



Austin Energy

Energy Efficiency Programs and Services

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Customer Energy Solutions
11/05/14

Low Income Consumer Advisory Task Force





Agenda

- Low Income Consumer Advisory Task Force (LICATF) Scope
- Background of Low Income Customer Assistance AE
- Savings Goals and Programs
- Low Income Program Details
- Recommended Calendar



The Low Income Consumer Advisory Task Force will make recommendations regarding:

“Development, design, and implementation of energy efficiency and renewable energy programs to meet the demand reduction goals of low income and low-moderate income residential customer programs.”



Coordination Across the City

- Discount Steering Committee
- Housing Repair Coalition
- Austin Water Utility
- Affordable Housing
- Transportation



Customer Assistance Program

- AE tariff collects ~ \$10 million per year
- Funds Weatherization, Discount and Plus 1 Programs
- In FY14, provided utility bill assistance to 43,000 customers, a 44% increase over the targeted 25,000 customers



Low Income Spending To Date

- FY14 Spending:
 - CAP Weatherization \$1.32 million
 - Discount Program \$9.00 million
 - Plus 1 Program \$0.96 million
 - EE Weatherization \$0.51 million
- Over \$11.5 Million spent in FY14 on low income assistance



Austin Energy 2020 Goals

CO₂ EMISSIONS 20% BELOW 2005



35%

35% renewable energy



800 MW

800 MW of savings from energy efficiency and demand response



200 MW

200 MW of solar; 100 from local including at least 50 MW from customer-sited



All City of Austin facilities, operations and fleet carbon neutral

Res. 20140828-157

50% renewable by 2020, 65% by 2025

750 MW Utility Scale Solar

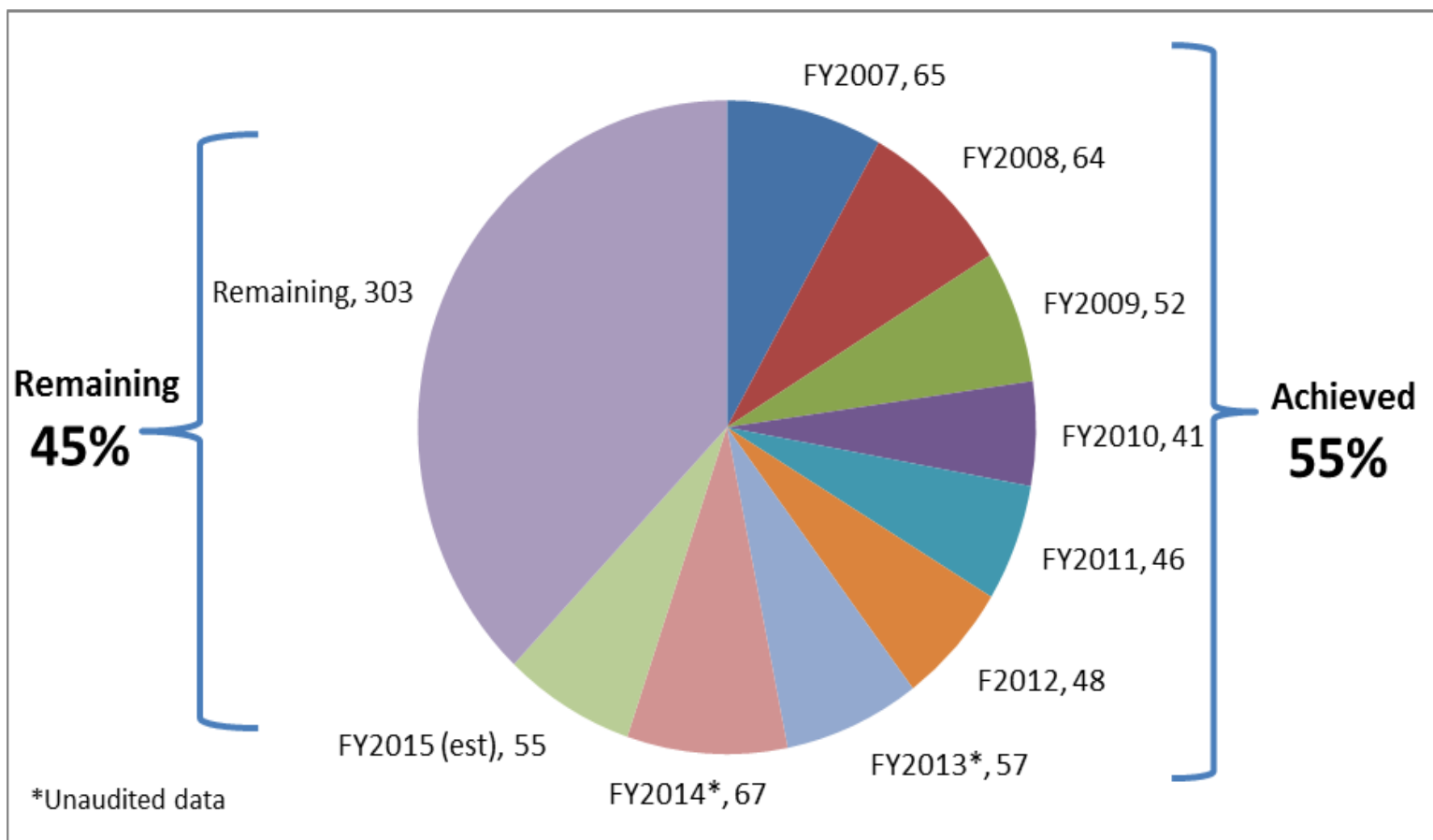
200 MW Local Solar, 100 MW customer-sited

