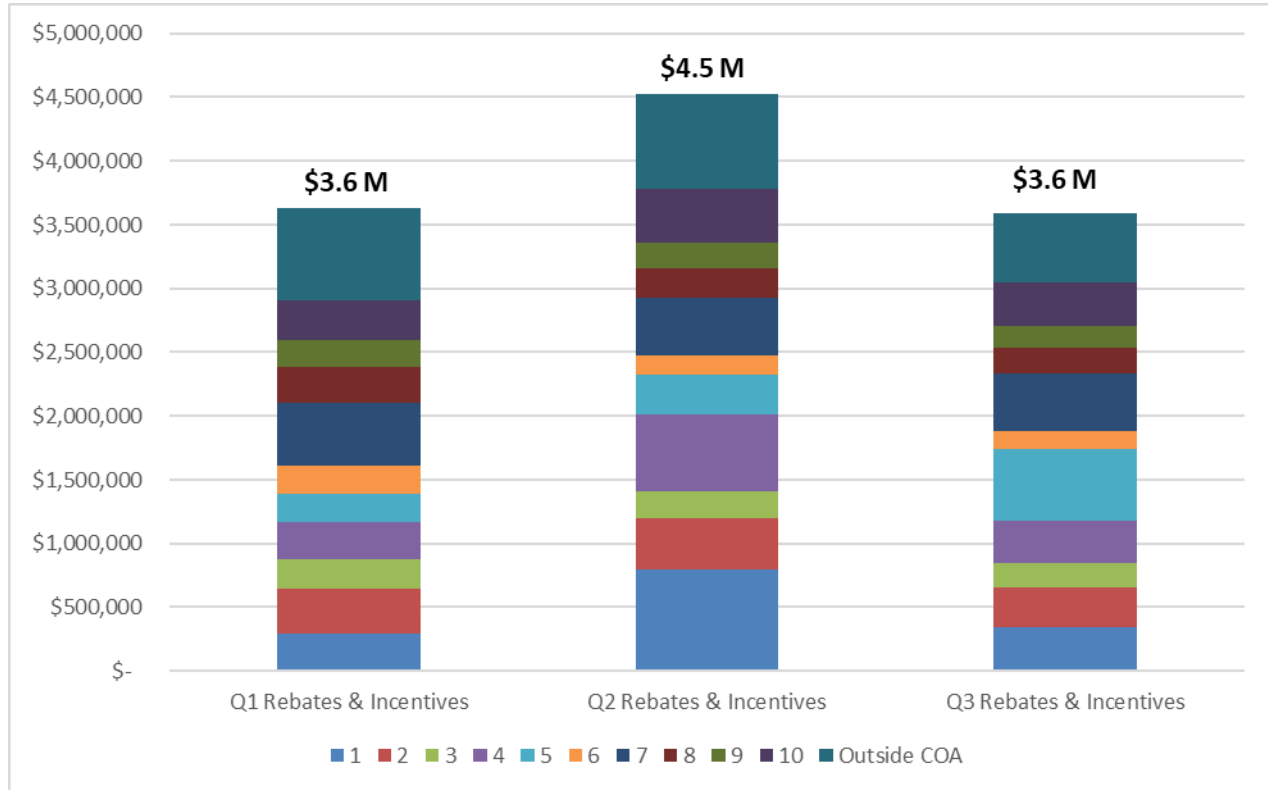


**Customer Energy Solutions
FY20 – Quarter 3 Report
As of 06/30/2020**

Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 06/30/20. Dollars are unaudited.

Energy Efficiency Services

Residential Programs

AE Weatherization (WAP) – Direct Install

- Program to be relaunched in July.
- Currently 159 homes are completed, with another 102 in pipeline or to be assigned.
- Working with the North Lamar Mobile Home Park to potentially weatherize homes of residents.

Appliance Efficiency Program (AEP)

- The program was able to continue operating through the COVID-19 stay at home order. The program has observed a slight decrease in participation, but has remained relatively steady.
- The program team is planning website updates for implementation in the fourth quarter of FY20.

Home Performance w/Energy Star (HPwES)

- Due to COVID-19 the program marketing and outreach was suspended with the exception of the program website. The program marketing budget was diverted to the broader Austin Energy messaging of the utility's response to COVID-19. The program anticipates resuming limited program marketing in the fourth quarter of FY20.

- Due to COVID-19, the program's new handbook and EECF configuration was not launched as planned in March of FY20. The program is monitoring the situation and will attempt to launch the new program at the start of FY21.
- Despite COVID-19 the program was able to continue operating throughout the stay at home order. The program observed about a 30% drop in participation from the start of the stay at home order in March, but anticipates an increase in the fourth quarter of FY20.

Demand Response Programs

Power Partner Thermostat

- 1,160 thermostats were enrolled in demand response this quarter.

Load Coop/Automated Demand Response (ADR)

- Trained AE staff on calling DR events with new DRAS.
- Received approval on incentive structure updates.
 - Gives our customers more budget certainty when estimating expected incentive.
 - Gives AE greater flexibility on calling DR events.
- Scheduled coaching sessions with existing and potential participants.

Water Heater Timers

- The program remains at 78% of the way to its MW goal due to COVID-19 and mandates to prevent its spread.

