

# conserve

## **Texas Gas Service Conservation Program**

FY 2013 October 1, 2012 – September 30, 2013

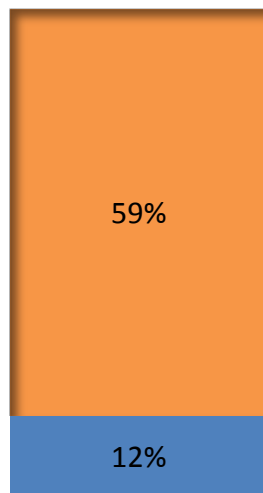
# Customer Outreach Survey-Dec. 2013

Familiarity with  
Texas Gas Service  
Conservation Program

High level of customer  
satisfaction with TGS  
Conservation program

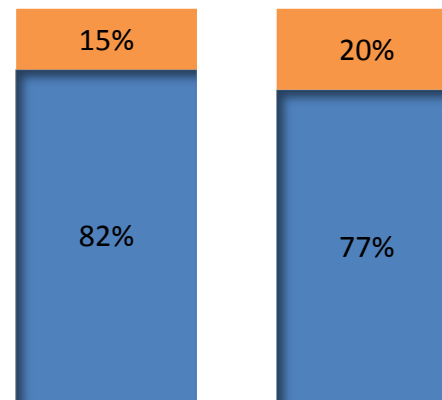
■ 2009 ■ 2013

**391%  
Increase in  
awareness**



Familiar with TGS Conservation Program

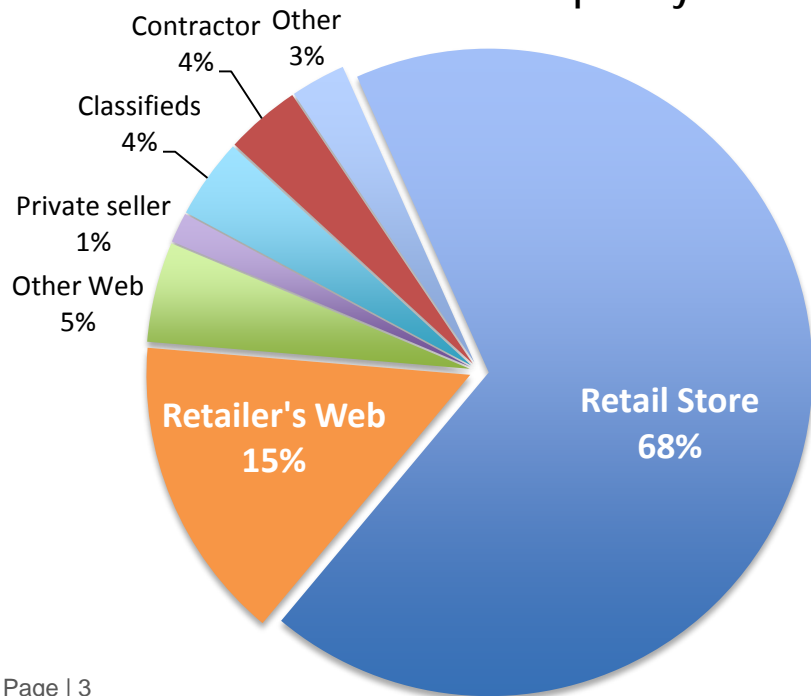
■ Very ■ Somewhat



Satisfied with Rebate Likely to Recommend

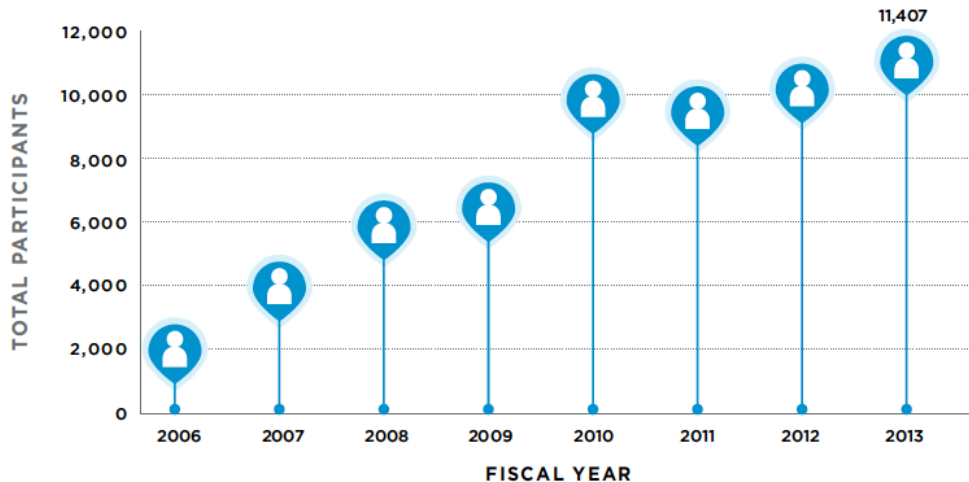
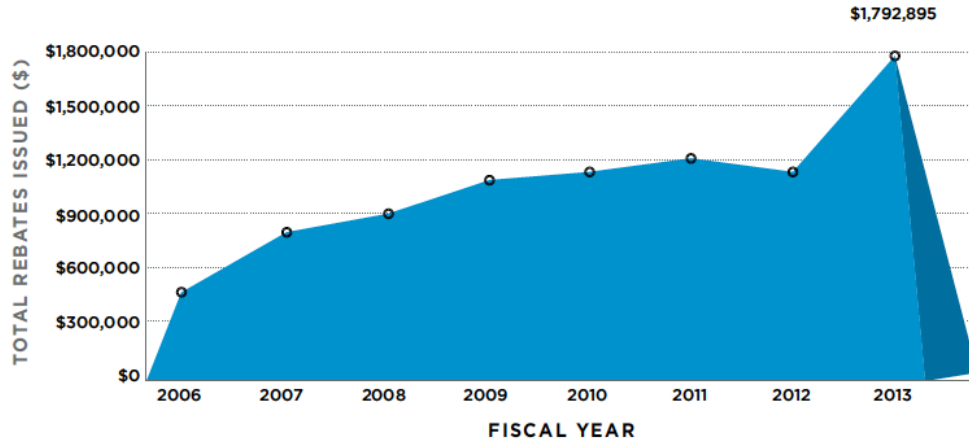
# Customer Outreach Survey-Dec. 2013

After you've identified an appliance you want to purchase, which of the following would be the first place you would look to find that appliance?



These results provide support for our ongoing Appliance Alliance retailer education program.

## TOTAL REBATES ISSUED AND PARTICIPANTS



Results:  
\$1,792,895 in  
rebate dollars  
given to 11,407  
customers in  
FY 2013.

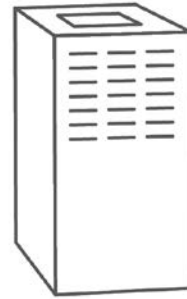
# FY2013 Commercial Outreach

- Natural Gas Vehicle rebates for commercial businesses rose from 12 NGV rebates in FY2012 to 32 in FY2013. 166% increase.
