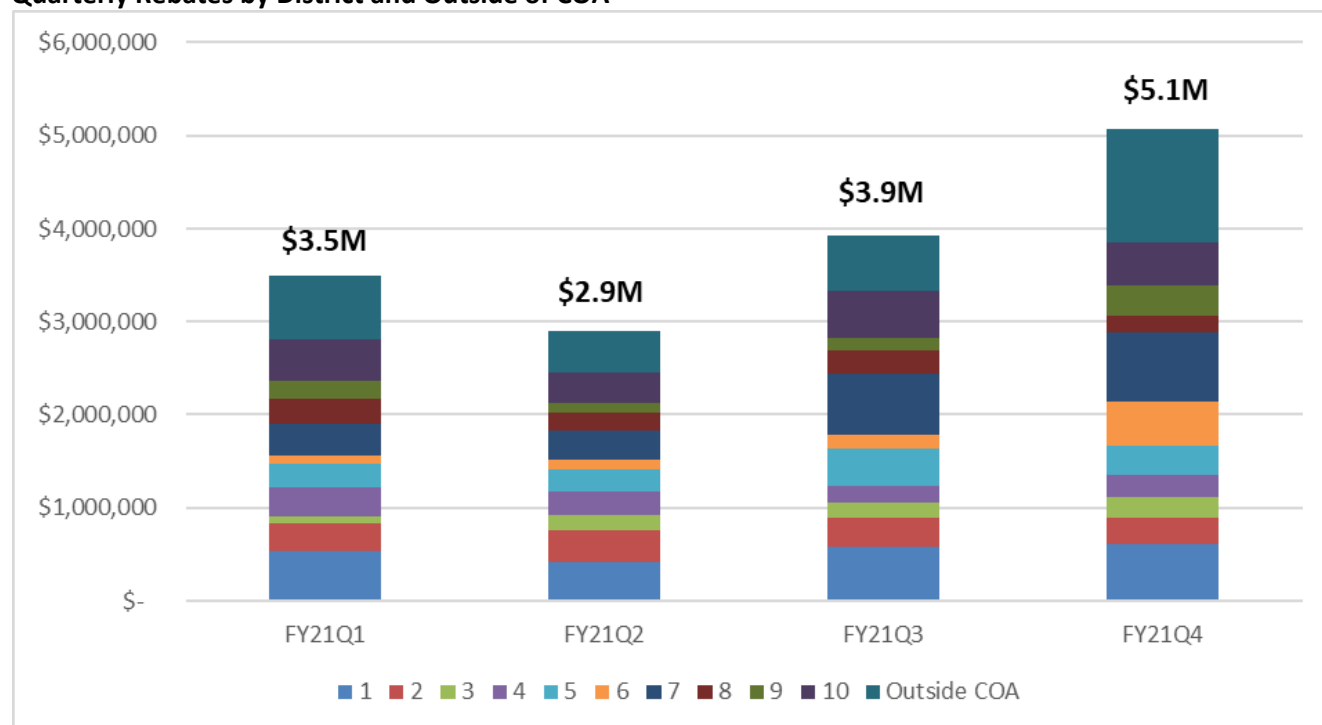


**Customer Energy Solutions
FY21 – Quarter 4 Report
As of 09/30/2021**

Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 09/30/21. Dollars are unaudited. Data is as of 09/30/2021 and is not a complete year. The complete year of data will be available in the upcoming annual report.

Energy Efficiency Services

Residential Programs

AE Weatherization (WAP) – Direct Install

- Due to the contractual nature of the program, the final completion numbers for the WAP will not be finalized until the end of October/mid-November. The program anticipates 600+ homes weatherized in FY21, compared to 246 homes in FY20. Program changes implemented for FY21 have been very successful in attracting customers for weatherization. These program changes included increasing the income requirements to 80% Median Family Income, providing a self-attestation method for income validation, and streamlining the application process in a 1 page, mobile-friendly, online application that takes only minutes to complete. In FY21, the program also added Smart Thermostats as an eligible measure.
- The Weatherization AC Rebate and Loan Program also had a banner year. In FY20, zero homes participated in this program. For FY21, program staff increased the rebates to match the HPwES program and also reduced the interest rate to 0%. As a result, 51 customers went through the Weatherization AC Rebate and Loan Program in FY21.
- Both programs face difficult barriers such as labor force, supply chain issues, and the COVID-19 pandemic. It is a testament to the diligence and innovation of the contractors, program staff, and field staff who continue to find solutions that enable the program to continue to weatherize homes in spite of these barriers.

