUD
Columbia Basin Electric Cooperative
Columbia Power Coop Association
Columbia River PUD
Consumers Power Inc.
Coos-Curry Electric Coop
Douglas Electric Coop Inc.
Emerald PUD
Eugene Water & Electric Board
Forest Grove Light & Power
Harney Electric Cooperative, Inc.
Hermiston Energy Services
Hood River Electric Co-op
Lane Electric
McMinnville Water & Light
Midstate Electric Coop
City of Milton-Freewater
Northern Wasco County PUD
Oregon Trail Electric Coop
Salem Electric
Springfield Utility Board
Tillamook PUD
Umpqua Indian Utility Coop
Umatilla Electric Coop
Wasco Electric Cooperative
West Oregon Electric Cooperative

WASHINGTON
Alder Mutual Light Company
Asotin County PUD
Benton PUD
Benton REA
Big Bend Electric Cooperative
Chelan County PUD
City of Blaine
City of Centralia
City of Cheney
City of Chewelah

WASHINGTON
City of Ellensburg
City of Milton
City of Port Angeles
City of Richland
City of Sumas
Clallam County PUD
Clark Public Utilities
Columbia REA
Cowlitz PUD
Douglas PUD
Elmhurst Mutual Power & Light
Energy Northwest
Ferry County PUD
Franklin PUD
Grant County PUD
Grays Harbor PUD
Inland Power and Light
Jefferson PUD
Kalispel Tribal Utilities
Kittitas PUD
Klickitat PUD
Lakeview Light & Power
Lewis County PUD
Mason County PUD #1
Mason County PUD #3
McCleary Light & Power
Modern Electric Water Co.
Nespelem Valley Electric Co-op
Ohop Mutual Light Co.
Okanogan County PUD
Okanogan Electric Cooperative
Orcas Power & Light Coop
Parkland Light & Water
Pend Oreille PUD
Peninsula Light Co.
Port of Seattle
Seattle City Light
Skamania County PUD
Snohomish PUD
Tacoma Public Utilities
Tanner Electric Coop
Town of Steilacoom
Vera Water & Power
Wahkiakum County PUD
PUD No. 1 of Whatcom County
Yakama Power

Federally Recognized Tribes Served by BPA Utilities

CALIFORNIA
Cedarville Rancheria Northern Paiute Tribe Fort Bidwell
Pit River Tribe

IDAHO
Nez Perce
Coeur D-Alene Tribe Kootenai Tribe of Idaho
Shoshone-Paiute Tribes of the Duck Valley Reservation
(Reservation spans ID-NV border)

MONTANA
Blackfeet Nation

NEVADA
Fort McDermitt Paiute-Shoshone Tribe
Shoshone-Paiute Tribes of the Duck Valley Reservation

OREGON
Confederated Tribes of Siletz
Confederated Tribes of the Umatilla Indian Reservation
Confederated Tribes of the Warm Springs Reservation of Oregon
Cow Creek Band of Umpqua
Fort McDermitt Paiute-Shoshone Tribe
(Reservation spans OR- NV border)

WASHINGTON
Cowlitz Indian Tribe
Confederated Tribes and Bands of the Yakama Nation
Confederated Tribes of the Colville Reservation
Hoh Indian Tribe
Jamestown S'Klallam Tribe
Kalispel Tribe of Indians
Lower Elwha S'Klallam Tribe
Makah Indian Tribe
Nooksack Indian Tribe
Puyallup Indian Tribe
Quileute Nation
Quinault Indian Nation
Shoalwater Bay Tribe
Skokomish Tribal Nation
Snoqualmie Indian Tribe
Squaxin Island Tribe
Stillaguamish Tribe of Indians
The Confederated Tribes of the Chehalis Reservation
Tulalip Tribes