200 MW storage by 2024

Subject to 2% affordability limit



Progress to 800 MW Goal





Customers Energy Solutions

- Organization comprised of:
 - Energy Efficiency Services
 - Green Building
 - Solar
 - Key Accounts
 - Data Analytics & Business Intelligence

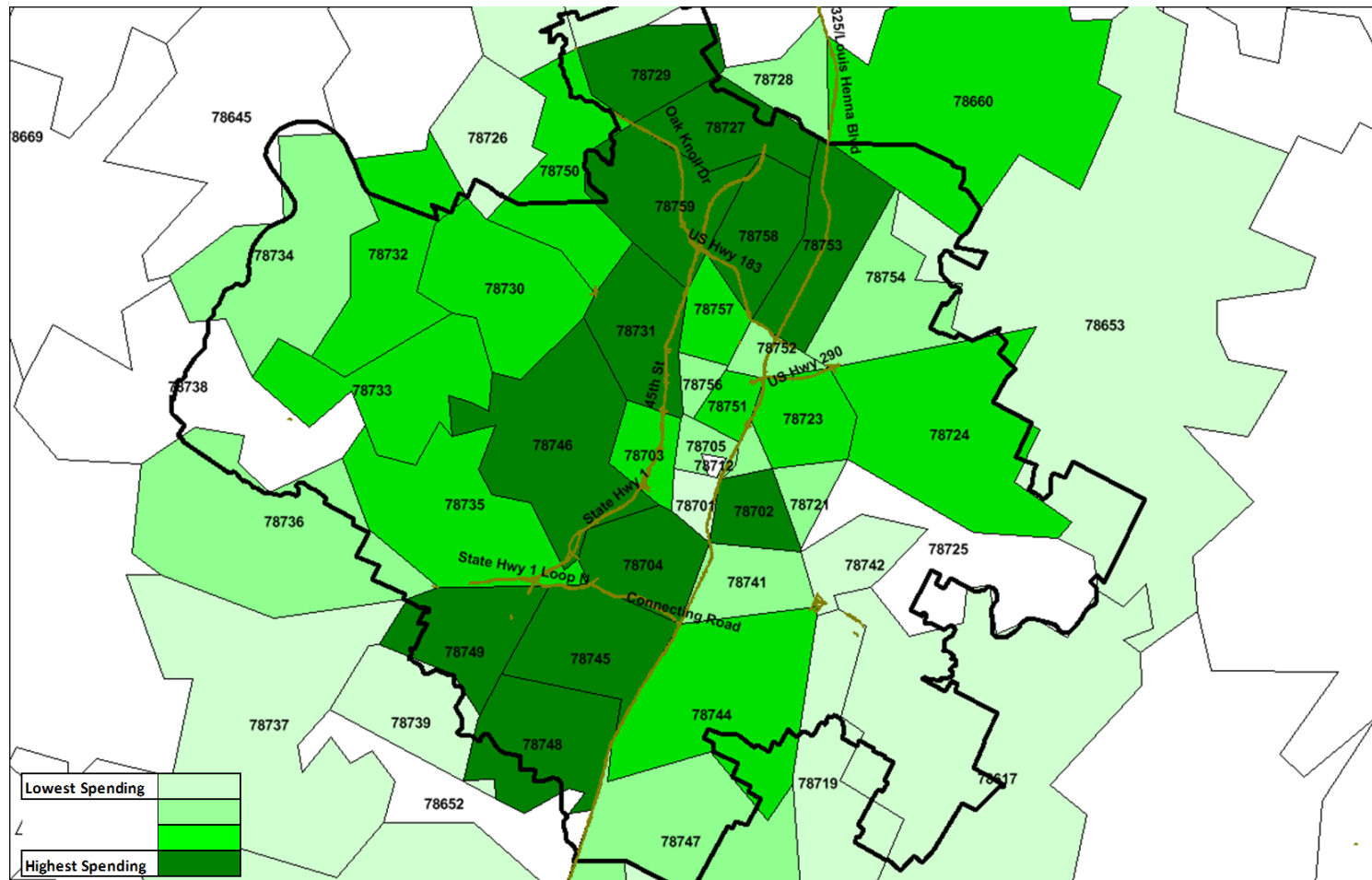


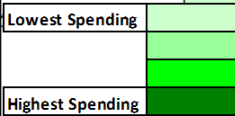
FY14 Spending & MW Savings

Program	Spending	MW Savings	\$/kw
Residential Air Conditioning	\$1,614,201.00	2.08	\$776.06
Appliance Efficiency	\$31,240.00	0.66	\$47.33
Home Performance with Energy Star	\$3,148,593.17	3.67	\$857.93
Low Income Weatherization	\$1,830,136.24	0.37	\$4,946.31
Green Building Ratings & Codes	\$0.00	8.64	\$0.00
Commercial Rebates	\$2,464,881.47	7.99	\$308.50
Small Business Rebates	\$2,989,386.08	3.43	\$871.54
Multifamily	\$2,507,219.55	3.90	\$642.88
GB MF Ratings & Codes	\$0.00	7.95	\$0.00
GB Commercial Ratings & Codes	\$0.00	7.46	\$0.00
Demand Response	\$1,381,872.82	19.46	\$71.01
<i>Unaudited numbers as of 10/08/14</i>			



