

Customer Energy Solutions

PROGRAM PROGRESS REPORT 2013-2014

Customer Energy Solutions



The Customer Energy Solutions team is committed to providing the best service to our customers and our community.

We will continue to strive to bring energy savings and cost-effective efficiency programs to our customers in all building sectors. Through partnerships with trade allies and others in the community, we will achieve our 800 MW energy efficiency goal and our 200 MW solar generation goal by 2020. We will increase the awareness of and participation in our programs through effective outreach and education.

Austin Energy appreciates customer and stakeholder interest in our programs. With your help, we look forward to building upon past successes to achieve our mission, which is to deliver clean, affordable, reliable energy and excellent customer service.

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Austin Energy ended Fiscal Year 2013 with an 800 MW energy efficiency savings goal and 200 MW solar goal. Savings from residential and commercial programs totaled 57 MW, representing a nine MW increase over FY 2012. Our programs reached over 41,800 customers, increasing energy conservation, shifting demand and lowering customer utility costs. Our solar program partnered with over 700 customers, providing five MW of peak photovoltaic production. Our staff remains committed to delivering trailblazing, cost-effective and sustainable energy solutions to the customers and communities we serve.

Other highlights include the extension of the American Recovery and Reinvestment Act-funded Better Buildings grant, which expanded opportunities for energy efficiency in the residential and multifamily sectors through 2014. We also integrated our weatherization program with the Customer Assistance Program to educate and help participating customers live more efficiently in their newly, energy-improved homes. For the fifth year in a row, our multifamily program exceeded its savings goal. The commercial program installed two thermal energy storage units, resulting in over two MW of savings. Austin Energy's nationally-recognized Green Building program received awards for community sustainability and excellence in energy code compliance. As we move to FY 2014, we look forward to the launch of a new GreenChoice® offering, an expansion of our plug-in electric vehicle network, final preparation for the 2015 energy codes, increased Energy Conservation Audit Disclosure participation and customer assistance tools, and the growth of our web-enabled apps. We have an ambitious goal of nearly 62 MW for FY 2014. However, we are confident that, with our plans and your partnership, this goal is achievable.



A handwritten signature in black ink, appearing to read 'Debbie Kimberly', written in a cursive style.

Debbie Kimberly, Vice President
Customer Energy Solutions

Customer & Community Impact

Did You Know?

Participation in energy efficiency can save energy and water while protecting the environment, resulting in reduced greenhouse gases.

Having achieved over 700 megawatts (MW) in energy savings from 1982 to 2006, Austin Energy (AE) is committed to reaching an 800 MW savings goal by 2020. As of the end of Fiscal Year (FY) 2013, we were about halfway to that goal, 374 MW of savings. We have accomplished this through innovative programs, customer outreach and effective partnerships. Our commitment is to bring energy efficiency to all Austin Energy customers in the most cost-effective, high-value manner possible.

Austin Energy has led the nation in its energy efficiency offerings for over 30 years. Despite that history of success, we are steadfast in our commitment to customer outreach and education. In FY 2013, we provided direct services to over 41,800 customers and touched thousands through participation in community programs, events and an Energy Efficiency Stakeholder engagement process.

Maintaining diversity in our programs is essential to success as we continue to evaluate our offerings and ensure they meet the needs of our different customer classes. Our goal is to provide our residential, commercial and multi-family customers with programs and education that lead to cost-effective energy efficiency. A strong focus on energy efficiency in existing

buildings, as well as new construction Green Building efforts via energy codes and building ratings, has led to an overall MW savings this past year that exceeded FY 2012 by more than nine MW and our FY 2013 goal by over 12 MW.

While our goal is measured in demand (megawatts or the electrical power equal to 1 million watts), we also track progress toward our energy (megawatt hours or MWh) saved and the avoided greenhouse gas emissions from that energy efficiency. A MWh is equivalent to 1 million watts of energy used continuously in one hour. Our FY 2013 programs reduced energy usage by 117,172 MWh, an impact customers can see directly on their electric bills.

The average residential customer sees up to a 20 percent decrease in their electric bill from participation in our energy efficiency programs. Through energy reductions, our programs lead to the annual avoidance of 70,493 metric tons of greenhouse gas and water savings of over 53 million gallons. This is the same amount of energy it would take to power over 9,600 homes for one year and water over 40,000 lawns on an Austin summer day. Our programs provide customers with the triple benefit of lowered energy use, reduced carbon footprint and conservation of our water resources.



Demand = the greatest amount of electricity used in a 15-minute interval, measured in kilowatts (kw). Demand is critical to reduce on hot summer days.

Energy = electricity used steadily over time, measured in kilowatt-hours (kWh). Reducing kWh can help reduce monthly electric bills.



Austin Energy remains on target to reach our 800 MW goal by 2020; however, each year brings new challenges. We remain committed to approaching each new challenge as an opportunity for innovation. We will take the successes of FY 2013 and build on them as we strive in FY 2014 to deliver energy saving solutions that benefit the customer, the utility and the community.

