

Austin Energy

Low Income Customer Programs – Weatherization and Solar

Austin Energy Utility Oversight Committee
February 27, 2019



Austin Energy Low Income Assistance



Single Family Weatherization



Multifamily Weatherization



Solar Programs

Efforts Help Low Income Customers Reduce Energy Use

- 94,000 customer dwellings weatherized or AE Green Building rated
 - 18,800 single family homes
 - 68,000 apartment units
 - Over 7,200 S.M.A.R.T. housing units
- Enhanced solar incentives
 - For affordable housing and non-profits
 - 400 low income customers added to community solar and shared solar in last year
- Direct installation of lighting, outreach, point of sale discounts, school kits and other City department collaboration complement efforts



How Did We Reach Low Income Customers in FY18?



- 809 low income homes weatherized



- Over 1,500 affordable apartments weatherized with 30,000 LEDS and 4,600 water savings devices



- 15,000 homes received efficiency lighting

Percentage of Residential Rebates
by Segment (\$7.9 Million)



- Residential WX & School Based Ed
- Multifamily
- Point of sale
- Other residential

278 S.M.A.R.T.
Housing Units

295,500 rebates
at 61 retail
locations

Weatherization Partnerships & Outreach

> 60% of AE Residential
Customers Rent



Community Partners

60 Partner Agencies

Events and retail
discounts

Community Advocacy &
Faith Groups

Participating Utilities &
City Departments

Contractors

Schools



Messaging

Austin Utilities Now

Print, Digital, Radio, Bus,
Payment Center Displays

Outbound calls and letters

Tenants Council List

ECAD* properties

Education Kits

Events



Annual numbers represent FY2018

*ECAD: Energy Conservation and Disclosure Act

CAP Single Family Weatherization - example

Insulation, weather stripping and sealing, duct repair, solar screens, lighting

FY19 Combined CAP and
AE Weatherization
budget: \$2.3 million

Total CAP Customers – 34,000

Program also available to income qualified
non-CAP customers.

Premise Ineligible
25,000

Multifamily and mobile homes - 20,200
Weatherized in last 10 years – 2,000
Home < 10 years old – 1,200
Exceeds square footage limit – 1,200
Exceeds improvement value limit - 500

Eligible
Customers
9,000

CAP: Customer Assistance Program



Multifamily Program

Measures: duct seal, insulation, solar screens, lighting

Future:

- Consolidating eligibility sources (Texas Energy Poverty Research Institute and the Housing Authority of the City of Austin)
- RFPs for property owner/manager outreach and best practices - contractor recruitment, tenant education, quality assurance, success metrics

	Standard Rebate Program	Low Income Proof of Concept Program
Eligibility	> 4 units or contiguous 2 to 4 units	Defined as low income in the Austin Tenants Council Guide to Affordable Housing
Rebate	Up to 80% of installed costs	Up to 100% of installed costs
FY19 Budget	\$525,000	\$675,000