Energy Efficiency Reach

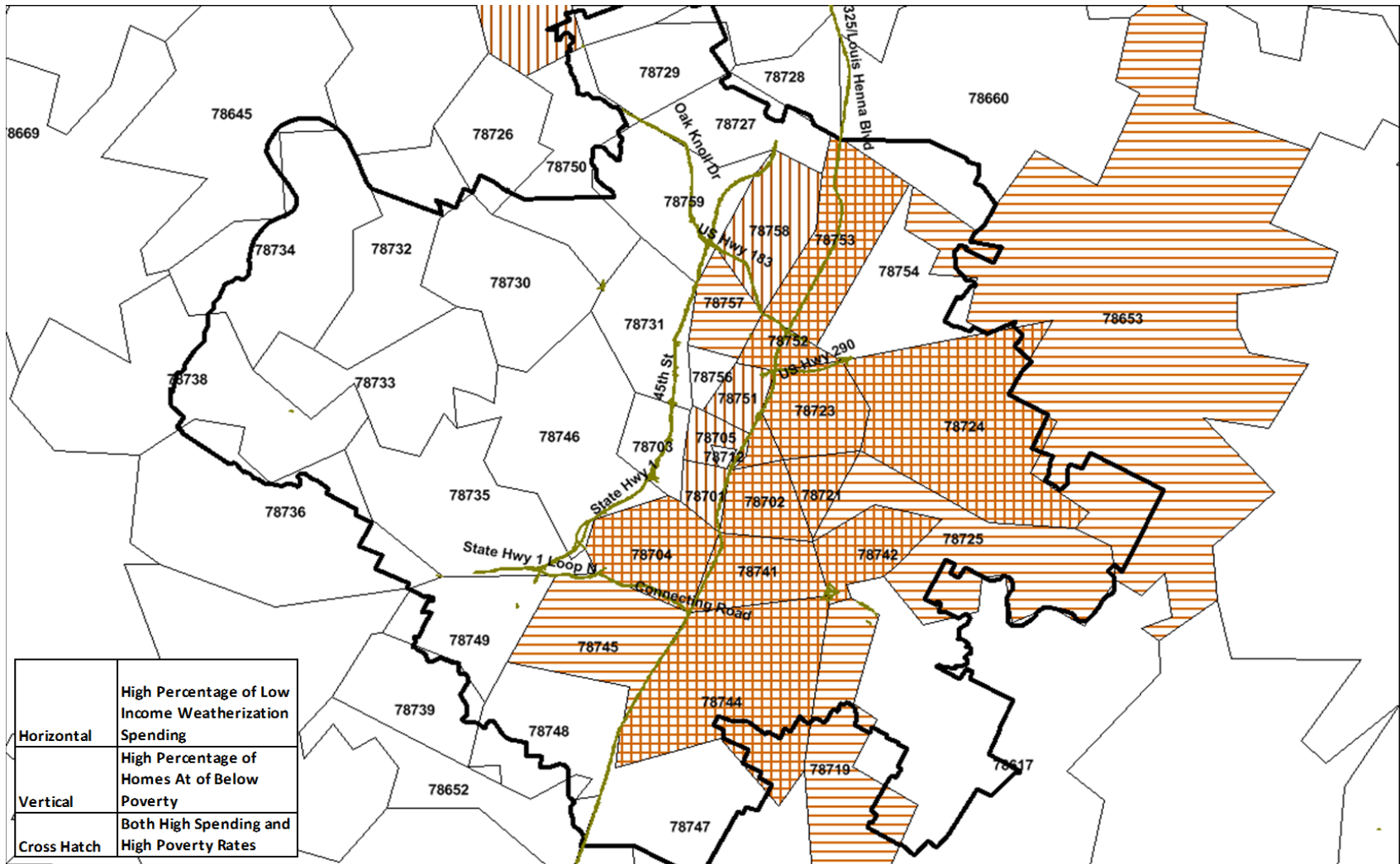




Cross Hatch indicates above average poverty percentages.

