AFFORDABLE ENERGY SUMMIT

Wednesday, July 25, 2018

AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm
Low-Income Weatherization

Austin Energy & Travis County
Residential Energy Efficiency Programs: Austin Energy

Terry Moore
Energy Efficiency Services Manager
Overview of Programs

- Residential Weatherization Assistance Program (WAP)
- Multifamily Weatherization Assistance Program
- Strategic Partnership of Utilities and Retailers (SPUR) “Instant Savings Program”
- WAP A/C Rebate and Loan
- Appliance Efficiency Program (AEP)
- Home Performance with Energy Star (HPwES)
- Energy All Stars
- Direct Install Program
- Onsite Energy Advisor Program
What’s New in 2018

• A/C Tune Up
  • Home Performance with Energy Star
  • Weatherization Assistance Program

• Onsite Energy Advisor Program

• Direct Install Program

• Energy All Stars
## No Cost to High Cost Energy Efficiency

<table>
<thead>
<tr>
<th>No Cost</th>
<th>Low Cost</th>
<th>High Cost</th>
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</thead>
<tbody>
<tr>
<td>Residential Weatherization Assistance Program (WAP)</td>
<td>Strategic Partnership between Utilities and Retailers</td>
<td>WAP A/C Rebate &amp; Loan</td>
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<tr>
<td>A/C Tune Up</td>
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<td>Appliance Efficiency Program</td>
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<td>Multifamily Weatherization Assistance Program</td>
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<td>Home Performance with Energy Star Program</td>
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<td>Onsite Energy Advisor</td>
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<tr>
<td>Energy All Stars</td>
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<tr>
<td>Direct Install Program</td>
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</tbody>
</table>
Residential Weatherization Assistance Program

Serves residential customers who own or rent:

- Single family homes
- Duplexes
- Triplexes
- Four-plexes
Residential Weatherization Assistance Program

Customer eligibility

- Customer Assistance Program Clients
  - Self nomination or referrals from other agencies
  - 200% or less of the Federal Poverty Level
  - Qualifying 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 Austin Energy in the last 10 years
Residential Weatherization Assistance Program

Current Home Weatherization Measures:
• Air Infiltration
• Attic Insulation
• Duct System Improvement
• Solar Screens
• LED Lighting
• Life Safety (Smoke/CO Detectors)
• A/C Tune Up
• Water Conservation Devices
Weatherization Assistance Program: Overall Customer Satisfaction

Q3_2017 (N=24)
- 25% 4% 58%

Q4_2017 (N=60)
- 87% 8% 3%

Q1_2018 (N=56)
- 92% 4% 9%

Q2_2018 (N=53)
- 95% 17% 6%
Multifamily Weatherization Assistance Program

Customer Eligibility
- Customers living in properties that receive affordable housing subsidies from the federal, state, city, or county government
- Austin Tenant Council Property List

Rebates
- Unique $/kW value for each measure, designed to pay 100% of installed costs
Multifamily Weatherization Assistance Program

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

- New measure offered in HPwES
- The scope includes inspection, data collection, and tune-up actions
- Flat A/C Tune up rebate of $175.00 per unit (max of 5 units per home)
- The offer is valid May 1, 2018 – October 31, 2018
- The tune-up can only occur when the A/C unit is not replaced
- A/C unit must be between 2-15 years of age and not under service contract to be eligible
- A/C Unit must not be covered by a factory warranty
A/C Tune Up Weatherization Assistance Program

Installed as a new measure in the weatherization program

- Offered year round to qualifying customers and equipment
- The scope includes inspection, data collection, and tune-up
- Includes minor repair
- A/C unit must be between 2-15 years of age
- Not under service contract to be eligible
- A/C Unit must not be covered by a factory warranty
Onsite Energy Advisor – Residential

Program Description
• Customer Service Energy Assessment (visual assessment)
• Residential customers with high bill complaints are referred by the Austin Energy Customer Care Escalations Team to the Residential Energy Advisor Team
• Visual assessment conducted by Residential Field Services Inspectors (Assessors)

