

AUSTIN ENERGY'S TARIFF PACKAGE: §  
2015 COST OF SERVICE § BEFORE THE CITY OF AUSTIN  
STUDY AND PROPOSAL TO CHANGE § IMPARTIAL HEARING EXAMINER  
BASE ELECTRIC RATES §

**AUSTIN ENERGY'S RESPONSE TO THE INDEPENDENT CONSUMER  
ADVOCATE'S FIFTH REQUEST FOR INFORMATION**

Austin Energy ("AE") files this Response to The Independent Consumer Advocate's ("ICA") Fifth Request for Information submitted on April 1, 2016. Pursuant to the City of Austin Procedural Rules for the Initial Review of Austin Energy's Rates § 7.3(c)(1), this Response is timely filed.

Respectfully submitted,

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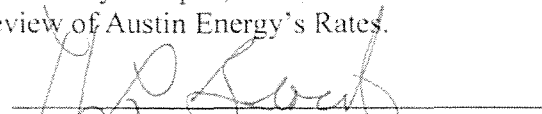
**ATTORNEYS FOR AUSTIN ENERGY**

2016 APR 12 AM 9 12

AUSTIN CITY CLERK  
RECEIVED

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of this pleading has been served on all parties and the Impartial Hearing Examiner on this 11th day of April, 2016, in accordance with the City of Austin Procedural Rules for the Initial Review of Austin Energy's Rates.

  
THOMAS L. BROCATO

ICA 5-1      Please provide the password to the Class Cost of Service model workbook. If AE cannot provide the password, please provide revisions to the model workbook which unlock sufficient lines and cells: to enable users to add a reasonable number of allocation methods and factors other than those included as options in the model, sufficient to allow users unrestricted investigation of alternative allocators; and to insert cell formulae in a manner which permits users to combine inputs to the model. ICA understands that AE currently plans to revise the model workbook to address users' ability to modify model results. If those changes satisfy ICA's requirements, ICA will withdraw this request.

ANSWER:

Please refer to latest RFP release. Functionality has been added for intervenors to add allocation factors of their own design.

Prepared by:            MM  
Sponsored by:        Mark Dombroski

ICA 5-2      Based on residential load research samples, provide coincident peak load factors by average monthly usage for various increments of energy use or customer profiles. Provide information regarding diversity factor for those increments of energy use or various customer profiles.

ANSWER:

Please refer to Attachment 1 for coincident peak load factor and diversity factor statistics by residential tier.

Prepared by:            JL  
Sponsored by:        Mark Dombroski

**Austin Energy Load Research**

Average Load Factor at AE System Peak

@ the Meter

Boundary	201310	201311	201312	201401	201402	201403	201404	201405	201406	201407	201408	201409
Weighted average	50.4991%	53.6862%	60.1557%	52.6388%	47.0879%	40.7289%	48.1297%	56.0196%	61.0382%	66.8332%	63.8328%	53.8362%
1 - 500 kWh	46.0334%	57.5533%	73.2675%	77.7812%	59.2767%	56.3475%	42.3010%	49.9434%	48.2770%	74.3496%	86.2087%	58.3529%
501 - 1000 kWh	47.8866%	52.7270%	61.3163%	67.4594%	49.0884%	44.3013%	48.3965%	59.3242%	58.2196%	68.3789%	62.2855%	50.1160%
1001 - 1500 kWh	52.1644%	57.6652%	51.0045%	44.6853%	44.2646%	41.8307%	50.5348%	57.2256%	63.1688%	66.9879%	61.3970%	51.6450%
1501 - 2500 kWh	51.4033%	44.2455%	66.7672%	47.5889%	43.4063%	28.5334%	56.6215%	56.8584%	66.2637%	66.2072%	66.0363%	53.5774%
2500 kWh & greater	55.9879%	57.6779%	54.4388%	45.2597%	44.1065%	32.7781%	55.8854%	52.0498%	65.6389%	64.2835%	62.2978%	59.6478%

# **Austin Energy Load Research**

Diversity Factor at AE System Peak

@ the Meter

Boundary	201310	201311	201312	201401	201402	201403	201404	201405	201406	201407	201408	201409
1 - 500 kWh	3.4532	4.2874	5.3453	5.6503	4.0299	4.5431	3.1691	3.6849	2.8894	4.4947	5.1653	3.6101
501 - 1000 kWh	2.4134	3.1088	3.3357	3.5921	2.7180	2.7447	2.7231	3.1739	2.4909	2.9874	2.4709	2.1752
1001 - 1500 kWh	2.2633	2.7423	2.2872	2.0792	2.1064	2.0517	2.2451	2.5855	2.2428	2.3205	2.1137	1.8856
1501 - 2500 kWh	1.7734	1.9817	2.4811	1.9432	1.7278	1.4002	2.0089	2.0193	1.9612	1.9678	1.8912	1.7290
2500 kWh & greater	1.7517	1.9250	1.7122	1.4670	1.3340	1.4090	2.1645	1.7125	1.7486	1.7167	1.5277	1.5203

ICA 5-3      Please provide load data (average coincident peak load factor and diversity factor, average energy use, etc.) for residential customers with various types of electric appliances or end uses, such as central air, window air conditioning, central heating, resistance heating, electric car charging, electric cooking, wifi and HD screens, etc.

ANSWER:

Austin Energy has no responsive information to this request.

Prepared by:            BE  
Sponsored by:        Mark Dombroski/Debbie Kimberly

ICA 5-4      Recently the city council was briefed by consultant Mark Beauchamp on utility rate making issues.

- A.      Was his presentation sponsored by Austin Energy? Is he a consultant to Austin Energy?
- B.      He addressed mandatory residential demand charges and mandatory time of day rates, among other topics. Is Austin Energy considering the implementation of mandatory demand charges or mandatory time of day rates within the residential class?
- C.      With respect to the answer to 'B,' if the answer is "yes," please state the rationale and potential time frame for such action.
- D.      Provide any supporting white papers or other internal memoranda for the answer to 'C.'
- E.      Is AE aware of any Texas electric utilities which require residential customers to pay demand charges or time of day rates? If yes, identify the entities.

ANSWER:

- A.      In response to City Council Resolution No. 20160204-037, Austin Energy arranged for the presentations made by Mark Beauchamp, president of Utility Financial Solutions LLC, on March 28 and March 29, 2016. Austin Energy will pay a fee to Utility Financial Solutions, LLC for Mr. Beauchamp's time and travel. Neither Utility Financial Solutions nor Mr. Beauchamp is a consultant to Austin Energy.
- B.      No, Austin Energy is not proposing and is not considering implementing mandatory demand charges or mandatory day rates within the residential class. The opinions expressed by Mr. Beauchamp during his presentations do not necessarily reflect the opinions of Austin Energy.
- C.      Not applicable.
- D.      Not applicable.
- E.      Austin Energy is not aware of any Texas electric utilities which require residential customers to pay demand charges or time of day rates.

Prepared by:      BE  
Sponsored by:      Mark Dreyfus

ICA 5-5      Regarding the "Austin Shines" Sustainable and Holistic Integration of Energy Storage and Solar PV presentation by Dan Smith to the March 25, 2016 meeting of the Austin Energy Utility Oversight Committee, is the \$1,360,000 FY 16 funding of the budget shown in slide 11 included in the pending rate request? If so, please identify where the costs are allocated.

ANSWER:

No, Austin Energy did not include the \$1,360,000 FY 2016 budget for the SHINES project in the test year revenue requirement.

Prepared by:            DS/CG  
Sponsored by:        Mark Dombroski



ICA 5-6        Provide full copies of the surveys, methodologies, and results referenced in the response to ICA 2-1 for FY 14 and FY 15.

ANSWER:

Austin Energy's response to ICA RFI No. 2-1 referenced three surveys conducted in FY 2015: the Service Center survey, the Overall Satisfaction survey, and the Residential Rebate survey. Of the three, only the Residential Rebate survey was not conducted in FY 2014; therefore, this response includes information regarding five surveys conducted between FY 2014 and FY 2015.

Methodology

In general, Austin Energy follows standard market research protocols, soliciting a random sample from the population on which the survey is based. Austin Energy requires a 95% confidence level with a 5% variance on all statistics. Surveys are conducted by phone, email or internet form. On rare occasions Austin Energy will perform on-site, in-person surveys. The type of survey depends on a number of factors including population and available contact information.

Service Center Survey

The FY 2014 and FY 2015 surveys were conducted by phone and the analytical methodologies are detailed within the body of each report.

