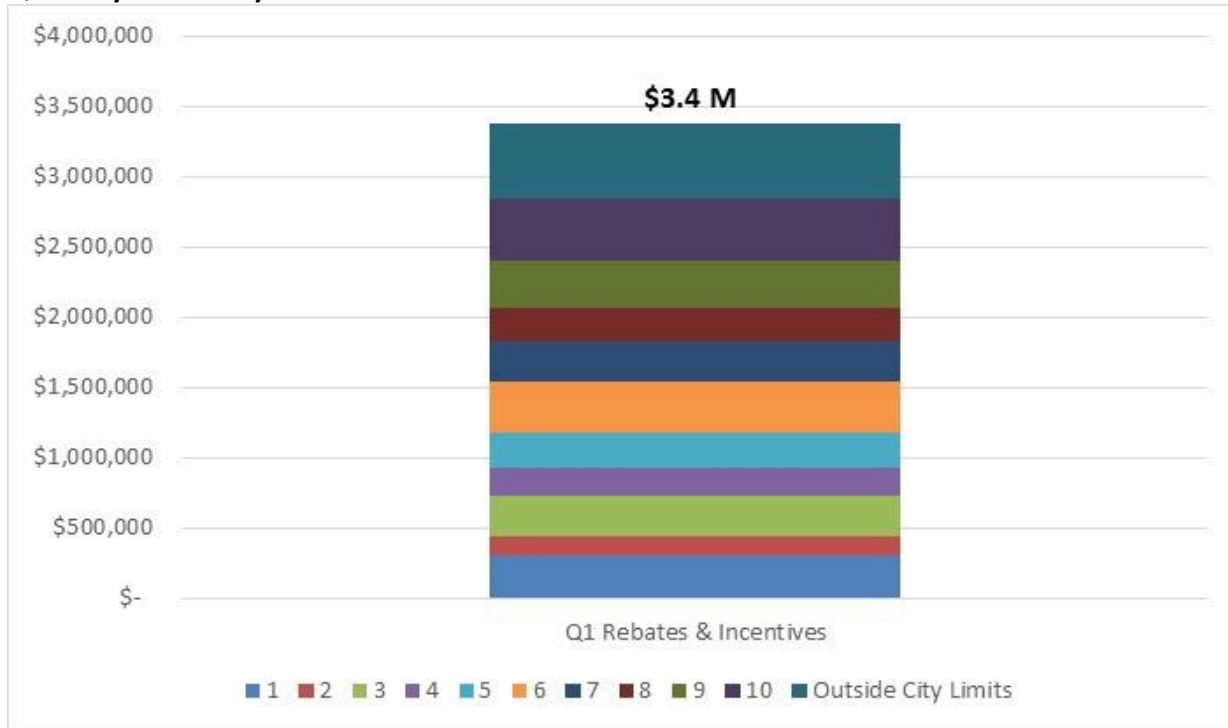


**Customer Energy Solutions  
FY19 – Quarter 1 Report  
As of 12/31/18**

**Quarterly Rebates by District and Outside of COA**



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 12/31/18. Dollars are unaudited.

## Energy Efficiency Services

### Residential Programs

#### AE Weatherization – Direct Install

- AE Weatherization Assistance Program currently has 174 single family weatherization projects completed or in the pipeline.

#### Single Family Direct Install

- In Q1, Single Family Direct Install delivered 7,890 LED bulbs and 3,156 faucet aerators to 1,578 low income customers at 13 events across the city. AE representatives attended 9 Austin Public Health food pantry events, 2 APD events, and 2 AE CAP events.
- AE representatives use these opportunities to also recruit qualifying low income customers to participate in the AE weatherization programs.

#### Appliance Efficiency Program (AEP)

- The program team continued to emphasis compliance with the program's HVAC unit sizing requirements, application completeness and accuracy for all rebated equipment, document submission, and other program requirements during application reviews.

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

- The Home Performance program team continued to offer customers new Velocity Credit Union low interest loan rates as low as 1.99% for qualifying homes.
- Texas Gas has joined the FY19 Limited Time Offer and as of January 1, 2019 will be offering Texas Gas customers going through Home Performance with Energy an additional \$100 rebate through April 15, 2019.

