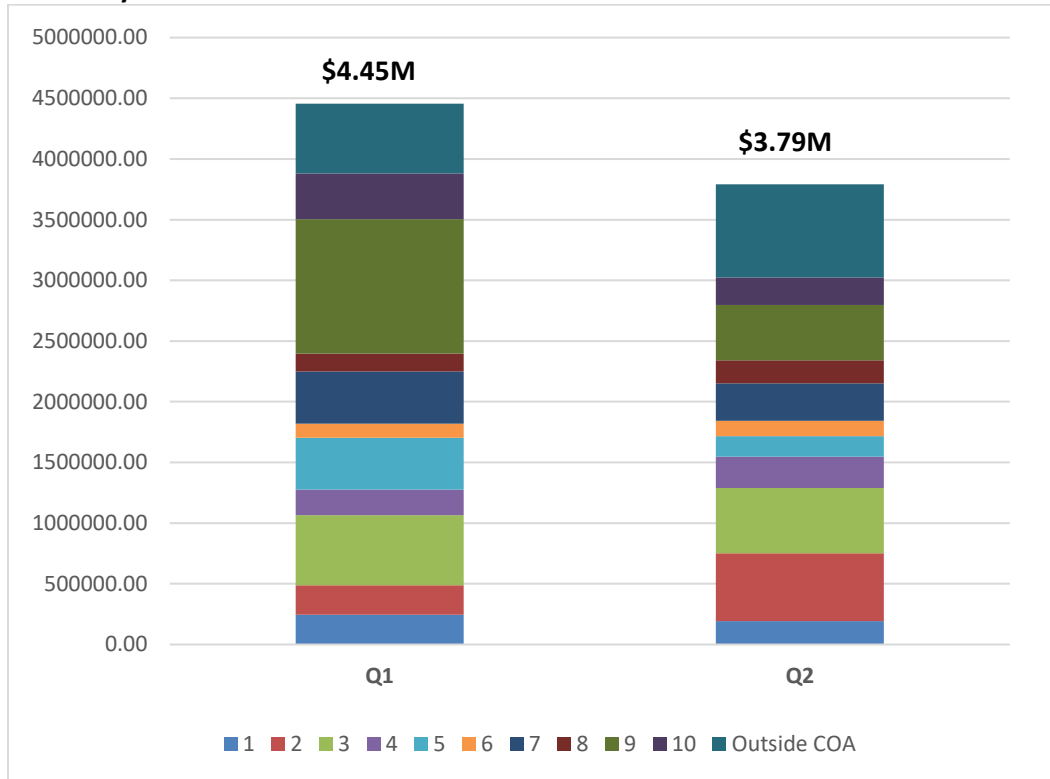


**Customer Energy Solutions  
FY23 – Quarter 2 Report  
As of March 31, 2023**

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



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of September 30, 2022. Dollars are unaudited. Data is as of **September 30, 2022** and is not a complete year.

**Energy Efficiency Services**

**Residential Programs**

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

- The program is working on implementing the new federal HVAC energy efficiency SEER2, EER2 and HSPF2 levels into the rebate processing software configuration.

**Appliance Efficiency Program (AEP)**

- The Appliance Efficiency Program implemented the new federal HVAC energy efficiency SEER2, EER2 and HSPF2 levels into the configuration of the rebate processing software, the Energy Efficiency Collaboration Platform (EECP). The program also simplified the HVAC rebate table and increased the rebates for each HVAC type.
- The program team implemented a hard stop in the EECP application process for any new applications generating a zero-dollar rebate. The goal of the hard stop is to reduce staff review time of blank enrollments, enrollments submitted with errors or non-qualifying equipment.

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

- The program is working on implementing the new federal HVAC energy efficiency SEER2, EER2 and HSPF2 levels into the rebate processing software configuration. Rebate level increases are also planned for the HVAC measures and will be rolled-out in the summer.
- The program conducted an outreach event at the ABC Kite Festival on April 1, 2023 to increase awareness within the community of the rebate program and ways to reduce energy consumption.

#### SPUR: Instant Savings

- The vendor field representative held numerous in-store events this quarter to bring awareness to Instant Savings, Power Partner and other EES programs. He has successfully established relationships with store managers and is having events in retail locations that have not participated before.
- St. Vincent De Paul and other thrift stores are starting to participate in Instant Savings with Advanced Power Strips (APS) and LED lighting. This is a great way to create new opportunities with hard-to-reach customers.