- Please see Attachment 1 for the FY 2014 Service Center survey and results.
- Please see Attachment 2 for the FY 2015 Service Center survey and results.

Overall Satisfaction Survey

This survey is conducted by phone and is written by Austin Energy staff and conducted by a consultant with a call center. The survey was conducted on 120 residential customers both in FY 2015 and FY 2014.

- This request is subject to a pending objection. The surveys and their detailed findings are considered competitive information and are being withheld.

Residential Rebate Survey

This electronic survey is conducted through an online tool. An email invitation including a hyperlink to the survey is sent to customers who participate in any residential energy efficiency program and receive a rebate from Austin Energy. The number of email invitations sent depends on program participation. Response rates to electronic surveys vary. Further methodology is contained in the survey report.

- Please see Attachment 3 for the FY 2015 Residential Rebate survey and results.

Prepared by:        BK/LJ  
Sponsored by:      Debbie Kimberly

Draft #1  
January 31, 2014

#10-6019

### **In –person, On-site Service Center Interview Questions**

Mark location.

North Branch (Austin Energy Payment Center) 1

East Branch (Rosewood Zaragosa Center) 2

Hello, my name is \_\_\_\_\_ with Creative Consumer Research. We are conducting a study on behalf of Austin Energy today and would like to include your opinions. Your answers will be confidential and will be used for research only. Do you have about 5 minutes to complete a survey for us?

Would you prefer to continue this survey in English or Spanish?

English 1  
Spanish 2

S1 Was your visit to the Service Center today about a residential or commercial account?

Residential 1  
Commercial 2  
Both Residential and Commercial 3

S2 Have you participated in a survey regarding electrical energy in the last 90 days?

Yes 1 **(Thank respondent, then terminate & tally)**  
No 2 **(CONTINUE)**  
Don't know 0 **(Thank respondent, then terminate & tally)**

S3 Are you or is anybody in your household or immediate family employed in any of the following: (check boxes)

	<u>YES</u>	<u>NO</u>	<u>DK/REFUSED</u>
Market research.....	( )	( )	( )
Advertising .....	( )	( )	( )
An electric or gas utility company .....	( )	( )	( )
City of Austin.....	( )	( )	( )
Austin Energy .....	( )	( )	( )

IF 'YES' **OR** 'DK/REFUSED' TO **ANY**, THANK RESPONDENT,  
THEN TERMINATE & TALLY \_\_\_\_

1. What was the purpose of your visit today? **(DO NOT READ LIST. Allow more than one response. Probe for additional responses).**

Paid your personal bill ..... 1  
 Paid your company's bill ..... 2  
 Paid both personal and company's bill ..... 3  
 Set up/started electric service ..... 4  
 Stopped electric service ..... 5  
 Transferred electric service ..... 6  
 Reconnected electric service ..... 7  
 Signed up for levelized billing ..... 8  
 Set up a deferred payment agreement ..... 9  
 Set up electronic payment (Bank draft/EFT, credit card, debit card, etc.) ..... 10  
 Applied for/set up low interest loan for energy efficiency improvements ..... 11  
 Other. Please explain: ..... 0

- \*1B. **(If answer to 1 is paid bill (1,2,3,) continue to 1B)**

Did you pay the bill through a Customer Service Representative or with the payment drop box?

Customer Service Representative ..... 1  
 Drop box ..... 2 (if yes, skip to Q4)

2. Today, how long did you wait to speak to an Austin Energy representative? **(Drop down box. DO NOT READ LIST. IF RESPONDENT IS UNSURE, ASK FOR BEST ESTIMATE.)**

Did not wait ..... 1 (SKIP TO Q4)  
 Less than 30 seconds ..... 2  
 At least 30 seconds but less than 1 minute ..... 3  
 At least 1 minute but less than 1½ minutes ..... 4  
 At least 1 ½ minutes but less than 2 minutes ..... 5  
 At least 2 minutes but less than 5 minutes ..... 6  
 At least 5 minutes but less than 10 minutes ..... 7  
 10 minutes or more ..... 8  
 Don't know/no answer ..... 9  
 Do not speak to a customer service rep ..... 10 (SKIP TO Q4)

3. Using a scale of 1 to 10, with '1' being **very unreasonable** and '10' being **very reasonable**, how reasonable was the length of time that you waited today?

<b>VERY</b>					<b>VERY</b>					<b>DON'T</b>
<b><u>UNREASONABLE</u></b>					<b><u>REASONABLE</u></b>					<b><u>KNOW</u></b>
1	2	3	4	5	6	7	8	9	10	Y

4. Please rate this Austin Energy's Service Center on the following using a scale of 1 to 10 with '1' being **very poor** to '10' being **very good**. How would you rate this Service Center on the ...

- ( ) a. Availability of parking ..... \_\_\_\_\_
- ( ) b. Ease of seeing the sign outside the building ..... \_\_\_\_\_
- ( ) c. Convenience of the location..... \_\_\_\_\_
- ( ) d. Convenience of hours of operation,  
Monday through Friday ..... \_\_\_\_\_
- ( ) e. Ability of the staff to answer your questions ..... \_\_\_\_\_
- ( ) \*f. Ability of the staff to clearly communicate in a way that was easy to understand ..... \_\_\_\_\_
- ( ) g. Friendliness of the staff ..... \_\_\_\_\_
- ( ) h. Willingness of the staff to go the extra mile to serve you..... \_\_\_\_\_
- ( ) i. Promptness of the service overall..... \_\_\_\_\_
- ( ) j. Services available at the facility ..... \_\_\_\_\_

5. Using a scale of 1 to 10, where '1' is **very dissatisfied** and '10' is **very satisfied**, how would you rate your overall satisfaction with your experience at this Austin Energy's Service Center today?

<b><u>Very Dissatisfied</u></b>									<b><u>Very Satisfied</u></b>		<b><u>DK</u></b>
1	2	3	4	5	6	7	8	9	10	x	

6. What is there that causes you to rate your experience at the Service Center a (RATING IN Q5)? Please explain.

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7. Have you noticed the TV monitors located at the Service Center?

Yes

No (SKIP TO Q11)

8. Have you ever seen the programs that are played on the TV monitors at the service centers?

Yes

No (SKIP TO Q11)

9. Do you recall the topic of the programs that was played at the Service Center?

Yes

No (SKIP TO Q11)

10. What was the topic of the program that was played? (Please specify)

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11. Have you ever seen any papers or brochures at the Service Center that talked about ways to save money on your electric bill, or ways to conserve energy in your home?

Yes

No (SKIP TO DEMOGRAPHICS SECTION)

12. Did you read the brochure ?

Yes

No (SKIP TO DEMOGRAPHICS SECTION)

13. Did you take the brochure home?

Yes

No

14. Did you use the information in the brochure to make energy savings improvements to your home?

Yes

No (SKIP TO DEMOGRAPHICS SECTION)

15. What improvements did you make to your home? (Please specify)

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## **DEMOGRAPHICS**

These last questions will allow us to group your responses with those of other Austin residents and/or business owners participating in this survey.

### **(Commercial Customers)**

DC1. Approximately how many miles is your company from the Branch Service Center? **(IF NECESSARY, READ LIST.)**

Less than 1 mile	1
1-2 miles	2
2-5 miles	3
5-7 miles	4
7-10 miles	5
More than 10 miles	6
DK/refused	7

DC1B. Approximately how long (in minutes) does it take you to travel to the Branch Service Center? **(IF NECESSARY, READ LIST.)**

Less than 5 minutes	1
6-10 minutes	2
11-20 minutes	3
21-30 minutes	4
31-40 minutes	5
More than 40 minutes	6
DK/refused	7

DC2. What is the zip code for your company's location?

