



Customer Driven. Community Focused.

Item 5



# Customer Energy Solutions – FY17 Program Results

*Austin Energy Utility Oversight Committee*

February 28, 2018





# Overview of Topics

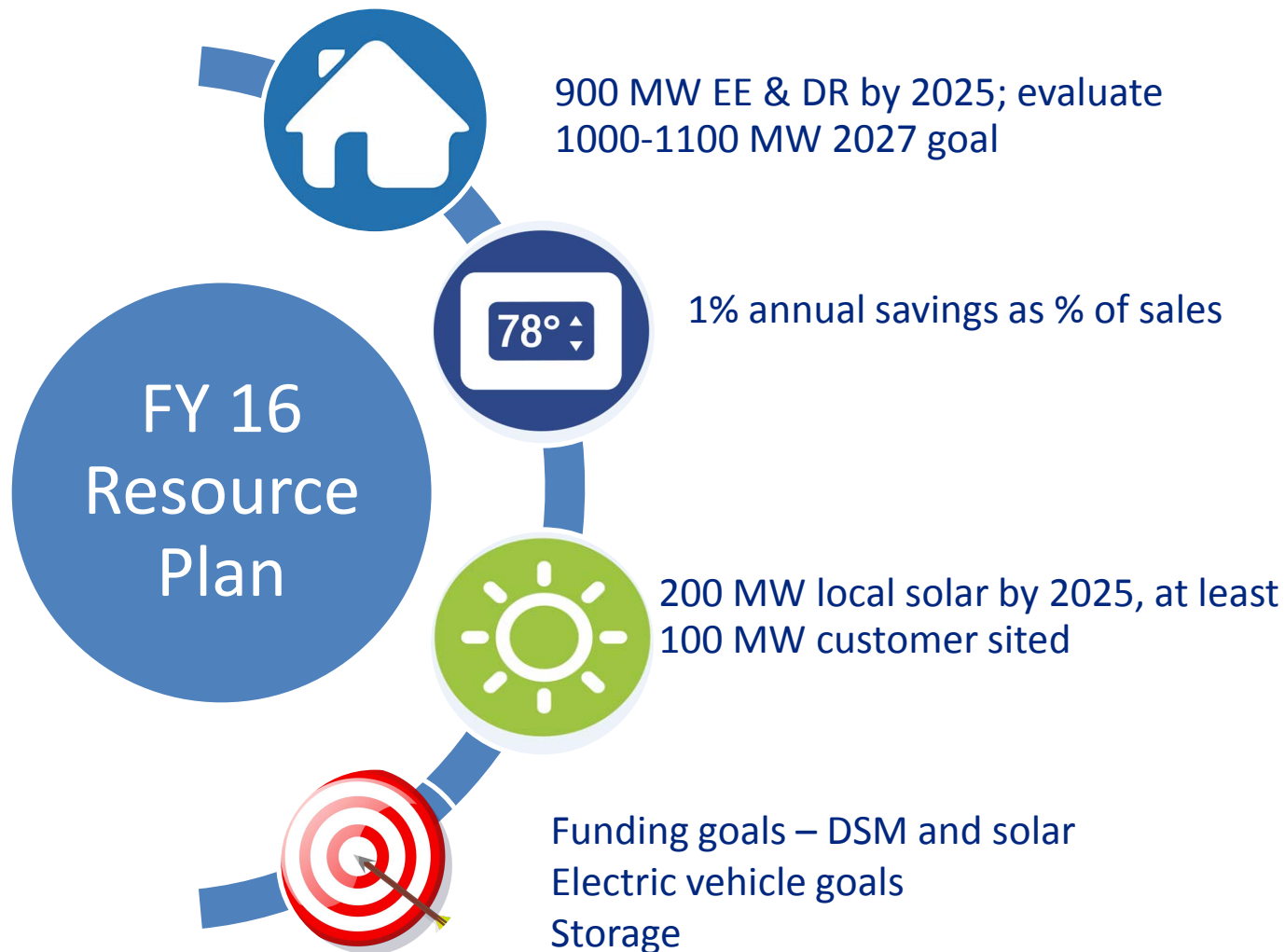
- Goals
- Overview of FY17 Customer Energy Solutions (CES) program results
- Focus on select Demand Side Management (DSM) Programs
  - Weatherization and Multi-family
  - Bring Your own Thermostat Program
  - Commercial rebate
- Green Building Energy Code
- Solar Program
- Electric vehicles

