AFFORDABLE ENERGY POLICY SUMMIT

Tuesday, July 11, 2017

AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm
Energy Efficiency Programs

Terry Moore, Energy Efficiency Services
Energy Efficiency Programs

- Residential Weatherization Assistance Program (WAP)
- Multifamily Weatherization Assistance Program
- Strategic Partnership between Utilities and Retailers
- WAP A/C Rebate and Loan
- Appliance Efficiency Program (AEP)
- Home Performance with Energy Star
Energy Efficiency Programs

No Cost to High Cost Energy Efficiency

• Residential and Multifamily WAP provide no cost weatherization services for Austin Energy Residential & Multifamily customers that meet our program criteria.

• The Strategic Partnership between Utilities and Retailers (SPUR) provides low cost energy efficiency services for residential customers

• The Appliance Efficiency Program, WAP A/C Rebate & Loan, and Home Performance with Energy Star Program provide higher cost energy efficiency services for residential customers
Residential WAP

Residential WAP serves residential customers who own or rent:

- Single family homes
- Duplexes
- Triplexes
- Fourplexes
Residential WAP

Customers eligible for WAP

- CAP Customers (Participates in one or more of eight programs)
- Self nomination or referrals
- 200% or less of the Federal Poverty Level
- Dwelling type
- Home Value of $250K or less
- Home size of 2,000 square feet or less
- Home greater than 10 years old
- Have not received weatherization from AE in the last 10 years
Residential WAP

Current Home Weatherization Measures:

- Air Infiltration
- Attic Insulation
- Duct System Improvements
- Solar Screens
- LED Lighting
- Life Safety
- A/C Tune Up
- Water Conservation

No Cost
## Residential WAP

### Customer Satisfaction

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Rating 8</th>
<th>Rating 9</th>
<th>Rating 10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3_2016 (N=40)</td>
<td>68%</td>
<td>18%</td>
<td>5%</td>
<td>91%</td>
</tr>
<tr>
<td>Q4_2016 (N=57)</td>
<td>67%</td>
<td>18%</td>
<td>11%</td>
<td>96%</td>
</tr>
<tr>
<td>Q1_2017 (N=14)</td>
<td>71%</td>
<td>7%</td>
<td>14%</td>
<td>92%</td>
</tr>
<tr>
<td>Q2_2017 (N=55)</td>
<td>80%</td>
<td>7%</td>
<td>2%</td>
<td>89%</td>
</tr>
</tbody>
</table>

Q3_2016 (N=40)  
Q4_2016 (N=57)  
Q1_2017 (N=14)  
Q2_2017 (N=55)
Multifamily WAP

Customer Eligibility

• Customers living in properties that receive affordable housing subsidies from the federal, state, city, or county government

Rebates

• Unique $/kW value for each measure, designed to pay 100% of installed costs
Multifamily WAP

Program Measures

- Duct Sealing
- Attic Insulation
- Solar Screens
- LED Lighting
- Water Conservation Devices
Program Description

• The SPUR program allows Austin Energy to place their logo and an instant in-store discount on products that use less energy
• Allows customer to save at the cash register and in their home
• Broad range of retailers from national big box to regional and local
• The product discounts are seasonal and are offered for a limited time
• The program has been well received and had many achievements in its first two years, ex: Made the Mayor’s 2016 Top 50 List of accomplishments.
Strategic Partnership between Utilities and Retailers (SPUR)

<table>
<thead>
<tr>
<th>Product</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
<th>Fall</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lighting</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40W LED Lamps</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>60W LED Lamps</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Candelabra LED Lamps</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recessed Can LED Lamps</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Recessed Can LED Retrofit Kit</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Do It Yourself Products</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Air Filters</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Big Gap Filler Insulating Foal Sealant</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Entry Door: Door Seals for Top and Side</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Entry Door: Bottom Sweep</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Heat Control Window Film</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Energy Star Air Purifiers</td>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Energy Star Freezers</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Energy Star Refrigerators</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Window A/C Units</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Product Bundle
Residential WAP A/C Rebate & Loan

Program Description

- Pilot program that replaces the central A/C systems in a WAP qualified customer homes using WAP Contractors
- Offers a rebate ranging from $250 to $750 and...
- Offers a 3.99% loan utilizing the ARRA Better Buildings Grant Loan Loss Reserve funds.
- Loans from $1,500 to $7,500
- Monthly payments range from $68.32 to $117.30
- 5, 6, and 7 year loan terms
Residential WAP A/C Rebate & Loan

Customer Eligibility

- Customers who qualify for the WAP Program
- Credit score of 600 or above
- Central A/C systems that are 10 years old or older or requires repairs greater than $1,500.00
- Homes that have participated in WAP in the last 2 years
Appliance Efficiency Program

Program Description

• AEP provides rebates for equipment and appliances as they fail
• Must use energy efficient replacement
• Rebate varies based on equipment/appliance replaced
Appliance Efficiency Program