#### School Based Education: All-Stars

- The program achieved curriculum distribution to over 3,000 students this Fiscal Year. The schools ranged from charter, private and public covering all 10 council districts.
- The revised student kits include Advanced Power Strip, two LED Light Bulbs A19, Return Air Whistle, Showerhead 1.5 gpm, Kitchen Aerator 1.5 gpm, Sticker/Magnet pack, pen & pencil set and updated education components for each product.
- We are revamping the curriculum, program image and products over the summer – we have received so many good reviews about this All-Stars!

#### Multifamily Rebates & Multifamily Income Qualified Rebates Programs

- Limited time offer has been extended in FY23 for both MF programs:
  - MFIQ: continued payment of supplemental measures when completing EE upgrades
  - MF Standard: up to 20% over current EE rebate levels
- The AE team attended the annual Austin Apartments Association event at Palmer Event Center along with the EV team on October 27, 2022.

#### **Commercial Programs**

##### Commercial and Small Business Rebates Program

- The 2022 Limited time offer, up to 30% for EE rebates, has been extended to 2023. Moving forward this bonus will be capped at \$10k for Commercial and SB projects
- Two new contractor-facing incentives are now available: 1) Equipment and Training Reimbursement; and 2) Referral Incentive – a new incentive for trade specific contractors that successfully refer a customer to receive an additional rebate in the opposite trade.

#### Demand Response Programs

##### Power Partner Thermostat

- 1,822 new smart thermostats were enrolled in the program during this year's second fiscal quarter (a very slight increase from a year ago), aided by the second half of the annual winter seasonal promotion that boosted the incentive amount for each device from \$85 to \$130. The total number of active thermostats currently sits at 33,149.

##### Commercial Demand Response /Automated Demand Response (ADR)

- All incentive payments for the Commercial DR program have been issued and received through bill credits and checks.

- The team continues to develop the Downtown Ramp Down program, which is an effort to help reduce energy usage, with a focus on lighting, in the downtown area during emergency grid situations. This was a comprehensive collaboration across many work groups, including EES, KAMs, Marketing, EMO, and others. We will continue to develop and improve this program as we obtain additional feedback

#### Water Heater Timers

- This program has been sunset. Properties will continue to receive support and incentives for servicing these devices.

## **Green Building**

#### Awards

- Research study by ProptechOS ranked Austin #1 in US with a score of 92 in Green Infrastructure based on "The number of publicly-accessible electric vehicle (EV) charging points, how many EV charging points per 10,000 city residents and the number of "green certified" buildings found in the city" as published in [INHABITAT](#).
- Received Austin Green Award for the Austin Energy Headquarters which earned a 5-star AEGB rating and LEED Platinum

#### Outreach

- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation and presented opening remarks
- Participated in the USGBC Greenbuild 2021 Conference, AIA Austin: COTE, Allied Member Roundtable, DesignVoice events and annual AIA Austin Homes Tour
- Sponsored the USGBC Convene and Connect event at Austin Energy Headquarters and collaborated on a plaque ceremony and tour to celebrate the building's 5-star AEGB rating and LEED certification
- Presented at the Midwest Energy Codes Conference on Energy Code Compliance; ULI Austin November Breakfast - Developers and Climate Equity Plan and MF Architecture on Single Family Rating
- Hosted members of Building Owners and Managers Association Austin and provided presentation and tour of AEHQ highlighting the building's sustainable features
- Coordinated bi-monthly Professional Development Seminars on the topics: Strategies to Reduce Carbon Impacts of Refrigerants and Concrete, Making the Case: Financials of Green Building, Affordable Housing Success Stories
- Collaborated with Louisiana Tech University on Colony Park design project which included AEGB, Catellus and CoA Economic Development plus Housing and Planning Department Displacement Prevention Office
- Collaborated with AISD on the celebration of 11 schools receiving ratings for 2017 Bond projects
- Completed public engagement campaigns with events/documents on SpeakUp Austin for EV/Electric Ready and Mechanical Ventilation Testing, initiated engagement campaigns for Single Family and Multifamily Rating Updates
- Published annual email newsletter with FY22 highlights
- Initiated campaign to recognize FY22 rated projects via social media

