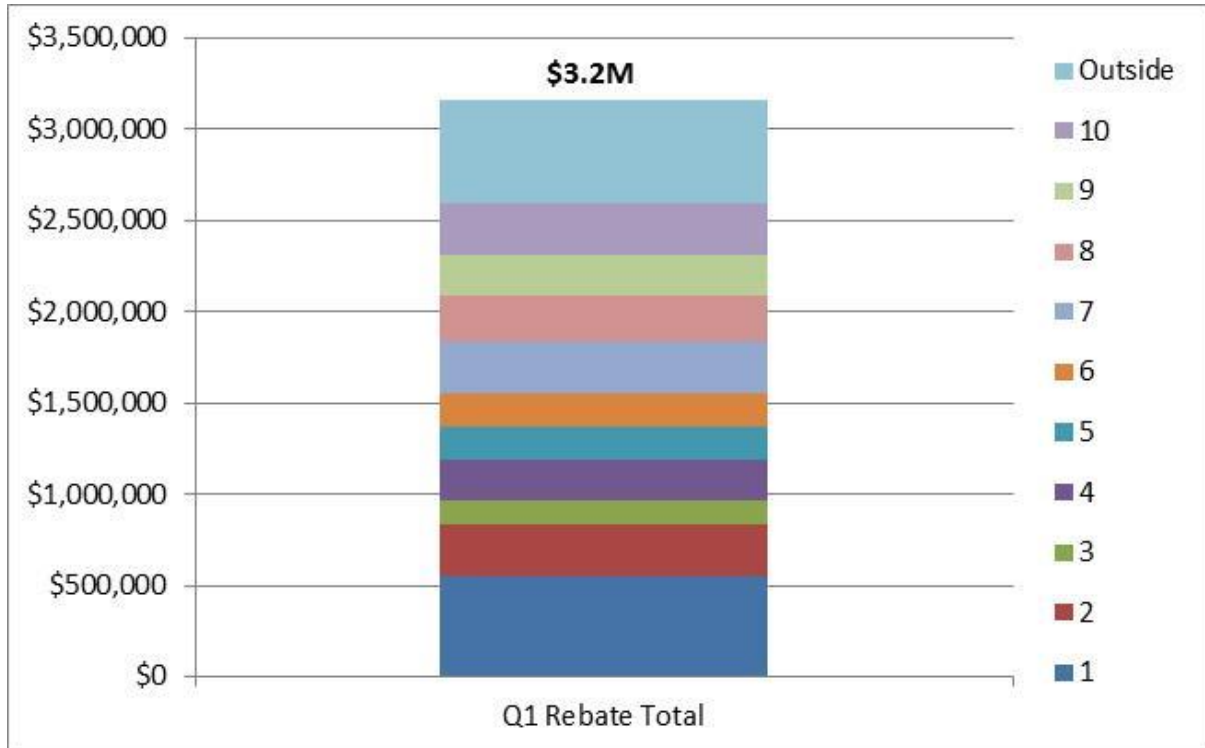


Customer Energy Solutions

Quarterly Report

As of 12/31/2016

Quarterly Rebates by District and Outside of COA



No Solar PBI in Q1. Rebates paid may not align with AE Finance eCombs system as of 12/31/16. Dollars are unaudited.

Quarter 1 Highlights

Energy Efficiency Services

Weatherization Assistance Program (WAP)

- As December 31st, WAP 114 weatherization jobs have passed final inspection for FY 2017.
- Final inspections continue to be performed on all homes in order to ensure the highest quality of weatherization.
- WAP sent out 6,000 mailers to potential customers that qualify for the program.

Appliance Efficiency Program

- The program had 459 enrollments during the first quarter of FY17.
- In preparation for a follow-up COA internal audit of the program, the AEP processes and program guidelines were extensively documented.
- The FY17 AEP Business Plan was completed, with an extensive rewriting from the previous edition.

Home Performance w/Energy Star

- 135 completed enrollments were recorded during the first quarter. Ten of those jobs included low-interest loans.
- The Fall Semi-Annual Contractors meeting was held in October, with 45 Home Performance contractor employees attending. The meeting including program updates and extensive open-ended conversations and opportunities for input by the contractors.
- An application for an Energy Star Partner of the Year award was submitted. Winners will be announced in March and the Awards Ceremony will be in Washington D.C. on April 26th.