\_\_\_\_\_

DC3. **(Maybe open end)** Please tell me what best describes your company's industry, or how you would classify your main business activity. **(READ LIST IF NECESSARY.)**

Agriculture, Forestry, & Fishing .....	1
Mining (includes oil and gas) .....	2
Construction.....	3
Manufacturing .....	4
Transportation, Communications & Sanitary Services .....	5
Wholesale Trade .....	6
Retail Trade (Includes Eating & Drinking establishments) .....	7
Financial, Insurance, & Real Estate .....	8
Services .....	9
Public Administration .....	0
Other: _____ .....	0
<b>(Specify)</b>	

DC4. Approximately how long has your company or organization been in business in Austin?  
**(IF NECESSARY, READ LIST.)**

Less than 5 years	1
5 years to less than 10 years	2
10 years to less than 20 years	3
20 years to less than 30 years	4
30 years to less than 40 years	5
40 years to less than 50 years	6
50 years or longer	7
<b>(Do Not Read)</b> Don't know	8

DC5. Please tell me how many full time equivalent (FTE) employees your company has in Austin? **(DO NOT ACCEPT RANGES. IF UNSURE, ASK FOR BEST ESTIMATE.)**

\_\_\_\_\_, \_\_\_\_\_ full time employees

Refused (=88888)	0
Don't know (=99999)	0

DC6. What is your job title or position with your company? **(DO NOT READ LIST.)**

Assistant Manager	1
CEO	2
CFO	3
COO	4
Facilities Manager	5
General Manager	6
Office Manager	7
Operations Manager/Supervisor	8
Owner	9
Plant Manager/Supervisor	0
President	x
Supervisor	y
Vice President	1
Vice President of Operations	2
Other: _____	0

**(Residential Customers )**

DR1. BY OBSERVATION: Gender

Male	1
Female	2

DR1A. Approximately how many miles is your home from the Branch Service Center? **(IF NECESSARY, READ LIST.)**

Less than 1 mile	1
1-2 miles	2
2-5 miles	3
5-7 miles	4
7-10 miles	5
More than 10 miles	6
DK/refused	7

DR1B. Approximately how long (in minutes) does it take you to travel to the Branch Service Center? **(IF NECESSARY, READ LIST.)**

Less than 5 minutes	1
6-10 minutes	2
11-20 minutes	3
21-30 minutes	4
31-40 minutes	5
More than 40 minutes	6
DK/refused	7

DR2. How long have you lived in the Austin metropolitan area? **(DO NOT READ LIST)**

Less than 1 year	1
1 year to 5 years	2
6 to 10 years	3
11 to 15 years	4
16 to 20 years	5
21 to 30 years	6
31 to 40 years	7
41 to 50 years	8
More than 50 years	9
DK/Refuse	10

DR3. Do you rent or own your current place of residence?

Rent	1
Own	2
DK/unsure	3

DR4. Which of the following **best** describes your residence? **(READ LIST. ACCEPT ONLY ONE RESPONSE.)**

Single-family home	1
Townhouse/Duplex	2
Condo	3
Apartment	4
Other <b>(Specify)</b> _____	0

DR5. How many people are in your household?

\_\_\_\_\_

DR6. What is the zip code for your residence?

\_\_\_\_\_

DR7. What is your marital status? **(DO NOT READ LIST)**



Single	1
Married	2
Separated	3
Divorced	4
Widowed	5
In transition	6
<b>(Do Not Read)</b> Refused	7

DR8. What is your current employment situation? **(DO NOT READ LIST)**

Employed part-time	1
Employed full-time	2
Unemployed	3
Student	4
Retired	5
Homemaker	6
DK/unsure	7
Refused	8

DR9. Which ethnic group do you most identify with? **(DO NOT READ LIST)**

Of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban	1
White	2
African-American	3
Asian, Pacific Islander	4
Aleutian, Eskimo, or American Indian	5
Other: _____	6
<b>(Do not read)</b> DK/unsure	7 <b>(TERMINATE &amp; TALLY _____)</b>
<b>(Do not read)</b> Refused	8 <b>(TERMINATE &amp; TALLY _____)</b>

DR10. What is the highest grade of school you have completed? **(DO NOT READ LIST)**

Some high school	1
Graduated high school	2
Some college	3
Graduated college	4
Post-graduate work	5
<b>(Do Not Read)</b> DK/unsure	6
<b>(Do Not Read)</b> Refused	7

DR11. What was your approximate total family income last year, before taxes? In order to make statistical projections, we do not need your exact income.  
**(DO NOT READ LIST)**

Under \$10,000	1
\$10,000 to \$25,000	2
\$25,001 to \$40,000	3
\$40,001 to \$50,000	4
\$50,001 to \$60,000	5
\$60,001 to \$75,000	6
\$75,001 to \$100,000	7
\$100,001 or more	8
DK/unsure	9
Refused	x

**THAT CONCLUDES OUR SURVEY.**

In case my supervisor would like to verify that I conducted this survey with you, I need to confirm who I'm talking to. Please provide your name and phone number.

NAME: \_\_\_\_\_  
PHONE: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

May we also have your email address?

EMAIL: \_\_\_\_\_



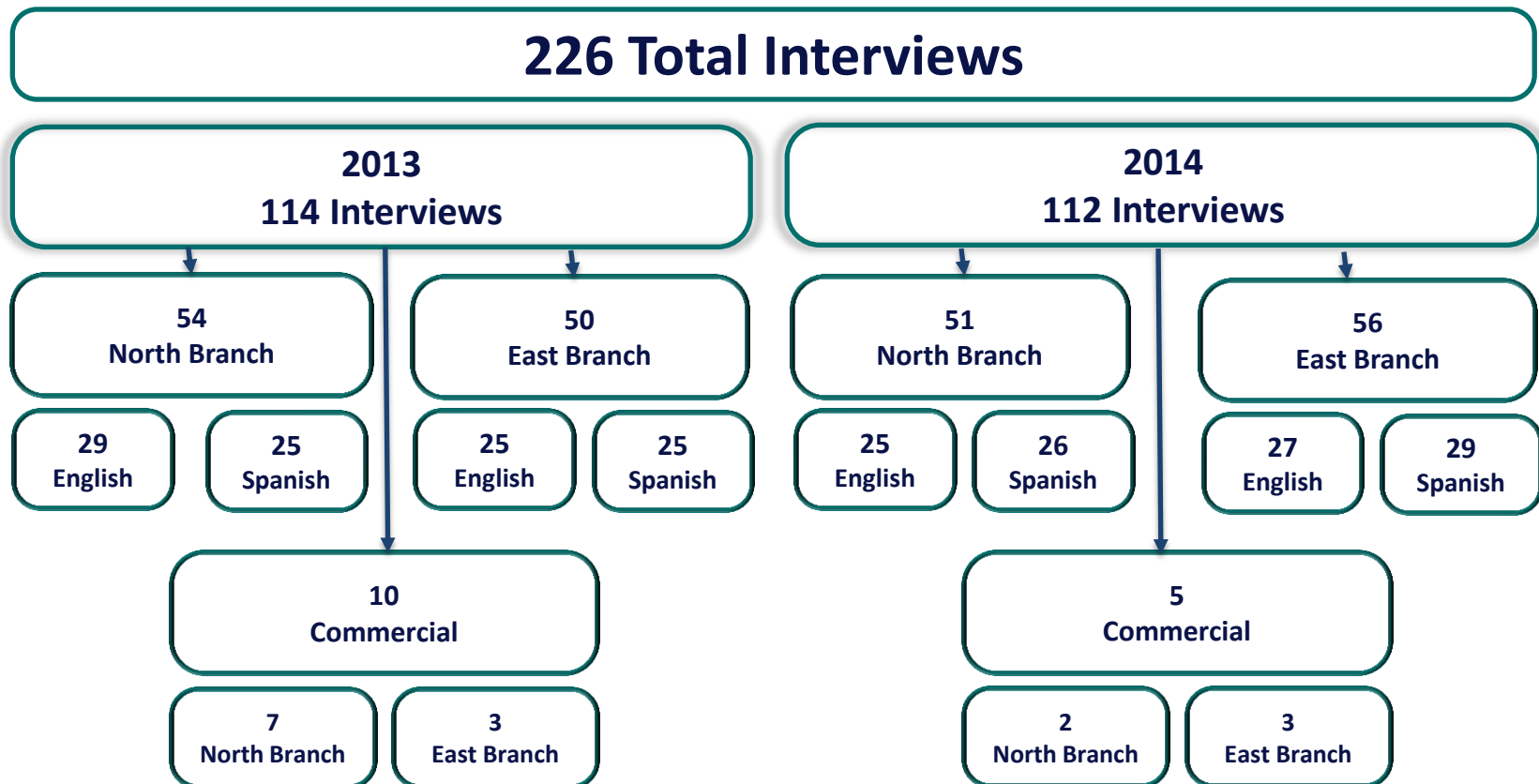
## 2014 Service Center Customer In-Person Survey

Analysis and Report Provided by:  
Data Analytics & Business Intelligence

March 2014

Confidential, for Internal Use Only

- This is the second wave of in-person interviews conducted at the Service Centers.
  - Interviews were conducted on-site August 14-16, 2013 and February 11-13, 2014.
  - Unfortunately, due to the low volume of Commercial customers using the Service Centers in both waves, interviewers were only able to collect 15 surveys.





