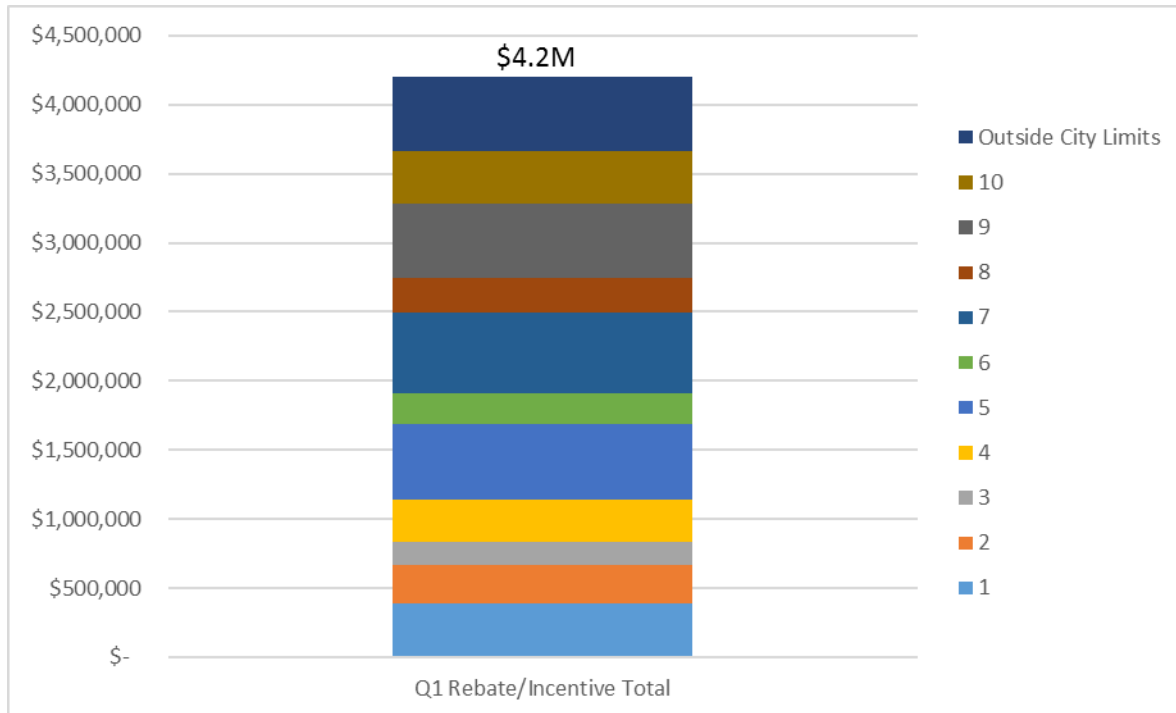


# Customer Energy Solutions

## FY18 – Quarter 1 Report

As of 12/31/17

### Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 12/31/17. Dollars are unaudited.

## Energy Efficiency Services

### Residential Programs

#### Weatherization Assistance Program (WAP)

- WAP has 232 weatherization jobs in the pipeline
- To date, 181 weatherization jobs have passed final inspection for FY18

#### Air Conditioning (AC) Rebate and Loan Pilot

- To date, 6 customers have participated in the Weatherization AC Rebate and Loan program
- Another 4 customers are in the process of receiving a rebate and loan through the program

#### Appliance Efficiency Program (AEP)

- New Guidelines and Contractor Handbook were issued with an effective date of 12/18/2017.

- The Guidelines and Contractor Handbook were developed to enhance quality assurance aspects of the program and to announce program changes
  - Key changes included reduced heating, ventilation and air conditioning (HVAC) rebates ranging from \$100 to \$150 depending on the rebate tier and type of equipment<sup>1</sup>
  - These changes are in alignment with budget and cross promotion of the Home Performance w/Energy Star program, revised HVAC unit sizing guidance chart, and a new HVAC Customer Information/Acknowledgement Form
- Customer application processes were further automated and streamlined with additional enhancements planned for FY18

#### Home Performance w/Energy Star (HPwES)

- Texas Gas reduced rebate levels for attic insulation, duct system improvements, and the total rebate cap. The new rebates levels become effective on 1/1/2018
- In Q1, eight contractors completed ~74% of the comprehensive energy efficiency projects
- Those contractors, in order of quantity performed, are: Stan's, Service Experts/Strand Brothers, McCullough, Fox Service, Green Collar, Smart Air, Conservation Services, and Energy Guys

#### Strategic Partnership between Utilities and Retailers

- In Q1, SPUR has brought on two new retailers:
  - Instant Savings at Dollar General
  - Power Partner Thermostat promotion at Bed, Bath & Beyond
- Total retail participation since inception has increased to 21 participating retailers at 89 locations in the Austin Energy service area providing point-of-purchase instant discounts, signage and/or cross promotion of other energy efficiency programs

#### Austin Energy All Stars Program

- The Austin Energy All-Star program had five new schools (750+ students) participate in the program:
  - Ann Richards School for Young Women Leaders
  - Martin Middle School
  - Covington Middle School Fine Arts Academy
  - KIPP Austin Beacon Prep
  - KIPP Austin College Prep