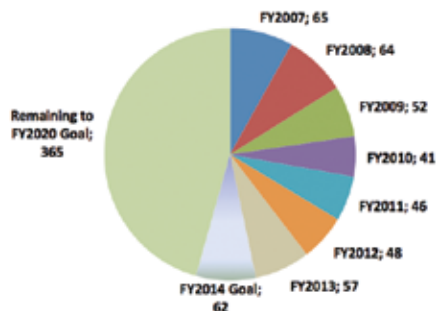
We have already begun planning new programs for FY 2014 and 2015. These programs include:

- Building on the success of the new programmable thermostat program
- Adding additional web-enabled applications to our growing suite of digital approaches
- Partnering with our Customer Assistance Program to reach more low-income families
- Creating a bundled program for multifamily participation to encourage greater savings
- Piloting a residential LED incentive program
- Focusing changes on our commercial building energy efficiency programs
- Proactively engaging owners of buildings who have completed the ECAD audit to identify means to conserve energy
- Working to improve the City of Austin Energy Codes to make all buildings in Austin more efficient

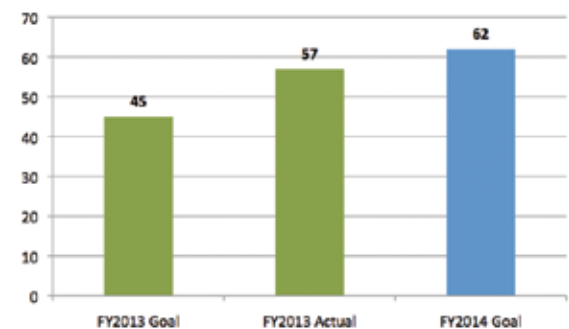
We will continue to assess current programs for viability and new programs for customer benefits.



CURRENT PROGRESS TO 800 MW SAVINGS GOAL
(Unaudited Data as of March 13, 2014)



MW SAVINGS GOALS AND ACHIEVEMENTS
(Unaudited Data as of March 13, 2014)



Residential Programs

Did You Know?

Residential customers saved enough energy through our rebate programs to power over 1,900 homes for one year.

Austin Energy offers a variety of programs to meet the spectrum of energy efficiency needs in the residential sector. For homeowners interested in making comprehensive energy efficiency improvements, we offer our award-winning **Home Performance with ENERGY STAR®** program. This past year, we used funding from the Better Buildings grant to offer low-interest loans combined with energy rebates for comprehensive upgrades. The result was huge increases in the number of program participants choosing the loan option and being able to improve the comfort of their homes, while lowering their utility bills.

Residential Energy Efficiency	Participants	MW Savings	MWh Savings	Rebates (millions)
2013 Actual	8,640	7.0	12,709	\$6.15
2014 Goal	12,065	8.3	14,199	\$7.00

Unaudited data as of March 13, 2014

We piloted our first **Air Conditioning Checkup** program in summer 2013. Through this program, we assessed over 1,000 air conditioning units and introduced our energy savings programs to many residential customers, exceeding our goal by over 200 customers.

Another program that saw an increase in FY 2013 savings over FY 2012 included **Refrigerator Recycling** which kept over 2,000 refrigerators out of the landfill and supported customers in bringing more energy efficiency refrigeration to their homes.

We began a new **Power Partner ThermostatSM** program in FY 2013, focusing on residential summer peak demand. This program was extremely successful with a 380% increase over expectations in participation. The program is unique in its ability to directly respond to high summer energy demand, thus supporting efforts to lower utility costs and minimize power disruptions during hot Texas summers.

Residential Demand Response	Participants	MW Savings	MWh Savings	Rebates (millions)
2013 Actual	5,819	6.8	49	\$1.10
2014 Goal	3,000	6.5	16	\$1.99

Unaudited data as of March 13, 2014

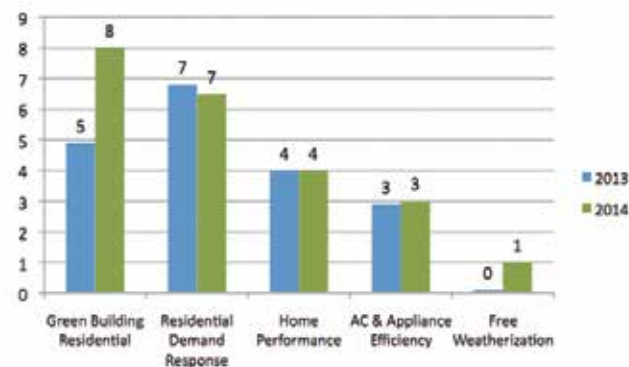




There was a slight decline in the total number of **Appliance Efficiency** program participants, however, the overall MWh savings was six percent higher for FY 2013. Even with this decrease, customers who did participate had a greater level of energy savings which directly translates to lower energy costs. When customers can reduce their energy use while still maintaining home comfort, they reduce their overall utility expenses.



FY 2013 & 2014 RESIDENTIAL PROGRAM MWh SAVINGS
(Unaudited Data as of March 13, 2014)



Program participation in the **Weatherization Assistance** program saw a decline after the successful American Recovery and Reinvestment Act grant period ended in early FY 2013. We were able to serve 2,157 low and limited income customers during the last three years. This is a 44 percent increase over the previous three-year period. The Weatherization Assistance program provides a critical service to a vulnerable population by improving the indoor air quality and comfort of their homes, while lowering monthly utility bills. Energy savings ranged from six to 21 percent, depending on the previous home energy use and current resident behavior. This means low-income residential customers can save from \$10 to \$33 on their monthly electric bill.

During our energy efficiency stakeholder process, participants noted a need for programs for limited income customers. Suggestions included increased information, expanded rebate programs and community outreach. Through our

web-enabled app and participation in public library events, we are increasing dialogue with the community. We are currently investigating rebate programs and outreach opportunities for limited income residential customers to help meet energy savings demands.