# Methodology

- Due to the small base size of Commercial customers (N=15), the findings from these 15 are reported as numbers instead of percentages.
  - It is important to note that numbers reported in the Commercial Section are for informational purposes only and should not be used to guide decision-making.

- Customers who have done business with the walk-in Service Centers give the Service Centers the highest possible ratings for customer satisfaction. These ratings are considerably higher than the ratings given to the Utility as a whole, or ratings of customer experiences given the Utility Call Center.
- These very high customer satisfaction ratings appear to be a direct result of the staff at the Service Centers. This finding is corroborated by information obtained from focus groups. During these focus groups customers praised the Service Center staff.
- Focus group participants familiar with the Service Centers talked about the warm, friendly service they received, starting with, in many times, personalized hello's from the security guards who knew their names and continuing on through their entire interaction. Customers report having established relationships with CSR's to the extent that customers will wait extra time in line to do business with their favorite CSR.



# Summary

- Service Center patrons notice the TV monitors and the messages that are playing on them, as well as the printed materials. More importantly, customers reported doing something related to conservation as a result of the information obtained at a Service Center.
- Going forward Service Center CSR's should be made aware of the impact they are having on their customers. The CSR's should be encouraged to continue to go the extra mile, and get to know their customers as well as is practical. It is clear Service Center customers appreciate these efforts. CSR's should also continue to make customers aware of the many resources AE can provide.



# Residential Survey Results

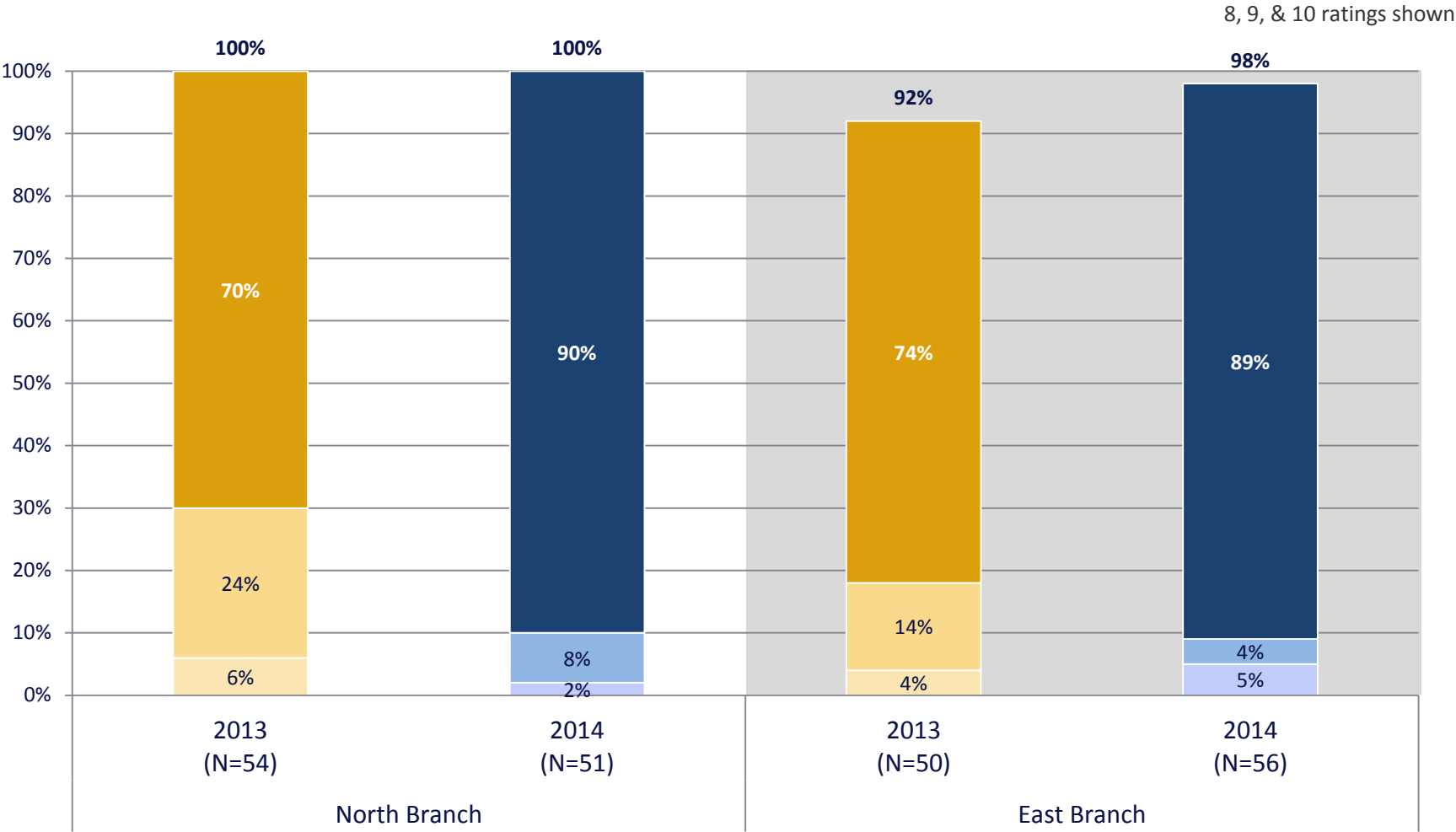






# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)





# Why 8, 9, or 10 Overall Satisfaction Rating Given

	North Branch		East Branch	
	2013	2014	2013	2014
Fast/did not have to wait long	41%	24%	39%	55%
Nice/friendly/courteous staff	17%	31%	50%	36%
Knowledgeable/helpful staff	7%	20%	4%	31%
Convenient location	6%	25%	7%	4%
Good service	4%	27%	0%	4%
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>54</b>	<b>51</b>	<b>46</b>	<b>55</b>

All other responses mentioned by 2% or less of respondents.

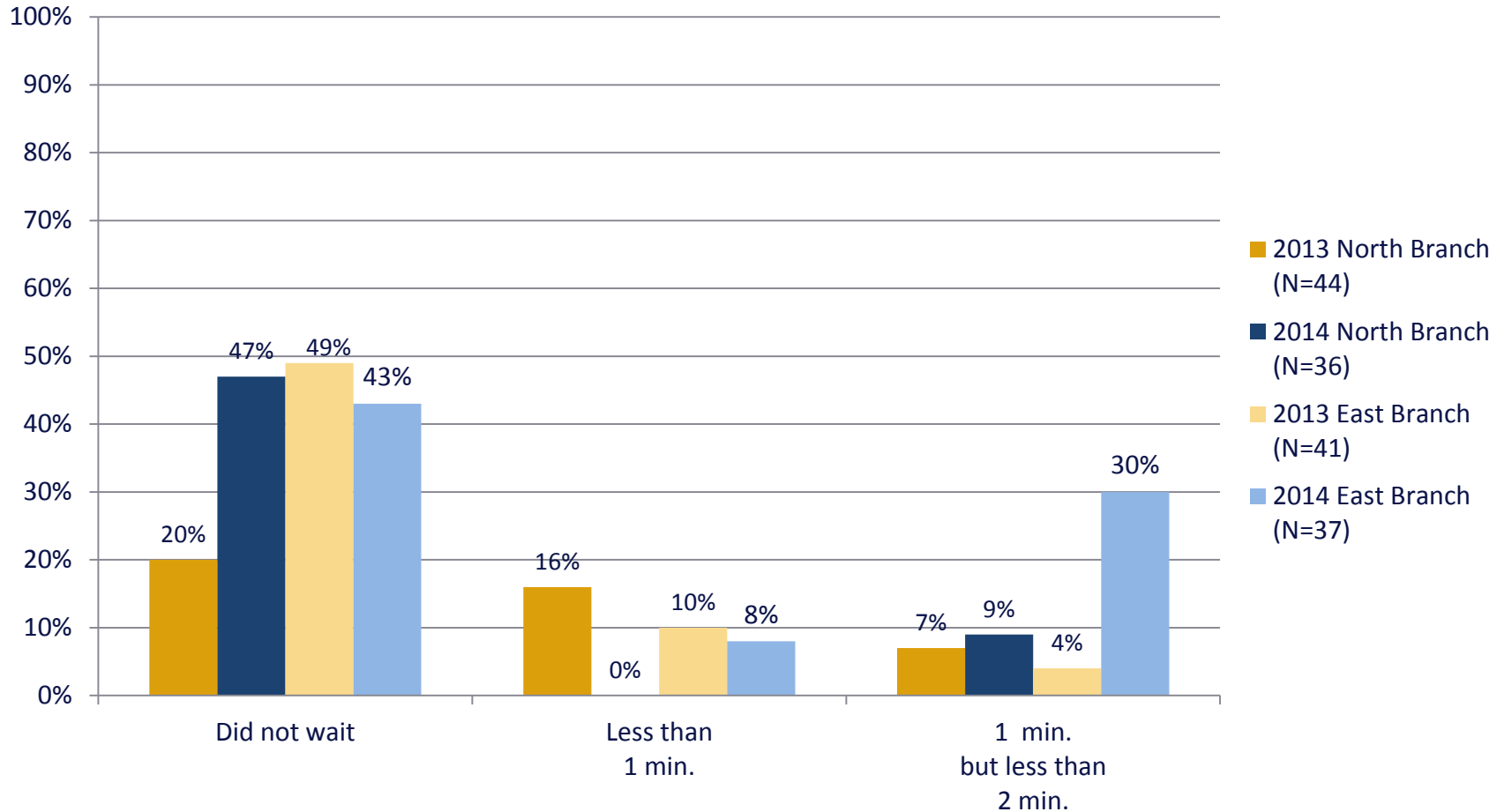
Note: Percentages add up to more than 100% due to multiple responses.