Community Action Agencies by State

IDAHO

AGENCY	SERVICE AREA	CONTACT
Community Action Partnership	Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce, and Shoshone counties	Phone: (208) 746-3351 cap4action.org
Community Council of Idaho	Counties in Southern Idaho	Phone: (208) 454-1652 communitycouncilofidaho.org
Eastern Idaho Community Action Partnership	Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, and Teton counties	Phone: (208) 522-5391 eicap.org
El-Ada Community Action Partnership	Ada, Elmore and Owyhee counties	Phone: (208) 377-0700 eladacap.org
Metro Community Services	Adams, Boise, Canyon, Gem, Payette, Valley and Washington counties	Phone: (208) 459-0063 metrocommunityservices.net
South Central Community Action Partnership	Blaine, Camas, Cassia, Gooding, Jerome, Twin Falls, Lincoln and Minidoka counties	Phone: (208) 733-9351 sccap-id.org
Southeastern Idaho Community Action Agency	Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida and Power counties	Phone: (208) 232-1114 seicaa.org
Western Idaho Community Action Partnership	Adams, Boise, Canyon, Gem, Payette, Valley and Washington counties	Phone: (208) 642-9086 wicap.org

MONTANA

AGENCY	SERVICE AREA	CONTACT
Action for Eastern Montana	Carter, Custer, Daniels, Dawson, Fallon, Garfield, McCone, Phillips, Powder River, Prairie, Richland, Roosevelt, Rosebud, Sheridan, Treasure, Valley and Wibaux counties	Phone: (406) 377-3564 aemt.org/our-services/energy
Action Inc. Human Resource Council	Beaverhead, Deer Lodge, Granite, Madison, Powell and Silver Bow counties	Phone: (406) 533-6855 butteassistanceprograms.org/free-weatherization
Community Action Partnership of NW MT	Flathead, Lake, Lincoln and Sanders counties	Phone: (406) 752-6565 capnm.net/weatherization
District IV Human Resources Development Council	Blaine, Hill and Liberty counties	Phone: (406) 265-6743 hrdc4.org/energy
District IX HRDC	Gallatin, Meagher and Park counties	Phone: (406) 587-4486 thehrdc.org/apply-for-energy-assistance
District VI HRDC Centennial Plaza	Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland counties	Phone: (406) 587-4486 thehrdc.org/apply-for-energy-assistance
District VII HRDC	Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone counties	Phone: (406) 247-4778 hrdc7.org/how-we-help/energy-assistance
District XI Human Resource Council	Missoula, Mineral and Ravalli counties	Phone: (406) 728-3710 humanresourcecouncil.org/energy-conservation-weatherization
Opportunities Inc. Weatherization Assistance Program	Cascade, Choutou, Glacier, Pondera, Toole and Teton counties	Phone: (406) 761-0310 oppincgf.org/our-services
Rocky Mountain Development Council	Broadwater, Jefferson and Lewis & Clark counties	Phone: (406) 447-1625 rmdc.net/what-we-do/energy-services/weatherization.html

OREGON

AGENCY	SERVICE AREA	CONTACT
ACCESS	Jackson County	Phone: (541) 779-6691 accesshelps.org
Community Action of Washington County	Washington County	Phone: (503) 648-6646 butteassistanceprograms.org/free-weatherization
Community Action Partnership of NW MT	Flathead, Lake, Lincoln and Sanders counties	Phone: (406) 752-6565 capnm.net/weatherization
District IV Human Resources Development Council	Blaine, Hill and Liberty counties	Phone: (406) 265-6743 hrdc4.org/energy
District IX HRDC	Gallatin, Meagher and Park counties	Phone: (406) 587-4486 thehrdc.org/apply-for-energy-assistance
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WASHINGTON