#### Multifamily Standard (MFSD) & Multifamily Weatherization Program (MFWAP) Rebates Program

- The rebate on attic insulation and LED lamps has been increased to encourage the properties to perform the upgrades on these measures when applying for rebates

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<sup>1</sup> <https://savings.austinenergy.com/rebates/residential/offerings/cooling-and-heating/ac>

## **Commercial Programs**

### **Commercial Rebates Program**

- Larger outreach efforts included a presentation to BOMA Sustainability Group on Commercial Energy Efficiency and Rebates Oct 11<sup>th</sup> and the Semi-Annual Contractors Meeting with Break Out sessions for Commercial, Small Business and Multifamily
- The entire Commercial and DR program teams attended New Lighting Training at Facilities Solution Group
- Major projects include rebates issued to Oracle America and Manor ISD

### **Houses of Worship (HOW)**

<b>Metric</b>	<b>Q1</b>
<b>Number of HOWs</b>	9
<b>kW Saved</b>	283
<b>kWh Saved</b>	631,039
<b>Rebates Paid</b>	\$156,921

## **Demand Response Programs**

### **Power Partner Thermostat**

- Three new Honeywell thermostat models were added to the program offering; Lyric<sup>TM</sup> Round, Lyric<sup>TM</sup> T5 and T6 Pro, and Smart Color Thermostat
- Currently work with four vendors, ten brands, and 37 different models
- Co-marketed with two vendors offering Black Friday and holiday deals to increase enrollments almost three times the norm for the months of November and December

### **Load Coop/Automated Demand Response (ADR)**

- Schneider Electric hosted two days of multiple training sessions for Energy Profiler Online (EPO) for over 35 internal and external customers. Various sessions included user portal and administrative training, new EPO features and fixes, and meter account data improvements to enhancement the customer experience
- 2017 Scorecards were distributed to customers after season participation was evaluated
  - Meetings were held to discuss scores and improvements that can be made in 2018 to further reduce consumption during curtailment events and increase customer incentives
- AE is responding to customers expressing interest in implementing ADR equipment for participation in 2018 and future seasons
  - ADR typically increases energy savings by 20-30% due to automated equipment dispatching signals to reduce consumption during curtailment events instead of depending on human interaction to reduce usage

## **Energy Conservation Audit and Disclosure (ECAD)**

<b>Program Sector</b>	<b>2017 Preliminary Unaudited Results</b>
<b>Multifamily</b>	77% Multifamily Communities Compliant 88% Multifamily SQFT Compliant 88% Multifamily Apartment Units Compliant NOTE: 100% reviewed and visited Between 2017 Q2 & Q3
<b>Commercial</b>	80% Properties Compliant 83% Commercial SQFT Compliant
<b>Single Family</b>	3,800 ECAD Time of Sale Energy Audits Uploaded

- Streamlined business processes to improve annual compliance for ECAD in all three sectors
  - The data updates are available with monthly verses an end of year update.

### **Commercial**

- Increased collaboration with third-party energy professionals with Annual Sustainability Reporting (such as Global ESG Benchmark for Real Assets (GRESB) and LEED) by providing aggregated electric usage data, this option benchmarks a building's energy use ratings

### **Residential**

- Austin Energy education of the ECAD Ordinance requirements to Austin area REALTORS®
- Meeting with Austin Board of REALTORS® team to begin planning events for 2018

### **Multifamily**

- Austin Apartment Association appreciation event to members and affiliate members
- Community outreach planning completed to visit non-compliant properties and set to begin Q2

### **Solar**

- 2 AISD projects were completed this quarter for a total of 287kW
- Foundation Communities completed a project on their new facility for 75kW

## **Green Building**

### **Outreach**

- Hosted the AEGB Annual Sustainability Celebration at the newly rated Big Brothers Big Sisters of Central Texas Mentoring Center in Rathgeber Village in the Mueller neighborhood which was recognized as a nationally certified LEED Gold Neighborhood Development
  - Preceded the celebration with a stakeholder forum to share program updates and gather feedback
- Produced a calendar, coloring book and colored pencil set, illustrated by a local artist, to commemorate the Mueller neighborhood and AEGB rated projects
  - Distributed at Mueller Tower Lighting event, AEGB Annual Sustainability Celebration, Mueller businesses, and to AEGB customers
- Coordinated monthly Professional Development Seminars on topics of Zero Waste and Smart Cities focusing on affordable and sustainable mobility

- Presented Zero Waste to the AIA
- Presented Guadalupe Saldana Net-Zero at the TxA Convention

#### Single Family Rating

- Rated 179 homes in the Austin Energy service area and an additional 3 homes in the surrounding area outside of Austin Energy service
- 53% of the 179 AEGB rated homes are in SMART Housing developments in the Austin Energy service area

#### Multifamily Rating

- Awarded 1-Star rating to Urban Oaks, a 194 unit multifamily SMART Housing development
- AEGB team tour of the Fourth & condo development

#### Commercial Rating

- Recognized customer AEGB Commercial Rating achievements through plaque ceremonies at AISD Performing Arts Center and Big Brothers Big Sisters of Central Texas Mentoring Center

#### Integrated Modeling Incentive

- Conducted advanced training to nine qualified Energy Consultants
- Approved application for Austin Oaks and Holdsworth Center
- Produced marketing flyer