Our award-winning **Green Building** single family program nearly doubled the number of residential ratings performed in FY 2013. The Green Building team also increased the impact of the residential energy code by over 380 participants. The value Green Building brings to Austin is measured both directly and indirectly; the team impacts new building designs and strengthens the energy codes for all buildings.

Residential Green Building	Participants	MW Savings	MWh Savings
2013 Actual	3,399	4.9	11,089
2014 Goal	3,665	8.2	11,602

Unaudited data as of March 13, 2014

Austin Energy’s residential staff continues to investigate new programs and services that afford customers energy saving opportunities, while working toward our 800 MW savings goal. In FY 2014, we will evaluate our current incentive structure to assess the most effective cost-benefit results. Additionally, we have developed a trade ally incentive structure to strengthen our relationships with contractors and other vendors. Staff will continue to grow our Power Partner Thermostat program to reach more residential customers. We will enhance our relationship with AE’s Customer Assistance Program to assist more low and limited income customers. This improved program will add more education to the process, thus benefiting customers through behavioral change at little or no cost. Our Green Building team will continue their preparation for the 2015 energy code to meet the zero energy capable homes goal. Above all else, we will continue to focus on our customers to assist them in meeting their energy efficiency goals.





Multifamily Programs

Did You Know?

Energy efficiency in multifamily properties can be further enhanced with behavioral changes and minimized plug loads by teaching residents when and where to unplug their electronics.

Austin Energy's **Multifamily Rebate** program has the interesting challenge of providing services to its primary customer – the apartment community owner – to the benefit of its secondary customer – the apartment residents. While this is a unique relationship, the multifamily program has successfully exceeded its goals again in FY 2013. Much of the success of the multifamily program was supported by the Better Buildings grant.

Multifamily Energy Efficiency	Participants	MW Savings	MWh Savings	Rebates (millions)
2013 Actual	7,917	4.6	8,533	\$2.52
2014 Goal	6,925	3.8	5,394	\$1.90

Unaudited data as of March 13, 2014

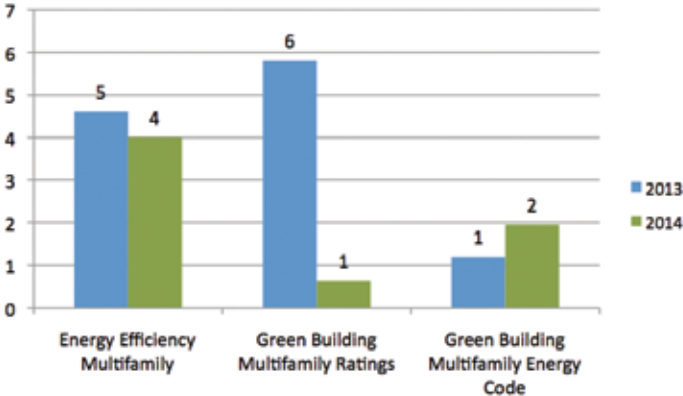
As with the Appliance Efficiency program, while there were fewer participants in the Multifamily program, the savings per customer was greater, providing increased benefits to the apartment residents. This was a result of more comprehensive retrofits, providing greater overall savings.

In FY 2013, the multifamily program was recognized for building relationships with the Austin Water Utility and Austin Resources Recovery, the City of Austin's water and solid waste/recycling utilities, respectively. These relationships increase the benefits to owners and residents while reducing impacts to energy and water costs and to the environment. Moving forward, staff will continue to strengthen these relationships to improve service to multifamily community residents and owners.





FY 2013 & 2014 MULTIFAMILY MW SAVINGS
(Unaudited Data as of March 13, 2014)



AE's Green Building multifamily program works closely with new multifamily construction to assist builders in achieving sustainability ratings. In FY 2013, the Green Building program increased the number of ratings 118 percent, from 709 to 1,548, a tremendous effort put forth by this group.

Multifamily Green Building	Participants	MW Savings	MWh Savings
2013 Actual	10,128	7.0	15,971
2014 Goal	5,318	2.6	4,844

Unaudited data as of March 13, 2014

FY 2014 brings new challenges to the multifamily program as we work to develop a new "bundled" upgrade program for a more cost-effective conservation packages. We will also increase our outreach to smaller apartment communities to assist owners and residents achieve higher levels of energy savings. To continue to meet programmatic goals, while incorporating these changes, will require enhanced marketing efforts, seeking new channels and audiences.

With the explosion of multifamily development in Austin, AE will emphasize efforts to ensure that rating changes stay ahead of building code changes, specifically those in the International Energy Conservation Code.

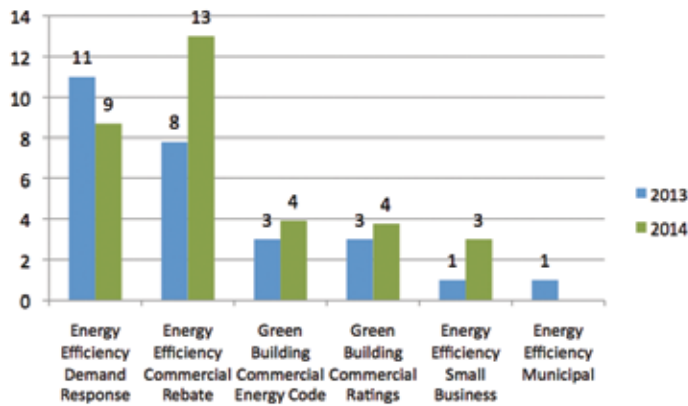
Commercial Programs

Did You Know?