**FY2017 Progress  
Report Provides  
Details on All  
Programs**



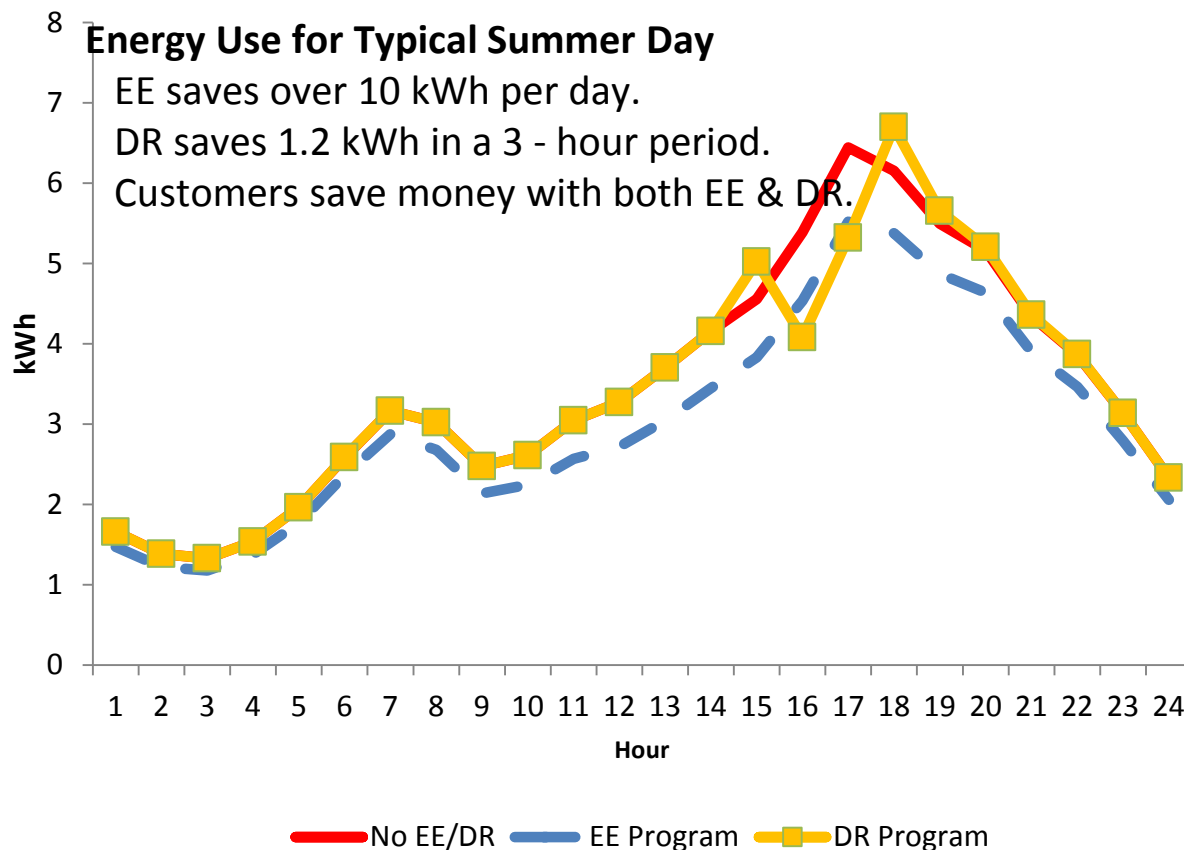
# Our Goals

1. Reduce customer costs, enhance comfort
2. Enhance customer experience
3. Provide value to the utility
4. Meet resource goals in most cost effective manner





