



**Texas
Gas Service®**

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Q1 Energy Efficiency Program Update

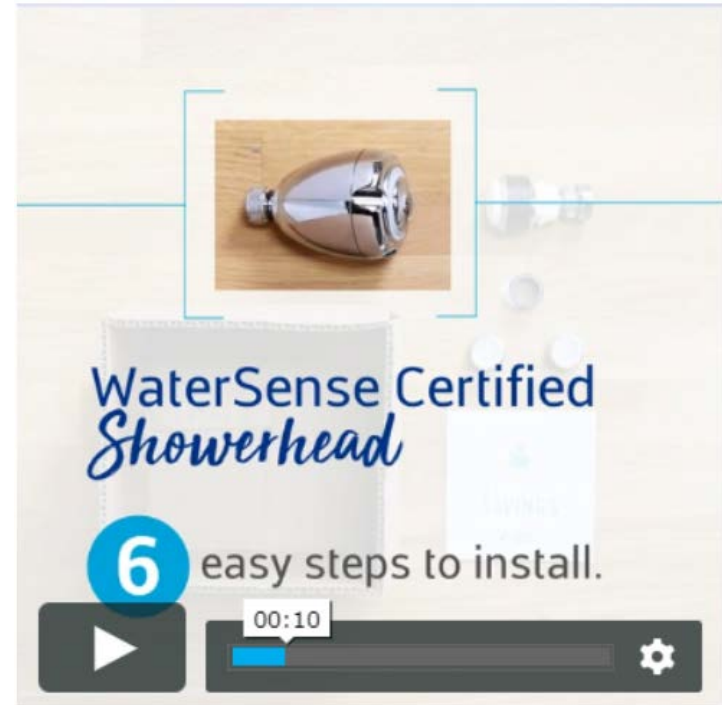
Hayley Cunningham, Energy Efficiency Program Manager

February 26, 2019



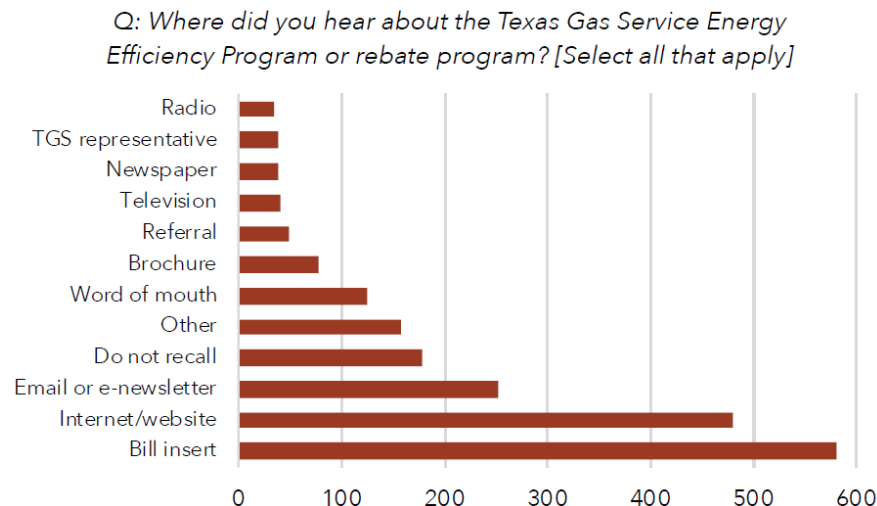
2018 Highlights

- 92 commercial buildings made more energy-efficient through direct installation programs
 - 3,957 energy- and water-saving devices installed
 - 54 steam trap replacements
- 105 customers assisted through Low-Income Free Equipment Program
 - 160 appliances replaced
- Successful launch of residential water-saving kits
- Focus on residential behavioral education
 - “Efficient Living” e-newsletter



2018 Customer Satisfaction Survey Results

- 3,554 electronic responses
 - 490 program participants
- Strong perception of EEP value among both participants and non-participants
 - 4.15/5
- Energy and water efficiency important factors in appliance purchase decisions
 - 4.17/5
- High participant satisfaction
 - 4.28/5

