

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



No Cost

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



No Cost

Residential WAP

Current Home Weatherization Measures:

No Cost

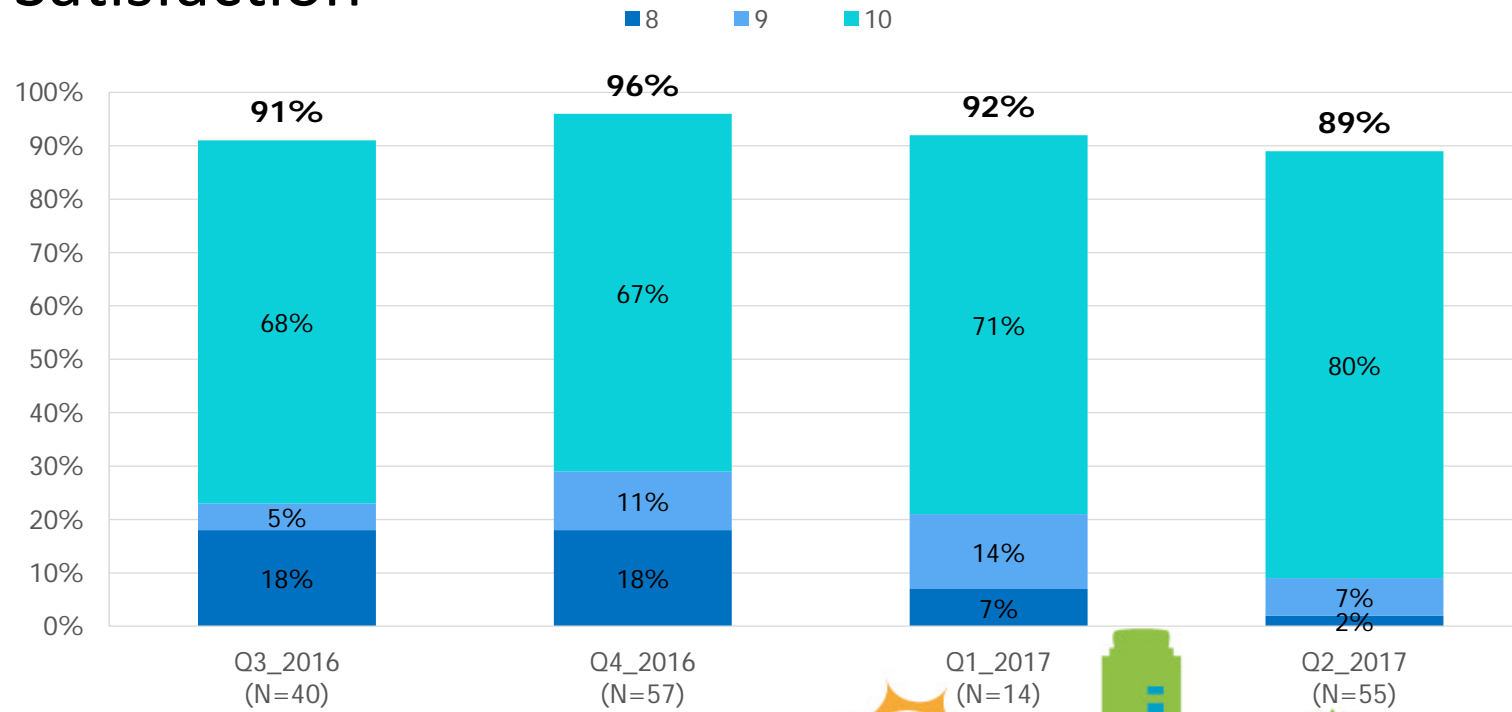
- Air Infiltration
- Attic Insulation
- Duct System Improvements
- Solar Screens
- LED Lighting
- Life Safety
- A/C Tune Up
- Water Conservation



Residential WAP

Customer Satisfaction

No Cost



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

No Cost

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



Strategic Partnership between Utilities and Retailers (SPUR)

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.