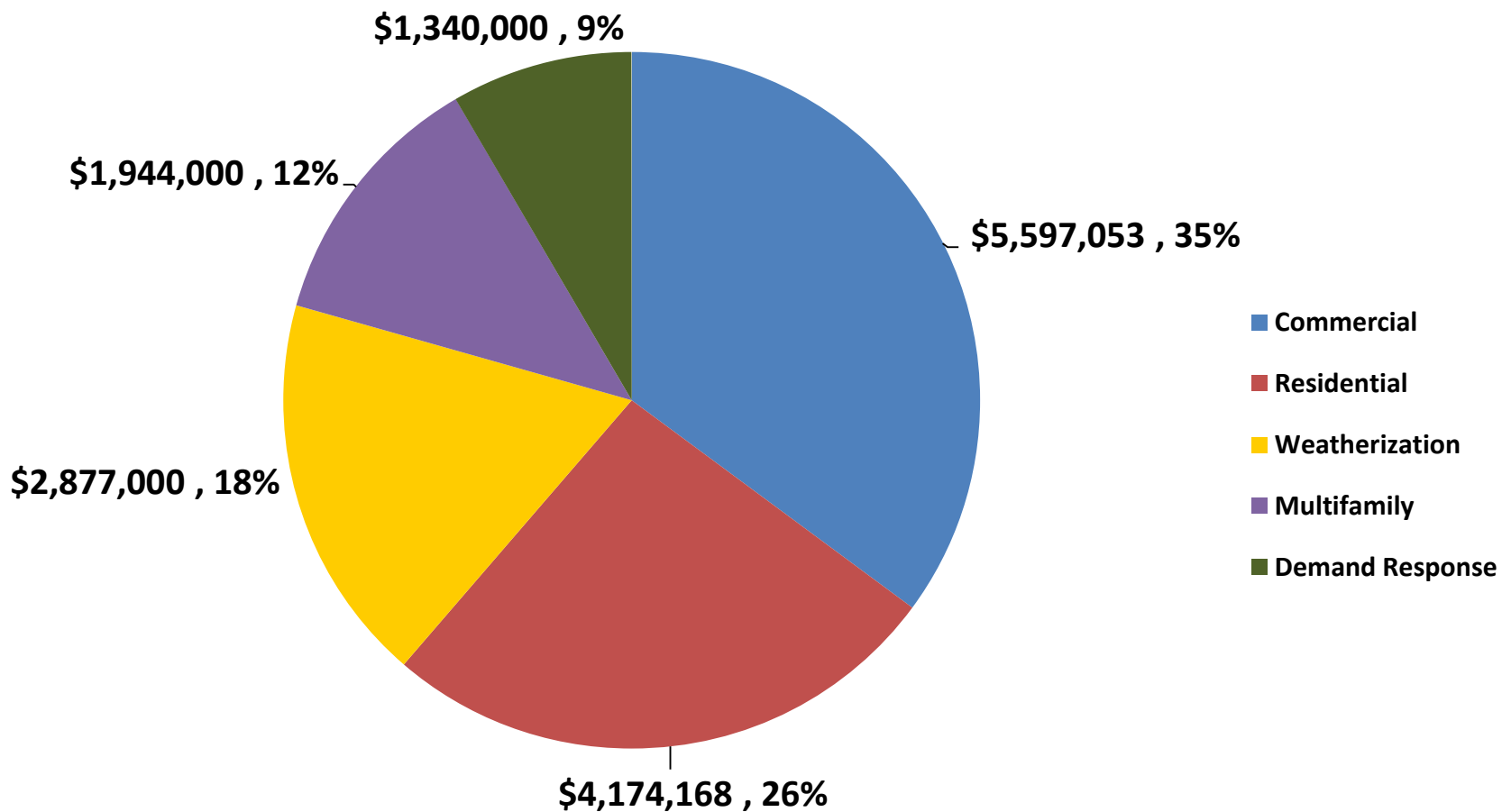


Low Income Energy Efficiency





FY15 EE Rebate Budget





AE Assisting the Community

- Providing assistance to low and limited income customers
 - Bill Assistance, Outreach, Education and Upgrades to Homes
- Assistance from
 - Customer Assistance Program
 - Behavioral Programs
 - Green Building & Solar
 - Energy Efficiency Services
 - Social Service Partnerships



Behavioral Program – Tier Alert App



- Free residential web app
- Internet-based for more universal use
- Allows tracking of energy use and tier alerts
- Well received by low income advocates
- Used in low income zip codes

- Programs
 - Ratings and codes
 - Single family, multifamily, commercial
- FY14 Highlights
 - Completed analysis to assess more accurate level of savings
 - Greatest impact found in energy codes





Green Building Energy Codes

- Cost effective efficiencies to make homes net zero, impacting customers and the environment
- Improves building envelope of the home
 - Reduces overall energy usage
 - Improves home's comfort and air quality
- New homes built after 2015 must be net zero energy capable homes
- Typical single family home reduced by 3,900 kWh/year or \$386.50 per year/home since 2006



Green Building Energy Ratings

- LifeWorks – 5-star rated low income community building





