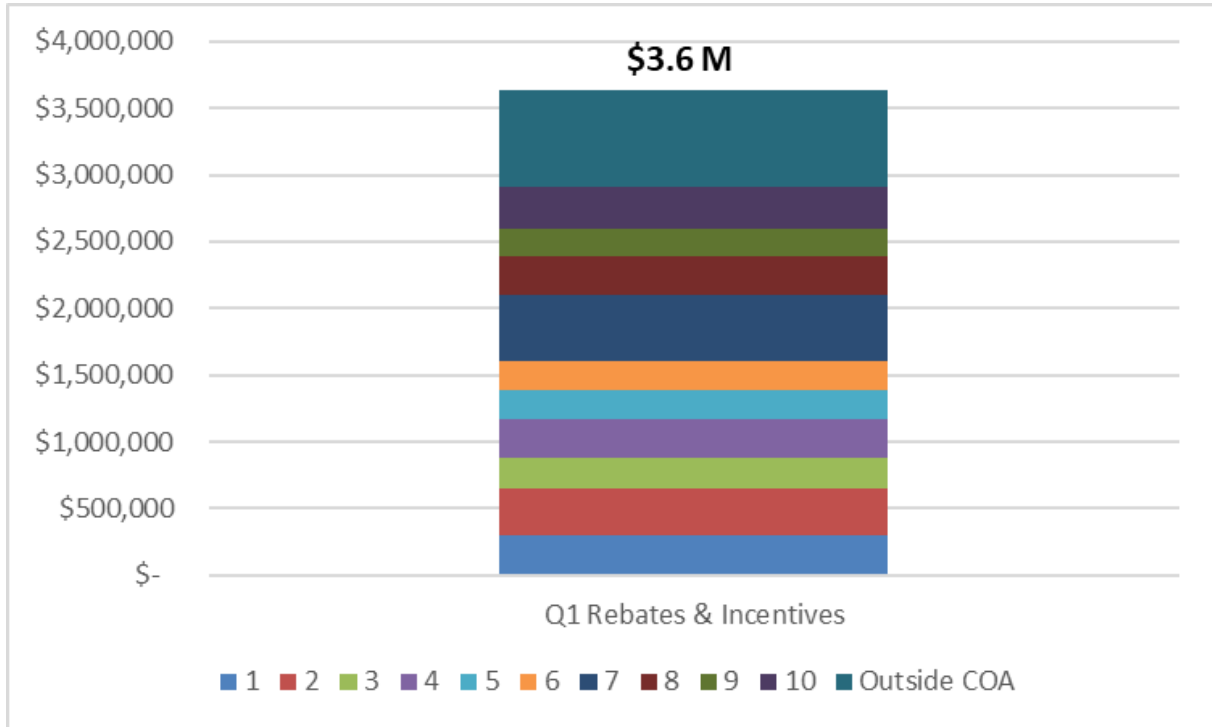


**Customer Energy Solutions
FY20 – Quarter 1 Report
As of 12/31/19**

Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 09/30/19. Dollars are unaudited.

Energy Efficiency Services

Residential Programs

AE Weatherization (WAP) – Direct Install

- 27,000 brochures mailed out in October 2019.
- Outreach staff attended 8 community events and 4 food bank events to market program to potential customers.
- Currently have 153 homes completed or in the pipeline for weatherization.

Appliance Efficiency Program (AEP)

- The AEP program team worked with the Power Partner team to update and revise the smart thermostat website pages. The revisions help customers better understand the two rebate offerings and differences between the smart thermostat purchase and install rebate and enrolling in the Power Partner Program.
- 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.

Home Performance w/Energy Star (HPwES)

- The program team helped coordinate and participate in the Thinkery's 21 Jingle Booze holiday event. The Thinkery sold over 650 tickets and the EES team members interacted with numerous guest and shared information on our programs and energy saving tips. We had interactive displays and games for participants that included but not limited to virtual reality, energy generating bicycle, and bean bag toss.
- The Home Performance team completed the revised EECF configuration and spent the last quarter training the participating contractors and internal staff on the new configuration and handbook requirements. The revised configuration and handbook are scheduled to go into effect in the spring of 2020. Additional internal and external training sessions are scheduled in advance of the new program launch.