Low Cost

Strategic Partnership between Utilities and Retailers (SPUR)

Low Cost



Strategic Partnership between Utilities and Retailers (SPUR)

Low Cost

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

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

Higher Cost



Residential WAP A/C Rebate & Loan

Higher Cost

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

High Cost

Appliance	Rebate
Central HVAC System	\$250 to \$750
Window A/C Unit	\$50
Heat Pump Water Heater	\$800
Variable Speed Pool Pump	\$200
Wi-Fi Thermostat	\$25



Appliance Efficiency Program

High Cost

Customer Satisfaction – Appliance Efficiency Program (AEP) Q2 2017	Average Rating
Customer satisfaction with Austin Energy rebates and incentives experience	9.1
Overall customer satisfaction with Austin Energy	8.5
Overall satisfaction with contractors	9.5
Satisfaction with Austin Energy Inspectors	8.9
Effort needed to participate in the rebate program worth the time	7.7
Timely processing of refunds	8.8
Importance of incentives to completing energy efficiency improvements	8.7



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



High Cost



Home Performance with Energy Star

Customer Eligibility

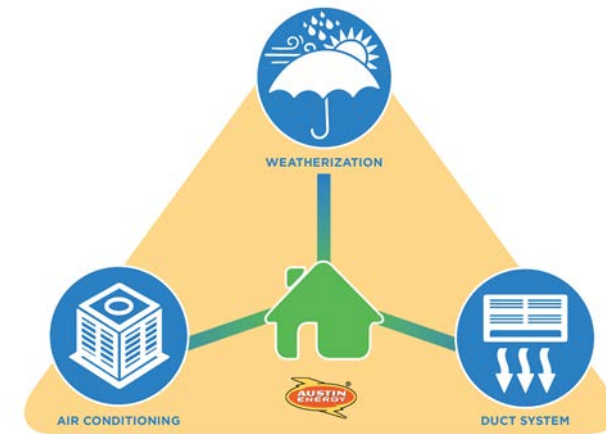
- Your home or building must receive electric service from Austin Energy at residential rates
- Owners of single-family homes, condominiums, town homes, duplexes, triplexes, fourplexes, and rental properties are eligible
- No mobile or manufactured homes are allowed
- Work must be done by a Registered 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



Higher Cost



Home Performance with Energy Star

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

Higher Cost



Summer Savings Communications

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

ENJOY SUMMER SAVINGS
Manage your energy bills with Austin Energy's tools and tips

YOU CAN MANAGE YOUR ENERGY USAGE, EVEN AS YOUR AC WORKS OVERTIME!

Release the piggy banks!

- Try the Austin Energy web app to avoid surprises on your energy bill
- Conserve energy by setting the thermostat at 78 degrees or higher
- Stay comfortable by using fans and avoid using the oven
- Upgrade your home's energy efficiency with the help of rebates and loans

Visit austenergy.com for more summer savings tips and take control of your summer energy bill today!

A City of Austin program © 2017 Austin Energy

No-Cost WAYS TO SAVE ENERGY

- 1 Make Seasonal Changes:** Set your thermostat to 78°F or higher in the summer and 68°F or lower in the winter to save on energy costs.
- 2 Use a Fan First:** Ceiling fans help you feel about 4 degrees cooler. Be sure to change the fan's direction in the winter to push warm air downward and turn off fans when you leave. Fans cool people, not rooms.
- 3 Unplug to Reduce Phantom Load:** Electronics, chargers and appliances use energy even when they are turned off. Remember to cut off all power when they are not in use.
- 4 Let the Air Flow:** Open all supply air vents and interior doors when using central air conditioning. These actions optimize cool air flow in your home and avoid making your HVAC system work harder and run longer.
- 5 Adjust Your Thermostat:** Set your water heater thermostat to 120°F to save energy and get comfortable hot water for most uses.
- 6 Don't Block the Vents:** Move furniture away from return air grilles and duct vents, by at least 6 inches, to save energy and help air flow.
- 7 Check Your Fridge and Freezer:** Adjust refrigerator temperatures to 36°F - 42°F and set freezer temperatures between 0°F and 5°F. Keep them indoors and out of garages to save energy.
- 8 Load it Up:** Wash a full load of laundry in cold rather than hot water. This will help you save money and avoid high energy costs.
- 9 Cook Smart:** Instead of the oven, use slow cookers, toaster ovens, microwaves or BBQs, especially during the summer. Microwaves use up to 70 percent less energy, cook 75 percent faster and produce less heat than electric or gas ovens.
- 10 Keep Them Clean:** Clean around your condenser and refrigerator coils. Clean coils will lower energy costs and extend appliance life.