Commercial customers have a variety of energy savings opportunities from lighting to motors to air conditioners and chillers.

Austin Energy's **Commercial Rebate** program serves a wide variety of customers, from small home-based businesses to large national and industrial customers. In FY 2013, over 700 projects were completed, including more than 260 small business projects and two thermal energy storage projects that alone resulted in over two MW of savings.

FY 2013 & 2014 COMMERCIAL MW SAVINGS
(Unaudited Data as of March 13, 2014)



One of the most successful components of commercial energy savings is our **Demand Response** program. The specific efforts of our Load Co-op program focus on commercial customers who are able to reduce their energy loads (demand) at nearly a moment's notice in response to hot summer days. In FY 2013, this group of dedicated commercial customers is capable of 8.4 MW of peak savings, a 105 percent increase over FY 2012.





Commercial Energy Efficiency	Participants	MW Savings	MWh Savings	Rebates (millions)
2013 Actual	7,826	10.0	49,516	\$3.07
2014 Goal	1,291	15.9	66,911	\$6.06

Unaudited data as of March 13, 2014

Commercial Demand Response	Participants	MW Savings	MWh Savings	Rebates (millions)
2013 Actual	231	11.0	130	\$0.49
2014 Goal	4,246	8.7	220	\$1.64

Unaudited data as of March 13, 2014

The efforts of our Commercial Green Building team resulted in tremendous gains in both commercial ratings and commercial energy codes. The Green Building team was awarded both the International City/County Management Association's Program Excellence Award for Community Sustainability and the Institute for Market Transformation Standard Bearer Award for Excellence in Energy Code Compliance.

Plans for the commercial program in FY 2014 include expanded outreach to small businesses, enhanced partnerships with Austin Water Utility and Austin Resource Recovery (following the multifamily model) and coordination with the Energy Conservation Audit Disclosure efforts to convert compliance with the ordinance to participation in energy efficiency programs.

Another important endeavor for FY 2014 and future years is the Property Assessed Clean Energy Act initiative (PACE). PACE is an innovative financing program that enables owners of commercial and industrial properties to obtain low-cost, long-term loans for water conservation, energy efficiency improvements and renewable retrofits. This is an exciting opportunity to work with other agencies to assist commercial customers in achieving a sustainable future for all Austin Energy customers.

Commercial Green Building	In 1,000 Sq Ft	MW Savings	MWh Savings	Incentives (millions)
2013 Actual	4,871	6.2	19,163	NA
2014 Goal	5,875	7.7	22,978	\$0.30

Unaudited data as of March 13, 2014

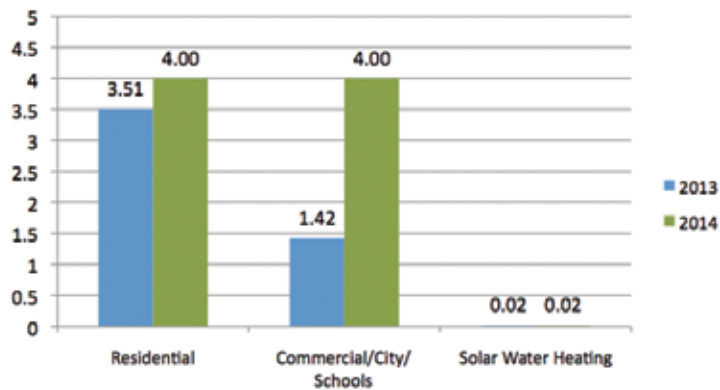
Solar Program

Did You Know?

Solar customers can offset much of their summer cooling costs through the power of the sun.

Austin Energy's **Solar** program has a goal of achieving a 200 MW generation goal by 2020. As of the end of FY 2013, the program has achieved 25 percent progress toward the goal. Through our incentives and a vibrant renewable community, we have created a market where solar installation costs are among the lowest in the nation. This, coupled with our incentive program and pioneering value of solar approach, has led to record solar participation in FY 2013. Additional support came from City Council in refining the 200 MW solar goal to include 100 MW of locally-sited sources (within the AE service territory) and at least 50 MW being customer-sited solar (roof top solar).

FY 2013 & 2014 SOLAR MW GENERATION
(Unaudited Data as of March 13, 2014)



As of 2014, Austin Energy no longer installs solar on City facilities.





Residential Solar	Participants	MW Generation	MWh Generation	Rebates (millions)
2013 Actual	719	3.5	5,878	\$7.88
2014 Goal	750	4.0	6,760	\$6.00

Unaudited data as of March 13, 2014

Commercial City Schools Solar	Participants	MW Generation	MWh Generation	PBI (millions)
2013 Actual	19	1.4	1,553	\$0.14
2014 Goal	60	4.0	6,760	\$1.40

Unaudited data as of March 13, 2014

Commercial customers can still expect the high performing Performance Based Incentive (PBI) to be available. During FY 2013, commercial customers saw solar costs fall, offering more incentive for participation in the PBI program. Based on the number of letters of intent in late FY 2013, commercial solar generation is expected to exceed its goal for FY 2014.



Additional Programs

Did You Know?