Demand Response Programs

Power Partner Thermostat

- 997 thermostats were enrolled in demand response this quarter
- Co-marketed with vendors offering Black Friday and holiday deals to increase enrollments for the months of November and December
- Increased Demand Response rebate incentive to \$130 per device through January for increased enrollment after holiday sales

Load Coop/Automated Demand Response (ADR)

- 2019 Scorecards were distributed to customers after season participation was evaluated
- Final bill credits were issued based on customers' earned incentives from their Load Cooperative participation.
- Implemented new Demand Response Automation Server (DRAS)
 - Made new configuration changes to Energy Profiler Online (EPO) in order to achieve integration between EPO and DRAS
 - Successfully repointed communication connections between new DRAS and all existing field devices (Virtual End Nodes).

Water Heater Timers

- The program is 29% of the way to goal with after installing 446 timers.

Green Building

Awards

- Honored by [HIVE 50 Innovation in Housing](#) as "The Pioneer"

Outreach

- Collaborated with Zpryme on our annual Community Celebration which featured an announcement of the new AEGB logo that will roll out throughout the fiscal year
- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation
- Celebrated B Austin Community (4-star) for receiving a HIVE 50 Innovation in Housing honor as "The Placemaker" and an Austin Green Award along with Texas Mutual Insurance
- Facilitated a panel discussion on Restroom Redesign at Austin Design Week
- Hosted off-site presentations for Development Services Division, Storybuilt (formerly PSW) and a local

- Girl Scout Troop, which included a tour of a 5-star rated home
- Presented Green MLS class to local realtors
- Attended USGBC Greenbuild 2019 conference
- Coordinated monthly Professional Development Seminars on the topics of Waste Management that included a tour of Recon Services & 3B Automated Recycling, and Fire and Flood Resilience

Single Family Rating

- Awarded ratings to 127 homes of which 65% are in SMART Housing developments
- Awarded ratings to an additional 73 homes in the surrounding area outside of Austin Energy service

Multifamily Rating

- Awarded ratings to SMART Housing developments: 2-star rating to Pathways at Chalmers Court, 86 units; 1-star rating to Nightingale at Goodnight Ranch, 174 units. Awarded 1-star rating to The Copeland, 328 units.
- AEGB Multifamily Customers earned points for participating in other CES programs: 1 project participated in the AE Solar program

Commercial Rating

- Awarded 4-star rating to Next Door Creative. Awarded 3-star rating to Third + Shoal. Awarded 1-star rating to Domain Place.
- AEGB Commercial Customers earned points for participating in other CES programs: 2 projects enrolled in Green Choice, 1 project included EV charging, and 1 project connected to AE district cooling through Downtown District Energy Plant.

Integrated Modeling Incentive

- Engaged HEB Austin 8, ABIA New Information and Technology Building, and Austin Energy Headquarters in addition to the four active projects in the design incentive process
- Approved qualified Energy Consultants for a total of 24 consultants from 18 firms

Customer Renewable Solutions

Residential Solar Incentives

- | | | |
|--------------|--|--------------------|
| • 10/2/2019 | UT Retired Faculty Staff Association | Solar Education |
| • 10/11/2019 | Tetra Tech Central Asia Study Tour | La Loma Tour |
| • 10/16/2019 | East Cesar Chavez Neighborhood Association Program | Program Outreach |
| • 10/17/2019 | Austin Forum on Technology & Society | CES Outreach |
| • 10/19/2019 | Community Connections | Corporate Outreach |
| • 11/1/2019 | ACC Energy Advisory Committee | Volunteering |
| • 11/18/2019 | Meals on Wheels | Volunteering |
| • 11/25/2019 | Galindo Neighborhood Association | Program Outreach |
| • 12/5/2019 | Thinkery21: Jingle Booze | Program Outreach |
| • 12/6/2019 | TREIA Webinar: Community Solar | CES Outreach |
| • 12/7/2019 | Coats for Kids | Volunteering |
| • 12/12/2019 | Amazon Lunch and Learn | Program Outreach |
| • 12/16/2019 | Meals on Wheels | Volunteering |

Commercial Solar Incentives

- Construction began on the largest Commercial solar installation to date at 999kW-ac

Green Choice

- Between Oct. 28-Nov. 22 Austin Energy Customer Care representatives enrolled 170 new GreenChoice® customers through our Green Choice Fall Campaign.

Community Solar Program

- Finalized PPA contract and began construction on third community solar project at ABIA. The project will add 1.5MW to the community solar portfolio.
- Ongoing meeting with Commissioner Working Group to address providing solar products to underserved customers. Exploring options for utility controlled community solar additions on the distribution grid.