Guadalupe/Saldana Net Zero Development

- Built to Zero Energy Capable Homes standards
- AE Solar used to make net zero
- Units generated as much energy as they have used
- Up to 60 units net zero over several years





Neighborhood Housing & Community Development

- AE Green Building – need at least one-star GB rating to receive incentive

Program	Total Units SMART Housing	Cumulative Savings to date (\$/.089/kWH)	Annual Savings Forward (\$/.099/kWH)
Single Family	5,551	\$4,272,739	\$781,380
Multifamily	2,471	\$1,671,198	\$297,891
Totals	8,022	\$5,943,937	\$1,079,271
Savings Per Household	8,022	\$740.95	\$134.54



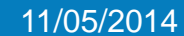
Other Low-Income Projects

- Solar Projects in low income housing

Low Income Projects	Number of Projects	\$ Spent or Committed	kW-ac
Installed	15	\$ 1,228,740	374
In Progress	5	\$ 446,638	169
Total	20	\$ 1,675,378	543



Foundation Communities Arbor Terrace Project



Multifamily Programs

- For FY14 ~8% of our rebate budget
- Many of these properties support low and limited income citizens
- FY15 will focus on enhanced outreach



Before



After





Residential Energy Efficiency

- Programs
 - Home Performance with Energy Star
 - Appliance Efficiency, LED & Refrigerator Recycling, Smart Thermostats
 - Low Income Weatherization
- FY14 Highlights
 - Over 10,000 customers served in FY14

