

Austin Energy Weatherization Programs

For Limited Income Customers

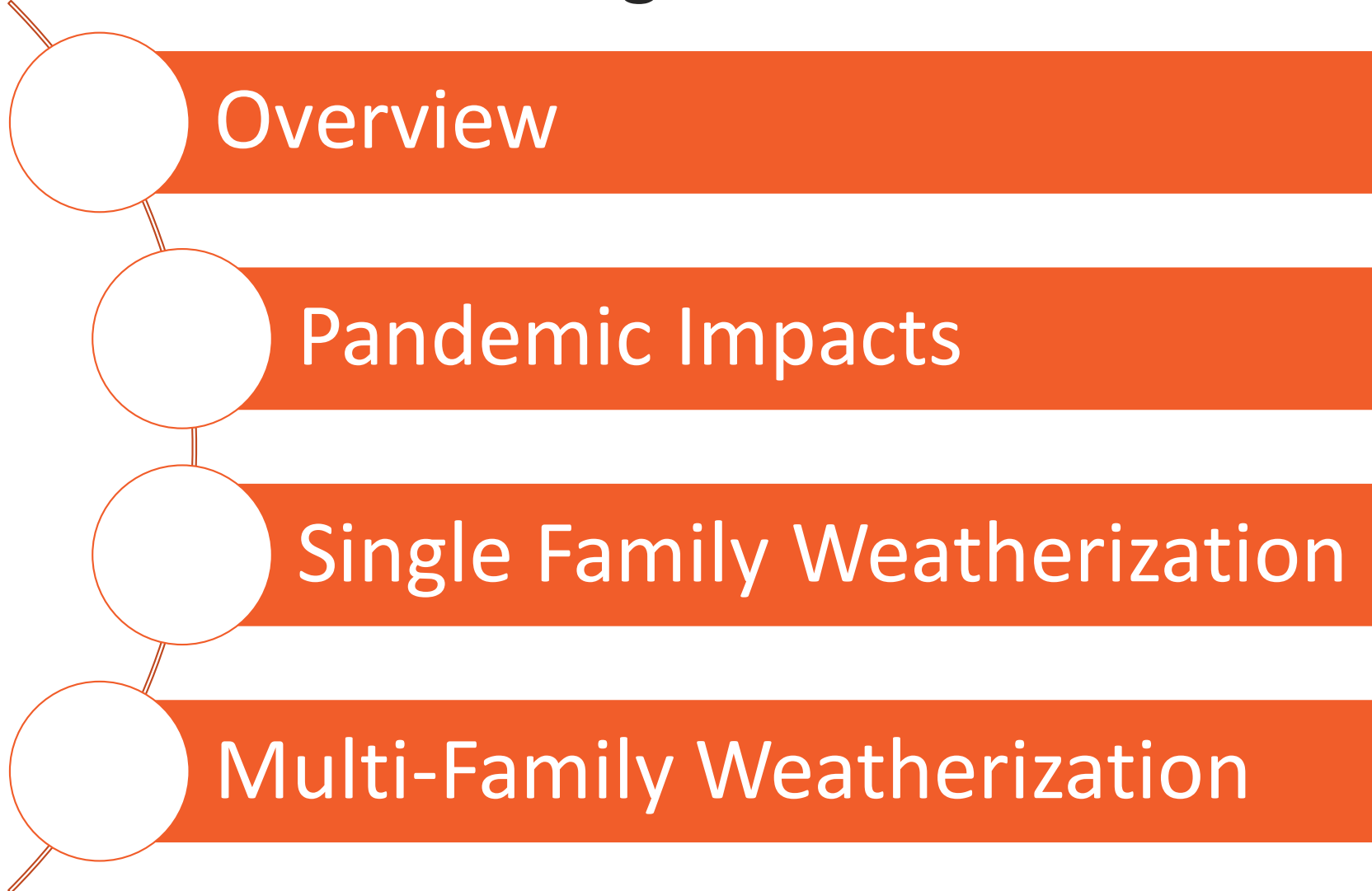
November 17, 2020

Resource Management Commission

Debbie Kimberly, Sarah Chatterjee, Terry Moore & Manny Garza



Agenda



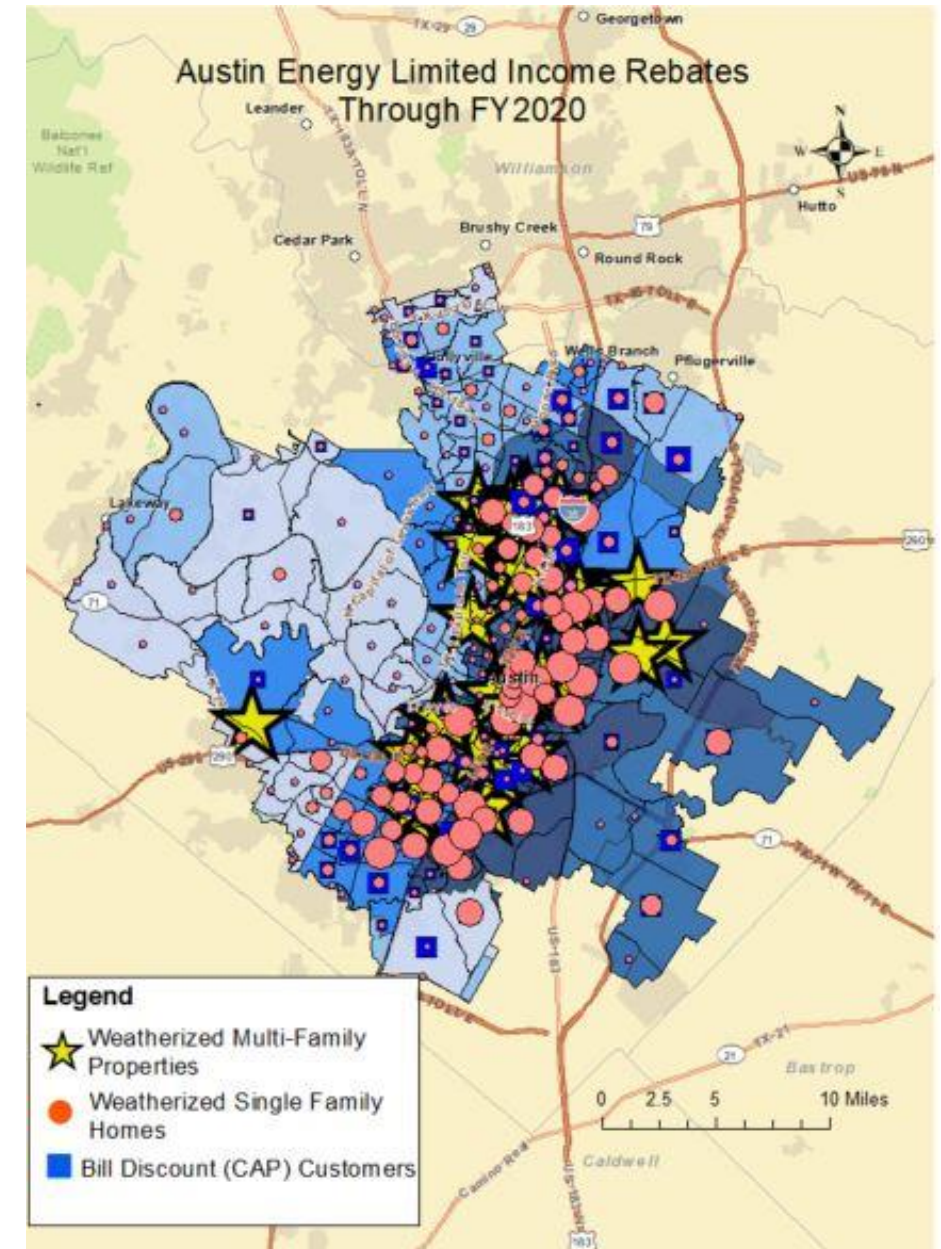
Weatherization Programs

Cumulative Overview

- Programs have served customers for over 38 years
- Over 20,000 unique single family homes and 12,000 apartments weatherized at *no cost* to customer/owner
- 137,000 apartments weatherized in standard program
- Focus on continuous improvement and inclusion