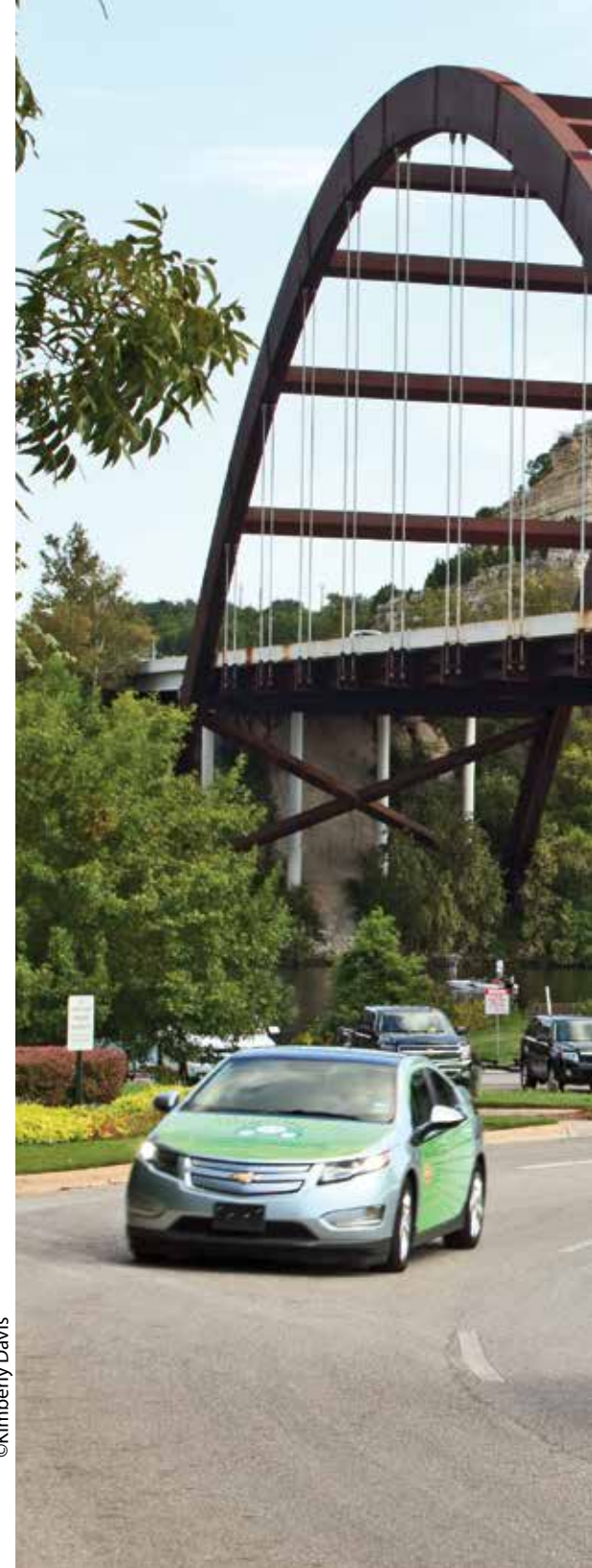
Austin Energy's Customer Energy Solutions is more than just rebates, but also includes many programs benefiting the customer, the utility and the environment.

Along with our award-winning residential, multifamily, commercial and solar programs, Customer Energy Solutions offers many other programs and services to our customers.

ECAD

The Energy Conservation and Disclosure Ordinance (ECAD) No. 20081106-047 was approved by the Austin City Council November 2008 and later amended in April 2011. The goal of the ECAD ordinance is to create a market shift toward increased awareness of energy use and encourage energy efficiency upgrades to existing residential, multifamily and commercial buildings in support of the Austin Climate Protection Plan Homes and Buildings Initiative.

Compliance with the ordinance has been slowly growing since its approval. We have found that continued education and outreach are needed to increase compliance, as well as move customers from audit to energy efficiency measures. FY 2014 will include increased marketing and education across all building sectors. This education will assist in the continuing partnerships with homeowners, realtors, building owners and multifamily community management. The focus of this effort is to create a market transformation from ordinance compliance to energy efficiency participation.





GREENCHOICE®

GreenChoice is the longest running voluntary renewable energy program in Texas. The program has been ranked #1 nationally in kWh sales for nine of the past 10 years. Although the program has been very successful, we felt it was time to evaluate the program to better align its offerings with current customer and utility needs. In FY 2014, we will launch a new version of GreenChoice which is designed to be more customer-friendly in understanding and adoption. Our focus is "Texas Wind – Austin Energy". Marketing efforts will continue to support the large commercial customer adoption, as well as increase residential awareness and education. In the first year of the new GreenChoice, we expect to add 2,000 new residential and 100 new commercial customers.



ELECTRIC VEHICLES

FY 2013 was a growth year for the electric vehicle program. Both workplace charging and multifamily charging programs were initiated, and the home charging program continued to grow. Based on market research conducted in FY 2012, the program team has focused their outreach on auto dealers, Car2Go and fleet programs. The electric bicycle program continues to increase its awareness and participation through innovative marketing and outreach.

Our goals for FY 2014 include expanding the current Plug-in EVERYwhere® electric vehicle charging network. We will also continue with Department of Energy grant-funded efforts to increase regional awareness and adoption of alternative fuel vehicles.

AUSTIN ENERGY WEB APP

Austin Energy sees growth potential in customer behavioral programs. The development and launch of a web-enabled mobile app to enhance customers' residential rate tier awareness is the first step. The web app provides residential customers with rate tier alerts as their usage approaches a higher rate as well as their daily energy consumption data. Both the rate alerts and daily consumption data educate the customer on their current usage and empower them to make positive changes in order to manage their utility costs. In addition, the web app suggests simple energy saving tips to assist customers in lowering energy costs (www.austinenergyapp.com).

