

Austin Energy's Home Energy Savings

Resource Management Commission Update

Holly Prosser

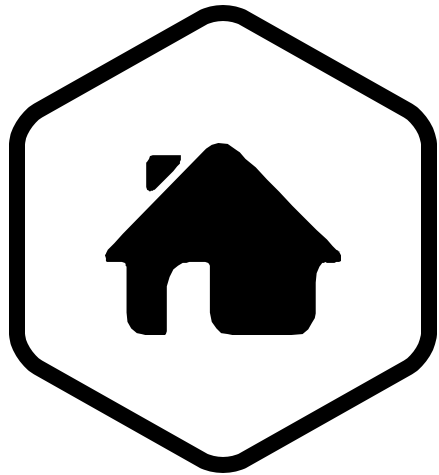
Manager, Energy Efficiency Services






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Agenda



Home Energy
Savings

-  Whole Home Program
-  Goodbye Old Friend
-  New Program Changes
-  Long Term Program Goals
-  Welcome Home



What Is a Whole Home Program



Heating Ventilation Air Conditioning

HVAC replacement

HVAC tune up

Duct system improvements



Safety

Carbon monoxide ventilation

Fire alarms



Weatherization

Weatherstripping

Attic insulation

Solar screens





Sunrise

Austin Energy's
**Home Energy
Savings**

National Home
Performance with
ENERGY STAR®

Sunset



Introduction

Why are we changing Austin Energy's *Home Performance with ENERGY STAR*[®] program?



National Program Sunset

U.S. Department of Energy sunsets the national *Home Performance with ENERGY STAR*[®] program



Focus Group Findings

2022 program focus group findings from customers, contractors and inspectors



Rebrand Opportunities

Rebranding program per sunset requirement, Austin Energy can leverage focus group learnings for a customized whole-home program that meets Austin's needs



2022 Focus Group Outcomes

Customers

- Unaware of program, rebates or energy savings
- Unclear on bid process
- Received inconsistent bids/scopes of work

Contractors

- Difficulty navigating program
- Training was inconsistent
- Rebate processing platform slow and cumbersome

Inspectors

- More oversight at installation
- More collaborative approach with contractors
- Improve rebate platform accessibility for the field



New Program Changes



New Tools to Boost Customer Interest



Improve Contractor Experience



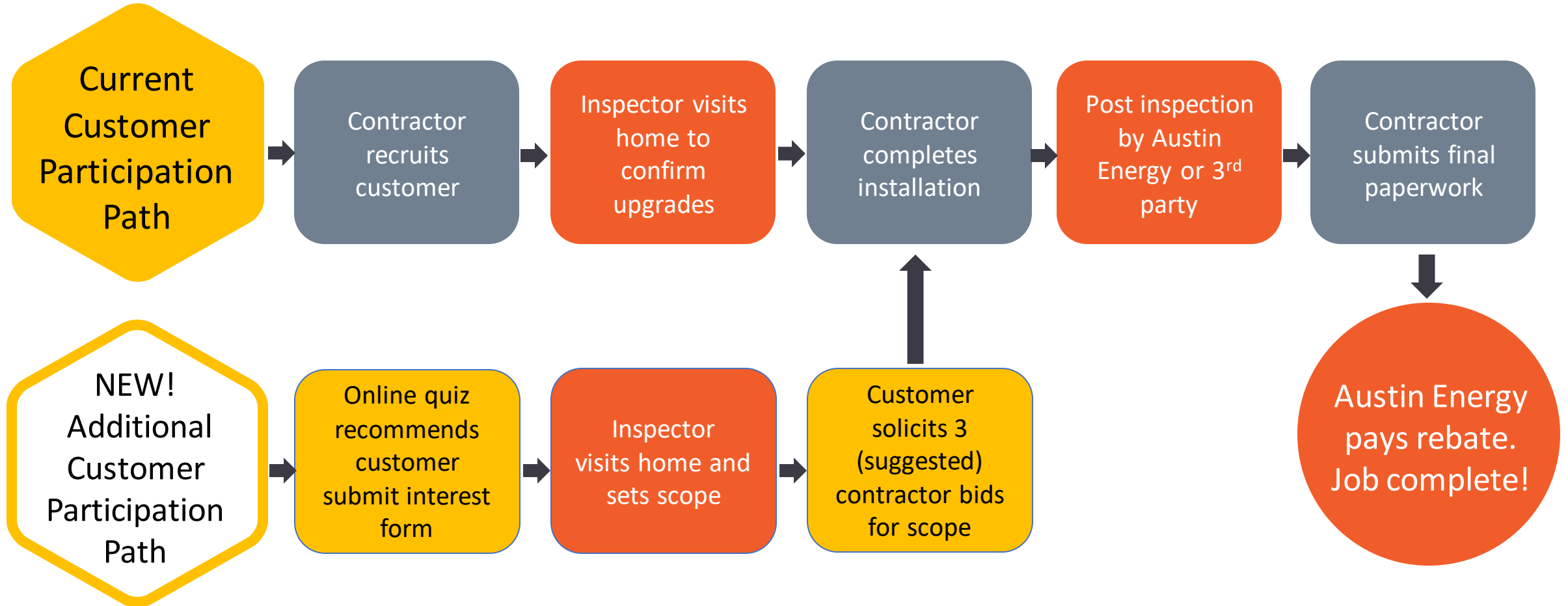
Contractor Workforce Development Opportunities



New Program Name and Rebranding



New Customer Participation Path



Long Term Program Goals (2025-2027)

More Eligible Homes

Data-driven look at eligibility

Equity Lens

Underserved communities and middle-income earners

New Program Key Performance Indicators

Carbon reduction, equity and air quality

More Training

Workforce development for contractors



Hello to

Home Energy Savings!

A new program based on the nation's best energy efficiency practices but customized to meet Austin's needs.



Thank You

Program Lead	Program Manager	Energy Efficiency Services Manager	Energy Efficiency Services Director
Joni Zacharisen	Sally Phipps	Holly Prosser	Sara Norris