# Wait Time by Branch

Average Wait Time	North Branch		East Branch	
	2013	2014	2013	2014
	3.63	2.16	2.00	1.28

Chart 1 of 2

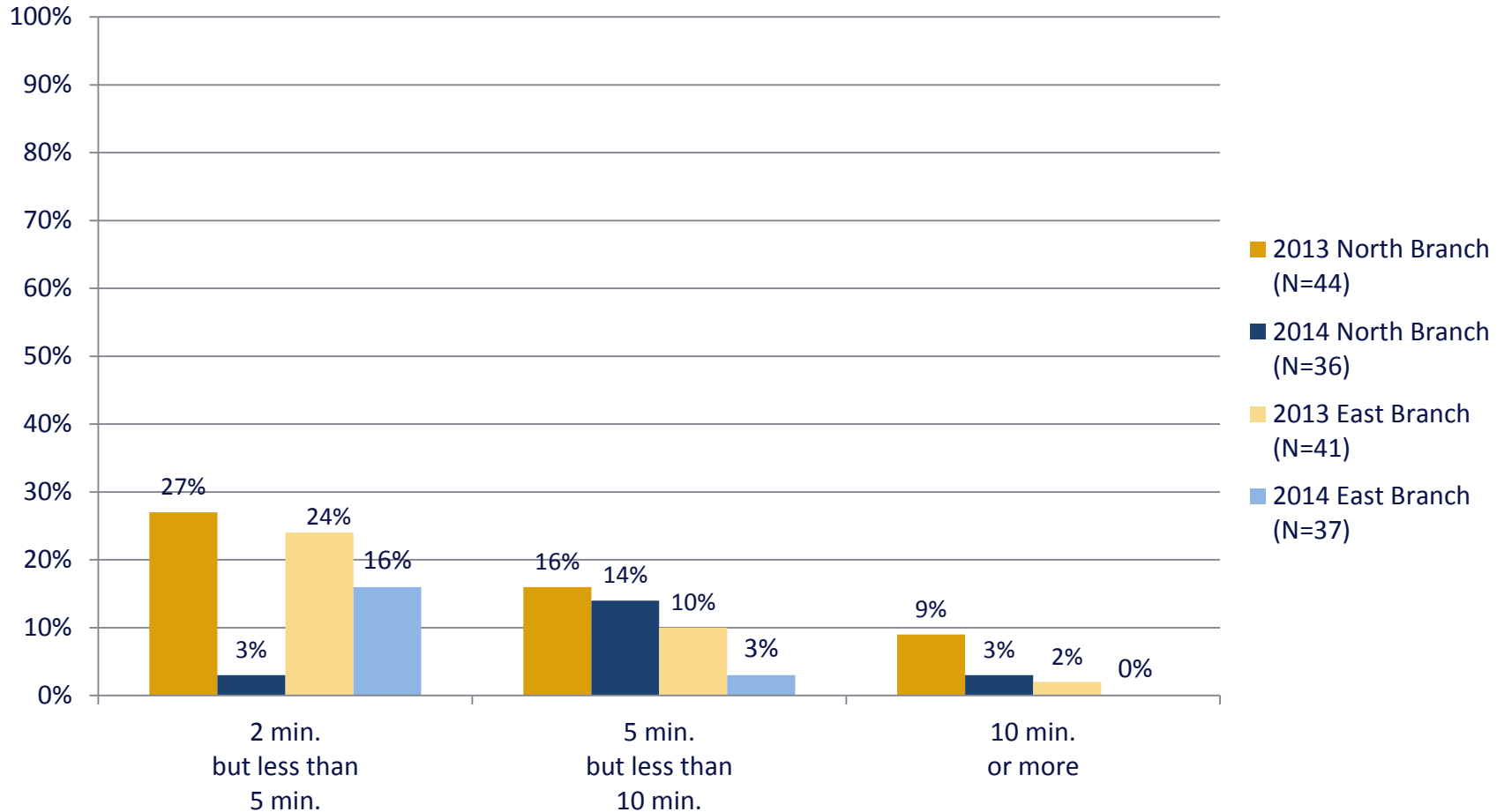




# Wait Time by Branch

Average Wait Time	North Branch		East Branch	
	2013	2014	2013	2014
	3.63	2.16	2.00	1.28