#### Strategic Partnership between Utilities and Retailers

- Total retail participation since inception has increased to 21 participating retailers (90 locations) in the Austin Energy service area. This program provides utility signage, point-of-purchase instant discounts on select energy efficient products and/or cross promotion of other Austin Energy -energy efficiency programs.
- SPUR provides instant savings discounts on LED lighting, Energy Star refrigerators, freezers, air purifiers, window air conditioning units, do-it-yourself products ( big gap foam filler, door seals, air filters and heat control window film).
- First quarter holiday sales went well, the program has is ahead of annual goals in LED lighting and do-it-yourself product categories.

#### Austin Energy All Stars Program

- For fall school semester (2018), the vendor, Resource Action Programs, has successfully recruited over 4,000 participants into the Energy All-Stars Program. These student participants are from a collection of three Independent School Districts, numerous charter and private schools (over 30 schools).
- Kits created for the students to take home and share with their families include an LED bulb, advanced power strip, air filter whistle, Austin Energy rebate program material and a workbook.
- Classroom Energy Investigation Kits include an electricity usage monitor, an infrared temperature gun, a solar-powered model car, and a light-bulb comparison box.

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

- Over 600 apartments weatherized

#### Commercial Programs

##### Commercial Rebates Program

- 18 Commercial projects rebated

#### Houses of Worship (HOW)

<b>FY 2019 HOW Rebates</b>	
	<b>Q1</b>
<b>Number of HOWs</b>	6
<b>kW Saved</b>	180
<b>kWh Saved</b>	286,610
<b>Rebates Paid</b>	\$90,904

## **Demand Response Programs**

### **Power Partner Thermostat**

- 1,013 thermostats were enrolled in demand response this quarter
- Co-marketed with two vendors offering Black Friday and holiday deals to increase enrollments for the months of November and December

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

- Austin Energy DR staff presented demonstrations for Energy Profiler Online (EPO) and which included new features of EPO Essentials to energy managers of multiple customer sectors, outreach events, and site visits.
- 2018 Scorecards were distributed to customers after season participation was evaluated
  - Meetings were held to discuss scores and improvements that can be made in 2019 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 2019 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

### **Water Heater Timers**

- The program is 22% of the way to goal with new timers added this quarter.

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

<b>Program Sector</b>	<b>CY 2018 Preliminary Results 10/03/2018</b>
<b>Multifamily</b>	78% Multifamily Communities Compliant (1,168/1,491) 88% Multifamily SQFT Compliant (125,279,781 SQFT/142,138,324 SQFT) 88% Multifamily Apartment Units Compliant (148,440 Units/168,338 Units)
<b>Commercial</b>	83% 2594/3134 (includes reporting late) 88% Square footage (189,895,451 SQFT / 216,533,583 SQFT) <i>EPA's ENERGY STAR® Portfolio Manager Ratings included</i>
<b>Single Family</b>	Completed Audits 4,751 – total completed audits 2018 An additional 508 in field work complete status. Staff is working with Auditors to clear status.

### **Commercial**

- Commercial Energy Benchmarking Annual Reporting was successful with a 5% increase in total square footage benchmarking for the 2018 year.
- Began initial testing of the EECF tool for Commercial; testing to continue through Q1 of 2019.

### **Residential**

- Residential Audit in EECF is successful. Over one thousand more audits have been captured through EECF versus the old PDF collection. Working with auditors on the difference between completed and field work completed.
- Austin Energy education of the ECAD Ordinance requirements at Austin area REALTORS® events (such as new member orientation, Green MLS classes).

- Meetings with Austin Board of REALTORS® and local ECAD Energy Professionals on implementation of new audit module that will be housed in the Energy Efficiency Collaboration Platform (EECP).

#### Multifamily

- Developed and finalizing testing of the MF ECAD Audit into EECP.
- Will begin migrating historical audits into the system Q2 of 2019.
- Enhanced the data provided on the Cities Data Portal, by providing status and key elements that effect comfort and energy costs to a tenant.