# DSM = Energy Efficiency (Conservation) + Demand Response (Peak Reduction)



## Customer Value:

- Reduced costs
- Increased comfort
- Improved quality

## Utility Value:

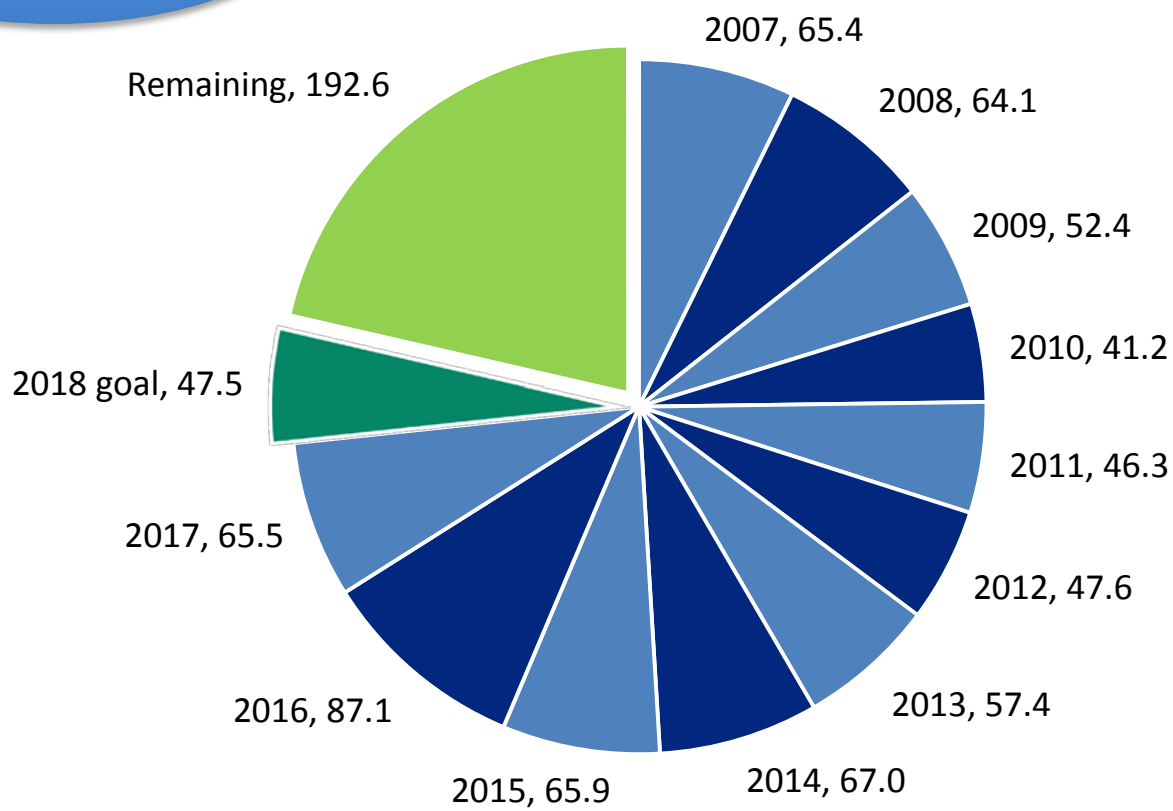
- Reduced costs
- Enhanced customer experience
- Goal contribution