Augmented annually by*

- ~187,500 point of sale discounts at 70 retail locations
- 4,800 education kits to Title 1 students
- 1,376 S.M.A.R.T. units
- Energy alerts
- Solar for limited income customers



*FY20 unaudited

Weatherization Measures

Energy
Assessment

Attic
Insulation

Home
Envelope
Sealing

Duct Sealing /
Replacement

Solar Screens

Smart
Thermostats

Energy Star
Appliances

Lighting

AC Tune-Up

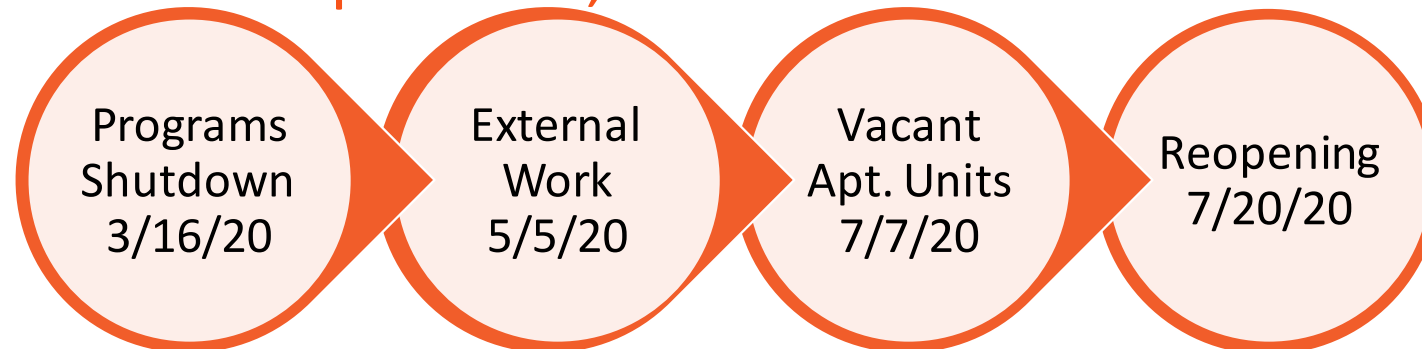


Partner with Neighborhood Housing, Home Repair Coalition

Pandemic Impacts



- Health and safety of customers, employees and contractors is essential
- Unable to weatherize interior spaces for 4 months
 - Early FY20 multifamily results helped
 - Used time to focus on program enhancements, order PPE, update field procedures
- Virtual inspections, benefits



Weatherization Program Criteria

- Energy Star Program
- Home size of $\leq 2,500$ sq.ft.
- Home value of $\leq \$300,000$
- Up to \$7,500 of free home improvements
- Single Family to Four-Plex/Condo/Mobile Home
- Owner or Renter



Over 60% of our
residential
customers rent



Weatherization Program Enhancements

- Enhanced Eligibility = Increased Inclusion

	FY20	FY21
Income Threshold	200% FPL*	80% MFI**
Income Amount***	\$52,400	\$78,100
Application	Multiple pages	1 page
Income Verification	Income Documentation Required	Self Attestation

* Federal Poverty Level

** Median Family Income

*** Family of Four

- A/C Rebate & Loan Changes

- Lowered qualifying credit score
- Up to \$950 rebate
- Velocity Credit Union loans up to \$10,000 at 0% interest/120 months