- R&R Limousine and Bus utilized Texas Gas Service rebates to convert 12 minibuses and an SUV to compressed natural gas; received over \$20,000 in rebates.

# FY2013 Contractor Outreach



- Combined total of 1,984 residential and homebuilder furnace rebates in FY2013.
- Texas Gas Service team promoted rebates at monthly Austin Energy meetings with local contractors.



**67%**  
**INCREASE\***

FURNACE REBATES

# FY2013 Homebuilder Outreach



- One builder rebate given in FY2012 for \$1,275.
- Rebates on 774 energy-efficient natural gas appliances distributed to 13 builders totaling over \$124,000 in FY2013.



**65%**  
**INCREASE\***

TANKLESS & SUPER  
HIGH-EFFICIENCY  
WATER HEATER  
REBATES



# FY2013 Residential Outreach



- Held 8 events with appliance retailers and the Sustainable Food Center's Farmers Market in FY2013.
- Translated rebate applications to better serve Spanish-speaking audiences.



**31%**  
**INCREASE\***  
DRYER REBATES



# FY2014 Progress to date



- Continuing Appliance Alliance retailer outreach and in-store events.
- Expanding commercial outreach to qualifying restaurants and hotels.
- Homebuilder rebates-18 Austin builders have received \$195,000 in appliance rebates in FY2014 YTD.