



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

★ **NEW** ★
ARRIVAL



No Cost to High Cost Energy Efficiency

No Cost	Low Cost	High Cost
Residential Weatherization Assistance Program (WAP)	Strategic Partnership between Utilities and Retailers	WAP A/C Rebate & Loan
A/C Tune Up		Appliance Efficiency Program
Multifamily Weatherization Assistance Program		Home Performance with Energy Star Program
Onsite Energy Advisor		
Energy All Stars		
Direct Install Program		



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



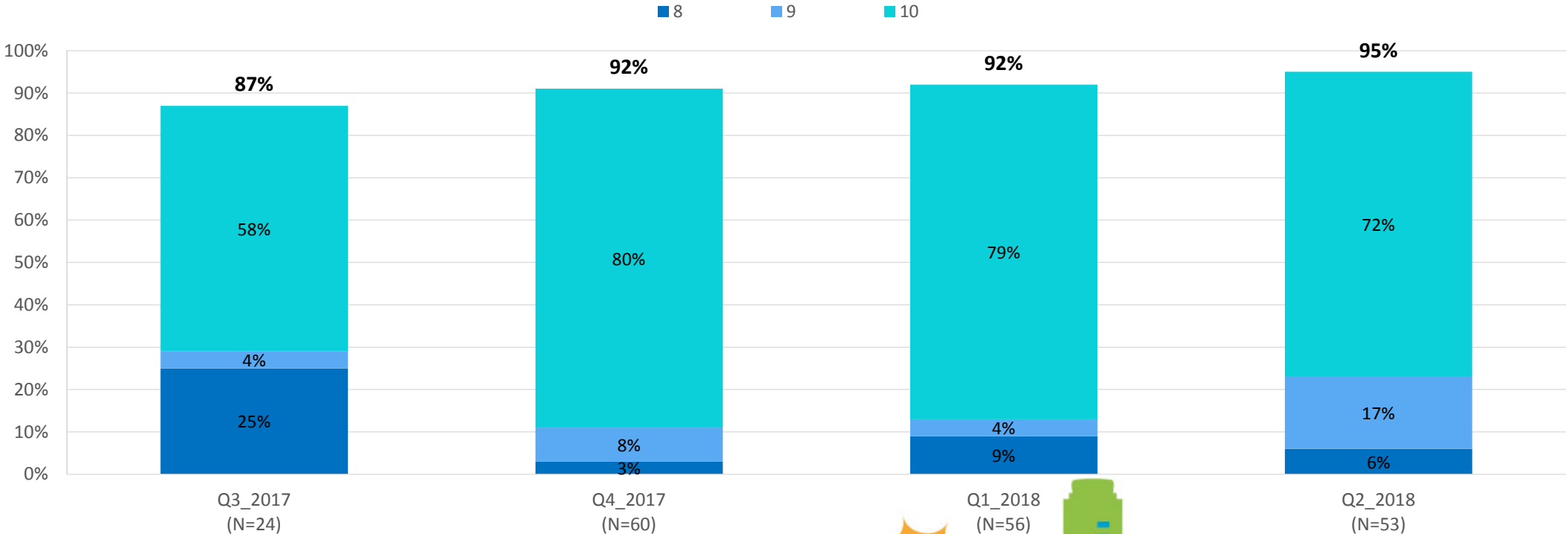
Residential Weatherization Assistance Program

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



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



A/C Tune Up – Home Performance with Energy Star

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)

Product	Winter	Spring	Summer	Fall
LED Bulbs: 60W	✓	✓	✓	✓
LED Bulbs: Recessed Can	✓	✓	✓	✓
LED Recessed Can Retrofit Kit (Retrofit)	✓	✓	✓	
Do-It-Yourself Products	✓	✓	✓	✓
Energy Star Room Air Purifiers	✓	✓	✓	✓
ENERGY STAR Freezers	✓	✓	✓	✓
ENERGY STAR Refrigerators	✓	✓	✓	✓
Window Air Conditioners		✓	✓	



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.)
- 1to 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

Appliance	Rebate
Central HVAC System	\$150 - \$600
Window A/C Unit	\$50
Heat Pump Water Heater	\$800
Variable Speed Pool Pump	\$300
Power Partner Thermostat (Wi-Fi Thermostat)	\$25



Appliance Efficiency Program (AEP)

2018 Program	Contractor		Rebate		Recommend Program
AEP	Q1	Q2	Q1	Q2	95%
	93%	90%	85%	77%	



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

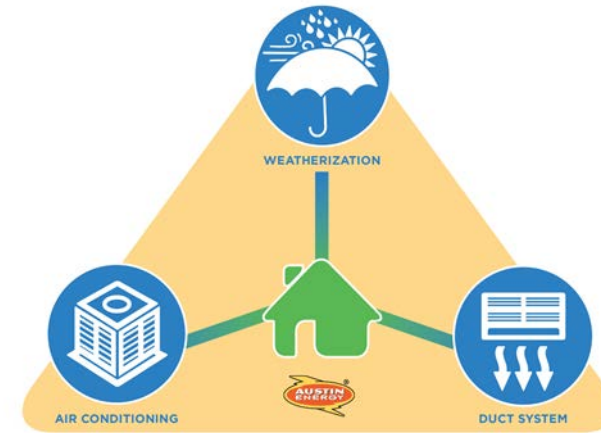
- Customer's home must receive electric service from Austin Energy at residential rates
- Owners of single-family homes, condominiums, town homes, duplexes, triplexes, four-plexes, and rental properties are eligible
- The home must be greater than 10 years old
- The home must not have received weatherization 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)

Program	Contractor		Rebate		Recommend Program
HPwES	Q1	Q2	Q1	Q2	97%
	91%	94%	89%	91%	



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?