ENERGY AUDITS

Residential energy audits and commercial onsite energy surveys are available at no cost to identify opportunities for energy efficiency upgrades. These audits provide our customers with the necessary information to make quality decisions about energy efficiency measures. Audits and surveys are conducted by energy engineers, energy consultants and certified contractors.

CONTRACTOR TRAINING AND CERTIFICATIONS

Customer Energy Solutions is committed to bringing the best to its customers, including the companies with whom we partner in energy efficiency improvement. All of our certified contractors attain specific levels of continuing education to ensure the most recent knowledge is available in the field. Training includes such topics as building science, understanding homes as systems and energy fundamentals.

In FY 2014, we will expand the reach of our new web-based mobile app through marketing and outreach. Buoyed by the success of the mobile app, we will be developing other behavioral programs to increase residential customer participation and incorporate commercial customers as well. We will take this first venture into online interaction with customers to move from current awareness to full participation in energy efficiency programs.





Appendix

Table 1 – Executive Summary Table

Program	Participant Type	Participants	MWh	MW	Incentives/ Rebates	Savings (\$0.086/kw)	TRC	Utility	Participant	Life Years	Life Cycle ¢/kWh	\$/kW
Residential												
EES-Appliance Efficiency	Customer	3,366	6,547	2.5	\$1,521,960	\$564,775	1.7	1.9	4.0	15	2.76	\$765
EES-Home Performance with ENERGY STAR - Rebate	Customer	1,819	3,593	3.3	\$3,239,035	\$309,907	2.1	2.5	2.1	15	9.95	\$1,134
EES-Home Performance with ENERGY STAR - Loan	Customer	385	760	0.7	\$6,024	\$65,593	2.6	1.9	15.6	15	1.34	\$153
EES-Weatherization Assistance	Customer	155	169	0.1	\$993,373	\$14,615	0.3	0.3	1.2	10	77.56	\$6,891
EES-Clothes Washer Rebate	Customer	249	72	0.0	\$15,750	\$6,186	1.3	2.8	2.4	10	3.17	\$1,409
EES-Refrigerator Recycling	Refrigerator	2,666	1,568	0.4	\$377,417	\$135,254	1.1	2.1	2.5	10	3.58	\$1,111
GB-Residential Ratings	Residence	616	211	0.4	-	\$18,195	1.6	1.1	3.2	23	11.38	\$894
GB-Residential Energy Code	Residence	2,783	10,878	4.5	-	\$938,380	17.0	19.5	109.9	23	0.11	\$37
Subtotal		12,039	23,798	11.9	\$6,153,559	\$2,052,906						
Commercial												
EES-Commercial Rebate	Customer	453	34,158	7.8	\$2,190,852	\$2,946,608	3.0	3.9	7.0	10	1.26	\$426
EES-Small Business	Customer	267	4,674	1.1	\$759,285	\$403,221	2.3	3.2	3.5	10	2.55	\$822
EES-Municipal	Building	106	10,684	1.1	\$122,764	\$921,670	7.4	11.3	18.8	10	0.35	\$252
EES-Multifamily	Apartment Unit	7,917	8,533	4.6	\$2,524,498	\$736,135	1.3	2.1	1.9	6	7.36	\$694
GB-Multifamily Ratings	Apartment Unit	1,548	12,219	5.8	-	\$1,054,099	24.6	38.5	62.0	18	0.21	\$53
GB-Multifamily Energy Code	Apartment Unit	8,580	3,751	1.2	-	\$323,617	1.7	2.1	27.1	18	0.38	\$143
GB-Commercial Ratings	1000 sq ft	2,035	10,428	3.0	-	\$899,556	23.0	109.8	28.0	20	0.38	\$165
GB-Commercial Energy Code	1000 sq ft	2,836	8,735	3.1	-	\$753,502	53.8	141.8	78.0	20	0.15	\$54
Subtotal		23,742	93,183	27.7	\$5,597,399	\$8,038,408						
Demand Response												
DR-Power Partner	Thermostat	4,278	48	5.8	\$1,067,684	\$4,148	4.0	1.0	2.0	7	637.10	\$258
DR-Cycle Saver	Cycle Saver	1,541	9	1.0	\$40,766	\$798	7.5	1.3	7.5	10	259.67	\$167
DR-Power Partner (Comm & Muni)	Thermostat	89	0	0.0	\$249,525	\$14	0.0	1.0	0.1	7	>900	\$15,698
DR-Load Co-op	Meter	139	133	8.4	\$247,880	\$11,514	0.1	1.1	1.9	2	586.26	\$174
DR-Engineering Support & Thermal Storage	Project	3	-	2.6	-	-	3.0	2.1	13.4	15	>900	\$144
Subtotal		6,050	191	17.8	\$1,605,854	\$16,474						
Total CES Programs		41,831	117,172	57.4	\$13,356,813	\$10,107,789	1.8	2.3	4.3	7.1	2.95	\$353
Unaudited data as of March 13, 2014												