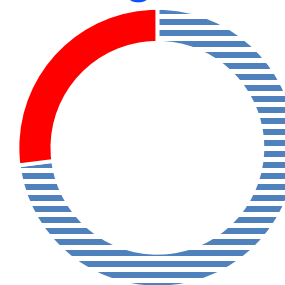
# Progress To 900 MW 2025 Goal\*

\* Evaluate ability to achieve 1000-1100 MW by 2027

## MW Savings



73% Complete  
Through FY17





# DSM Program Savings FY17

65 MW

26,177 Customers\*

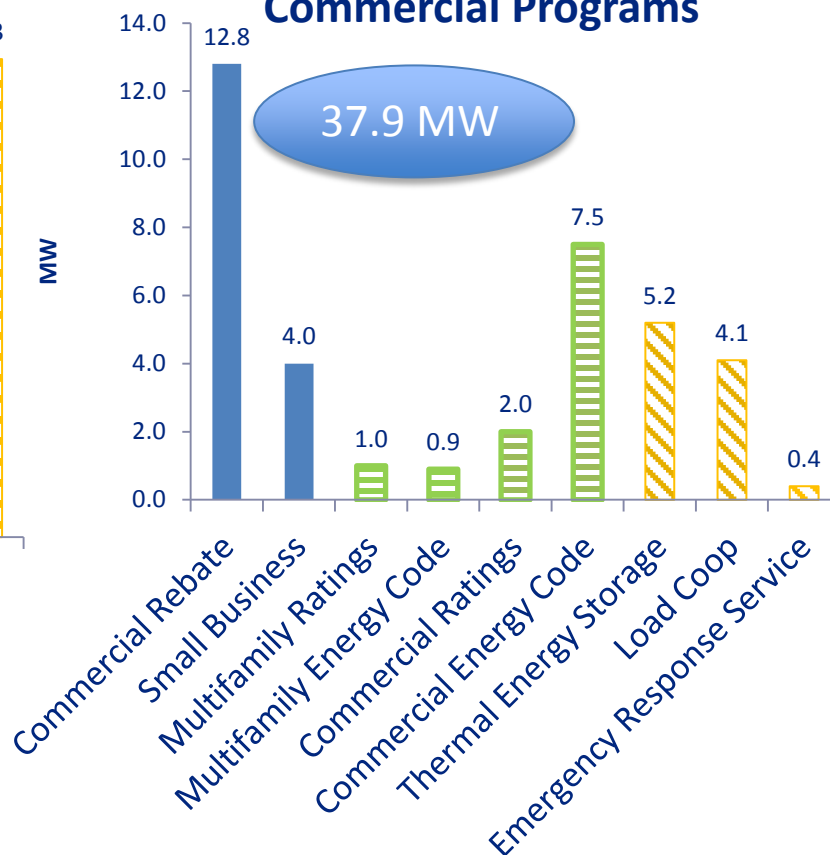
## Residential Programs

26.8 MW



## Commercial Programs

37.9 MW



Energy Efficiency Programs



Green Building Programs



Demand Response Programs

\* Excludes occupants of Green Building rated commercial space



# Direct Install Programs FY17

Over 18,000 homes weatherized since 1980



- 878 low income homes weatherized

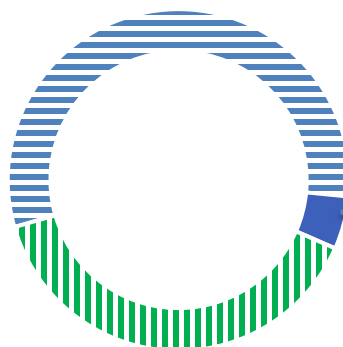


- 948 homes received efficiency lighting



- Over 4,000 affordable apartments weatherized

**Percentage of Residential Rebates by Segment**



■ Residential hard to reach ■ Point of sale ■ Other residential

268,000 rebates at 72 retail locations