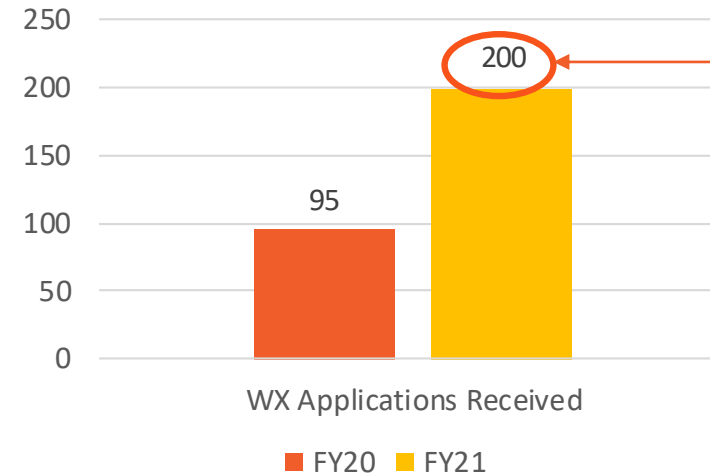
Program Enhancement Results

- **Fiscal Year 2020**

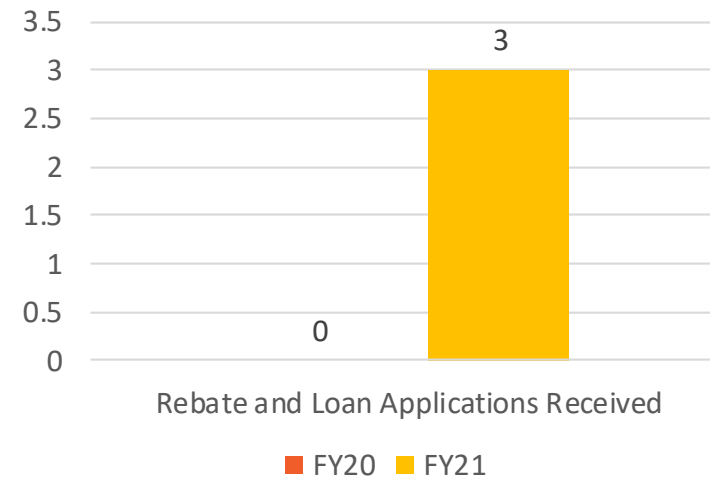
- Goal of 527 Homes
- 246 Homes Weatherized, will carry over budget to FY21

- **Fiscal Year 2021**

- Kick-off email sent
 - 200 applications returned
- Continue to receive 1 to 2 per day
- 3 Rebate and Loan applications already



In just over a month!