Table 2 – Comparison of FY13 & FY14 Actual to Goal for MW & MWh

Program	FY 2013 MW Actual	FY 2014 MW Goal	FY 2013 MWh Actual	FY 2014 MWh Goal
Residential				
EES-Appliance Efficiency	2.5	2.7	6,547	6,892
EES-Home Performance with ENERGY STAR - Rebate	3.3	4.0	3,593	4,389
EES-Home Performance with ENERGY STAR - Loan	0.7	0.4	760	384
EES-Weatherization Assistance	0.1	0.9	169	1,001
EES-Clothes Washer Rebate	-	-	72	-
EES-Refrigerator Recycling	0.4	0.4	1,568	1,532
GB-Residential Ratings	0.4	0.5	211	249
GB-Residential Energy Code	4.5	7.7	10,878	11,353
Subtotal	11.9	16.5	23,798	25,801
Commercial				
EES-Commercial Rebate	7.8	13.0	34,158	59,220
EES-Small Business	1.1	2.9	4,674	7,691
EES-Municipal	1.1	-	10,684	-
EES-Multifamily	4.6	3.8	8,533	5,394
GB-Multifamily Ratings	5.8	0.6	12,219	1,317
GB-Multifamily Energy Code	1.2	2.0	3,751	3,527
GB-Commercial Ratings	3.0	3.7	10,428	11,205
GB-Commercial Energy Code	3.1	3.9	8,735	11,773
Subtotal	27.7	29.9	93,183	100,128
Demand Response				
DR-Power Partner	5.8	4.4	48	-
DR-Cycle Saver	1.0	2.1	9	16
DR-Power Partner (Comm & Muni)	-	2.0	-	218
DR-Load Co-op	8.4	4.0	133	2
DR-Engineering Support & Thermal Storage	2.6	2.7	-	-
Subtotal	17.8	15.2	191	236
Total CES Programs	57.4	61.6	117,172	126,165
EES- Energy Efficiency Services GB - Green Building DR - Demand Response				
Unaudited data as of March 13, 2014				