512-482-5346 Learn more at austenergy.com

Low-Cost WAYS TO SAVE ENERGY

- 1 Change the Filter:** Replace air filters once a month to help save energy and improve indoor air quality. Dirty filters cause your system to use more energy.
- 2 Take Charge:** Use a smart power strip to control electronic equipment such as TVs, cable boxes, movie players, game consoles, etc.
- 3 Use Efficient Lighting:** LEDs, on average, use only a tenth of the electricity, last 50 times longer than incandescent lights and are twice as efficient, lasting five times longer than CFLs.
- 4 Seal Up Your Home:** Caulk and weatherstrip around windows and entry doors, or place towels around the bottom of doors and on window sills to prevent air loss.
- 5 Embrace Shade:** When it's hot outside, keep the window coverings closed during the day to block the sun's heat. Use white window shades, drapes or blinds to reflect heat away from the house.
- 6 Install a Smart Thermostat:** Internet-connected thermostats allow you to access and control your thermostat anywhere using smart devices or a computer, which helps you save money and energy.
- 7 Look for the ENERGY STAR® Label:** When shopping for new appliances, electronics, water heaters, windows and other products that consume energy, look for the ENERGY STAR® label to reduce your carbon footprint and your energy use.

CONNECT WITH AUSTIN ENERGY'S WEB APP
Access the web app to monitor your energy use from anywhere and avoid surprises on your electricity bill. Get scores today at austenergyapp.com

THE APP GIVES YOU THE POWER TO:

- Track and adjust your energy use
- Avoid higher billing tiers
- View your energy bill history
- Discover conservation tips
- Forecast your energy bill cost
- Save money and resources

austenergyapp.com

512-482-5346 Learn more at austenergy.com

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





Community Solar

Tim Harvey

Solar Program Coordinator



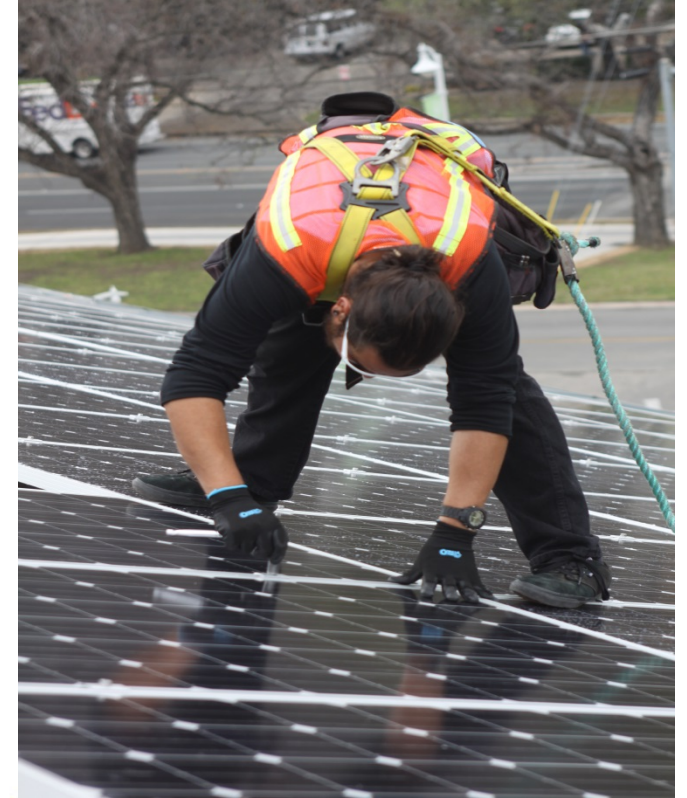
What is Community Solar?

- 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