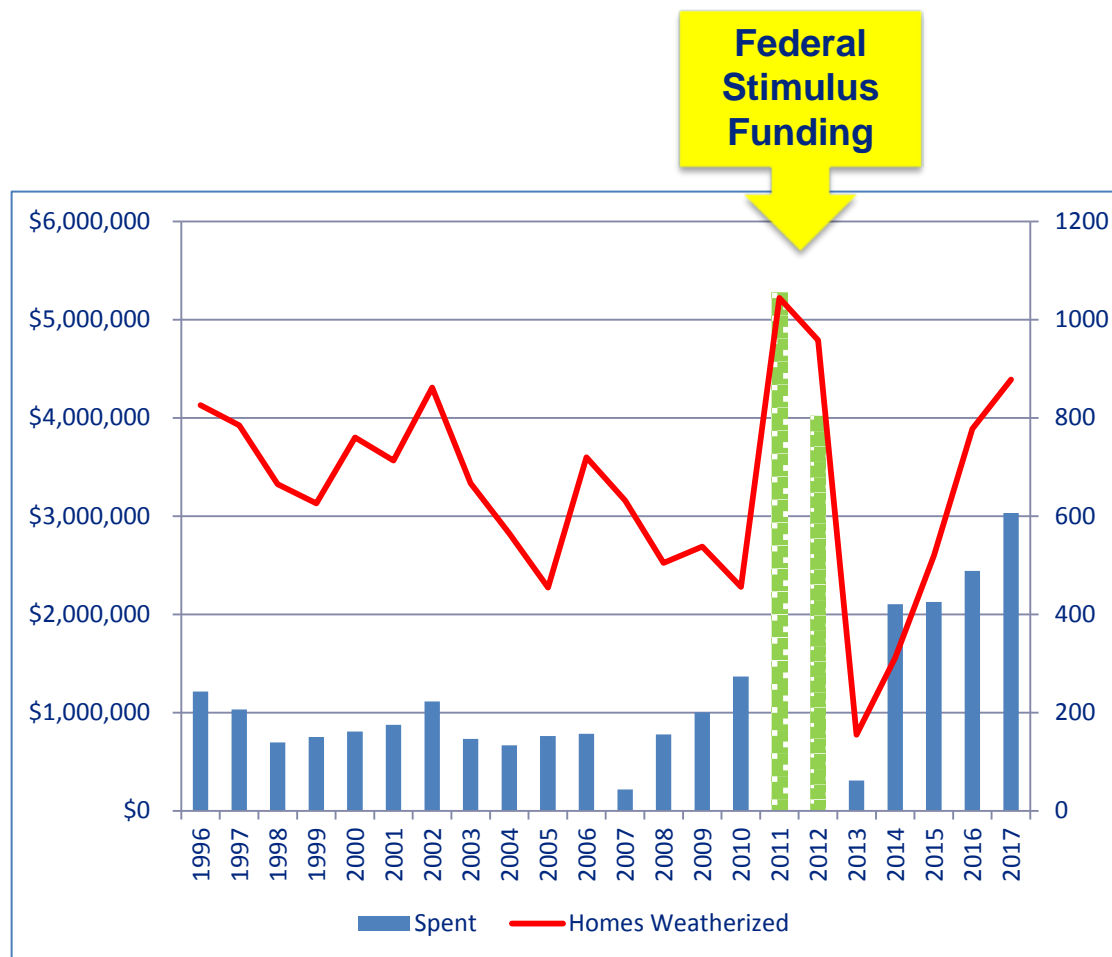


# AE Weatherization Programs

- Customer Assistance Program households receive bill discounts
  - Many CAP customers eligible for weatherization

## Coordinated efforts with

- Austin Water
- Texas Gas
- Housing Repair Coalition
- Neighborhood Housing
- Health and Human Services





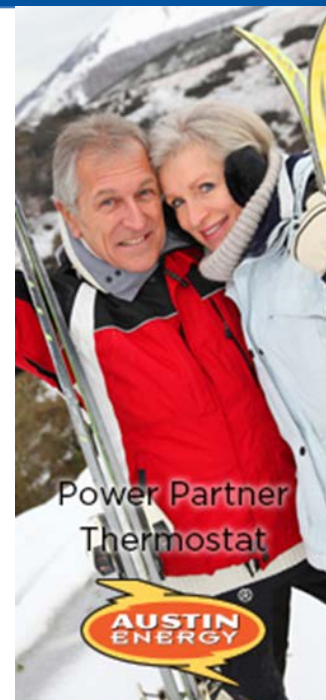


# Residential Bring Your Own Thermostat (BYOT)



- Started in 2013; 13,848 customer t-stats through FY17
- Augments one-way t-stat and water heater timer program started in 2001
- Enroll your own Wi-Fi enabled thermostat
  - AE adjusts temperature settings
  - Customer can control remotely
- 34 Approved two-way devices
  - Added eight new models in FY17
- Transition single family one-way to BYOT
- Participants include small commercial customers
- Developing a home energy monitoring program

