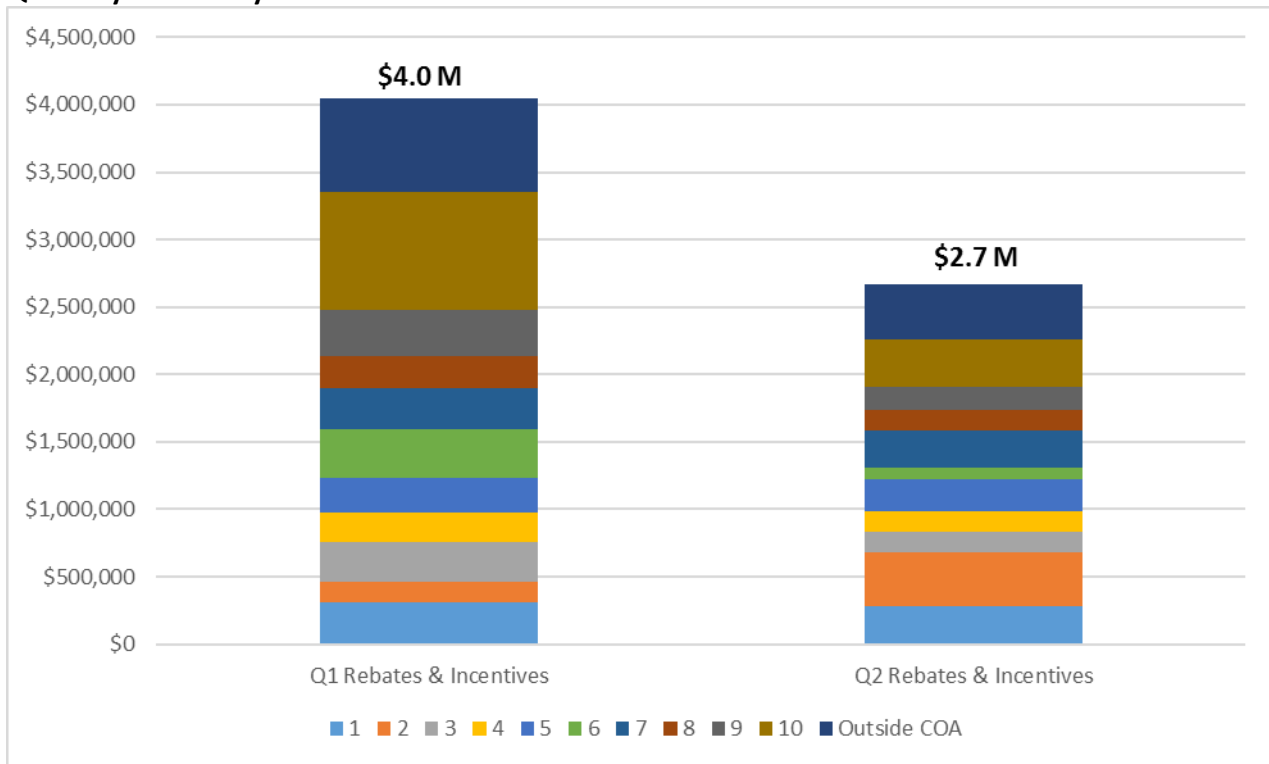


**Customer Energy Solutions
FY19 – Quarter 2 Report
As of 03/31/19**

Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 03/31/19. Dollars are unaudited.

Energy Efficiency Services

Residential Programs

AE Weatherization (WAP) – Direct Install

- WAP currently has 337 homes completed or in the pipeline for weatherization year to date.
- WAP staff has attended 43 events and provided weatherization program applications and information to 3,125 attendees.
- WAP has also begun outreach to manufactured home communities. To date, WAP outreach staff has met with 16 manufactured home communities, provided 2,591 flyers to be distributed, and provided program information to be added into the community newsletters.

Appliance Efficiency Program (AEP)

- The AEP 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.
- The program team is in the process of reconfiguring the EECF application to incorporate new HVAC measures with an Application Programming Interface (API) feature to directly communicate with the AHRI database.

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 through the Limited Time Offer that is scheduled to end on April 15, 2019.
- Home Performance is in the process of reconfiguring the program in EECF to streamline the application process. The program team is also developing a revised program handbook. The revised EECF application and handbook will be released early in the Third Quarter.
- Home Performance and the EECF team are in the process of reconfiguring the EECF application to incorporate new HVAC measures with an API feature to directly communicate with the AHRI database.
- The program team coordinated and performed an outreach event over the Holidays at one of the Thinkery's 21 and older events. EES team members interacted with more than 600 guests and shared information on our programs and energy saving tips. The program has been invited back and will be performing another outreach event on April 4th at the Thinkery 21: Superpowers event.

Strategic Partnership between Utilities and Retailers

- Ace Breed & Co has joined SPUR with lighting rebates and Wi-Fi thermostat program promotion.
- SPUR is in the process of creating a new RFP that will include new program features like instore mobile coupons that will allow customers to receive larger rebates on appliances and more.

Austin Energy All Stars Program

- Contract year two is in full swing, the student kits now include air filter whistles. This is a great product that brings awareness to the importance of changing out home air filters for air quality and energy efficiency purposes.
- Spring recruitment has begun and we have over 375 participants enrolled, the semester goal is 1,000.