AGENCY	SERVICE AREA	CONTACT
Benton Franklin Community Action Committee	Benton and Franklin counties	Phone: (509) 545-4042 ext. 215 bfcac.org
Blue Mountain Action Council	Columbia, Garfield and Walla Walla counties	Phone: (509) 529-4980 ext. 110 bmacww.org
Chelan-Douglas Community Action Council	Chelan and Douglas counties	Phone: (509) 662-6156 ext. 247 cdcac.org
City of Seattle Office of Housing - HomeWise Program	City of Seattle	Phone: (206) 684-0244 seattle.gov
Clark County Community Development	Clark County	Phone: (360) 397-2375 ext. 4540 clark.wa.gov
Coastal Community Action Program	Grays Harbor and Pacific counties	Phone: (360) 500-4528 coastalcap.org
Community Action Center	Whitman County	Phone: (509) 334-9147 cacwhitman.org
Community Action Council of Lewis, Mason, and Thurston Counties	Lewis, Mason, Thurston, Klickitat, and Skamania counties	Phone: (360) 438-1100 ext. 1120 caclmt.org
Community Action Partnership	Asotin County	Phone: (208) 746-3351 cap4action.org
HopeSource	Kittitas County	Phone: (509) 925-1448 ext. 240 hopesource.us
Housing Authority of Skagit County	Skagit County	Phone: (360) 428-1959 skagitcountyha.org
King County Housing Authority	All King County, except City of Seattle	Phone: (206) 574-1100 kcha.org
Kitsap Community Resources	Kitsap County	Phone: (360) 473-2045 kcr.org
Lower Columbia Community Action Council	Cowlitz and Wahkiakum counties	Phone: (360) 425-3430 ext. 222 lowercolumbiacap.org
Metropolitan Development Council	City of Tacoma only	Phone: (253) 593-2336 mdc-hope.org/weatherization
Northwest Community Action Center	Yakima County, south of Union Gap	Phone: (509) 865-7630 ncactopp.org
Okanogan County Community Action Countil	Okanogan County	Phone: (509) 422-4041 occac.com

WASHINGTON

AGENCY	SERVICE AREA	CONTACT
Olympic Community Action Programs	Clallam and Jefferson counties	Phone: (360) 452-4726 ext. 6253 mdc-hope.org/weatherization
Opportunities Industrialization Center of Washington	Adams, Grant and Yakiima County, north of Union Gap	Phone: (509) 248-6751 yvoic.org
Opportunity Council	Island, San Juan and Whatcorn counties	Phone: (360) 734-5121 ext. 7 oppco.org
Pierce County Housing Services	All of Pierce County, except City of Tacoma	Phone: (253) 798-7380 piercecountywa.gov
Rural Resources Community Action	Ferry, Lincoln, Pend Oreille, and Stevens counties	Phone: (509) 684-8421 ruralreources.org
Snohomish County Human Services Department	Snohomish County	Phone: (425) 388-7200 snohomishcountywa.gov/191/Human-Services
Spokane Neighborhood Action Partners	Spokane County	Phone: (509) 456-7627 ext. 2408 snapwa.org
Washington Gorge Action Programs	Klicklitat and Skamania counties	Phone: (509) 493-2662 wagap.org
Yakima Valley Farm Workers Clinic	Yakima County, south of Union Gap	Phone: (509) 865-7630 ext. 2743 yvfwc.com

Thank You and Contact Information

Income Qualified Energy Conservation measure offerings are a critical tool for supporting residents around the Northwest. BPA recognizes and appreciates the effort all the different groups and individuals who work to ensure these offerings are available to the region including but not limited to utilities, community action agencies, Tribes, implementers, state and federal agencies, city and local agencies, BPA staff, contractors, administrative assistants, and everyone in between. You serve your regions well!

BPA builds and maintains measure offerings that can be implemented through BPA customer utilities. It is ultimately up to the customer utility how and when these measures are implemented. As such, BPA will refer residents and implementers back to the customer utility or funder for ultimately answering questions about qualification and available funding.

Have additional questions about BPA Income Qualified Energy Conservation programs?

- Utilities can reach out to their BPA ECAE.
- Community Action Agencies can reach out to the appropriate funder (e.g., BPA customer utility, state agency, or Tribe).
- Tribes can reach out to their BPA Tribal Affairs Account Executive.
- Implementers can reach out to the organization providing them with BPA funding.

For more information, visit bpa.gov

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