Appliance Efficiency Program (AEP)

- For FY21 approved approximately 3,046-HVAC, 1,249-Smart Thermostat, 122-VS Pool Pump, 62-Window AC and 643- HPWH based on EECF reporting.
- The AEP program in collaboration with Green Building, are in discussions of implementing installations of Heat Pump Water Heaters in new residential construction, with approved funding.
- The successful transition of the AEP Pending Acceptance workflow step, from Shared Services to the Residential Team, with no impact to the end user.

Home Performance w/Energy Star (HPwES)

- 555 projects have been completed to date per EECF.
- Program team developed a return to in person field inspection SOP for launch in FY22.
- Developed and launched the FY22 Limited Time Offer on 10/1/21. The offer runs through 10/1/21 through 4/15/2022. The offer includes 0% financing for Rebate & Loan projects and a \$600 extra rebate for Rebate only projects. The offer also includes an extra \$100 rebate per HVAC unit, a \$50 extra rebate for solar screen installations, and the salesperson SPIFFs were increased from \$75 to \$150.

SPUR – Instant Savings

- Environmental emissions savings calculations for electric lawn equipment added to quarterly & monthly reports.
- Direct Install - Low income outreach with Foundation Communities - 10 properties received kits. Vendor: CLEAResult team did door to door distribution at 4 properties. 172 kits shipped to AE WAP customers.
- Pursuing rebate for Austin Water in SPUR program (Spring 2022 pilot for hose-end timers). Vendor CLEAResult engineering team is working with Austin Water to agree to savings calculations.

All-Stars

- To provide a different level of support to teachers who participate in the program, we created three educational videos about the topics covered in All-Stars
- Despite Covid-19's impact on staff turnover and unknown school day-to-day operation in our territory, we were able to recruit participation to meet the majority of our program goal (5,443 participants/year)

Multifamily Rebates & Multifamily Income Qualified Rebates Programs

- Added two new measures to MF programs: PTAC and Type B lighting
- Two new contactors were added to MF programs: Daniel's Plumbing and AC and Affordable AC Systems
- Limited bonus added and has been extended to the end of the calendar year.
- The program is now accepting Repeat Offender properties on a case by case basis.

Commercial Programs

Commercial and Small Business Rebates Program

- The limited time bonus of 30% over current incentive levels has been extended to FY22.
- New reports in development to target commercial customers, particularly small and medium businesses, with high energy use. Staff will target these customers with targeted marketing and remote or in-person technical assistance.
- Initial discussions underway with energy efficiency-focused lenders to determine how Austin Energy may be able to provide low-or no-interest loans for energy efficiency upgrades at commercial and multifamily buildings.

Demand Response Programs

Power Partner Thermostat

- 8,223 new smart thermostats were enrolled in the program during the 2021 fiscal year, aided by two seasonal promotions (winter and summer) that boosted the incentive amount for each device from \$85 to \$130. The total number of dispatchable thermostats currently sits at 29,198.
- Several thousand devices were dispatched during the February freeze to help reduce energy demand, marking the first time the program was deployed outside of the summer season. The program's web page and customer terms and conditions were updated to reflect possibility of conducting future dispatches under dire circumstances.
- As part of a long-term effort to expand Power Partner beyond thermostats, all necessary contractual and legal groundwork was laid to roll out an EV managed charging program in the forthcoming fiscal year.

Load Coop/Automated Demand Response (ADR)

- The Demand Response season was kicked-off on 6/9/21 with our first event of the season. We had a total of 19 events for the Load Cooperative program.
- Program capacity increased by 4.84 kW through the net addition of 12 new accounts participating in the program.
- 14 Demand Response site assessments were completed for potential and existing (AutoDR potential) participants.
- Large school district transitioned 19 accounts from manual load shed to automated Demand Response helping to maintain better consistency between events, increasing their seasonal average, and ultimately their end-of-season incentive.