Green Building

Awards

- Honored by [HIVE 50 Innovation in Housing](#) as "The Pioneer"
- City of Austin honored by Green Builder Media as Sustainable City of the Year with specific recognition to Austin Energy Green Building
- Represented Texas Mutual Insurance (4 Star and LEED Gold) receiving the 2019 Building Health Leadership Award at Greenbuild
- Recognized as part of [Green Business Certification, Inc.](#) (GBCI)'s 2019 class of LEED Fellows

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 Texas Mutual Insurance (4-star and LEED Gold) receiving an [Austin Green Award](#) for Project of the Year and B Austin Community (4-star) receiving a [HIVE 50 Innovation in Housing](#) honor as "The Placemaker"
- Organized an Austin Design Week "Make Space" event, facilitated the panel discussion and led a tabled design challenge on Restroom Redesign to promote inclusivity
- 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, American Youthworks and the Carpenter's Apprenticeship Program on the Future of Green Jobs, The Four Seasons Residents and Young

Professionals on Designing for Plant-Based Diets, USGBC Equity Summit, AIA Texas COTE Climate Action Plans and the Carbon Leadership Forum's Austin's Climate Plan: The 2020 Revision

- Participated in the Sustainable Buildings Community Workshop hosted by the Office of Sustainability, the AI/ML for Social Good Project Design Workshop hosted by UT Austin and the City of Austin and the AIA Austin Allied Member Roundtable tour of Gensler
- Hosted Green MLS classes for local realtors presented by Marc Richmond
- Attended USGBC Greenbuild 2019 conference, spoke at the "Future of LEED" session and attended the LEED Committees meeting
- Coordinated monthly Professional Development Seminars on the topics of Waste Management that included tours of Recon Services & 3B Automated Recycling, and Fire and Flood Resilience, tours of Austin Central Library, Talk the Walk, Building Industry Equity, Grid Connections, Regional Resiliency and Wood Innovations
- Converted all live seminars to online events which resulted in nearly doubling attendance and provided recordings to all registrants not on the live call for viewing at their convenience
- Pivoted all residential rating inspections to virtual calls. Published a LinkedIn video story featuring a customer which led to a front page feature on the APPA Public Power Daily
- Conducted a survey of Commercial and Multifamily rating participants to gather information that will inform rating recognition and celebration offerings
- Recognized an AEGB Commercial Rating achievement through a plaque presentation ceremony for Next Door Creative

Single Family Rating

- Awarded ratings to 566 homes of which 62% are in SMART Housing developments
- Awarded ratings to an additional 361 homes in the surrounding area outside of Austin Energy service
- Launched new 2020 rating version and innovation guide

Multifamily Rating

- Reported 12 projects through Q3 of FY20
- Awarded ratings to SMART Housing developments: 5-star rating to The Jordan at Mueller, 132 units. 3-star rating to Works at Pleasant Valley Phase II, 29 units; Housing First Oak Springs, 50 units; 2-star rating to Pathways at Chalmers Court, 86 units; 1-star ratings to Nightingale at Goodnight Ranch, 174 units, Goodnight Commons, 304 units and Aria Grand, 70 units. Awarded 2-star rating to Gencap Estancia, 320 units; Domain L, 181 units. Awarded 1-star ratings to The Copeland, 328 units; Saint Mary, 240 units; Flatiron Domain, 364 units.
- AEGB Multifamily Customers earned points for participating in other CES programs: 2 projects participated in the AE Solar program
- Launched new 2020 rating version and innovation guide

Commercial Rating

- Reported 19 projects through Q3 of FY20
- Awarded 4-star ratings to Next Door Creative and 70 Rainey Street, 197 units. Awarded 3-star rating to Third + Shoal. Awarded 2-star rating to Austin Proper Hotel and Residences, 120 units and Lakeline Montessori School. Awarded 1-star ratings to the Church of Scientology, Domain Place, Paloma Ridge Buildings A & B, Schwab-AUS2, Schwab-AUSA, HPI Domain Office, Metric Industrial, Cava Domain, Dos Salsas Restaurant, Autograph AC Collection Hotel and The Villas at Nueces, 99 units. Reported LEED projects: Austin Film Society-Armory Building, ABIA Terminal Expansion & Improvements, Domain 12.
- AEGB Commercial Customers earned points for participating in other CES programs: 3 projects enrolled in Green Choice, 3 projects included EV charging, and 2 projects connected to AE district cooling through Downtown District Energy Plant.

Integrated Modeling Incentive

- Conducted a focus group through a third-party to gather information that will shape the future of program
- 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
- Added 4 new approved qualified Energy Consultants for a total of 29 consultants from 23 firms

Electric Vehicles & Emerging Technologies

Project Highlights

- DC Fast Stations - 26 new DC Fast stations (up to 430 miles of range per hour) are being deployed to enable EV corridor traffic and ride-hail/taxi electrification while complimenting the current 969 (at 274 locations) Level 2 charging ports. 20 of these new DC Fast stations are supported by Texas TCEQ Alternative Fuels grants.
- Energy Storage & PV Solar Integration - Austin SHINES Project is fully deployed and findings reports have been submitted to \$4.3M grant-funding partner, US. Department of Energy, for final review. The goal of the project is to optimize the value stream for solar and energy storage integration (to include vehicle-to-grid) with a business model developed for grid, commercial, and residential applications.

Customer Renewable Solutions

Outreach Events

- 6/13/2020 Windsor Park Neighborhood Association Presentation Virtual

Residential Solar Incentives

- # of Projects Completed: 237
- \$ Rebates Paid: \$886,570
- kW-AC: 1,580
- In April, we added another 214.47 kW-AC to the shared solar pilot on the Goodrich Pathways MFAH complex.

Commercial Solar Incentives

- # of Projects Completed: 13
- \$ Rebates Paid: \$557,133.97
- kW-AC: 163

Green Choice

- Res: 18,468 customers
- Comm: 1,227 customers

Community Solar Program

- Res: 167 customers
- CAP: 163 customers