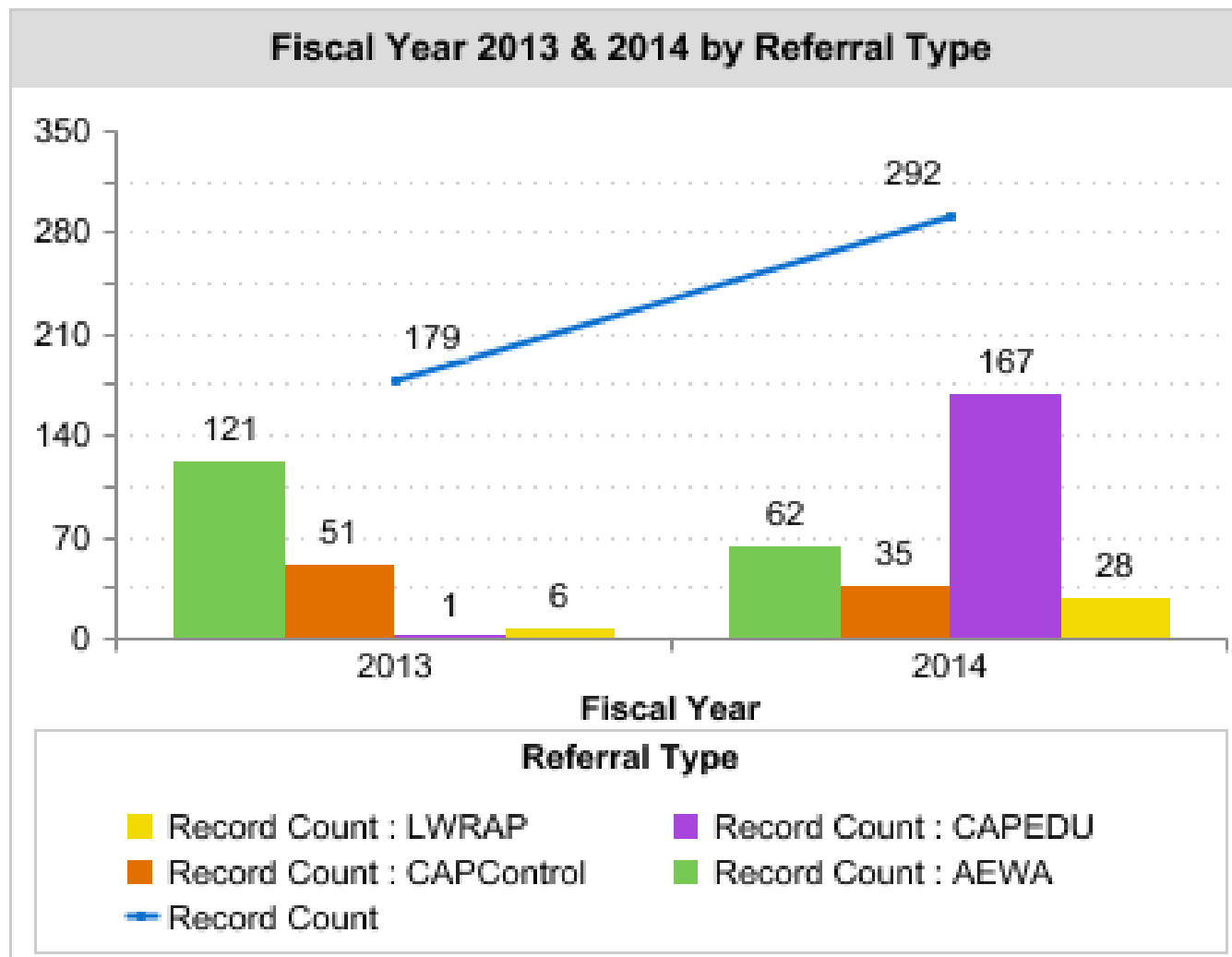


Challenges

- FY13 delayed launch due to:
 - Rate proceeding
 - Contractor protest
 - Delayed start until June 2013
 - Result only four months of implementation
- Good job of spending down FY13 funds but delay resulted in excess amounts remaining