Chart 2 of 2

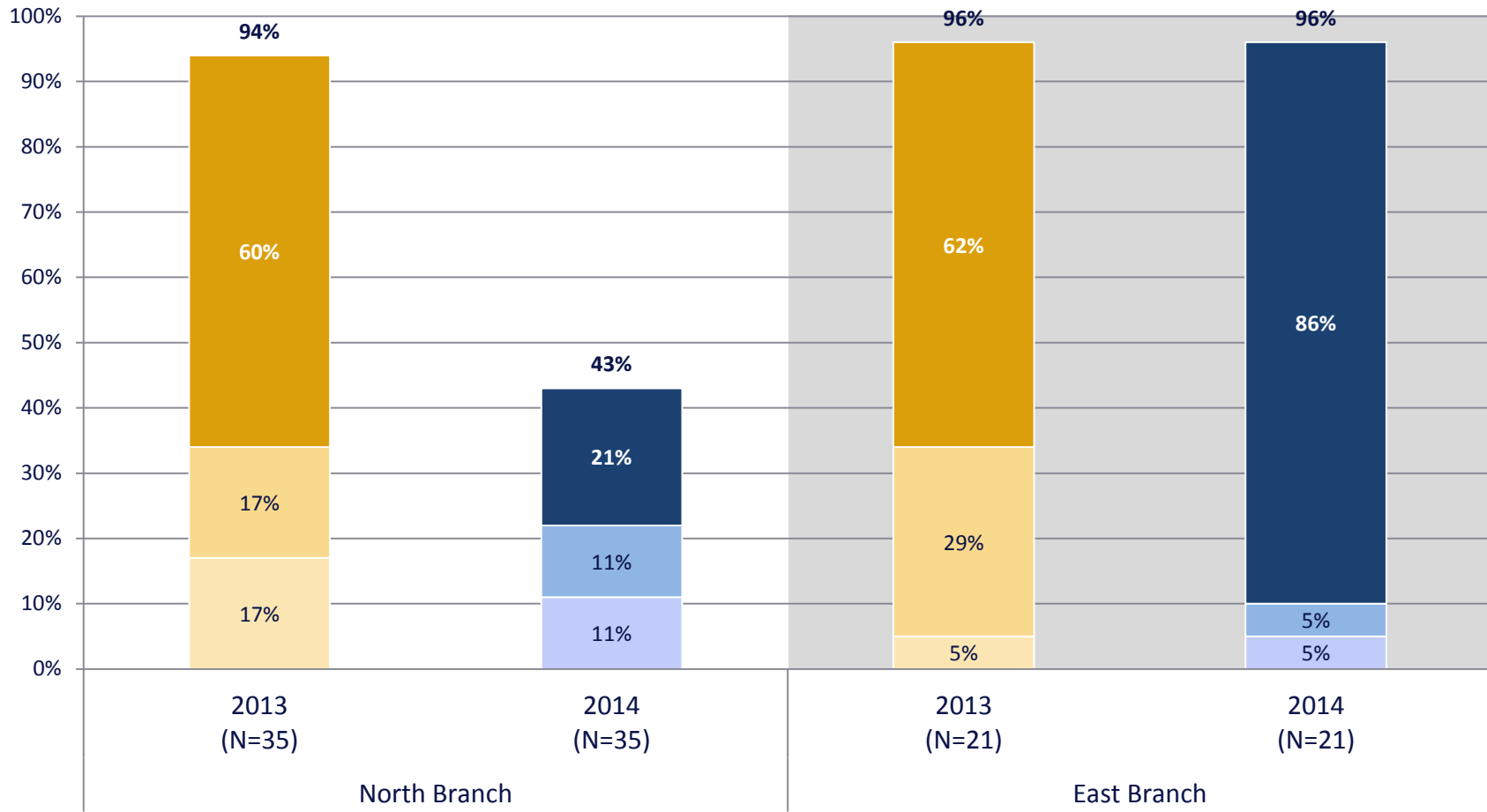




# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

Base: Those who waited to speak to Customer Service Representative

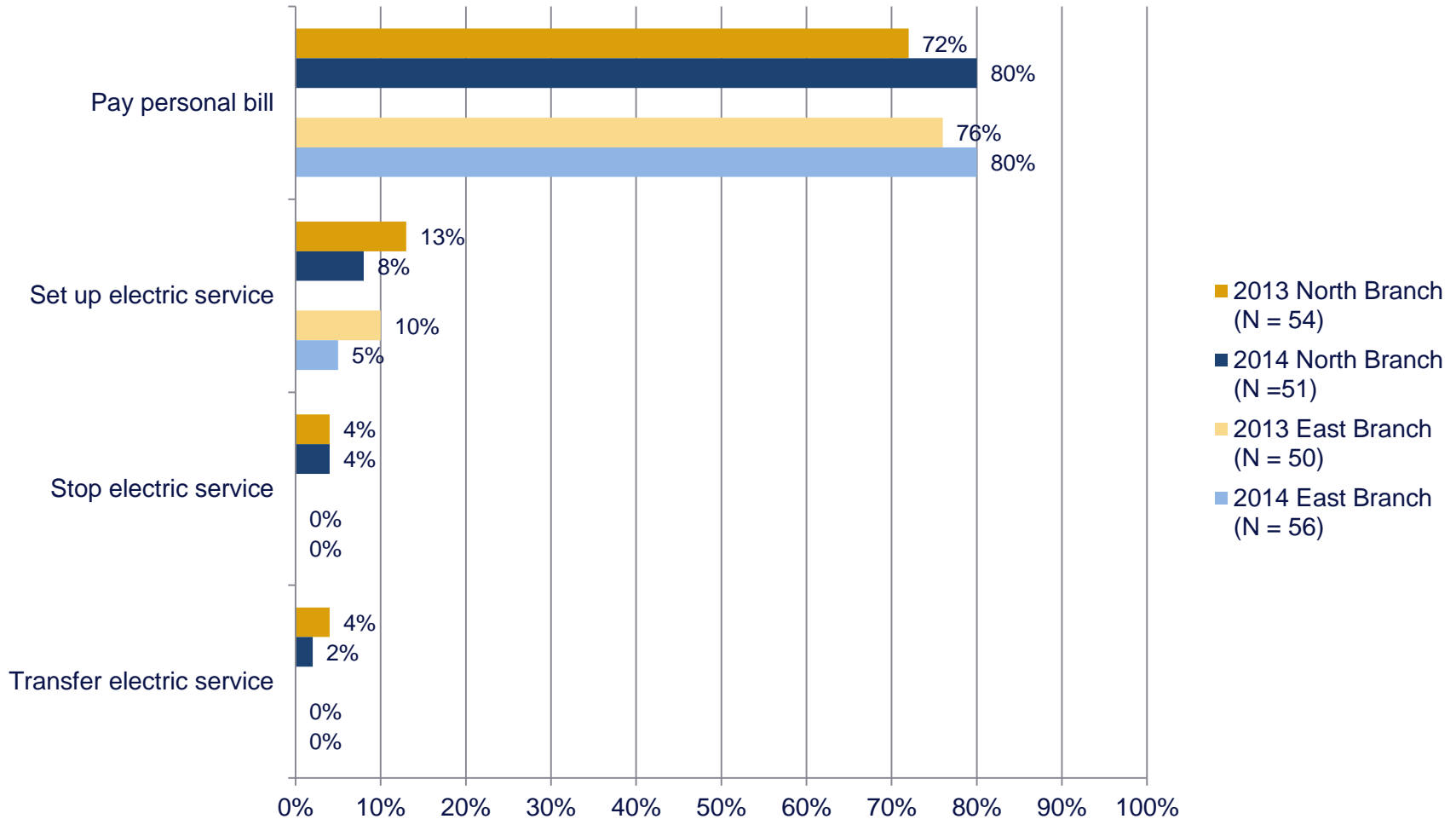




# Reasons for Visiting Service Centers by Branch

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2

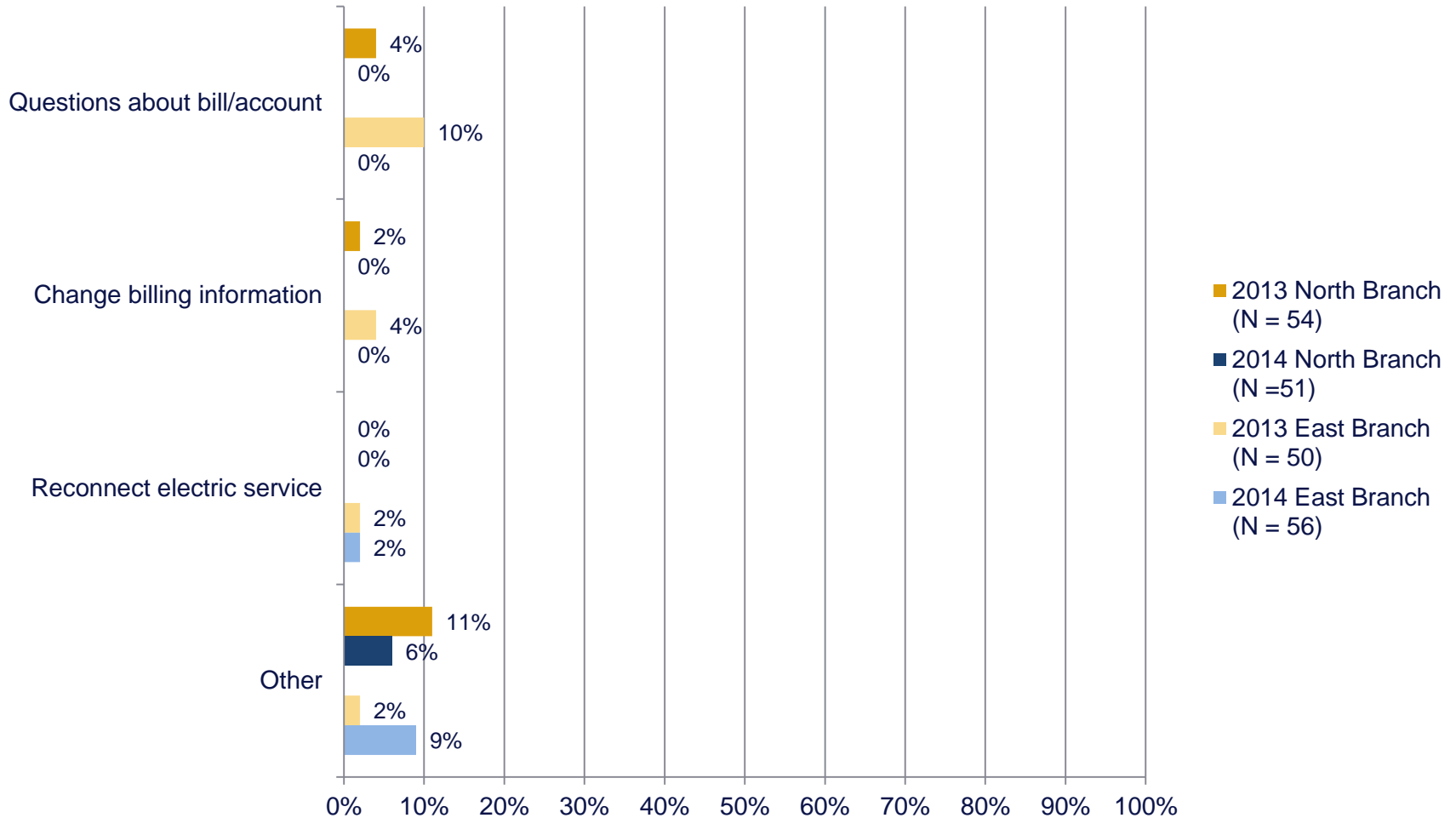




# Reasons for Visiting Service Centers by Branch

Note: Percentages add up to more than 100% due to multiple responses.