2017 EPRI  
Technology  
Transfer Award



**WANT MORE  
FUN THIS  
HOLIDAY  
SEASON?**

Shop Black Friday  
sales for qualifying  
Wi-Fi thermostats.  
Get up to \$110.  
[Click for details.](#)



# Commercial Programs



## Manage Your Usage

- Audits
- Apps
- Load Management



**FY17  
Completed  
Projects**

## Manage Your Costs

- Planning
- New Construction
- Retrofits

## Lighting



## Appliances and Equipment

## Cooling and Heating

## Property Improvements



- 350 Total Projects
- \$3.9 MM in Rebates
- 12.8 MW; 47,000 MWH reduction

**PLUS: 452 Small business customers received \$2 MM in rebates**



# Solar Program Highlights

- 13 year solar incentive program history (2004 to FY17):
  - \$58M in rebates for 6,254 residential projects (29 MW)
  - \$12M for 335 commercial projects paid to date (16 MW)
- Developed strong local solar market, with 50+ solar companies
- Led the country in installed cost reductions
- 18% of Texas solar projects are in Austin Energy's service area
- Pioneered Value of Solar (VoS), promotes conservation, improves equity among customers and recovers fixed costs
  - Residential VoS implemented in 2012
  - Commercial VoS implemented January 2018



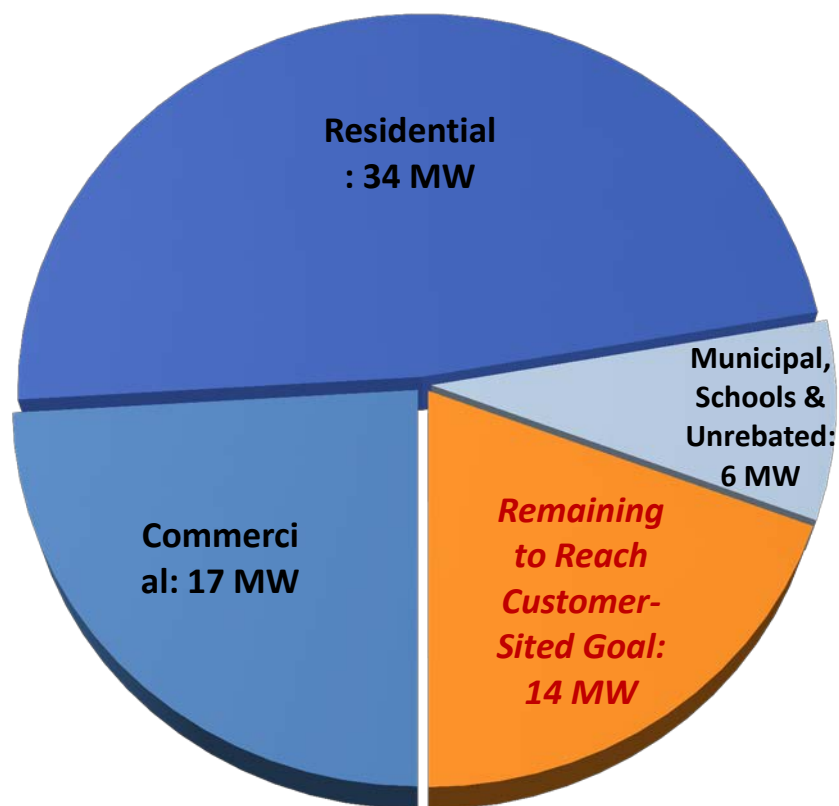
2025 Local Solar Goal  
44% Complete Through FY17





