

Demand Response and Technical Services Team Program Book



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Demand Response and Technical Services Programs

Behavioral Demand Response

Commercial Demand Response

Smart Home Rewards

Power Partner Thermostats & EV

Legacy Thermostat Replacement Rebate

Resiliency as a Service



Behavioral Demand Response Pilot



Eligibility/Incentive

- 50,000 customers were chosen at random to participate in this volunteer program
- No incentive is provided to customers for participation

Program Description

A demand response program that attempts to influence behavior by alerting customers of an upcoming high energy day, educating them on ways to conserve energy, and gamifying their results against similar households.

Overview

- Program adds a new level of savings to our Resource Generation Goal of 1,200 MW in DR & EES
- Program pilot is administered by Oracle and uses real customer data for analysis
- Website: [Be a Power Saver \(austinenergy.com\)](http://Be a Power Saver (austinenergy.com))

Participation Process

1

Customer receives a welcome letter to inform them of their enrollment in the program

2

Participating customer receives initial email BDR notification w/option to have SMS or IVR

3

For their actions customer receives results compared to like homes

4

End of season, customers receives a survey regarding the experience



Commercial Demand Response Program



Overview

- Most events occur June – September
- Manual: \$50-70/avg kW-manual
- Automated: \$65-80/avg kW
- Incentive – check or bill credit
- 30-min notification of event (10-min for Automated)
- 2 hour events (usually 4-6 pm)
- [Commercial Demand Response \(austinenergy.com\)](http://austinenergy.com)

Program Description:

Participating commercial and industrial customers temporarily reduce their energy use and earn incentives.

Eligibility

- Participants must be on **Commercial Electric Rate**
- Be able to reduce facility's demand during summer hours of **1:00 – 7:00 pm or 4:00 – 7:00 pm**; Emergency Option availability is **24/7/365**
- Be able to reduce demand by 10%; ideally have at least a 20 kW summer demand
- Be able to **respond within 30 minutes (10 minutes** with automated DR)
- Demand reduction must be accomplished without standby or emergency generators

Participation Process

- Customer submits [Austin Energy Demand Response Enrollment Form \(pdf\)](#) and is accepted into program
- Log into the [Energy Profiler Online](#) tool to determine how much can be reduced during an event. (Austin Energy can do a site assessment and help develop an energy reduction plan.)
- Upon event notification by AE, customer reduces electricity usage.
- Austin Energy uses meter data to determine incentive payments based on average demand reduction.
- At the end of the season, Austin Energy will pay for the demand you save (per average kilowatt).



Smart Home Rewards

Program Description: Utilizing a Department of Energy Grant, Austin Energy is testing an incentive to help multifamily communities be more energy efficient with smart thermostats and water heater leak detectors. Austin Energy will prioritize communities that serve low- and moderate-income households or have an existing property-wide Wi-Fi signal that can provide communication for smart devices.



Overview

- Participating community owners receive \$5 per year for every eligible device installed, up to \$10 per residence.
- Residents earn a one-time \$50 bill credit when they enroll in Smart Home Rewards, plus up to \$35 every year they stay in the program.
- Contracts: Dept. of Energy providing \$1 million through Armanda contract
- Austin Energy match \$428,572
- Website: [Smart Home Rewards \(austinenergy.com\)](https://austinenergy.com/smarthomerewards)

Eligibility

Participating communities must meet these criteria:

- Permanent building with Austin Energy electricity service
- The same entity must own or manage all tenant units
- Should have approximately 50 tenant units or more
- Must comply with the City of Austin's Energy Conservation Audit and Disclosure (ECAD) ordinance
- Must have at least one of the following: individual unit electric water heaters, individual unit electric-powered heating, ventilation, and air conditioning (HVAC) systems

Participation Process

Residents:

- Smart Home Rewards are currently available only to residents of participating multifamily communities that have installed qualifying devices in apartment homes.
- Residents should contact their apartment manager to find out if their property is participating. Email Austin Energy's Multifamily Rebates team with any questions.

Property Owners and managers interested in participating in the Smart Home Rewards test program can Email the Multifamily Rebates team to get started.



Power Partner Thermostats and EV

Program Description: Power Partners help the community manage energy use on days when the need is highest. During these peak times, Austin Energy briefly adjusts enrolled smart thermostats and EV charging stations to use less energy.



Overview

- Demand Response events typically occur June – September, 25 events max
- \$50 per device bill credit upfront, \$25 per device for annual participation
- Piloting EV charging stations, to expand to all eligible EV charging stations in 2024
- Contracts: \$1.9 M annual, 4 Demand Response Management System vendors
- Website: [Power PartnerSM Thermostats \(austinenergy.com\)](https://austinenergy.com/power-partner-smart-thermostats)

Eligibility

- Residential and commercial Austin Energy customers
- You must have an eligible thermostat or EV charging station
- Customers can override Power Partner events at any time and opt out without penalty

Participation Process

1. Register your eligible device with the manufacturer
2. Connect your thermostat or EV charging station to a Wi-Fi network
3. Follow enrollment instructions for your specific device
4. Once approved, customers receive bill credit from Austin Energy



Legacy Thermostat Rebate

Program Description: Austin Energy provided White Rogers thermostats to customers at no cost over 10 years ago. Austin Energy now offers owners of White Rogers thermostats a \$175 rebate to purchase a new thermostat.

These 1-way communicating thermostats are scheduled to be replaced by 2-way devices in FY2024

Overview

- Some of the legacy thermostats are no longer heating/cooling or losing signal
- Customers have challenges opting out of events due to losing signal
- In Summer 2023, Austin Energy replaced some customer's legacy thermostats with Honeywell T-6 Pro smart thermostats that Austin Energy owned
- Devices were installed by vendor, Energy 360, at no cost to the customer

Eligibility

Any customer with a malfunctioning Austin Energy-issued thermostat is eligible for a one-time \$175 rebate



Participation Process

1. Customer contacts Austin Energy when their thermostat malfunctions
2. Demand response staff processes incentive for replacement thermostat
3. Customer receives rebate





Resiliency as a Service

Program Description: For commercial or industrial customers interested in investing in on-site backup generation that will provide resiliency and business continuity during grid outages. These backup generators will be interconnected to Austin Energy's distribution system to be used for ERCOT market purposes when such opportunities arise.

Overview

- Provides resiliency and business continuity during grid outages
- To defray the cost of Natural Gas generation unit, Austin Energy will dispatch during non-outage conditions in exchange for fixed capacity payment by Austin Energy to Vendor of \$135/kW/Year
- Three entities involved: Host Customer, Vendor Energy Company, Austin Energy
- 7 to 10 year contract length with 3 to 5 year renewal option

Eligibility

- Retail grocers and food supply chain customers (Senate Bill 398-87th; TX Leg)
- 250KW to 10MW of backup gen needed to cover load during unplanned grid outages
 - Natural gas generation
 - Up to 1,000 hours/year market dispatch
- Non SB398 commercial and industrial customers
- 500KW-10MW (possibly more) of backup gen needed to cover load during unplanned grid outages
 - Natural gas generation
 - Up to 1,000 hours/year market dispatch

Participation Process

1. Notify Key Account Manager and or RaaS Program Manager
2. Select participating Energy Company Vendor to install and operate backup generation unit
3. Submit documentation for Feasibility Study
4. Submit Interconnection Application and pay application fee.
5. Pay final quote as determined by Interconnection Study.





Thank you!



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