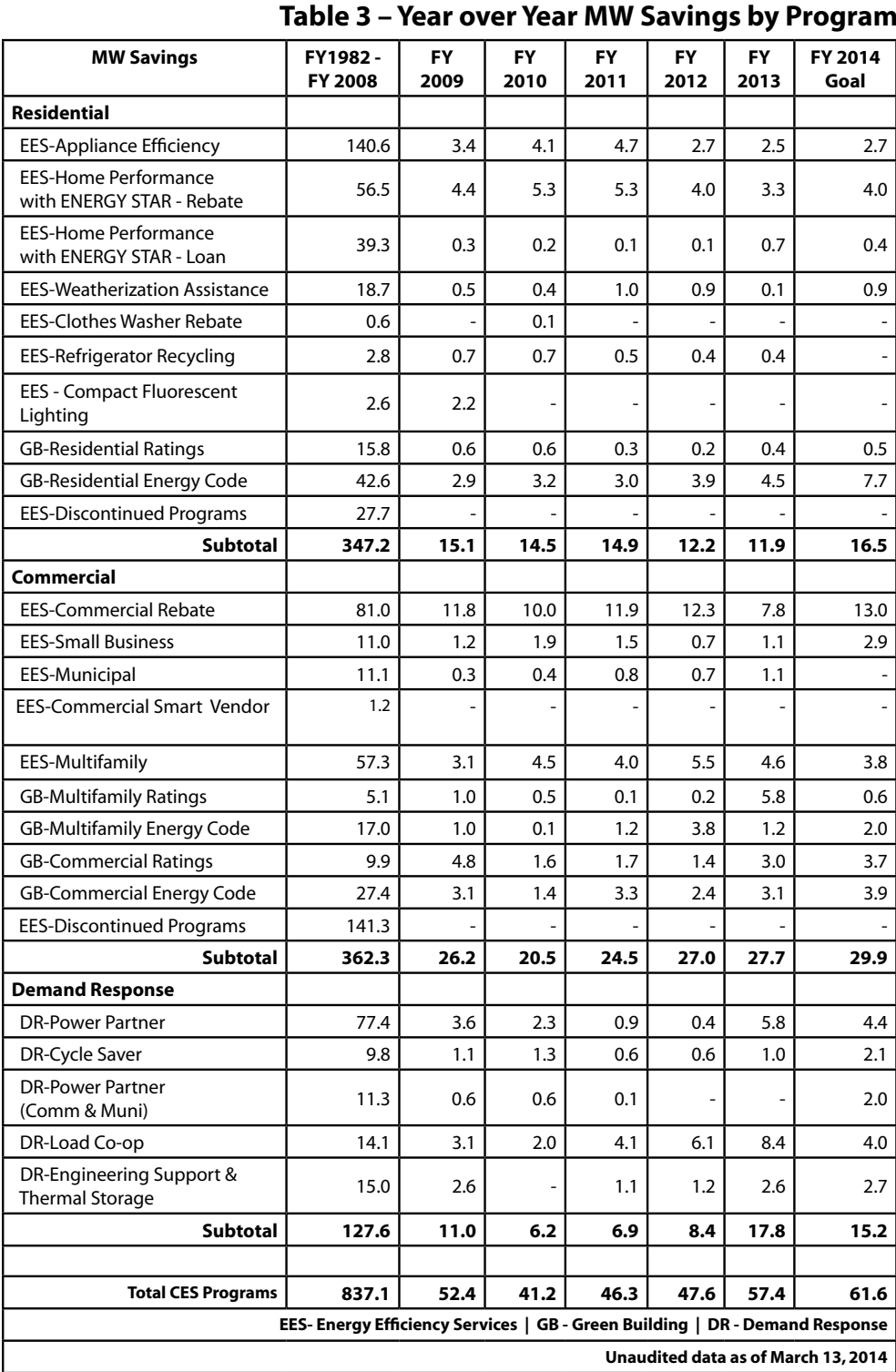


Table 4 – Year over Year Participation by Program & Market Sector

	FY 1982 - FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Residential						
EES-Appliance Efficiency	64,517	4,000	4,444	5,367	3,819	3,366
EES-Home Performance with ENERGY STAR - Rebate	17,168	2,463	2,941	2,919	2,202	1,819
EES-Home Performance with ENERGY STAR - Loan	5,564	191	109	71	34	385
EES-Weatherization Assistance	8,781	538	456	1,044	958	155
EES-Clothes Washer Rebate	5,167	878	1,029	647	414	249
EES-Refrigerator Recycling	11,814	3,132	3,428	2,943	2,553	2,666
GB-Residential Ratings	9,505	712	722	585	352	616
GB-Residential Energy Code	28,801	1,738	1,909	1,857	2,394	2,783
EES-Discontinued Programs	13,158	-	-	-	-	-
Subtotal	164,475	13,652	15,038	15,433	12,726	12,039
Commercial						
EES-Commercial Rebate	1,912	401	315	350	372	453
EES-Small Business	1,504	202	384	336	233	267
EES-Municipal	369	12	9	99	68	106
EES-Commercial Smart Vendor	6,923	155	120	143	13	-
EES-Multifamily	89,620	17,162	18,234	10,989	18,213	7,917
GB-Multifamily Ratings	12	1,721	971	370	709	1,548
GB-Multifamily Energy Code	38,671	2,260	266	1,800	5,631	8,580
GB-Commercial Ratings	69	30	19	20	-	2,035
GB-Commercial Energy Code	2,452	-	-	-	-	2,836
EES-Discontinued Programs	1,313	-	-	-	-	-
Subtotal	142,845	21,943	20,318	14,107	25,239	23,742
Demand Response						
DR-Power Partner	70,930	7,839	4,617	1,511	891	4,278
DR-Cycle Saver	14,454	1,683	2,009	947	587	1,541
DR-Power Partner (Comm & Muni)	8,880	771	780	167	142	89
DR-Load Co-op	64	27	20	55	78	139
DR-Engineering Support & Thermal Storage	21	4	1	1	3	3
Subtotal	94,349	10,324	7,427	2,681	1,701	6,050
Total CES Programs	401,669	45,919	42,783	32,221	39,666	41,831
EES- Energy Efficiency Services GB - Green Building DR - Demand Response						
Unaudited data as of March 13, 2014						



ARCHITECTURE



Table 5 – Solar MW Generation

Solar Photovoltaic	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	Total
Residential & Commercial											
Participation	10	141	168	146	247	292	224	336	468	738	2,770
Demand (MW)	0.02	0.46	0.45	0.44	0.80	1.18	0.92	1.51	2.00	4.43	12.21
Energy (MWh)	0.04	0.85	0.76	0.76	1.33	1.98	1.63	2.82	3.38	7,431.16	7,444.70
Emissions	2.06	41.32	36.61	36.57	64.50	95.67	78.55	136.21	163.14	4,470.74	5,125.39
Expenditures	\$128,929	\$2,810,227	\$2,379,308	\$2,413,058	\$4,278,609	\$6,315,274	\$3,773,184	\$4,720,041	\$5,758,223	\$8,021,081	\$40,597,933
Municipal & Schools											
Participation	2	1	19	7	8	7	10	2	23	2	81
Demand (MW)	0.01	-	0.06	0.02	0.06	0.02	0.19	0.02	0.18	0.50	1.06
Energy (MWh)	-	-	0.24	0.69	7.39	21.64	258.41	64.81	267.80	757.58	1,378.56
Emissions	-	0.05	2.58	7.47	141.18	613.50	6,014.18	2615.77	12,945.14	455.78	22,795.64
Expenditures	\$115,812	\$34,744	\$745,278	\$161,746	\$608,842	\$122,126	\$1,200,920	\$147,423	\$1,667,922	NA	\$4,804,813
Total Photovoltaic											
Participation	12	142	187	153	255	299	234	338	491	740	2,851
Demand (MW)	0.03	0.47	0.51	0.46	0.86	1.20	1.10	1.53	2.18	4.93	13.27
Energy (MWh)	0.04	0.86	1.00	1.45	8.72	23.62	260.03	67.63	271.18	8,188.74	8,823.26
Emissions	2.06	41.37	39.19	44.04	205.68	709.18	6,092.74	2,751.99	13,108.28	4,926.52	27,921.04
Expenditures	\$244,741	\$2,844,971	\$3,124,586	\$2,574,804	\$4,887,450	\$6,437,400	\$4,974,104	\$4,867,464	\$7,426,145	\$8,021,081	\$45,402,746
Solar Hot Water											
Participation	-	-	-	3	14	27	41	44	90	28	247
Demand (MW)	-	-	-	-	0.01	0.02	0.03	0.03	0.06	0.02	0.16
Energy (MWh)	-	-	-	10.10	47.13	82.30	107.24	105.87	201.52	60.67	614.83
Emissions	-	-	-	488.22	2,278.21	3,978.28	5,183.95	5,117.63	9,741.14	36.50	26,823.94
Expenditures				\$1,900	\$27,000	\$52,000	\$88,000	\$93,500	\$185,000	\$51,000	\$498,400
Unaudited data as of March 13, 2014											





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