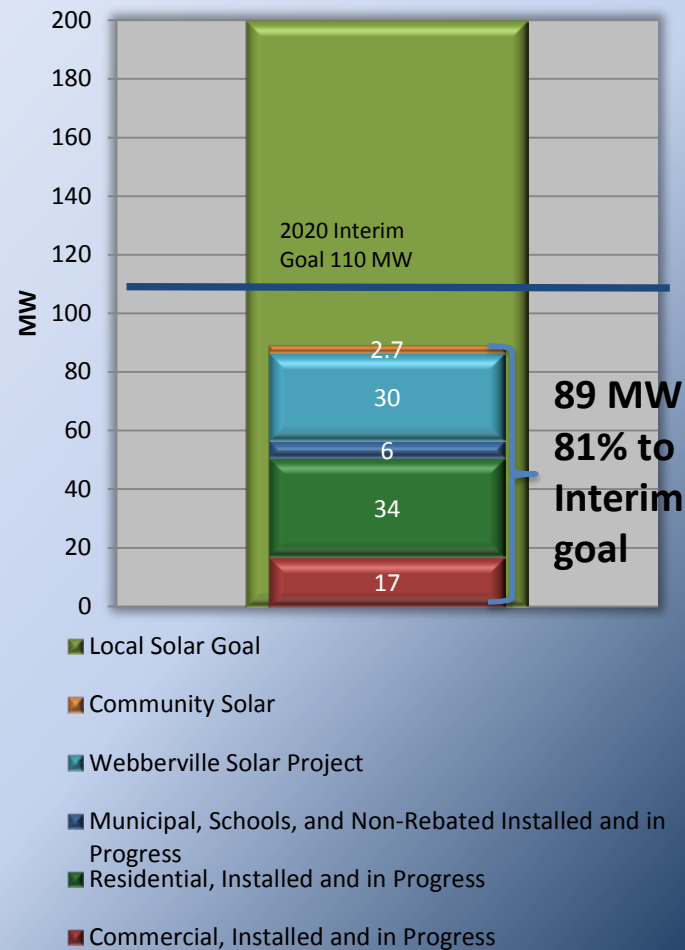
# Progress to Local Solar Goals

## Progress Toward 2020 70 MW Customer-Sited Solar Goal



*Includes systems installed and in progress.  
Numbers may not add up to 70 due to rounding.*

## Progress Toward 2025 Local Solar Goal







# Solar Program Enhancement

- Once the residential solar incentive ramp down is completed, transition to education-focused program with flat incentive per install, streamlined application.
- Expanding solar programs to hard to reach markets: multifamily affordable housing, low-income residents, renters, and non-profits.
  - Community Solar and CAP discount
  - Shared Solar for multifamily
  - Exploring solar host options





