

**QUESTIONS TO AUSTIN ENERGY TO PROVIDE INFORMATION TO THE  
LOW-INCOME CONSUMER ADVISORY TASK FORCE**

1. How many low income weatherization programs are offered by Austin Energy? Please provide the program names and the annual budget for each for the past 3 years and the planned budget for next year.
2. How many units were weatherized under each of the programs during the last fiscal year?
3. How is each of the low income weatherization programs different from each other?
4. What are the steps AE takes in implementing each of the programs? As part of your answer, please provide a flow chart for each of the programs, including the qualifying for any program and any inter-departmental activities.
5. What is the organizational structure for each of these programs? If you have answered this question in No. 3 above, please disregard.
6. What are the barriers AE has identified to more efficient low income energy efficiency programs?
7. Is our current delivery system of low income weatherization dispersed geographically or is there a systematic geographic approach such as a neighborhood by neighborhood approach?
8. How has Austin Energy engaged the community in implementing the weatherization programs in neighborhoods?
9. What suggestions have contractors provided to make the process more efficient?
10. Has AE used the city's purchasing process to decrease low income weatherization program costs through bulk buying or directly contracting with the manufacturer for materials and /or equipment?
11. What does AE know about what other communities in Texas or in other states have done in making their low income weatherization programs more efficient?
12. How has AE leveraged low income weatherization dollars with other program dollars in other city departments or with nonprofits or other public entities to decrease operating costs?
13. Once eligibility is established, do the programs have a different standard for delivering the energy efficiency measures to the eligible customer? In other words, does AE apply the same energy efficiency criterion for both CAP-funded and non-CAP-funded low income weatherization programs?

14. Many Texas utilities provide Energy Efficiency dollars to the federal weatherization providers to deliver low income weatherization services consistent with the Department of Energy WAP program. Is AE aware of these programs? If AE is aware of any partnerships between federal weatherization providers and Texas utilities please provide the following information:
- a) How do the utilities hold the community action agencies accountable for quality of work and financial integrity?
  - b) To what extent were the federal weatherization providers able to meet the utilities' weatherization program production goals?
  - c) What program operating efficiencies, if any, were achieved?
  - d) What energy savings were reported?
  - e) What demand savings were reported?
15. It is my understanding that to be eligible for CAP-funded low income weatherization programs, a CAP customer must have less than a certain level of past due bills. If this is true, in whole or in part, please provide the following information
- a. The public policy goal for this eligibility criterion;
  - b. The legal basis for this eligibility criterion;
  - c. Whether non-CAP customers participating in the free weatherization program funded with energy efficiency dollars also are subject to the eligibility criterion involving the applicant's level of past due balances?
  - d. Can a CAP customer apply for the free weatherization program funded with energy efficiency dollars, and if so, does AE apply the same eligibility criterion to that applicant as for an applicant for CAP-funded weatherization services or for a non-CAP customer applicant for the free weatherization program funded with energy efficiency dollars?
16. It is my understanding that to be eligible for CAP-funded low income weatherization programs, a CAP customer must first take an educational course. If this is true, in whole or in part, please provide the following:
- a. The public policy supporting this eligibility criterion;
  - b. The legal basis for this eligibility criterion;
  - c. A description of the program including the amount of time involved, the location of the classes, and the number of AE employees involved,

the estimated cost of providing the educational course, and if other City of Austin employees are involved, the number of non AE COA employees and the estimated cost involved for these non AE COA employees?

- d. Whether non-CAP customers participating in the free weatherization program funded with energy efficiency dollars also are subject to the eligibility criterion involving the applicant's level of past due balances?
- e. Can a CAP customer apply for the free weatherization program funded with energy efficiency dollars, and if so, does AE apply the same eligibility criteria to that applicant as for an applicant for CAP-funded weatherization services or for a non-CAP customer applicant for the free weatherization program funded with energy efficiency dollars?
- f. Whether any other of AE's energy efficiency programs requires as a criterion for eligibility that the applicant first complete an educational program?

