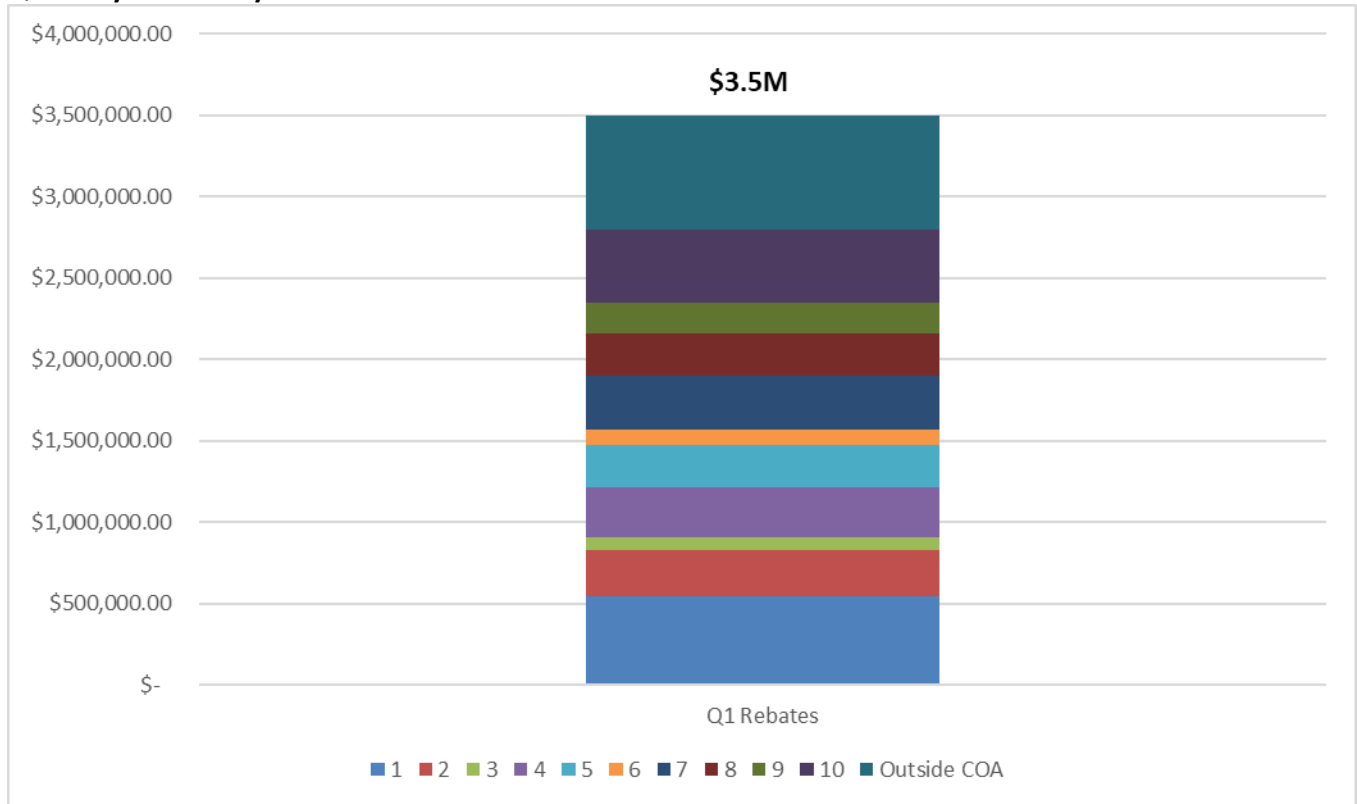


**Customer Energy Solutions  
FY21 – Quarter 1 Report  
As of 12/31/2020**

**Quarterly Rebates by District and Outside of COA**



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 12/31/20. Dollars are unaudited.

**Energy Efficiency Services**

**Residential Programs**

**AE Weatherization (WAP) – Direct Install**

- Weatherization continues to receive applications from customers interested in participating. The program currently has 209 jobs either completed or in the pipeline, with another 105 to be assigned out.

