



MEMORANDUM

TO: Low Income Consumer Advisory Task Force (LICATF)

FROM: Denise Kuehn, Energy Efficiency Services Director

DATE: August 14, 2015

SUBJECT: Questions Concerning Questions Submitted by Lanetta Cooper in July 17, 2015
Low Income Consumer Advisory Task Force

1. The 2012 GDS report provided the Task Force stated at p. 2 that AE uses “Salesforce.com” to store data.

a. Please explain how AE uses “Salesforce.com” including an explanation of what data is stored and how it is stored.

Answer: Salesforce.com is a customer relationship management tool. It allows data to be accessed by certified and verified users as needed for their roles. Data is stored via a secure cloud service monitored in real time by Symantec and verified by TRUSTe. These storage protocols meet or exceed City protocols. Access is available to only those with authorized user names and passwords who have completed Salesforce training.

b. How does, if at all, AE track pre and post weatherization installations consumption involving its customers (include energy performance star)

Answer: Consumption analysis is based on one of two methods: billing data or daily data. The option of which data source is used is dependent on data availability and the transitory nature of the customers.

c. Has AE formatted its billing histories so that it can pull up by energy efficiency program pre and post EE program installations consumptions? If not, why not and what would AE need to do to be able to create a data base that could be accessible by EE program. (I am assuming the use of billing data aggregated by EE program and not individual customer data).

Answer: AE is currently developing a data warehouse and related data structures to meet reporting needs. Data for energy efficiency analysis will reside in this data warehouse for ease of reporting. The data warehouse is in its initial stages of development. The goal is that all program data will be housed and available for analysis in this centralized location by FY2017.

Reports will also be available using the new Direct Technology rebate processing tool in which the before and after usage of the customer receiving the rebate will be available allowing AE to verify the cost benefit effectively. The Direct Technology tool will process and track the energy, demand reduction savings and rebates for sixteen Customer Energy Solutions programs scheduled to be implemented fall 2015.

2. Please verify that the attached documents were created by AE. For each document, please identify when it was created and its purpose.

Answer: The map titled "Zip Codes Above Average Percent Poverty" was created by AE CES using 2010 census data. The census data was compiled by zip code for better comparisons to program data.

3. Please provide copies of any histories of AE low income weatherization program. The following questions Nos. 4-6 do not have to be answered if AE has provided the information in any histories of the program in no. 3 above Please just note that where in the proffered document the answer is located.

Answer: Attached is a historical graph of Low Income participants and expenditure based on year. This included the separation of CBC low income weatherization funding for Energy Efficiency Services and Customer Assistance Program. In addition, there is a cost per measure since 2005 based on the contract. There was a decline in 2013 as a new weatherization contract was procured. In 2015, a new contract has been bid.

4. When did AE start providing low income weatherization?

Answer: AE started the Weatherization program in 1982.

5. For each year since it has started providing low income weatherization, how has AE funded the program? (if AE provided utility funding in addition to D.O.E. grant funds, please break out)

Answer: Based on documented history, the program was initially funded from the general energy efficiency budget installing basic weatherizing measures.

In 2008, AE received a small grant of \$94,000 to replace refrigerators for low income in the COA Housing Authority through the State Energy Conservation Office. Another grant was provided from 2008-2009 through the Texas Commission of Environmental Quality spending about \$275,000 to install CFLs, window AC units, dishwashers, cloth washers and refrigerators. In the work with Travis County, the county received grants separately from the State and AE coordinated with the county to split the workload such that Travis would provide weatherization outside City jurisdiction and AE did weatherization in the city.

Weatherization efforts were greatly increased during the ARRA grant in which \$ 9,603,659 was awarded to AE.

Since 2013, funds for weatherization were collected as a line item on the bill referenced as Customer Benefit Charges; 1- Customer Assistance Program of which \$1million is defined for low income housing weatherization and 2- Energy Efficiency Services in which funds for weatherization of low income homes may be also be provided on a discretionary basis.

6. What EE services for the low income weatherization program have been provided since the start of the low income weatherization program? Please note changes and the times the changes were made.

Answer:

Pre-ARRA Federal Grant (1982-2009): The measures have been consistent for many years focusing on weather-stripping and insulation. In the mid-2000's, CO/Smoke detectors, CFLs, solar screens along with minor repairs were added to the provided measures.

ARRA Federal Grant (2010-2012): As more measures were added, the cost per home increased, requiring larger budgets. This also resulted in more time to complete the weatherization of a home. When AE received the ARRA grant, refrigerators, duct replacement/repair, HVAC and additional repairs were added to the list of measures provided to low income customers.

Post ARRA Federal Grant

(2013-2014): The inclusion of HVAC, ductwork, additional repairs and refrigerators were continued for two years starting in fall 2013.

Current (FY2015 through July 2015): In order to align with the COA affordability goals, it was determined to remove HVAC, additional repairs and refrigerators. Note the provision of window AC, is based on an eligibility criteria.

7. Please describe how AE tracks the demographics of its customers who participate in AE's EE programs. In your description, please address whether AE is tracking applications as well as participations. If AE is not tracking application demographics, please explain why not? If AE is not currently tracking the demographics of its customers but it is intending to in the near future, please describe how it plans to do so.

Answer: For the majority of the energy efficiency rebate programs, there are no demographically-based criteria so demographic s are not collected at the time of application. Additionally, we do not want the requirement of demographic data to become a deterrent to program participation. For the weatherization program and CAP program, participants are pre-screened for qualification, including household income. Since they are pre-screened, there is no need to collect demographics as part of the program data. This maintains a level of participant privacy that is inherent to the City's data security policies. Demographics are captured as part of the follow-up survey process utilized by each rebate program. These demographics are reported in the survey results in an aggregated form based on responses that align with standard demographic questions. Data is aggregated to protect the identity of the participants as is based on standard surveying techniques. Demographics captured on the

surveys consist of both individual (gender, race, income, etc.) and structural information (age of home, size of home, etc.). Program surveys are conducted on a quarterly basis. As part of the survey process, demographics will be collected and analyzed for trends and to support program improvements.