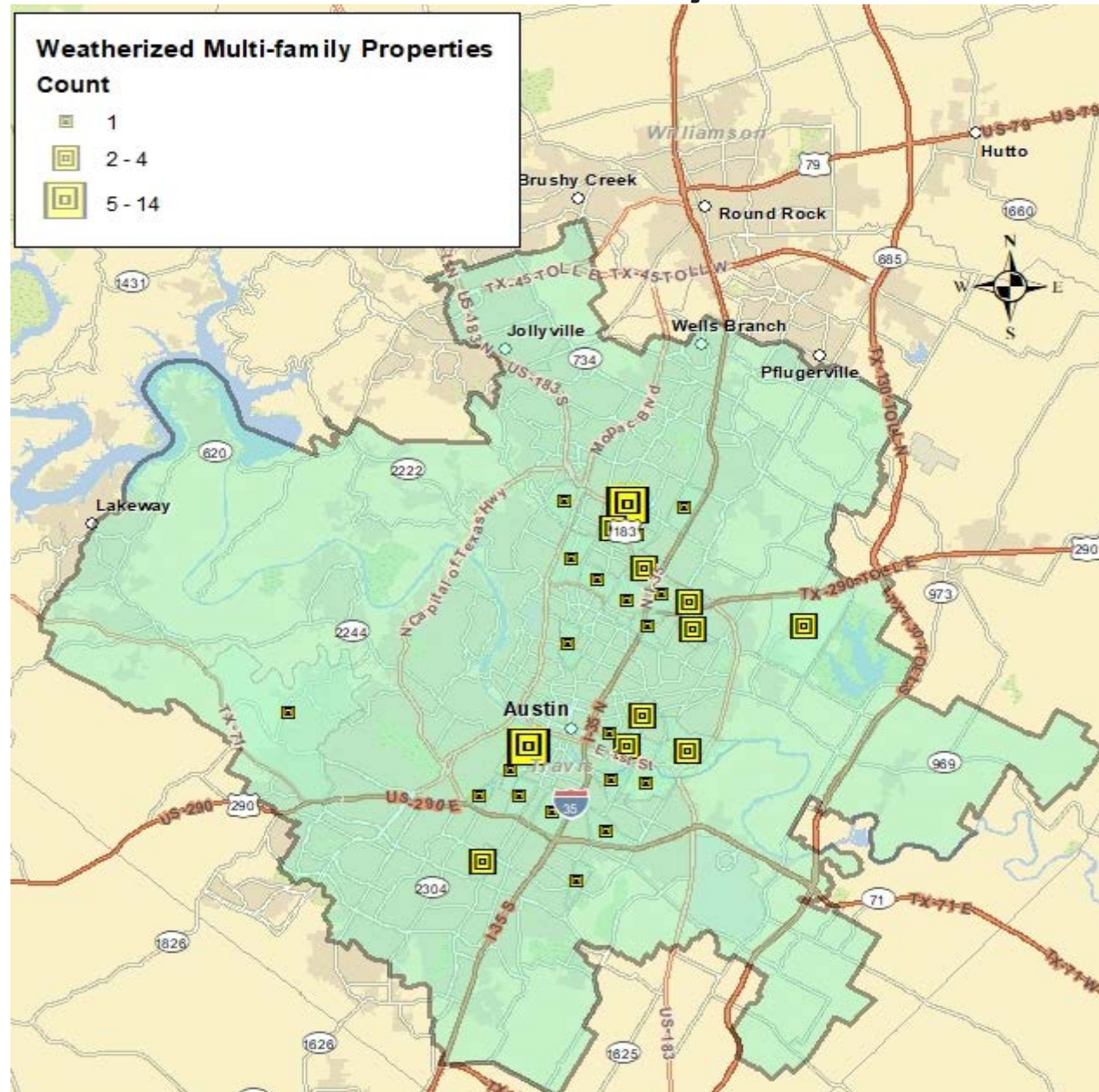
- ✓ Must be Energy Conservation Audit & Disclosure Compliant
- ✓ Not on the Repeat Offenders List for Code Violations