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

- The program team is actively working on a reconfiguration of the EECF application and plans to have this completed prior to the contractor meetings that will be held on April 30, 2019. This streamlining of the program will reduce the processing time for both contractors and Austin Energy alike.
- Updated and clarified program requirements which are live on the website.

Commercial Programs

Commercial Rebates Program

- The program is currently working to prioritize reconfiguration efforts that will kick off after the completion of the multifamily effort.
- Partnering with the City has resulted in increased participation this quarter and we hope to continue this effort.
- Presented the Excellence in Energy Efficiency award through Building Owners and Managers Association (BOMA)/ Austin Association of Facility and Maintenance Engineers (AAFAME) luncheon to TIG properties.
- Working to refine our outreach and marketing efforts.

Demand Response Programs

Power Partner Thermostat

- 700 thermostats were enrolled in demand response this quarter.

- Two additional Power Partner vendors to the program along with the two current vendors. This will allow new thermostats and other potential demand response devices to curtail this summer.

Load Coop/Automated Demand Response (ADR)

- Re-signed DR Consultant for assistance in performing DR audits, program recruitment, event/program analysis, etc.
- Austin Energy DR staff successfully tested new VEN at a customer's site. Currently working on adding 6 more VENs that will add this customer's 9 stores to AutoDR this brings the total number of buildings under ADR control to approximately 65.
- AE is scheduling customer meetings for high-level DR audits and discussion of DR performance, as well as educating and recruiting into AutoDR. 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 32% of the way to goal with two new projects scheduled for next quarter.

Energy Conservation Audit and Disclosure (ECAD)

- Process change forthcoming for all ECAD sectors to be in one secure online processing system (EECP) which also houses our rebate programs. This will help with compliance tracking and storing audits.
- Currently working on migrating Historical Audits into EECP.
- Multifamily Audits are being configured to be in EECP.
- Compliance cycle has begun for the Commercial sector – letters have been mailed out.

Shared Services

- For Customer Information Group Fiscal YTD
 - 3,882 total number of rebate enrollments processed
 - 4,877 total number of significant customer related phone and email inquiries

Customer Renewable Solutions

Residential Solar Incentives

- To date, over 3,000 low-income households have benefitted from AE's solar incentives, including 1.4 MW-ac installed on multifamily affordable housing properties, 1.3 MW of community solar dedicated to CAP participants, for a total of approximately \$3 million in incentives.

Green Choice

- Spring GreenChoice marketing and Customer Service Representative campaign started mid-March

Community Solar Program

- Finalizing agreement with Department of Aviation to develop community solar project on new parking garage at ABIA.

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 Professional Development Seminars on the topics of Cultural Preservation, Transportation – Mobility Revolution, Landscape Ecology, and Biophilic Design with international speaker Amanda Sturgeon
- 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)
- Began offering LEED, SITES and WELL-specific continuing education (CE) Hours for LEED AP with specialty, SITES AP and WELL AP
- Invited panelist at the UT Energy Week “The Future of Building Energy Efficiency: Smart Building or Building Smart” by the University of Texas Student Chapter of ASHRAE
- Represented Austin Energy Customer Energy Solutions programs to the community at the annual Mueller Tower Lighting, a BisNow event on the Future of Downtown Austin, Green Holiday event and Science Fest
- Sponsored the ReVerse Pitch competition in collaboration with other City of Austin departments to support innovation programs that help turn valuable waste materials into raw materials for new or expanding social enterprises
- Attended the Congress for New Urbanism Annual Luncheon and Project Drawdown Simulcast hosted by the Office of Sustainability
- Hosted Green by Design workshops for the general public and industry professionals to learn how to buy, build or remodel green
- Created and hosted a new Site Superintendents & Subcontractors class in collaboration with the HBA of Greater Austin

Single Family Rating

- Rated 371 homes in the Austin Energy service area and an additional 96 homes in the surrounding area outside of Austin Energy service
- 53% of the 371 AEGB rated homes are in SMART Housing developments in the Austin Energy service area

Multifamily Rating

- Awarded ratings to SMART Housing developments: 4-star rating to B Austin – A SAMdorosa Communities Project, 16 units; 3-star rating to Garden Terrace Phase 3, 20 units; 1-star ratings to Villages at Fiskville, 172 units and La Madrid Apartments, 95 units

- AEGB Multifamily Customers earned points for participating in other CES programs: 1 project enrolled in Green Choice and included EV charging, 2 projects participated in the AE Solar rebates program

Commercial Rating

- Awarded 4-star ratings to Mueller Diamond, Texas Mutual Insurance, Austin Habitat for Humanity ReStore and Headquarters, Mueller Cinema Alamo Drafthouse and the Oracle Waterfront Phase I. Awarded 3-star ratings to 801 Barton Springs (WeWork) and Mueller Cinema Tenants. Awarded 2-star rating to Shoal Creek Walk. Awarded 1-star ratings to Cirrus Logic Phase II, Skylofts in west campus and Banger's Sausage House expansion.
- AEGB Commercial Customers earned points for participating in other CES programs: 2 projects enrolled in Green Choice, 1 project participated in the AE Solar rebates program, 2 projects are connected to AE district cooling through the Mueller and the Downtown District Energy Plants

Integrated Modeling Incentive

- Engaged ABIA New Information and Technology Building and Austin Energy Headquarters through Q2FY19 in addition to the five active projects in the design incentive process
- Approved two new qualified Energy Consultants for a total of 27 consultants from 19 firms