#### Single Family Rating

- Awarded ratings to 220 homes of which 45% are in SMART Housing developments
- Awarded ratings to an additional 200 homes in the surrounding area outside of Austin Energy service
- Released first draft of 2023 rating for public comment
- Released Single Family Innovation Guide version 3
- Conducted Annual Extended Area Rater training

- Registered 273 new home projects in the Austin Energy Service area
- Registered 924 new home projects in the surrounding area outside of Austin Energy service

#### Multifamily Rating

- Reported 5 projects comprising 1329 units and 1.2M square feet
- Awarded ratings to 5 S.M.A.R.T. Housing developments: 1-star ratings to Ben White & Montopolis Affordable, 260 units; Loyola Lofts, 204 units; Nexus Apartments at Goodnight Ranch, 294 units; Moonlight Gardens, 264 units; Bridge at Turtle Creek, 307 units
- Released first draft of 2023 rating for public comment
- Registered 14 new projects comprising 3,510 units and 3.9M square feet

#### Commercial Rating

- Reported 14 projects comprising 2.5M square feet and 632 dwelling units
- Awarded 4-star ratings to Bowie High School - Athletics Building (also LEED Silver), Travis County New Courts Facility, and Dell Children's Specialty Pavilion
- Awarded 3-star ratings to Norman-Sims Elementary School, Bowie High School - Fine Arts Building, Origin Hotel Mueller (also LEED Silver), 44 East Avenue (322 units), Mueller Mixed-Use Office Phase 1 (also LEED Silver)
- Awarded 2-star rating to CVS Pharmacy #11306, 721 Congress Hyatt, Hanover Republic Square (310 units).
- Awarded 1-star rating to 73 Rainey Street Brewery, Texas Bankers Association Headquarters, Waterloo Central
- Reported LEED Silver project: Domain 2.5 Office Building
- Awarded a 2-star rating to one project in the surrounding area outside of Austin Energy service
- AEGB Commercial Customers earned points for participating in other CES programs: x projects enrolled in Green Choice, x one projects was designed and commissioned to participate in Load Coop, Austin Energy's demand response program and another connected to the Robert Mueller Energy Center (RMEC) thermal loop to receive chilled water for cooling.
- Released updated version of the Commercial Innovation Guide
- Registered 17 new projects comprising 5.1M square feet and 1682 dwelling units

#### Integrated Modeling Incentive

- Completed and approved rebate for Harold Court
- Initiated the post-occupancy verification phase for remaining active projects: Dell Jewish Community Center, ABIA New Information and Technology Building, Austin Energy Headquarters, Holdsworth Center, and Cambrian East Riverside.

#### Energy Code

- Selected as member of Residential Energy Code Consensus Committee for development of 2024 IECC

### **Customer Renewable Solutions**

#### Outreach Events

- Hosted monthly contractor trainings
- Coached a robotics club for Spicewood Springs Elementary
- Volunteered for the Austin Regional Science Fair
- Attended RE+ Conference in Austin