# FY17 Green Building Highlights

## RATINGS

**1,004**  
Homes

**2,101**  
MF units

**2.1 M**  
Commercial sq.ft.



**CODE**

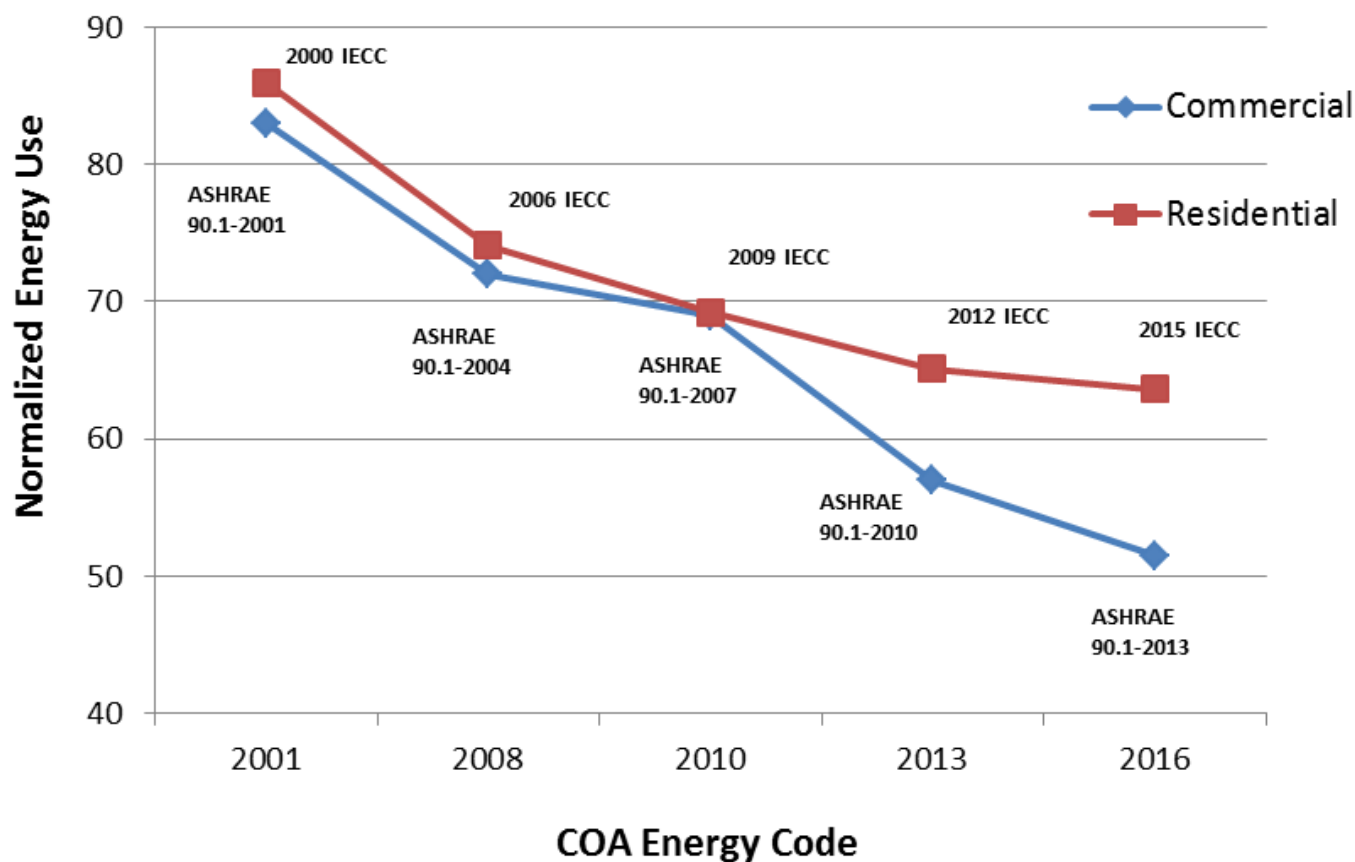
Building  
Permits



**SAVINGS**

**19.3 MW**  
Peak Demand

## Trends in Energy Use Attributed to Code Adoptions





# Electric Vehicles

## FY17 highlights:

- Expanded public charging to over 600 ports
- Launched “Electric Drive” showcase – winner of Smart50, eSource, and Austin Green Awards
- Launched home Time of Use EV rate, “EV360”
- Launched a customer EV savings calculator

## Work in Progress:

- Charging station rollout to support City Fleet EV Plan/Resolution
- Philanthropic grant for low-to-moderate income EV program, “EVs are for EVeryone”
- Fast Charger rollout (8-10 new stations)
- Vehicle to Grid study with U.S. Department of Energy SHINES grant and UT’s Pecan Street







# Summary

- Committed to developing products and services that are customer driven, community focused:
  - Reduce costs to customers and provide value to the utility
  - Enhance customer experience
  - Provide residents and businesses more choice, control and convenience
  - Meet goals in the most cost effective manner
- Continuous improvement, customer collaboration and engaged employees - key to success

# Questions?

Monthly and quarterly reports on all programs are available on the Austin Energy website:

<https://austinenergy.com/ae/about/reports-and-data-library/customer-energy-solutions-program-updates>.