Water Heater Timers

- The program installed .215 MW for the quarter

Green Building

Outreach

- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation
- Sponsored the Workers Defense Project 2021 Changemakers Virtual Luncheon.
- 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, AIA Austin Advocacy Committee, University of Texas Architectural Engineering class, Texas State Interior Design Class, AIA Austin Building Enclosure Council meeting, AIA Austin Design Excellence Conference, Development Services Department training, SPEER training, JSC/EUC/RMC meetings on energy code, Enotech Engineering Consultants training and the EPRI Conference
- Coordinated monthly online Professional Development Seminars on the topics of the new City of Austin Permitting and Development Center including a virtual tour, Building Materials: Health, Equity and Environment, Infrastructure and Public Health, Engaging Community for Equitable Development, Indoor Air Quality and Health, Healthy Indoor Environment Strategies, Building Electrification, Embodied Carbon Matters, Energy Efficiency for Older Homes and Sustainability at the Airport including a virtual tour and videos
- Hosted Green by Design Workshop – a series of three webinars that help customers learn how to build, remodel or buy green homes that improve energy and water efficiency, increase comfort and reduce maintenance. Total registrations were 499. Attendance was 137, 97 and 96 for each of the sessions.
- Created a webpage on the City of Austin PublicInput community engagement platform to gather public comments on the 2021 International Energy Conservation Code (IECC) proposed changes
- Launched 'Green Building for Site Superintendents' as an online on demand test course
- Hosted the 25th Cool House Tour, an online event, co-produced with the Texas Solar Energy Society. Because Austin Energy sponsored the anniversary year ticket costs for this annual TXSES fundraiser, registration tripled from the previous year's virtual event. Total registrations were 1038 and actual tour day attendees were 419. The event was recorded, and a link was distributed afterward to registrants. To date, the Part I recording has been viewed 175 times and the Part II recording has been viewed 113 times.

Single Family Rating

- Awarded ratings to 359 homes of which 49% are in SMART Housing developments
- Awarded ratings to an additional 575 homes in the surrounding area outside of Austin Energy service
- Released Single Family Innovation Guide version 2
- Conducted Annual Extended Area Rater training
- Registered 535 new production home projects and 28 new custom home projects in the Austin Energy Service area
- Registered 732 new production home projects and 1 new custom home project in the surrounding area outside of Austin Energy service

Multifamily Rating

- Reported 14 projects through Q4 of FY21 comprising 2,458 units and 2,893,444 square feet
- Awarded ratings to 10 S.M.A.R.T. Housing developments: 4-star ratings to Waterloo Terrace, 132 units; AHA! at Briarcliff, 27 units; 3-star rating to Clawson Ridge, 39 units; 1-star ratings to The Abali, 56 units;

Bridge at Granada, 258 units; Elysium Grand, 90 units; Creekview Apartment Homes, 264 units; The Weaver (fka RBJ Apartments), 250 units; Bridge at Cameron, 263 units; Colorado Creek Apartments, 240 units

- Awarded 2-star ratings to Trinsic Aura University Park, 380 units and Korina at the Grove, 370 units
- Awarded 1-star ratings to Hatchery Building 5, 30 units and 1600 S 1st Street, 59 units
- Waterloo Terrace installed 212 KW solar array; 2 projects included EV charging.
- Registered 29 new projects in FY21 comprising 6,170 units and 6,379,514 square feet

Commercial Rating

- Reported 29 projects through Q4 of FY21 comprising 5,830,685 square feet and 1,796 dwelling units
- Awarded 4-star ratings to Waterloo Park and Performance Venue, TA Brown Elementary School (also LEED Gold), Indeed Tower (aka Block 71), City of Austin Planning & Development Center, City of Austin Del Valle Fire and EMS Station
- Awarded 3-star ratings to Eastlake at Tillery, ABIA Career and Development Center
- Awarded 2-star ratings to 405 Colorado, Texas Association of Counties RMP, Indian Hills Phase 1, Foundation Communities' Prosper Center-South, Charles Schwab Austin Corporate Campus Building AUS 3, South Shore IV - 322 units, Republic Square (also LEED Certified), Colorado Tower (aka Third and Colorado);
- Awarded 1-star ratings to 701 Rio Grande Office, TownePlace Suites by Marriott Domain, Penn Field Office, Velocity Credit Union-Downtown Branch, Hatchery Buildings D & E, Hilton Garden Inn, Moxy Hotel Austin
- Awarded 1-star ratings to 5 S.M.A.R.T. Housing developments: Torre Student Housing - 153 units, Villas on Rio – 283 units, The Standard at Austin - 277 units, Hilltop Student Housing, 142 units, and Moontower (aka 2204 San Antonio–Student Housing), 166 units
- Reported LEED certifications: Gold to ABIA Administration Building, and Silver to Maravilla at The Domain (aka SRG Domain Living Center), 232 units.
- AEGB Commercial Customers earned points for participating in other CES programs: Four projects included EV charging, one project subscribed 100% to GreenChoice
- Registered 23 new projects in FY21 comprising 6,355,849 square feet and 2,734 dwelling units

Integrated Modeling Incentive

- Initiated the post-occupancy verification phase for all active projects: Dell Jewish Community Center, ABIA New Information and Technology Building, Austin Energy Headquarters, Holdsworth Center, Harold Court, Cambrian East Riverside, and Waterloo Terrace.
- Began evaluation and modification of the program to better serve our customers. Closed program to new project applications during this transition period.