• Customer Eligibility
  • Any AE residential customer
  • Use registered contractor for retrofit
  • A/C must be 10 years old or older
  • Complete A/C system change out
  • Permits where required
Appliance Efficiency Program

Rebate Levels

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Rebate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central HVAC System</td>
<td>$250 to $750</td>
</tr>
<tr>
<td>Window A/C Unit</td>
<td>$50</td>
</tr>
<tr>
<td>Heat Pump Water Heater</td>
<td>$800</td>
</tr>
<tr>
<td>Variable Speed Pool Pump</td>
<td>$200</td>
</tr>
<tr>
<td>Wi-Fi Thermostat</td>
<td>$25</td>
</tr>
</tbody>
</table>
### Appliance Efficiency Program

<table>
<thead>
<tr>
<th>Customer Satisfaction – Appliance Efficiency Program (AEP) Q2 2017</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction with Austin Energy rebates and incentives experience</td>
<td>9.1</td>
</tr>
<tr>
<td>Overall customer satisfaction with Austin Energy</td>
<td>8.5</td>
</tr>
<tr>
<td>Overall satisfaction with contractors</td>
<td>9.5</td>
</tr>
<tr>
<td>Satisfaction with Austin Energy Inspectors</td>
<td>8.9</td>
</tr>
<tr>
<td>Effort needed to participate in the rebate program worth the time</td>
<td>7.7</td>
</tr>
<tr>
<td>Timely processing of refunds</td>
<td>8.8</td>
</tr>
<tr>
<td>Importance of incentives to completing energy efficiency improvements</td>
<td>8.7</td>
</tr>
</tbody>
</table>
Home Performance with Energy Star (HPwES)

Program Description

- Whole-house approach to energy efficiency
- Improves indoor air quality and saves money on your monthly bill
- Rebates average about $1,800 while the efficiency improvements lower summer energy bills by an average of 20%
- Loans available at 3.99%
- Rebate & Loan option available
Home Performance with Energy Star

Customer Eligibility

- Your home or building must receive electric service from Austin Energy at residential rates
- Owners of single-family homes, condominiums, town homes, duplexes, triplexes, fourplexes, and rental properties are eligible
- No mobile or manufactured homes are allowed
- Work must be done by a Registered Contractor
- Contractors are required to provide a warranty on all materials and workmanship for a minimum of one year
Home Performance with Energy Star

Program Measures

- Central air conditioner or heat pump
- Attic insulation
- Repair/Replace ducts
- Seal home envelope and duct system
- Insulated covers for pull-down attic stairs
- Solar shading screens or film on single-pane windows
- Install qualifying Wi-Fi thermostat
# Home Performance with Energy Star

<table>
<thead>
<tr>
<th>Customer Satisfaction – Home Performance with Energy Star (Q2 2017)</th>
<th>Average Rating</th>
</tr>
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<tbody>
<tr>
<td>Customer satisfaction with the Austin Energy rebates and incentives experience</td>
<td>9.3</td>
</tr>
<tr>
<td>Overall customer satisfaction with Austin Energy</td>
<td>8.9</td>
</tr>
<tr>
<td>Overall satisfaction with contractors</td>
<td>9.4</td>
</tr>
<tr>
<td>Satisfaction with Austin Energy inspectors</td>
<td>9.4</td>
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<tr>
<td>Effort needed to participate in the rebate program worth the time</td>
<td>8.7</td>
</tr>
<tr>
<td>Timely processing of refunds</td>
<td>9.3</td>
</tr>
<tr>
<td>Importance of incentives to completing improvements</td>
<td>6.1</td>
</tr>
<tr>
<td>Satisfaction with information provided by AE staff</td>
<td>9.0</td>
</tr>
</tbody>
</table>
Summer Savings Communications

Austin Energy wants customers to save energy and money, especially in the summertime!*

* Communications are in English and Spanish. Flyers are available on provided USB's.
Community Solar

Tim Harvey
Solar Program Coordinator
What is Community Solar?

• A community solar project—sometimes referred to as a solar garden or shared renewable energy plant—is a solar power plant whose electricity is shared by more than one household.

• The primary purpose:
  • Members can share solar power without having to install on their home directly
  • Helps households who cannot afford to put direct solar systems on their home
  • Costs less than the price they would ordinarily pay to their utility.
Expanding Access to Community Solar

• Enable more residents in neighborhood around Kingsbury project to take part in Community Solar program

• Additional benefits for Low income customers
  • 10% Discount
  • No Cost Weatherization

• Goal of net neutral bill impact for participants
Shared Solar

- Solution for multifamily properties
- Virtually allocate Value Of Solar (VOS) credits from single rooftop PV system proportionally to all tenants
- Currently developing metering and billing solution
- Affordable housing pilots FY18
- Possible extension to all multi-family and commercial tenants
Thank You