ACEEE & 2017 Public Utilities Fortnightly Awards

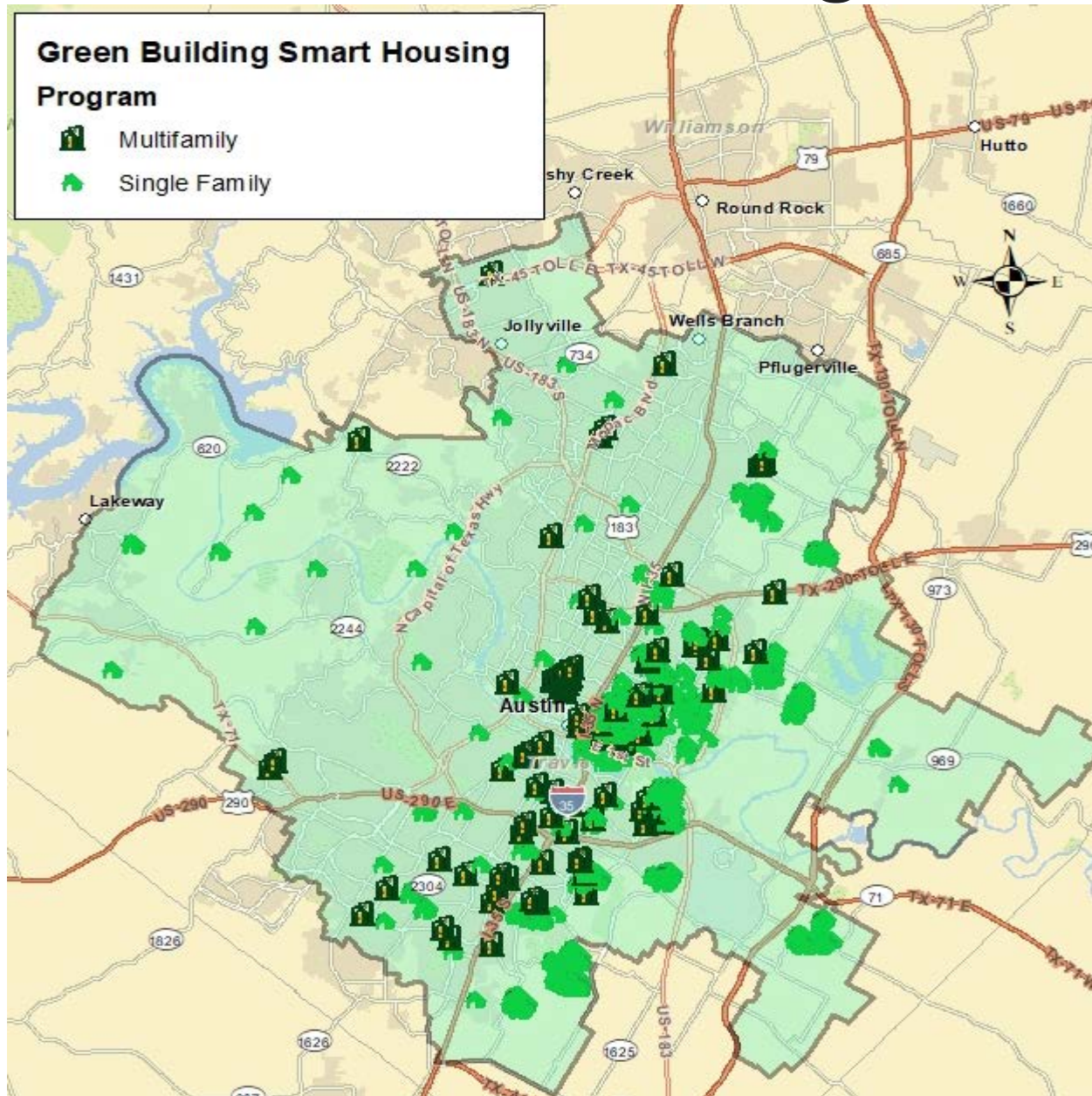




Low Income Multifamily Weatherization



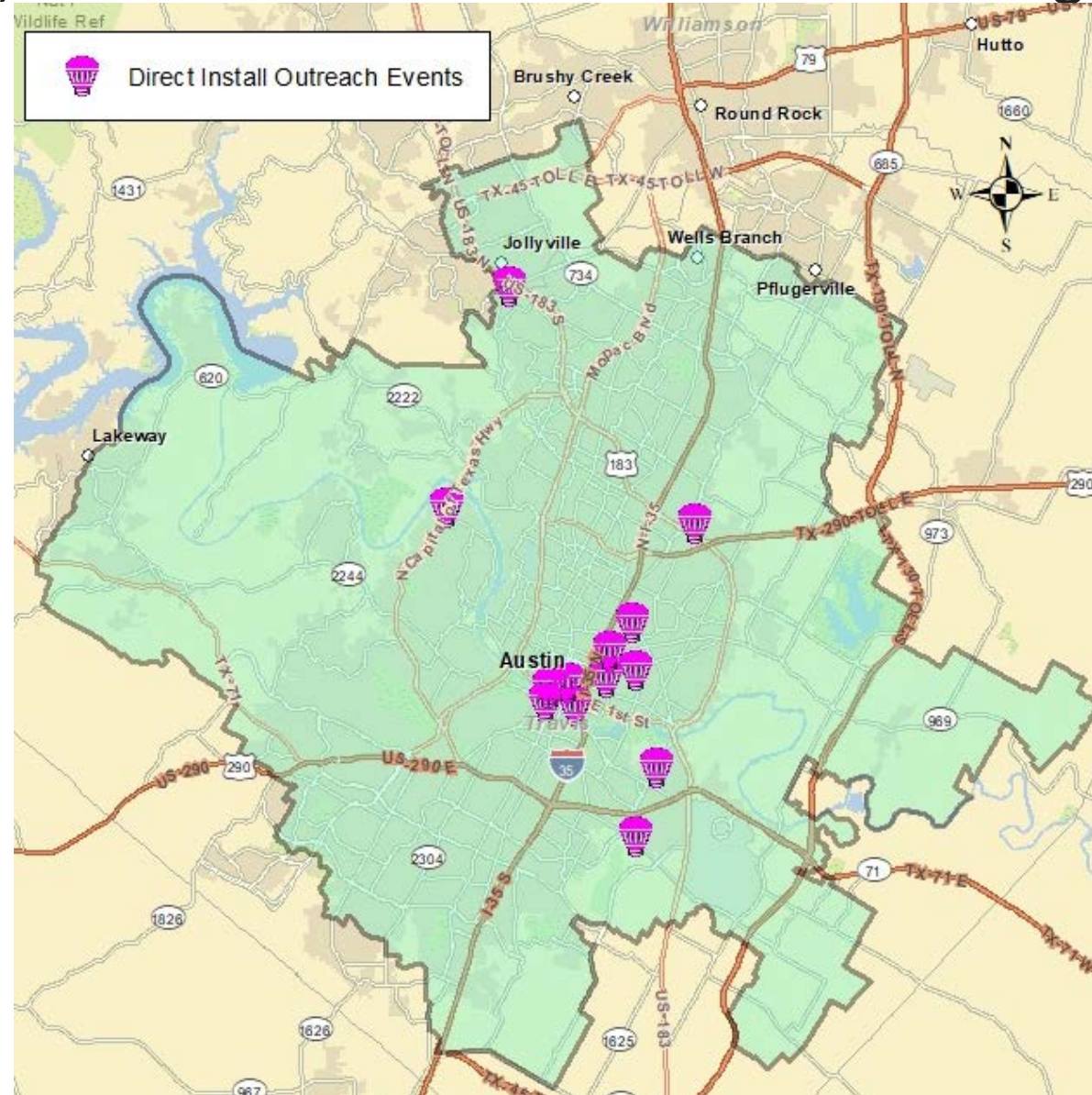
SMART Housing



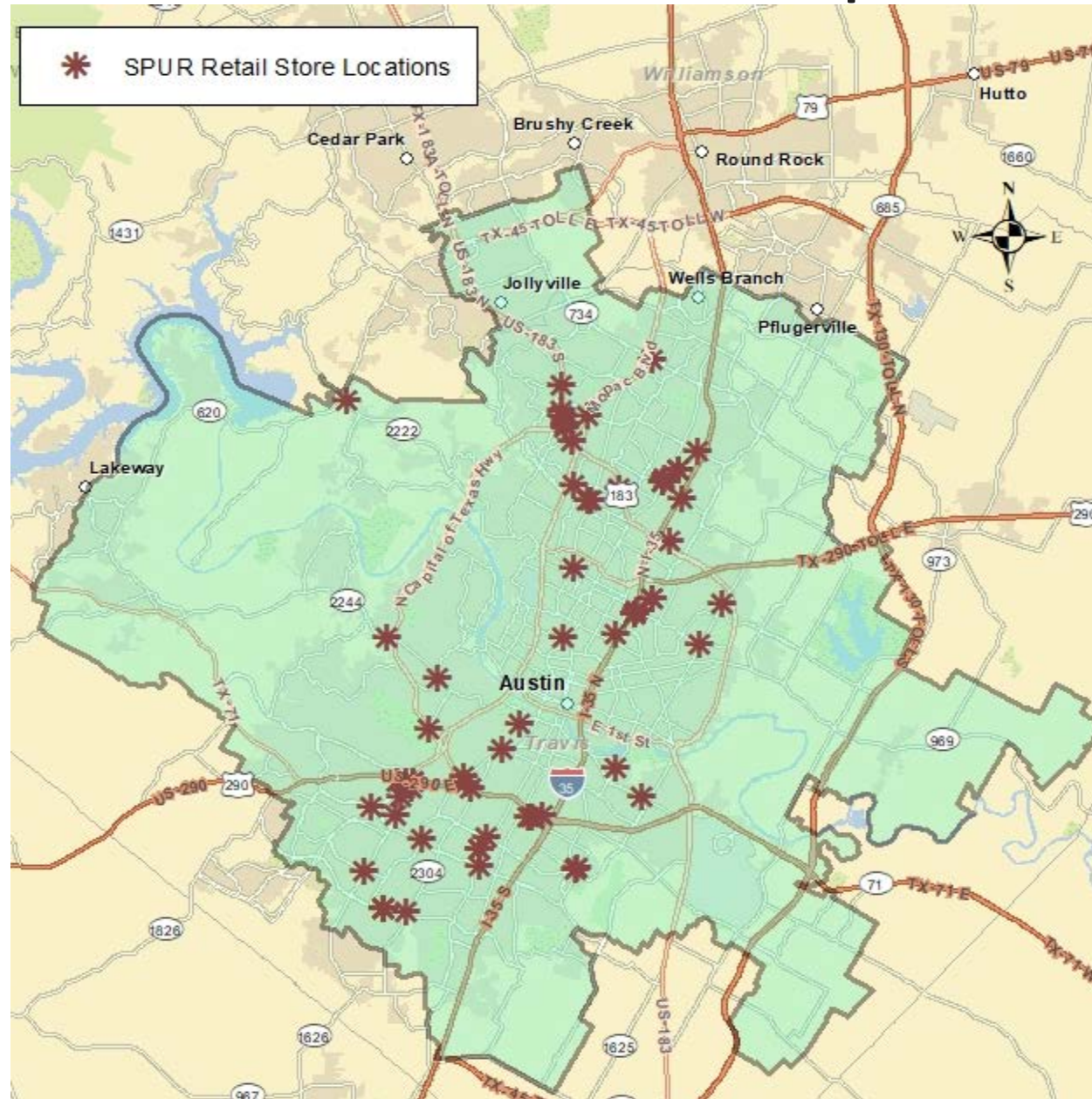
Outreach Events

Food Banks, Recreation Centers and Summer Savings Campaign

Additional 190
special events in
FY18 for all
customers

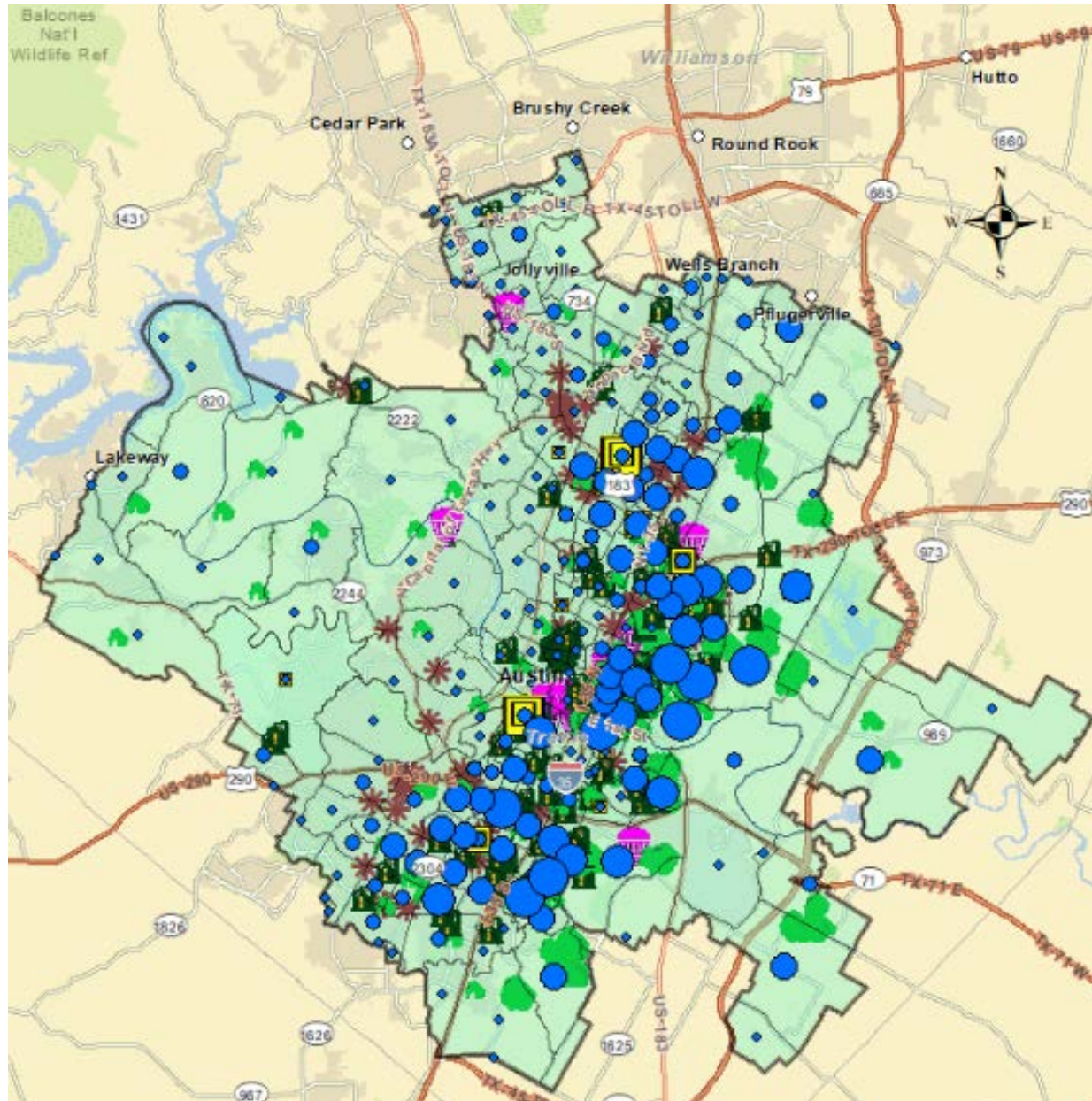


Retail Partnerships



SPUR: Strategic Partnership of Utilities and Retailers

Low Income Customer Support



Solar Incentives for Affordable Housing



- Non-profits, including affordable housing providers, are eligible for Commercial Solar Performance Based Incentives (PBIs)
 - Non-profits are eligible for **higher incentives**, and exempted from customer cap
- Affordable Housing eligible for enhanced residential rebates if individually metered
 - Currently \$0.60/W installed, up to \$2,500 per unit
- FY18 participants included:
 - Foundation Communities