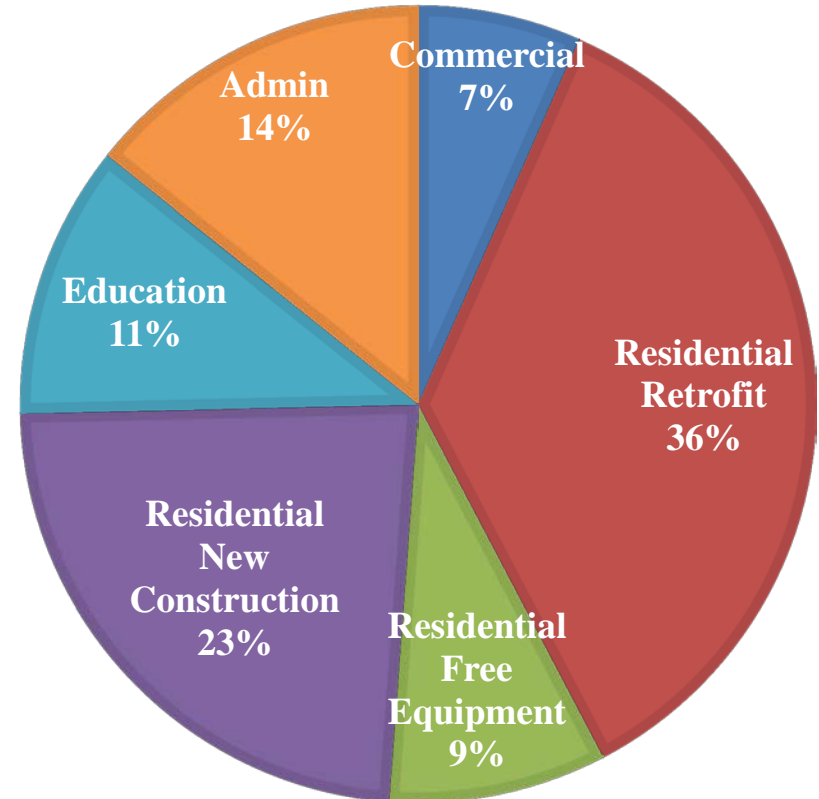


2018 Financials

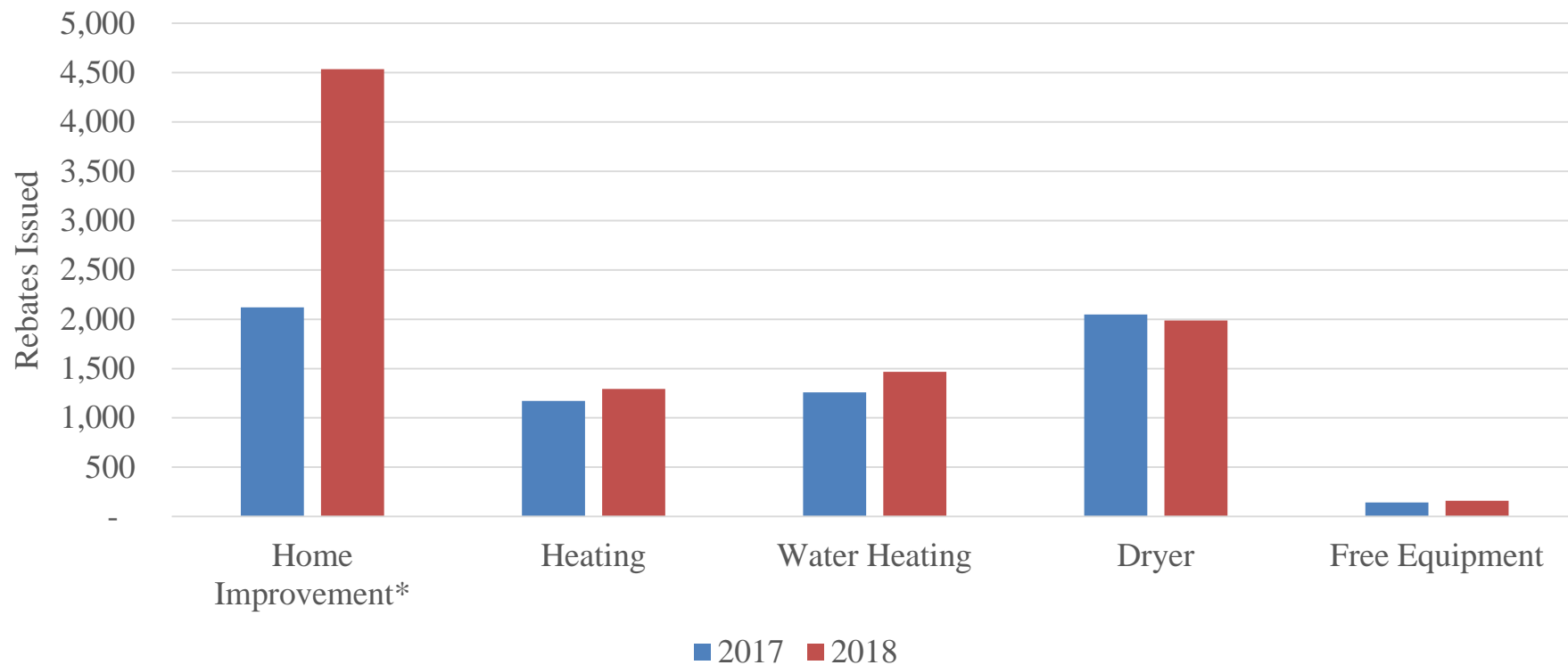
2018 Expenditures	
Commercial	\$ 202,978
Residential Retrofit	1,094,563
Residential Free Equipment	271,216
Residential New Construction	719,050
Education	340,267
Admin	437,242
Total	\$ 3,065,316

75% Direct Program Expenditure

12% Under 2018 Budget



Year-Over-Year Residential Participation



*Includes water-saving kits (new program in 2018)

Regulatory Update

- Revised tariff and 2019-2021 budget
 - Unanimously approved by Austin City Council November 29, 2018
 - New rates effective December 31, 2018
 - Standard commercial transportation customers now eligible for rebates
- Texas Railroad Commission Appeal
 - Filed December 28, 2018
 - Prehearing Conference held February 5, 2019

A Look Forward

- Annual Report – April 30
- Transportation customer outreach
- Home Performance with ENERGY STAR off-season incentive promotion
- Sustainable Food Center Farmer's Market
- Memorial Day Appliance Alliance Events
- “Efficient Living” newsletters



There's no better time than now to save money and make better choices for the environment. In this issue of Efficient Living, Texas Gas Service brings you tips and inspiration to save money and energy this spring.

JUMP TO:

- Article: [Eight Ways to Maximize Your Efficiency](#)
- Community Involvement: [Texas Gas Service Energy Efficiency Program at Sustainable Food Center Farmer's Market](#)
- Rebate Spotlight: [Home Performance with Energy Star](#)

Questions?