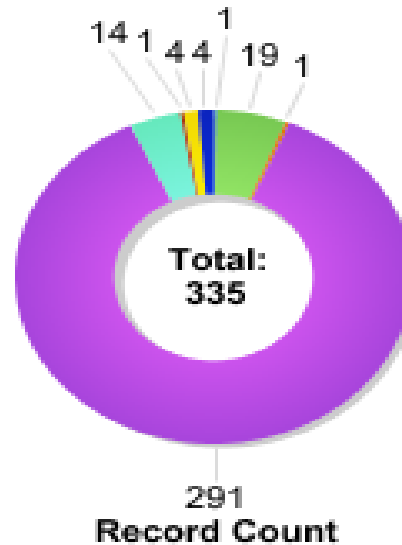
FY13 & FY14 Completions





FY14 Application Status

Number of Applications in Each Status

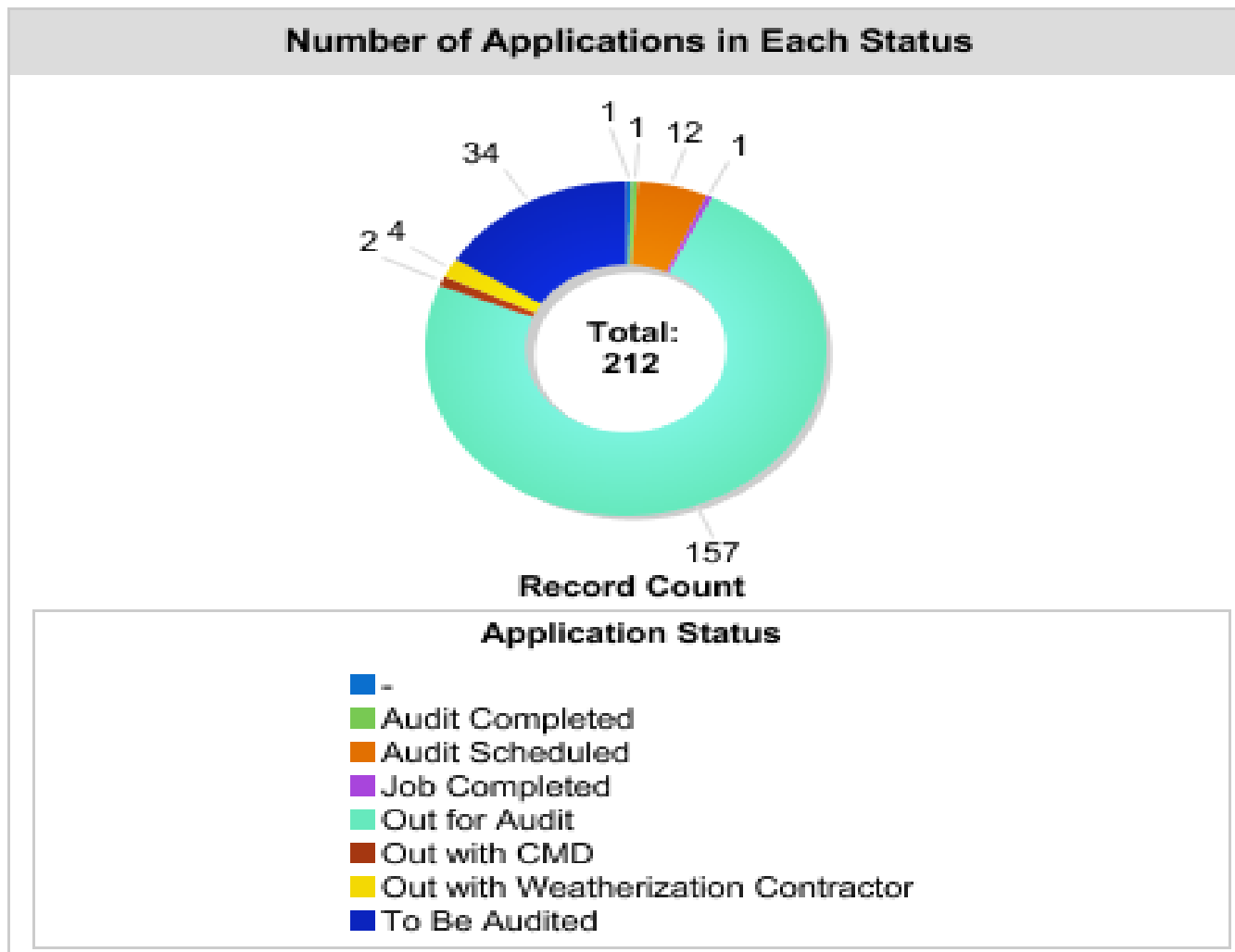


Application Status

- Audit Completed
- Audit Scheduled
- Failed Inspection
- Job Completed
- Out with CMD
- Out with Weatherization Contractor
- To Be Audited
- Waiting For Permit



FY15 Application Status





Current Efforts

Contractor	Number of Assessments From 10/1/ 14 to 11/4/14
Airtech	23
American Conservation	24
Climate Mechanical	0* Assignments pending resolution of wage audit
City Conservation	24
Go Green Squad	21
McCullough	26
American Youth Works	22
Conservation Specialist	23
Valdez	27
<i>Jobs at CMD to be assigned</i>	<i>37</i>
<i>Jobs in review for transfer to CMD</i>	<i>161</i>
Totals	408



Challenges

- Unable to weatherize all homes forwarded to AE
 - Structural issues
 - Prescreening process needed
- Limited contractors participation
 - Competing with Peak Season (May-Sept.)
 - Repairs outside contractor expertise
 - Outdated payment scale
- Permit process and construction logistics



Challenges

- Process constraints
 - Multiple contractor and verification customer touch points in addition to education sessions
 - Multiple invoices from appliance vendors, contractors and inspectors
 - Limited resources
 - Multiple contracts: Tier I; Tier II; Test-Out
 - Intensive tracking process
 - Mechanical inspections



Homes with Extensive Structural Issues

- Approximately 25% of clients are “unable to be served”
- Structural issues not a core capability of Weatherization & HVAC Companies
- Reduces productivity while increasing project costs and time to complete