Energy Code

- Posted 2021 IECC Proposed Ordinance changes for Residential and Commercial provisions on PublicInput.com for public comment from March 15 through April 15.
- Adopted by City Council the 2021 IECC Ordinance effective September 1, 2021
- Selected as member of Residential Energy Code Consensus Committee for development of 2024 IECC

Customer Renewable Solutions

Outreach Events

- Presented at Zpryme’s Solar Storage Fest on the topics of Solar Equity and “Austin Energized”, a creative, interactive VR/XR experience that engages middle school children on the topic of renewable energy deployment.
- Presented about Community Solar program design and subscription models at the National Community Solar Partnership’s working session.
- Discussed Customer Renewable Solutions’ program offerings at the CAP Affordability Summit and AustinCorps, a civic education and leadership development program for Austin high school students.
- Taught a Solar 101 educational course at Bluebonnet’s Electric Co-op Solar Day

Shared Solar

- The PIR for the automated billing of 6 pilot projects totaling 0.902 MW-AC of solar capacity, servicing 539 customers, installed on MFAH properties has completely launched and is successfully operating. Program development is underway, with a target launch date of Q2FY22.

Residential Solar Incentives

- 290 projects completed (24% of goal – 1200 projects)
- 2.048 MW installed (29% of goal – 7MW)
- \$722,172 distributed in incentives (29% of goal - \$2.5MM)

Commercial Solar Incentives

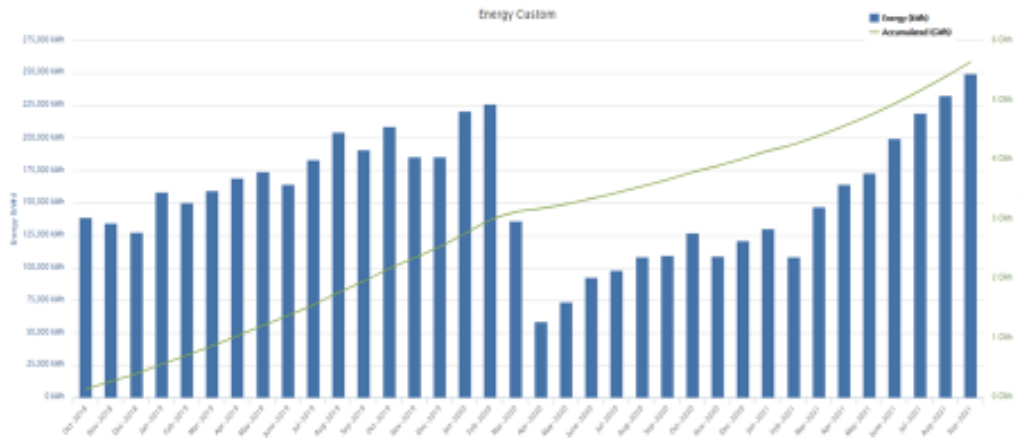
- 12 projects completed (30% of goal – 40 projects)
- 2.345 MW installed (47% of goal – 5MW)
- \$562,572 distributed in incentives (20% of goal - \$2,750,000)

Green Choice

- Austin Energy’s Subscription Programs (GreenChoice and Community Solar) ranked 4th in the category of Green Power Sales (up from fifth place last year) and 6th in the category of Green Power Customers (up from seventh place last year) in NREL’s 2020 Top Ten Utility Green Pricing Programs rankings.

Electric Vehicles Charging & Adoption

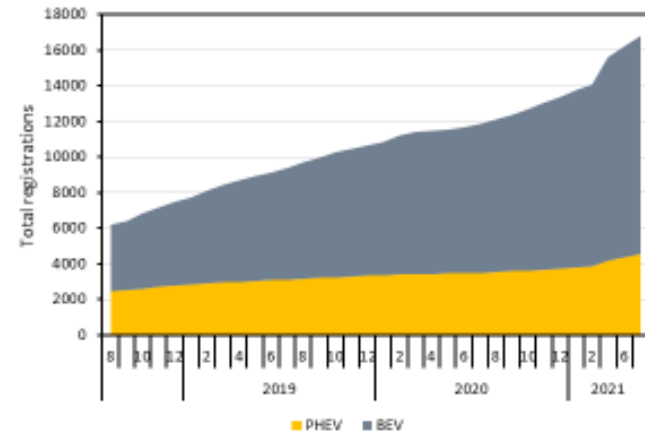
Plug-In EVERYwhere kWh Charging
(Monthly, 3 Year Rolling)



Public Charging Level 2 Energy Usage

*Data provided from ChargePoint portal.

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



16,800 EVs registered

*Data provided from EPRI for Travis and Williamson County.