Power Partner Thermostat

- In process of onboarding newest vendor - Energate
- PPT added over 700 thermostats this quarter to the 13,000+ since 2013

Strategic Partnership between Utilities and Retailers

- Provide incentives for energy efficient productions including, 40W & 60 LED, BR-30s, LED Retrofit Kits, E-Star Refrigerators and Freezers, and Big Gap Filler Insulating Foam Sealant, at select retailers.
- Current Program Signage: General program, store specific, PPT Wi-Fi, and AEP Heat Pump Water Heater (HPWH)
- Total Participating Retailers With Incentives: 18
- Total Retail Locations: 68
- Field Rep Dealer Visits: 272
- Total Units: 86,490 (unaudited)
- kW Savings: 392.8905kW (unaudited)

Commercial Programs (Commercial/Small Business Lighting and Multi-Family)

- Small Business: Jane Nichols participated in planning for Austin's Small Business Festival.
- Saved over 1MW in Q1
- Participated in Semi-Annual Contractor meeting and conducted Contractor breakout sessions
- Chevy Equinox, company fleet vehicle was wrapped with program information for enhanced marketing efforts
- Participated in BAE Outreach event
- Commercial program is incorporating new energy code baselines for new construction into their rebate and energy savings calculations. We are also incorporating a new rebate scheme for AC units under 5.5 tons to rebate on a \$/kW saved basis rather than a \$/unit basis subsequent to additional program documentation.
- MULTIFAMILY: The multifamily weatherization assistance rebate program continues to attract low income property participation. The program has a desired result of addressing and performing work at the small apartment communities (<75 units), which have historically been the most difficult sector of the multifamily market.

ECAD Residential

- REQUIREMENT:
 - Sellers of residential single family properties (1 to 4 dwellings) must have energy audits and disclosure to Buyers at time of sale. Energy audits valid for 10 years.
 - Approved FY2017 Business Plans and Marketing Plans.
- EDUCATION:
 - Jessica Galloway presented "Get Glad with ECAD" class at Austin Board of REALTORS (ABOR) Annual Realty Round-up Conference and Tradeshow.
 - ECAD Team member, Andrew Tighe, participating at monthly ABOR New Member Orientation Events.
 - Approved FY2017 marketing and education collaborative agreement with ABOR.
- COMPLIANCE:
 - Jessica Galloway and Tim Kisner ECAD Energy Auditors quarterly meeting hosted at ABOR Canyon View location.
 - Tim Kisner provided ECAD Energy Auditor Orientation session.
- OTHER:
 - ECAD residential datasets in final phase of review prior to scheduled release in Q2 to City Data Portal.
 - University of Illinois presentation of ECAD residential market to EES management team.

ECAD Multifamily Properties

- REQUIREMENT:
 - Owners of multifamily properties (5 or more dwellings) must have energy audits and disclosure of energy performance to tenants/residents at time of lease. Energy audits valid for 10 years.
 - Approved FY2017 Business Plans and Marketing Plans.

- **EDUCATION:**
 - Community outreach educational campaign expanded existing awareness plan to target multifamily communities, property management companies and property owners developed and implemented. Expanded goals are to educate onsite leasing staff and property owners with benefits of ECAD multifamily Energy Guides and also provide updated Austin City Code documents for use when qualifying new tenants/residents.
- **COMPLIANCE:**
 - Site visits to ECAD Multifamily High Energy Use (HEU) Properties on energy improvement action plans underway. Property located at 8625 Fireside, 78752, energy improvements scheduled for completion in Q2. Property located 2423 Town Lake Circle, 78741, was referred to Austin Code Compliance.
 - EECF QA/QC business processes improved verify screening of Multifamily Customer's rebate application for ECAD multifamily compliance.
- **OTHER:**
 - ECAD multifamily datasets under QA/QC review by ECAD team.
 - Collaboration with DABI Team to update RCA for EES Multifamily Rebate Project into ECAD dataset.

ECAD Commercial Energy Benchmarking

- **REQUIREMENT:**
 - Owners of commercial buildings 10,000 square feet or greater must annually report energy benchmarking and Sellers must disclose energy reports to Buyers at time of sale.
 - Approved FY2017 Business Plans and Marketing Plans.
- **EDUCATION:**
 - ECAD Commercial energy benchmarking customer energy efficiency leads provided KAM and Commercial Rebate teams.
- **COMPLIANCE:**
 - EECF QA/QC business processes improved verify screening of Commercial Customer's rebate application for ECAD commercial building compliance.
- **OTHER:**
 - Collaboration with Institute for Market Transformation (IMT), Better Buildings Department of Energy (DOE) Team and American Council for an Energy Efficient Economy (ACEEE) with ECAD Team in conjunction with City Code's strategic plan.
 - Collaboration with DABI Team to update ECAD commercial buildings datasets for 2017 compliance.

Green Building

Residential

- Completed over 150 S.M.A.R.T. Housing ratings