Chart 2 of 2





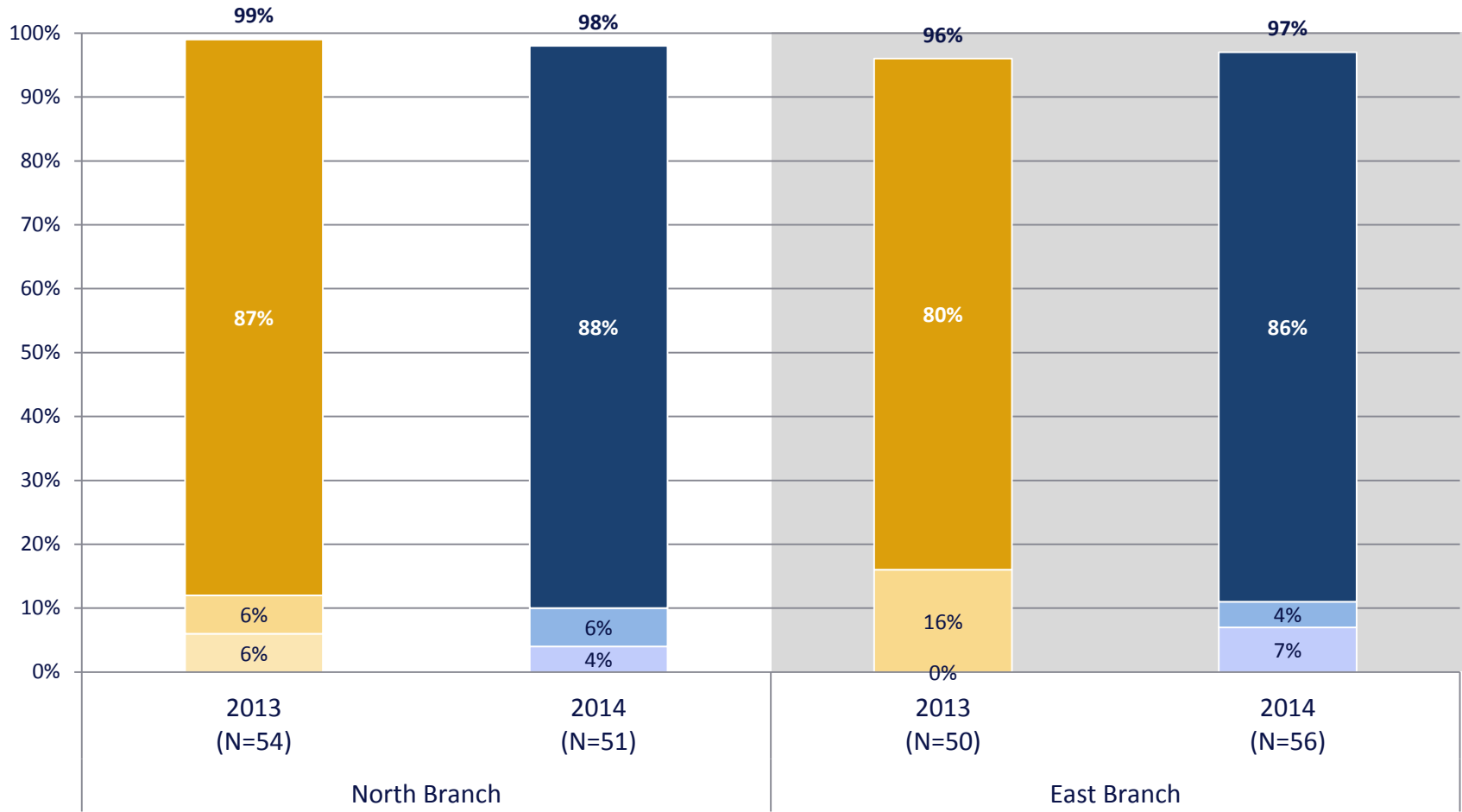
# Service Center Staff Ratings by Branch

(1 = very poor; 10 = very good)

## Friendliness of the Staff

Chart 1 of 5

8, 9, & 10 ratings shown







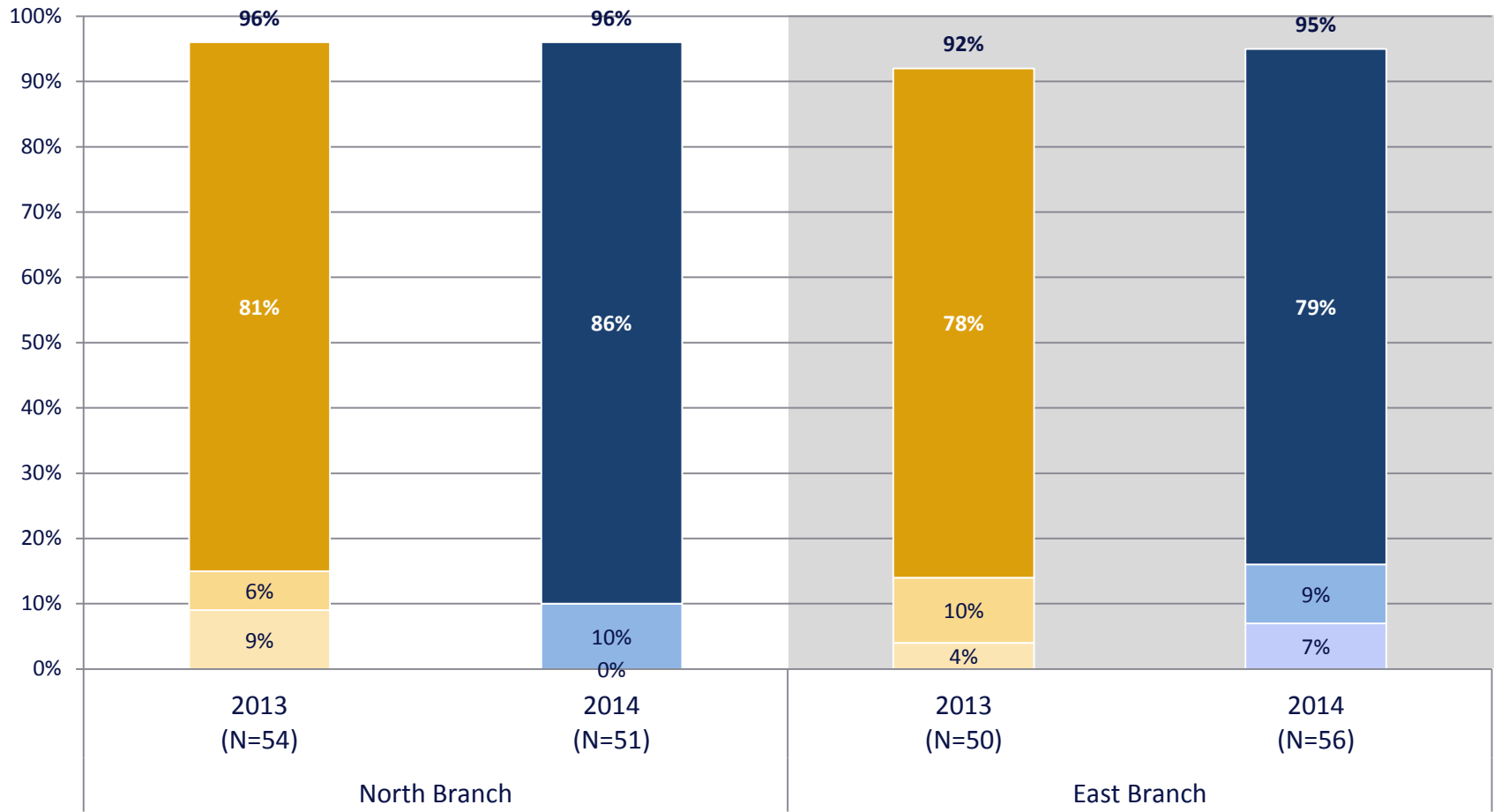
# Service Center Staff Ratings by Branch