#### Shared Solar

#### Residential Solar Incentives

- 208 Projects Completed
- 1.416 MW-AC installed
- \$519,710 rebates issued

#### Commercial Solar Incentives

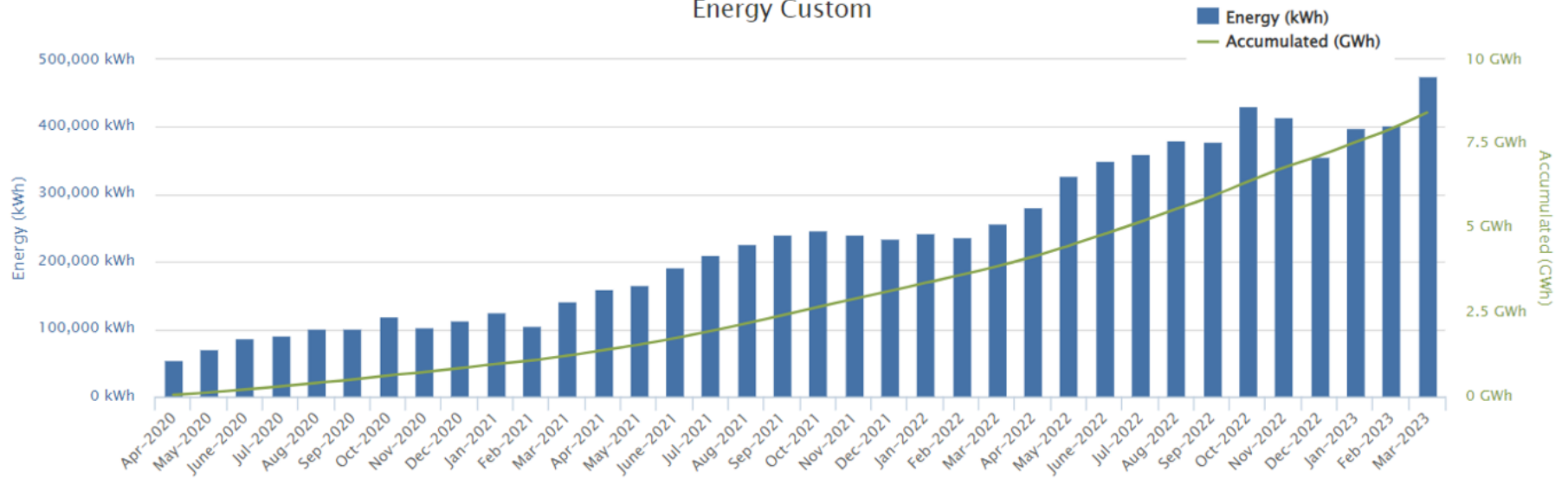
- 2 Projects Completed
- 0.435 MW-AC installed
- \$589,072 rebates issued

#### Green Choice

# Plug-In EVERYWHERE Energy Usage

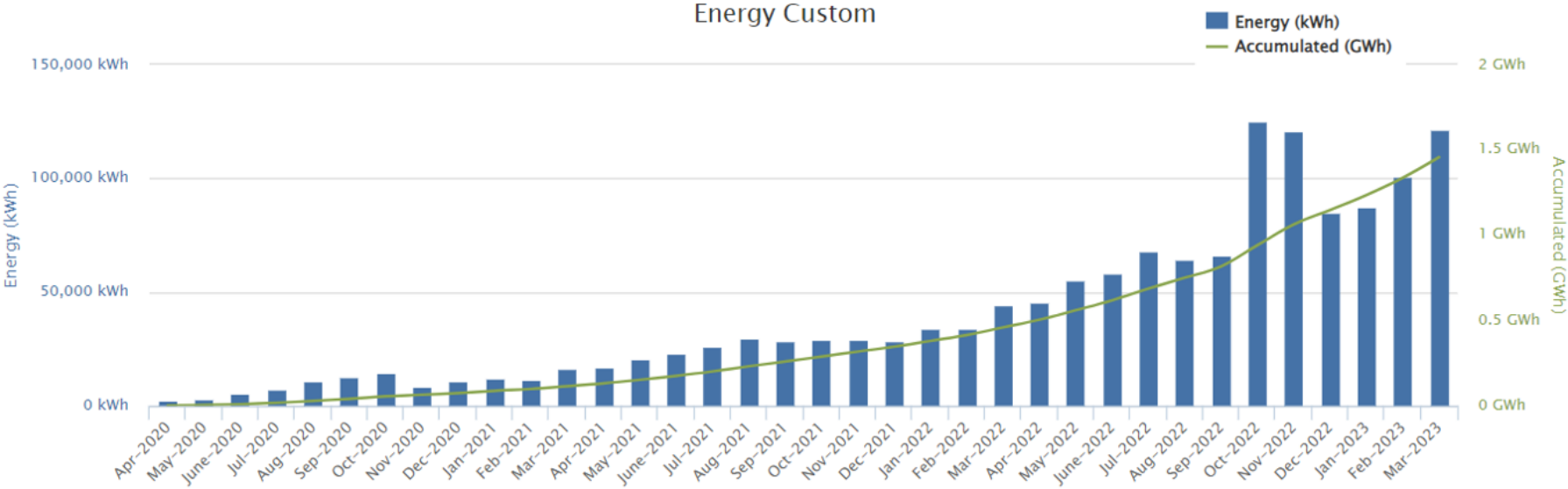
## Level 2 Charging Stations

Energy Custom



# Plug-In Fast Energy Usage

## DC Fast Charging Stations



## Cumulative EV Registrations

28,162 Austin EVs is  
a new peak

Record EV registrations last year also means that there are currently more EVs being driven in Austin than ever before.