Program Goal
• Help customers identify likely sources of high energy consumption
• The program is not intended to resolve or repair issues within the home
• The program refers the customers to resources such as rebate programs or to obtain a qualified contractor
Energy All Stars

Program Description

• Educational program that introduces 11-12 year old children to energy efficiency practices, behaviors and products.
• Provide curriculum to 4,500 sixth graders in Austin Energy service territory
• The program is no cost to school districts, campuses, teachers and students
• A Successful FY2017 Pilot:
  • 7 campuses with over 1,100 participants
Direct Install

- Promotion to deliver and/or install energy/water saving devices for residential and multifamily customers
  - LEDs
  - Faucet Aerators
- Partnering with Austin Water Utility and Lowe’s
  - LEDs only
  - Kits (LEDs/Water Saving Devices/Program Educational Material)
- Include energy/water saving tips
- Residential and Multifamily program information
- Strategy is to install devices via:
  - Energy Efficiency Programs
  - Partners
  - Community Events
Strategic Partnership between Utilities and Retailers (SPUR)

Program Description

• Engages local retailers to provide discounts on energy efficiency products
• Broad range of retailers from national big box to regional and local serving all areas of Austin
• Provides an instant in-store discount on energy efficient products that use less energy
• Customer saves at the cash register and in their home
• The product discounts are seasonal and are offered for a limited time
Strategic Partnership between Utilities and Retailers (SPUR)
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>LED Bulbs: 60W</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>LED Bulbs: Recessed Can</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>LED Recessed Can Retrofit Kit (Retrofit)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Do-It-Yourself Products</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Energy Star Room 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 Air Conditioners</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Residential Weatherization Assistance Program: A/C Rebate and Loan

Program Description

• Replaces old inefficient or non-operational central A/C systems in a WAP qualified customer home
• Utilizes WAP contractor base for installations
• Offers a rebate ranging from $250 to $750
• Offers a 1.99% - 3.99% loan
• Loan amounts from $1,500 to $10,000
• Monthly payments starting as low as $61.00 per month ($7,000 loan @ 120 mo.)
• 1 to 10 year loan terms
Residential Weatherization Assistance Program: A/C Rebate and 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 3 years
Appliance Efficiency Program (AEP)

Program Description

• AEP Provides rebates for equipment and appliances as they fail
• Replacement must be Energy Star or on the program’s list of approved equipment
• Rebate varies based on the appliance replaced
• For HVAC units, the rebates vary based on the equipment type and efficiency
Appliance Efficiency Program (AEP)

Customer Eligibility

• Customer’s home must receive electric service from Austin Energy at residential rates

• Use registered participating contractor for replacement of HVAC and Pool Pump installations

HVAC units eligibility

• HVAC unit and home must be 10 years old or older

• Complete HVAC system must be changed out
Appliance Efficiency Program (AEP)

Rebate Levels

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Rebate</th>
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</thead>
<tbody>
<tr>
<td>Central HVAC System</td>
<td>$150 - $600</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>$300</td>
</tr>
<tr>
<td>Power Partner Thermostat (Wi-Fi Thermostat)</td>
<td>$25</td>
</tr>
</tbody>
</table>
Appliance Efficiency Program (AEP)

<table>
<thead>
<tr>
<th>2018 Program</th>
<th>Contractor</th>
<th>Rebate</th>
<th>Recommend Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEP</td>
<td>Q1</td>
<td>Q1</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>Q2</td>
<td>Q2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>93%</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>85%</td>
<td>77%</td>
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Home Performance with Energy Star (HPwES)

Program Description

• Whole-house approach to energy efficiency
• Saves energy, improves indoor air quality and saves money on your monthly bill
• Rebates average about $1,900 while the efficiency improvements lower summer energy bills by an average of 20%
• Loans available at 1.99% to 3.99%
• Rebate and Rebate & Loan options available
Home Performance with Energy Star (HPwES)