Eligibility enhancement created huge impact

Market What They Want

Smart Thermostats

Granite countertops of Energy Efficiency – Contractor



ecobee3 lite



NEST
Thermostat E

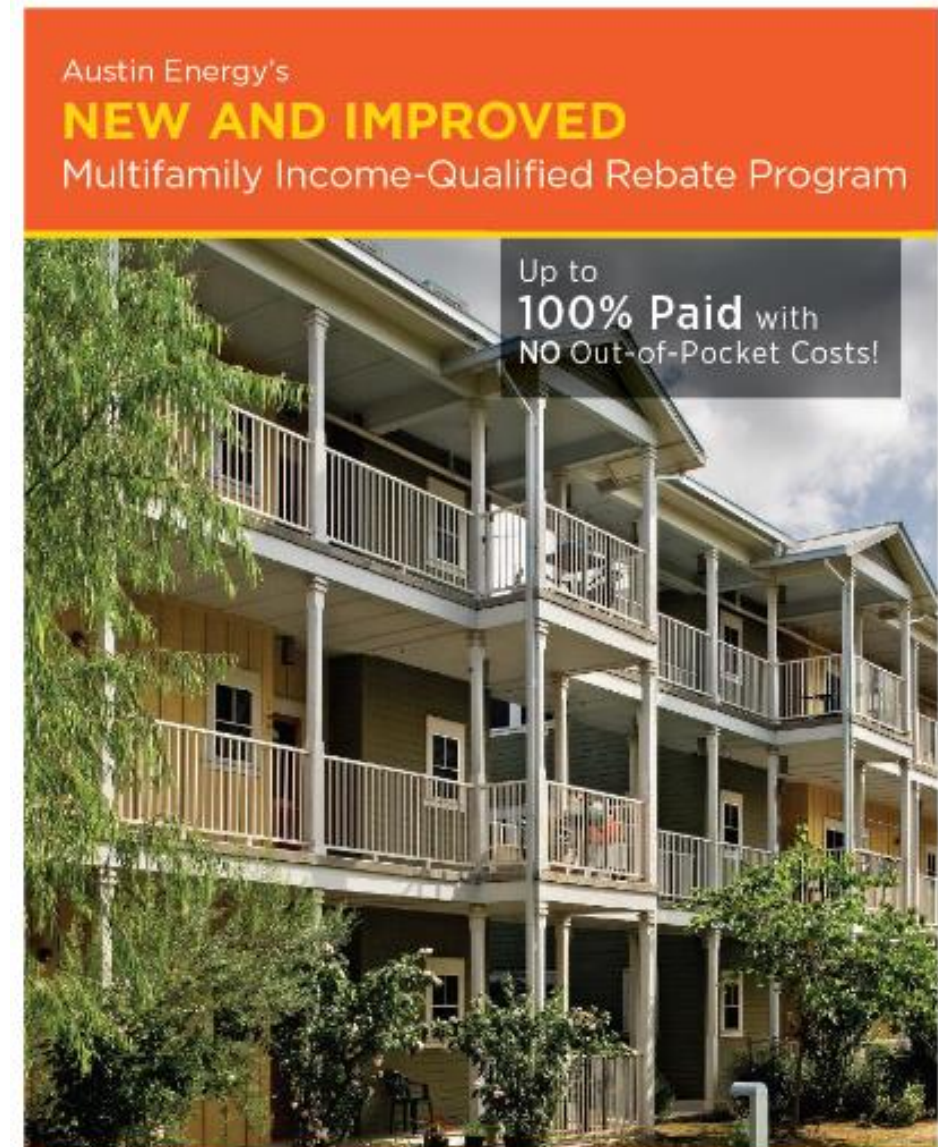


Honeywell Home
T5+ or T6 Pro

Complete the loop by educating the customer and property owner

This ensures tenants have a good experience

Provides the knowledge to self serve issues



Bundle What They Need

Lead with Dessert!

- Thermostats
- Smart Strips (Pilot)
- HVAC Tune-Up

Win-Win

Eat Your Vegetables!

- Insulation
- Solar Screens
- Plenum Remediation or Duct Seal
- Lighting



Focus on the Intent

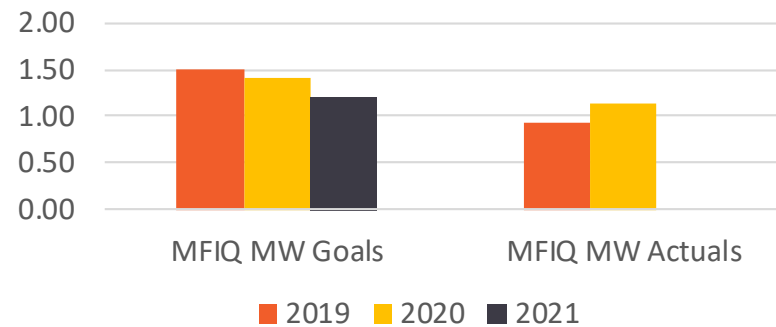
- Continue to be more inclusive
- Impact the Energy Burden
- Consider Non-Energy Benefits
 - Indoor air quality
 - Comfort
 - Convenience
 - Control
- Intentional about Reach
 - Thermostats
 - Smart Power Strip (pilot)



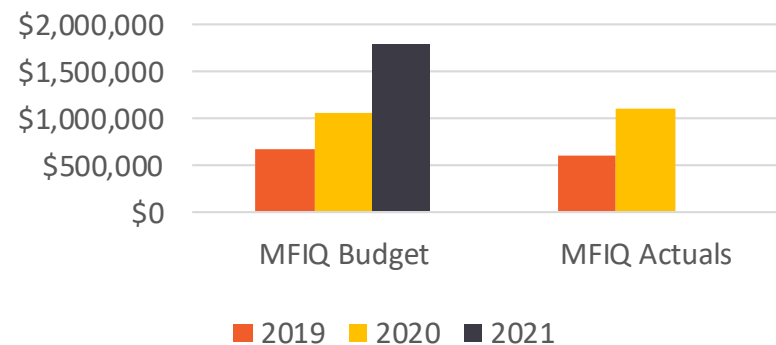
Remember the intent ... excellent customer experience