**Appliance Efficiency Program (AEP)**

- Effective October 15, 2020, website enrollment application submissions for HVAC and Variable Speed Pool Pumps was removed. Applications are required to be submitted via the backend of EECF.
- The program has extended the eligibility period from 60 to 90 days, removing the need for a 60-day waiver request.
- A 10% increase in new participating contractors in FY21-Q1
- The program has completed a total of 847 enrollments for FY21-Q1
- Total rebate amount of \$262,950.00 paid in FY21-Q1

### Home Performance w/Energy Star (HPwES)

- We launched the Limited Time Offer for FY21 that will run from 10/15/20 through 4/15/21. The Limited Time Offer includes a \$600 rebate for qualifying Rebate projects and 0% financing for qualifying Rebate & Loan projects.
- We permanently increased the Velocity Credit Union loan cap from \$15,000 to \$20,000 on 10/15/2020.
- From 10/1/2020 to 12/31/2020 the program achieved 148 projects.

### SPUR – Instant Savings

- During the holidays, we highlighted Energy Star air purifiers to support customers during the allergy/flu season and LED lighting due to the shorter days of sunlight.
- Our SPUR field representative visited over 250 sites this quarter to verify signage was up and prices were correct during the holiday season. To promote Power Partner Thermostats, he also updated all in-store signage related to the Seasonal Savings offer.
- Instant Savings was included in Marketing Communication's Energy Conservation Campaign and was advertised through web, print, digital, radio and direct emails to the customer.

### All-Stars

- Many schools in Austin Energy's territory were not sure what to expect with students toggling between in-building and remote learning for Fall 2020 and therefore were hesitant to commit to any "extracurricular" programs during this time.
- Despite the challenges due to Covid-19, All-Stars was able to achieve almost 25% of the goal this quarter with 1,209 participants.
- We are in the process of creating videos to kick off the program for those teachers that would like additional support in introducing All-Stars to their students.

### Demand Response Programs

#### Power Partner Thermostat

- Power Partner launched its annual seasonal promotion increasing the enrollment incentive per device from \$85 to \$130, running from Black Friday (11/27/20) through 1/31/21. Thanks to a large-scale marketing campaign effort comprising mass-market (and some multi-family property-specific) e-mails, advertising, social media, and in-store promotion—with some assistance from vendors and manufacturers—the promotion resulted in 922 enrollments as of 12/31/20—a 76% increase in average weekly enrollments over the four week average preceding the promotion (185 vs. 105).

#### Load Coop/Automated Demand Response (ADR)

- Assisted existing participants with AutoDR testing and implementation
  - Customers expanding their AutoDR capabilities to include additional facilities.
  - Testing for opportunities to utilize existing DR automation for new ERCOT ERS enrollments.
- Analyzed last season's customer event performance looking for growth opportunities, program expansion opportunities, and customer coaching opportunities. These opportunities are to be planned and implemented in Q2 and Q3. The analysis also included: participation rate, rebound effects, average curtailment (kW), and the total DR portfolio 4CP value. Recommendations for event calling strategy changes, and price-responsive opportunities for EMO were also considered.

#### Water Heater Timers

- There has been no new activity in the Water Heater Timer program for this quarter.

## **Green Building**

### Awards

- None for this quarter

### Outreach

- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation
- Participated in the AI/ML for Social Good Project Design Annual Symposium hosted by UT Austin and the City of Austin, the AIA Austin Allied Member Roundtable and DesignVoice events, and the Community Powered Workshop 'Just Places' event
- Presented at the USGBC Greenbuild 2020 conference
- Coordinated monthly Professional Development Seminars on the topics of the new City of Austin Permitting and Development Center including a virtual tour and a webinar on Building Materials: Health, Equity and Environment
- Launched Green Building for Site Superintendents as an online on demand test course