Customer Eligibility

• Customer’s home must receive electric service from Austin Energy at residential rates
• Owners of single-family homes, condominiums, town homes, duplexes, triplexes, four-plexes, and rental properties are eligible
• The home must be greater than 10 years old
• The home must not have received weatherization or HPwES services from Austin Energy in the last 10 years
• No mobile or manufactured homes are allowed
• Work must be done by a Registered Participating Contractor
• Contractors are required to provide a warranty on all materials and workmanship for a minimum of one year
Home Performance with Energy Star (HPwES)

Program Measures

• Central air conditioner or heat pump
• A/C Tune Up
• Attic insulation
• Duct system improvements
• Seal home envelope and duct system
• Solar shading screens or film on single-pane windows
• Install qualifying Wi-Fi thermostat
Home Performance with Energy Star (HPwES)

<table>
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<th>Rebate</th>
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<tbody>
<tr>
<td>HPwES</td>
<td>Q1</td>
<td>Q1</td>
<td>97%</td>
</tr>
<tr>
<td></td>
<td>Q2</td>
<td>Q2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>91%</td>
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<td></td>
<td>94%</td>
<td>91%</td>
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Travis County Health and Human Services: Housing Services

Doug Misenheimer
Housing Services Manager
Weatherization Assistance Program

- Federal grants Department Of Energy (DOE) and Low-Income Home Energy Assistance Program (LIHEAP)
  - DOE up to 200% Federal Poverty Income Guidelines
  - LIHEAP up to 150% Federal Poverty Income Guidelines
- Renters and owners eligible
- Multi-family units (building and occupant eligibility applies)
Weatherization Assistance Program

- Energy Conservation Measures
- Health and Safety measures
- Prescriptive diagnostics required pre and post WAP
- Energy Star appliances
- Minimum 15 SEER HVAC
- House as a system approach
Health and Safety First

- Carbon monoxide (CO) testing and mitigation
- Indoor Air Quality (ASHRAE 62.2)
- CO and smoke detectors
- Gas cook stoves
- Minor plumbing leaks
- Minor electrical
- No mold, mildew, or asbestos mitigation
Energy Conservation Measures

- Weather-stripping air sealing based on Blower Door Depressurization testing, Duct Blaster, other diagnostics
- Duct Sealing/replacement
- Attic insulation
- LED lighting retrofits & water savers (aerators)
- Exterior sidewall insulation
- Smart Thermostat
Energy Conservation Measures

- Refrigerator replacement
- Solar Screens
- Floor insulation
- Repairs related to ECM allowable but generally limited
- HVAC repair/replacement
- Windows and doors as last resort, focus is repairs (glass, glazing, jamb adjustment, lockset)
Housing types we can assist
Large high-rise multi-family
Low-rise multi-family
Single-family
Home Repair Program

- 200% FPIG maximum household income
- Must be Travis County resident
- Must be home owner/mortgage
- Not located in 100 year flood plain
- Current on property taxes
Where to apply?

Travis County Community Center at Palm Square
100 N. IH 35, Suite 2000
Austin, Texas, 78701
Phone: (512) 854-4120

Travis County Community Center at Del Valle
3518 FM 973 S.
Del Valle, Texas, 78617
Phone: (512) 854-1520

Travis County Community Center at Manor
600 W. Carrie Manor St.
Manor, Texas, 78653
Phone: (512) 854-1550

Travis County Community Center at Post Road
2201 Post Road, Suite 101
Austin, TX 78704
Phone: (512) 854-9130

Travis County Community Center at Jonestown
18649 FM 1431 Ste. 6A
Jonestown, Texas, 78645
Phone: (512) 854-1500

Travis County Community Center at Oak Hill
8656 W. Hwy. 71
Oak Hill, Texas, 78735
Phone: (512) 854-2130

Travis County Community Center at Pflugerville
15822 Foothill Farm Loop
Pflugerville, Texas, 78660
Phone: (512) 854-1530

Business hours at all locations: 8:00 AM to 5:00 PM; Monday through Friday. Our offices are closed on county holidays.
https://www.traviscountytx.gov/health-human-services/individuals-families/basic
Questions?