MFIQ* Overview

FY20 MW Goal	FY20 MW Actuals	% to Goal
1.41	1.13	80%



FY20 Budget	FY20 Spend	% to Goal
\$1,060,000	\$1,101,327	104%

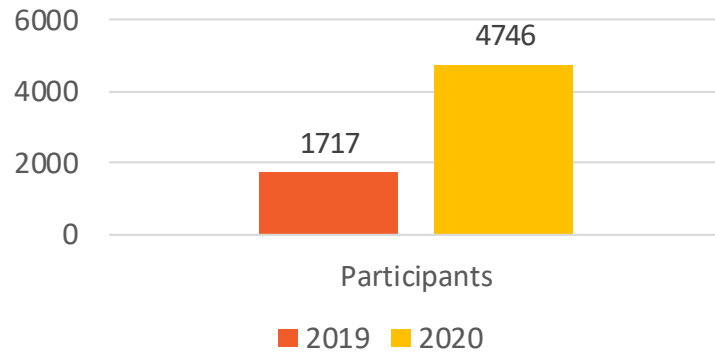


*Multifamily income qualified

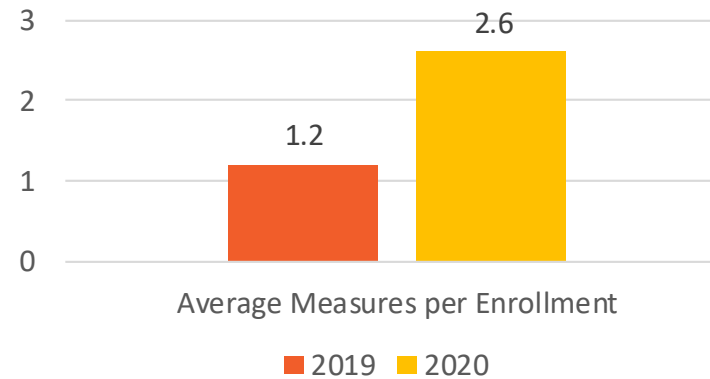
Performance Indicators

Fiscal Year 2019 versus Fiscal Year 2020

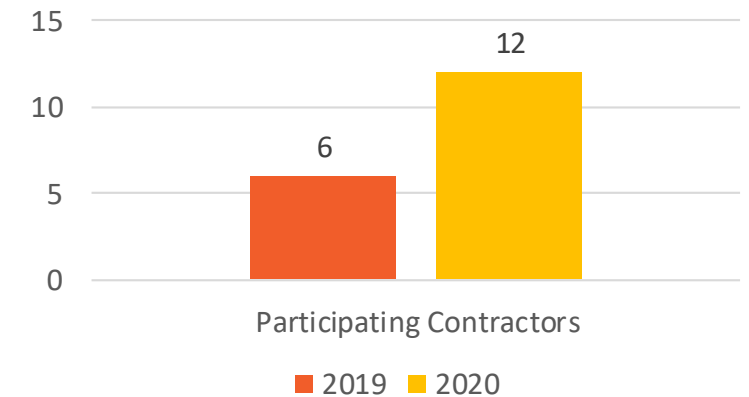
Tenant Units Served



Average Measures per Enrollment



Participating Contractors



Facilitated by Council blanket authority

Customer Feedback

• Customer Satisfaction Survey Results

- 97.9% - satisfied with weatherization program
- 97.9% - believe it is important that Austin Energy offers customers assistance with home weatherization
- 87.9% - satisfied with amount of energy savings since improvements were completed

"I was so excited when I got my first summer bill and it was cut by half!"
- Johnny L.

"I highly suggest this program to anyone who is interested in making their house more energy efficient."
- Cecilia T.

"My house runs much better since it was weatherized."
- Amy M.



In Conclusion

- Continuous improvement in Austin Energy weatherization programs
- Other programs augment
- Impacts, health and safety protocols due to pandemic
- Equity community engagement consultant retention
 - RFP developed in partnership with COA Equity Office
 - Engagement via safe channels
 - Currently being finalized by Purchasing Department



Questions?