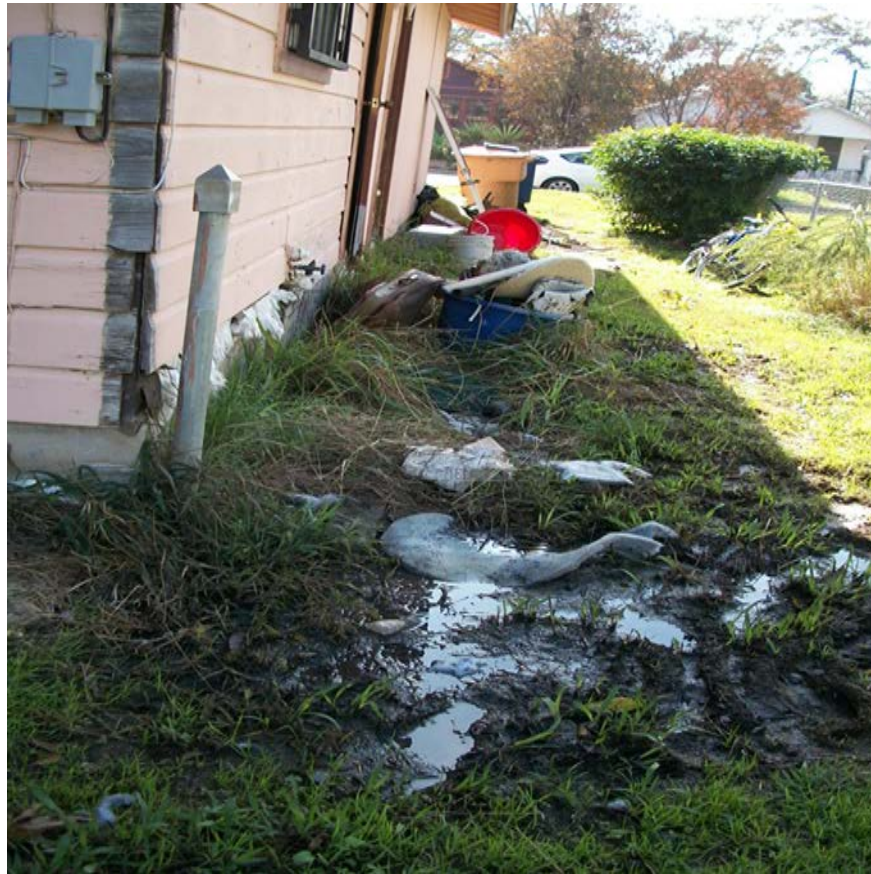


Neglected
Maintenance and
Repairs to Home

Major Roof Leak
and Broken Roof
Support



Structural Damaged Homes



Major plumbing leak that has rotted the siding and soaked the insulation.

Water Damage has rotted the floor; customer using duct tape and cardboard to cover hole.





Structural Damaged Homes



Home requiring
extensive roof
work





Program Enhancements Underway

- Process Improvements
 - Identify ‘Unable to Serve’ customers early in process
 - Transition from spreadsheets to automated database “Salesforce”
 - Coordinate contractors and testing to reduce touch points
 - Utilize staff to install CFL lights from current supplies
 - Require signed agreement prior with owner and contractor noting specific measures



Program Enhancements Underway

- Program Changes
 - Modifying contract “batch processing” to individual projects
 - Updating pricing to meet current contractor market structures
 - Updating new RFP to increase number of participating contractors
 - Focusing on weatherization improvements
 - No HVAC or refrigerator replacements
 - Keep return on investment reasonable



Program Enhancements Underway

- Expand Communication
 - Increase communication to subcommittees, boards & commissions
 - Provide training to contractors
 - Increase awareness of behavioral impacts
 - Leverage the efforts of other organizations
 - Austin Water Utility (AWU)
 - Texas Gas Services (TGS)
 - Discount Steering Committee
 - SMBR
 - Housing Repair Coalition



FY15 Goals

- Expand reach of behavioral programs
 - Focus on education as an effective tool in energy savings
- Investigate application of programs in low income multifamily properties
- Focus on shortening pipeline time line
- Explore impact of direct install, low cost measures
- Work with Low Income Consumer Advisory Task Force to find partners in the community to support efforts



Recommended Calendar

- Dec – Green Building Codes
- Jan – CAP Updates
- Feb – Austin Water Utility
- Mar – Housing Repair Coalition and Other City Support
- Apr – Pecan Street/Verizon Project
- May – Survey Process
- Jun – Charrette with Social Outreach Input
- Jul – Neighborhood Housing
- Aug – GDS Low Income Presentation
- Sep – Solar and alternative energy



Summary

- Over 200 low income customers are currently in the queue for weatherization.
- Over 400 homes are currently being assessed for weatherization.
- Funds are being allocated across utility payment support and energy efficiency to support low income customers.



Summary

- We are investigating additional partnerships to reach more in the low income community.
- We are focusing on process improvements, program changes and enhanced communications to reach more customers.
- We are exploring alternative program options to provide a greater reach of energy efficiency into the low income community.



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Questions?

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Thank You!