 - Guadalupe Neighborhood Development Corporation



Photos: LifeWorks' solar carport;
Foundation Communities' Lakeline
Station; Foundation Communities'
Homestead Oaks

Shared Solar Pilot for Multifamily Affordable Housing

- Feb 2018 Call for Participants; 3 pilot projects installed fall 2018
- Pilot Incentive: \$1/Watt with \$0.80/Watt adder for net-zero energy capable
- Value of Solar (VOS) credits issued on bills started November 2018
- Automated billing expected to go live in Spring of 2019



Guadalupe Neighborhood Development Corporation's (GNDC) La Vista property

Participant	Location	# of Units	kW _{-DC}	Incentive
Foundation Communities	Cardinal Point	120	200	\$200,000
GNDC	Jeremiah Program	35	57	\$102,600
GNDC	La Vista	22	97	\$ 97,000
Total		177	354	\$399,600

Community Solar

- Allows renters and others to access local solar without installing on their own roof
 - No upfront cost, no contract, no maintenance, moves with customer
- Community Solar Projects
 - 185 kW Palmer Events Center rooftop solar (2016)
 - 2.6 MW La Loma solar farm (2018)
- La Loma Community Solar Low-Income Discount
 - Half of La Loma's capacity is reserved for CAP customers
 - 220 CAP participants receive 1.5¢/kWh discount on Community Solar rate, makes the program less expensive than regular power from day one



2018 Mayor's Climate
Protection Award



Palmer Event Center Community Solar



La Loma Community Solar Farm

Low Income Solar Incentives through January 2019

Over 3,000 low-income customers have benefitted from AE's solar incentives directly or indirectly, vs. 7,300 single-family residential rooftop solar customers.

Low Income Solar Incentives through Jan 2019*	# of customers	# of households	Total Incentives	kW-ac
MFAH - Commercial	33	2,691	\$2,369,309	1,003
MFAH - Residential	146	146	\$179,647	148
Shared Solar	177	177	\$399,600	294
Community Solar CAP Discount	220	220	\$18,216	1,300
Total	576	3,234	\$2,966,773	2,745



MFAH: Multifamily affordable housing

*Partial list; not all projects benefiting low-income customers may be included here.

Summary

- Industry leading weatherization programs have improved 94,000 customer residences
 - 18,800 homes weatherized since 1980
 - 68,000 apartment units (low and moderate income) weatherized since 1991
 - 7,200 Austin Energy Green Building S.M.A.R.T. housing units
 - Many program and utility partners
- Supplement program with direct installation, retail discounts, school based education, outreach events
- ~30% of residential solar customers are low income
 - 2,837 affordable housing residents
 - 220 low income discount community solar customers
 - Shared solar pilot for 3 low income multifamily affordable housing properties (177 customers)
- Future program enhancements and partnerships
- Monthly and quarterly reports:
<https://austinenergy.com/ae/about/reports-and-data-library/customer-energy-solutions-program-updates>