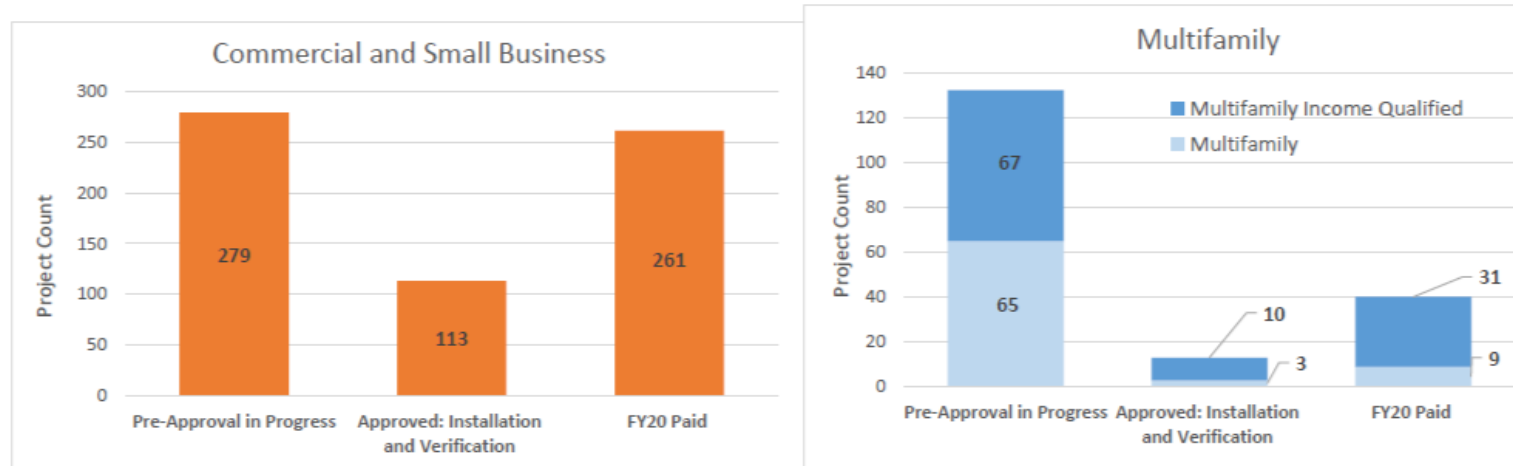
**Customer Driven.
Community Focused.SM**



Pipeline/RMC Report Review

Multifamily & Commercial Project Pipeline for Monthly RMC
10/08/2020

Figure 1: Commercial and Multifamily Project Pipeline



Project Pipeline Notes:

1. Figures includes all leads and applications, regardless of estimated rebate amount.
2. "Pre-Approval in Progress" includes: 1) customer/contractor submitted leads; 2) applications in development but not yet submitted to Austin Energy; and 3) applications submitted to Austin Energy that are under review for eligibility and approval of project scope.
3. "Approved: Installation and Verification" includes projects: 1) approved with installation underway; and 2) where installation is complete and final inspection and quality review are ongoing.
4. "FY20 Projects Paid" includes projects in which the check or payment has been distributed to the customer in FY20 (since Oct. 10, 2019)
5. In coordination with the customer and contractor, Austin Energy periodically removes leads and new applications that do not proceed to Installation.
6. **Multifamily COVID-19 Note:** Multifamily projects are allowed to proceed. Tenant approval will be obtained for all interior upgrades. Projects with proceed in phases to limit contractor time spent in tenant spaces.
7. **Commercial & Small Business COVID-19 Note:** The number of new projects received has decreased, but staff continue to process rebates payments. Inspections are proceeding with remote video software; limited in-person inspections occur when absolutely necessary.



Pipeline/RMC Report Review

Multifamily & Commercial Project Pipeline for Monthly RMC
10/08/2020

Table 1: Multifamily and Multifamily Income Qualified – Estimated RCA Project Pipeline (for estimated rebates \geq \$61k)