### Single Family Rating

- Awarded ratings to 119 homes of which 56% are in SMART Housing developments
- Awarded ratings to an additional 122 homes in the surrounding area outside of Austin Energy service
- Released Single Family Innovation Guide version 2
- Conducted Annual Extended Area Rater training

### Multifamily Rating

- Reported 4 projects through Q1 of FY21 comprising 592 units
- Awarded ratings to S.M.A.R.T. Housing developments: 1-star ratings to Bridge at Cameron, 263 units; Colorado Creek Apartments, 240 units
- Awarded 1-star ratings to Hatchery Building 5, 30 units; 1600 S 1<sup>st</sup> Street, 59 units

### Commercial Rating

- Reported 3 projects through Q1 of FY21
- Awarded 2-star rating to Colorado Tower (Third and Colorado). Awarded 1-star rating to Moontower (2204 San Antonio – Student Housing), 166 units, a S.M.A.R.T. Housing development. Reported LEED Silver project: Maravilla at The Domain (SRG Domain Living Center), 232 units.
- AEGB Commercial Customers earned points for participating in other CES programs: One project included EV charging

### Integrated Modeling Incentive

- Engaged Dell Jewish Community Center, ABIA New Information and Technology Building, and Austin Energy Headquarters in the design incentive process and will begin the post-occupancy verification phase with Holdsworth Center, Harold Court, Cambrian East Riverside and Waterloo Terrace in Q2 FY 2021.

## **Customer Renewable Solutions**

### Outreach Events

- Micah Jasuta certified as a Project Management Professional!

- Presented at National Community Solar Partnership Summit
- Participated in 2020 Texas Women’s Conference, 2020 Texas Energy Summit, and Non-Profit Board Essentials Training

#### Residential Solar Incentives

- 227 Projects Completed
- \$568,928 Rebates Paid
- 1.453 MW-AC Installed
- 2,438.110 MWh/year produced

#### Commercial Solar Incentives

- 2 Projects Completed
- \$443,936 Rebates Paid
- 0.077 MW-AC Installed
- 127.790 MWh/year produced

#### Green Choice

- 20,099 Residential customers – a total of 37,957.778 MWh
- 350 Commercial customers – a total of MWh134,855.326
- 20,449 Total customers- a total of 172,813.104 MWh

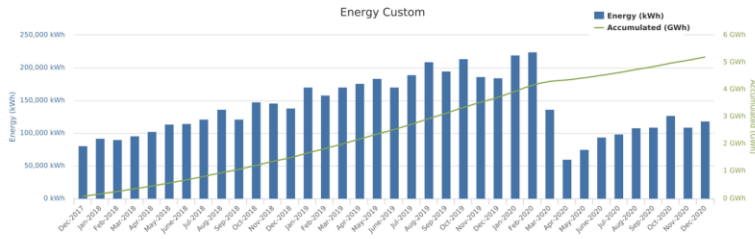
#### Community Solar Program

- 160 Market-rate customers – a total of 322,925 MWh
- 152 CAP customers – a total of 373,237 MWh
- 313 Total customers – a total of 696,162 MWh

EV Graph

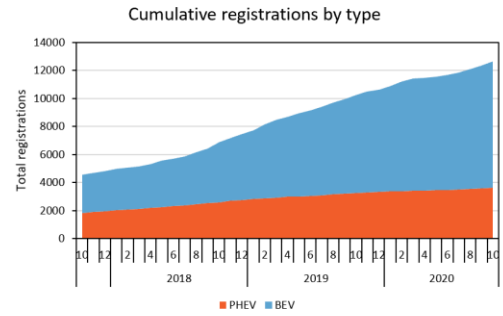
# Electric Vehicles Charging & Adoption

Plug-In EVerywhere kWh Charging  
(Monthly, 3 Year Rolling)



Public Charging: 7.47 GWh consumed through 798,095 charging sessions since 2012.

Austin Area EV Consumer Adoption  
(Monthly, 3 Year Rolling)



12,649 EVs consume approx. 38 GWh/year.  
\*Data provided from EPRI for Travis and Williamson County.