#### Shared Services

<b>EES Outreach</b>	<b>Units</b>	<b>Q1 Total</b>
Power Saver Volunteer Newsletter & Outreach	Participants	7,417
Residential App	Participants	28,859
Commercial App	Participants	2,263

	Inquiries Handled by Customer Information & Support Services	Enrollments Processed by Customer Information & Support Services*
Q1 FY19	2180	2273
<b>YTD FY19 Shared Services Total **</b>	<b>2180</b>	<b>2273</b>

\*Information is as of 12/30/2018 for Shared Services only, excludes the program teams for Residential, Multi-Family Commercial, Load Coop/ Demand Response and Shared Services only. Does not include Solar or Green Building.

\*\*The Inquiries Handled by Customer Information & Support Services Group Volume data comes from Salesforce. This data includes incoming phone calls handled, voicemails returned, Conservation & ECAD mailbox emails returned, and other inquiries handled by the team. The Enrollments Processed by Customer Information & Support Services Group Volume data comes from EECP. These numbers represent the quantity of enrollments processed by the team. The quantities will differ from total rebates paid as some enrollments are cancelled.

#### **Customer Renewable Solutions**

##### Commercial Solar Performance Based Incentive Program (PBI)

- 759 kW and 13 customers added solar through Commercial Solar PBI
- Austin Independent School District and Foundation Community both completed Solar Projects through the PBI program for 133kW total.

### Residential Solar Incentives

- 1.4 MW and 189 customers added solar through the Residential Solar Incentive Program
- Shared Solar (which allocates the energy from one interconnection to multiple residential accounts) is currently in the multifamily affordable housing pilot phase, with 177 low-income customer accounts receiving Value of Solar credits.
- One Habitat For Humanity project installed a 5 kW system.
- Solar Education curriculum available in Spanish.

### Green Choice

- GreenChoice has 16,324 subscribers, adding 785 in the first quarter through a very successful customer service representative campaign with the Customer Care group.

### Community Solar Program

- There are 369 customers currently enrolled, including 164 CAP customers.

### Outreach

- Represented Austin Energy Customer Energy Solutions programs to the community at the Thinkery.
- Community Connection Resource Fair at Travis HS informed customers about Customer Energy Solutions and hosted solar car races at the event.

## **Green Building**

### Outreach

- Presented Green MLS classes to local realtors and participated in their annual Realty Roundup with the ECAD team
- Presented an overview of the AEGB residential ratings to the AIA Austin Committee on the Environment (COTE)
- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation
- Sponsored the AIA Austin Annual Homes Tour and visited with tour participants about the benefits of green homes. Collaborated with COTE on signage and branded giveaways.
- Hosted the AEGB Annual Community Forum + Celebration in collaboration with Austin Community Design and Development Center featuring thought leaders on equity and resilience.
- Attended USGBC Greenbuild 2018 conference and was a promotional partner for their Communities & Affordable Homes Summit
- Participated in the Sustainable Healthy Cities Policy Workshop on Livability
- Coordinated monthly a Professional Development Seminar on the topic of Cultural Preservation
- Added American Institute of Certified Planners certification maintenance (AICP CM) credit for selected seminars and created marketing strategies specific to planning organizations (Congress for New Urbanism and ULI)
- Represented Austin Energy Customer Energy Solutions programs to the community at the annual Mueller Tower Lighting and a BisNow event on the Future of Downtown Austin
- Attended the Congress for New Urbanism Annual Luncheon and Project Drawdown Simulcast hosted by the Office of Sustainability

#### Single Family Rating

- Rated 144 homes in the Austin Energy service area and an additional 57 homes in the surrounding area outside of Austin Energy service
- 24% of the 144 AEGB rated homes are in SMART Housing developments in the Austin Energy service area

#### Multifamily Rating

- Awarded ratings to SMART Housing developments: Garden Terrace Phase 3, 20 units, earning a 3-star rating; B Austin – A SAMdorosa Communities Project, 16 units, earning a 4-star rating; and La Madrid Apartments, 95 units, earning a 1-star rating

#### Commercial Rating

- Awarded 4-star ratings to Mueller Cinema Alamo Drafthouse and the Oracle campus along Lady Bird Lake
- AEGB Commercial Customers earned points for participating in other CES programs: 1 project enrolled in Green Choice

#### Integrated Modeling Incentive

- Engaged Austin Energy Headquarters and five additional projects in the design incentive process