Program	Latest Workflow	Enrollment #	Location Name	Installation Address	Council District	Estimated kW w TDS	Estimated kWh w TDS	Estimated \$ Incentive	Measures Planned	Total # of Units
Multifamily Income Qualified	Paid	1183175, 1194862	Villas on Sixth	2011 E 6TH ST	3	32.4	150,808	\$72,850	HVAC Tune-Up and Smart Thermostats	160
Multifamily Income Qualified	Installation	1203275	Bent Tree Apartments*	8405 BENT TREE RD	10	98.3	231,788	\$82,263	Air Conditioner Replacement and Smart Thermostats	126
Multifamily Income Qualified	Installation	1190789, 1198380, 1186819	Bridge At Northwest Hills*	3600 GREYSTONE DR	10	117.1	298,917	\$186,636	Phase 1: Solar Screens (completed) Phase 2 (unoccupied) & Phase 3 (occupied): HVAC Tune-Up, Smart Thermostats, and lighting	314
Multifamily	Paid (Phase 1, 2)	1189801, 1198825, 1198322	Retreat at Barton Creek ^o	3816 S LAMAR BLVD SB	5	284.1	960,966	\$299,309	Phase 1: Low-E Windows (completed) Phase 2 (unoccupied units and exterior work) & Phase 3 (occupied units): Duct Seal & Remediation, HVAC tune-up, Smart Thermostats, Water Saving Devices, Lighting	574
Multifamily	Installation	1184360	Iron Horse Flats*	1930 W RUNDBERG LN	4	58.4	204,004	\$95,630	Lighting, Smart Thermostats, HVAC Tune-Up	200
Multifamily	Installation	1190747, 1205154	Nalle Woods	4700 N CAPITAL OF TEXAS HWY SB	10	57.0	263,247	\$98,886	Phase 1 (unoccupied) and Phase 2 (occupied): HVAC Tune-Up and Smart Thermostats	238

(footnotes located on next page)



Pipeline/RMC Report Review



MULTIFAMILY REBATE FACT SHEET

Villas on 6th St

Note: Data reflects final installation and inspection; some values may have changed since original proposal scope.

Property Name	Villas on 6th St				
Customer Name	VILLAS ON SIXTH HOUSING ASSOC				
Property Address	2011 E 6th St				
Year Built	2005				
Average Rent per Floor Plan ¹	\$1,392				
Number of Rentable Units	160				
Housing Type	136 low-income units, income level A, B Section 8 Voucher, Low Income Housing Tax Credit Program				
Water Heater Type	Electric				
Electric Utilization Intensity (EUI)	7.56				
Average Electric Utilization Intensity for cohort ²	7.67				
Project and Rebate					
Total Project Costs -	\$77,750				
Total Rebate -	\$72,850				
% of Total Construction Costs	94%				
Rebate per Unit -	\$89				
Note(s)					
Villas on 6 th is performing HVAC Tune-Ups and installing Honeywell Lyric smart thermostats for all of its tenants, resulting in an estimated \$89 in annual savings for each tenant unit.					
Project Annual Savings at 100% Occupancy					
Kilowatt (kW) Saved -	32.4				
Kilowatt-hours (kWh) Saved -	150,808				
\$/kW - Estimated	\$2,205				
Annual Dollar Savings Per Unit - Estimated ³	\$89				
Scope of Work					
Measure	Rebate Amount	kW Saved	kWh Saved	\$/kW	Annual Dollar Savings Per Unit ⁴
HVAC Tune-Up	\$46,800	18.8	72,963	\$2,165	\$43
Smart Thermostats	\$26050	13.6	77,845	\$1,917	\$46
Total	\$72,850	32.4	150,808	\$2,205	\$89
Measures Performed in last 10 years at this property		Completion Date	Rebate Amount		
Duct Remediation & Sealing		9/5/2017	\$28,371.96		
Lighting		9/5/2017	\$7,907.04		

¹ Source: CoStar

² Cohort Type is determined by the year the property is built and the heating type (either gas or electric)

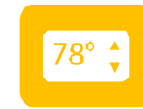
³ Calculation based on 10 cents per kWh

⁴ Energy (kWh) and dollars (\$) saved per project varies by both the size of the project and the type of heating. Projects with electric heat generally have higher savings than projects with gas heat.



Weatherization Program History

- Originally launched in 1982
- Provide assistance to low income customers
- Program has weatherized over 20,000 unique homes
- Original improvement measure was attic insulation
- Added the sealing of the home envelope/duct system and solar screens
- \$9 MM ARRA grant - added appliances (problematic)
- Total annual budget of \$2.3 MM



Current Weatherization Program

Local partnerships

- **Neighborhood Housing and Community Development**
 - Customer referrals between programs
- **Housing Repair Coalition**
 - Referrals for major home repair
- **Family Eldercare**
 - Summer Fan Drive
- **Velocity Credit Union**
 - A/C Rebate & Loan



Low Income Customer Support