(1 = very poor; 10 = very good)

Chart 2 of 5

## Ability of Staff to Answer Questions

8, 9, & 10 ratings shown





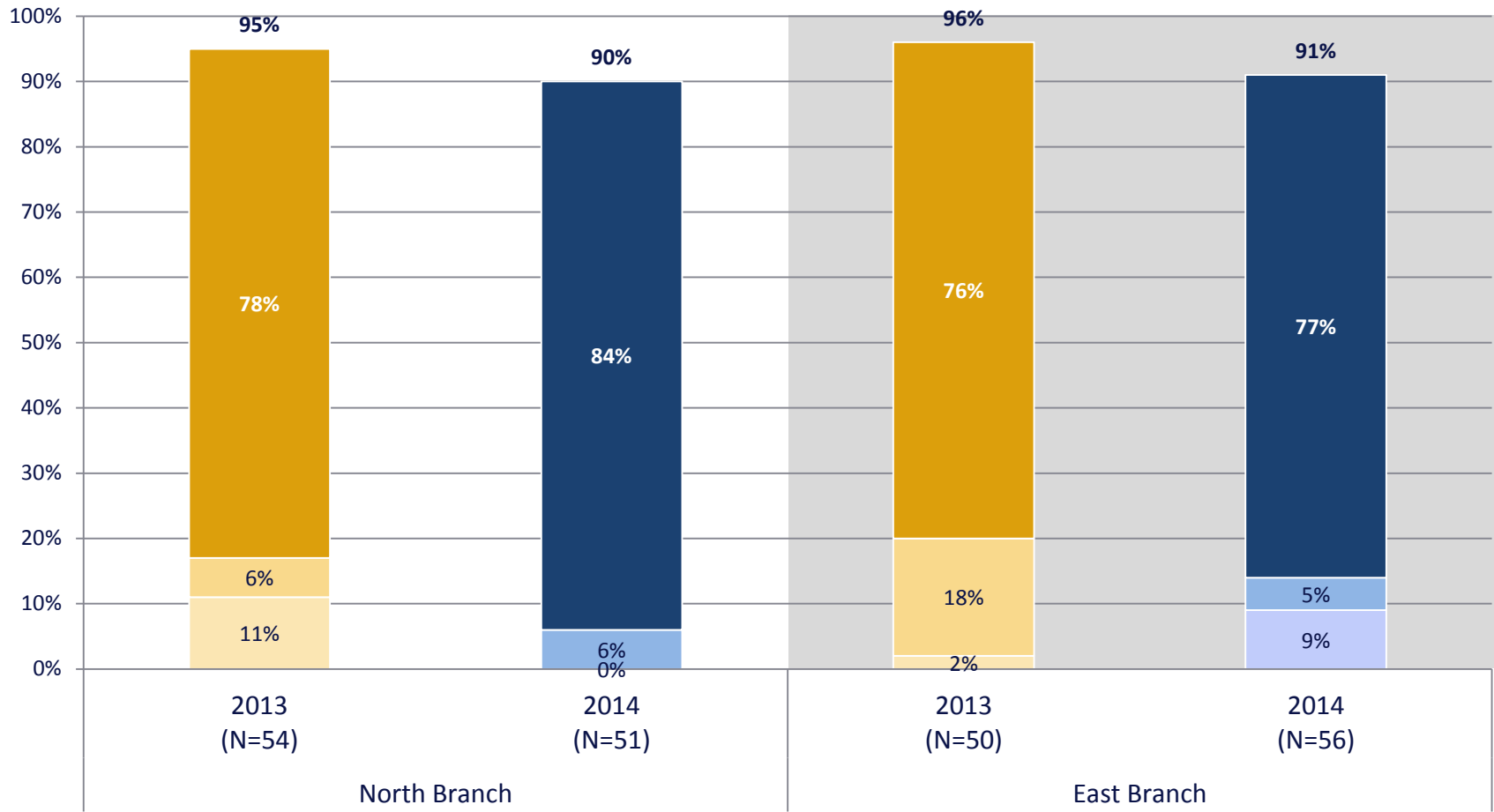
# Service Center Staff Ratings by Branch

(1 = very poor; 10 = very good)

## Communicates in an Easy to Understand Way

Chart 3 of 5

8, 9, & 10 ratings shown





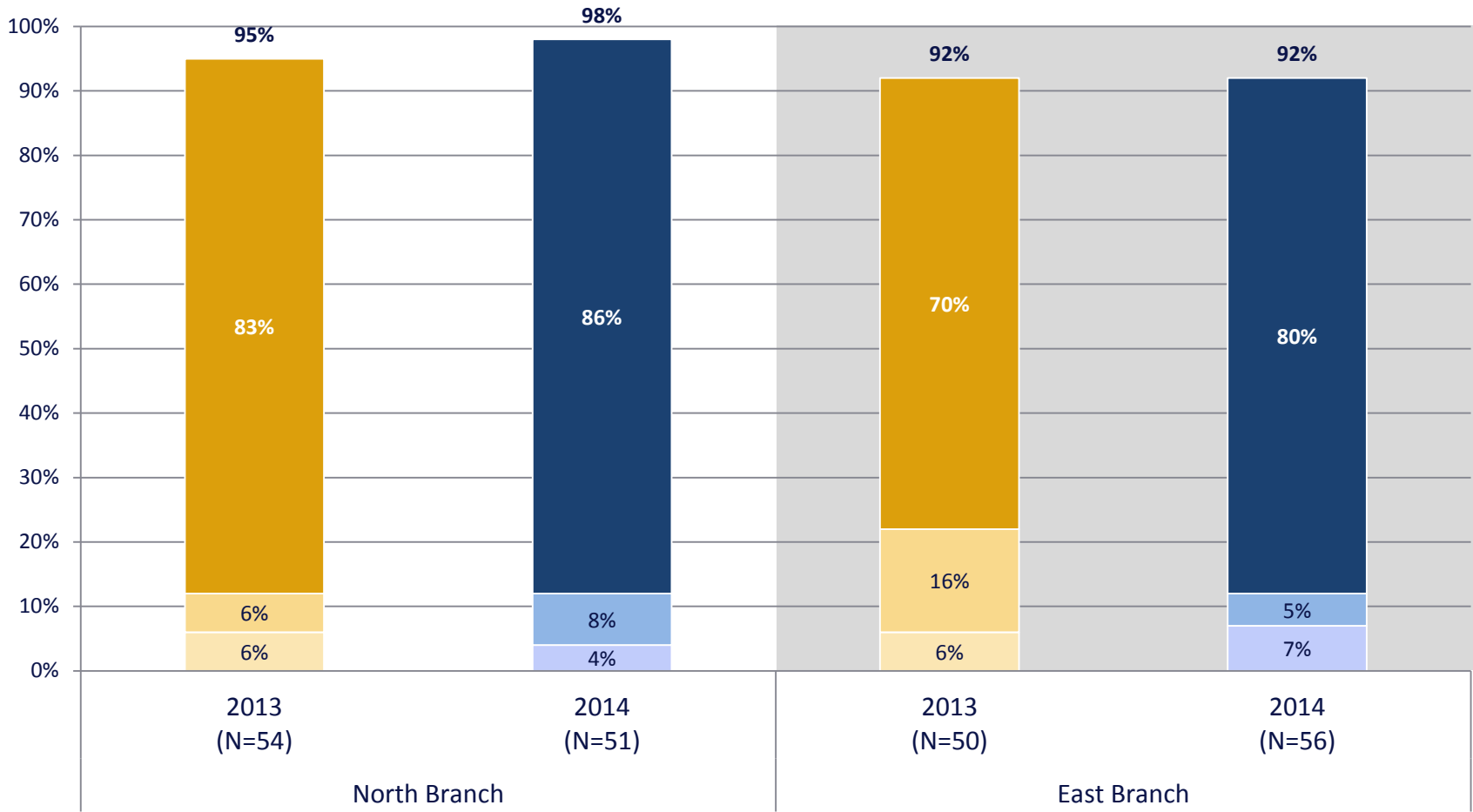
# Service Center Staff Ratings by Branch

(1 = very poor; 10 = very good)

Chart 4 of 5

## Promptness of Service Overall

8, 9, & 10 ratings shown





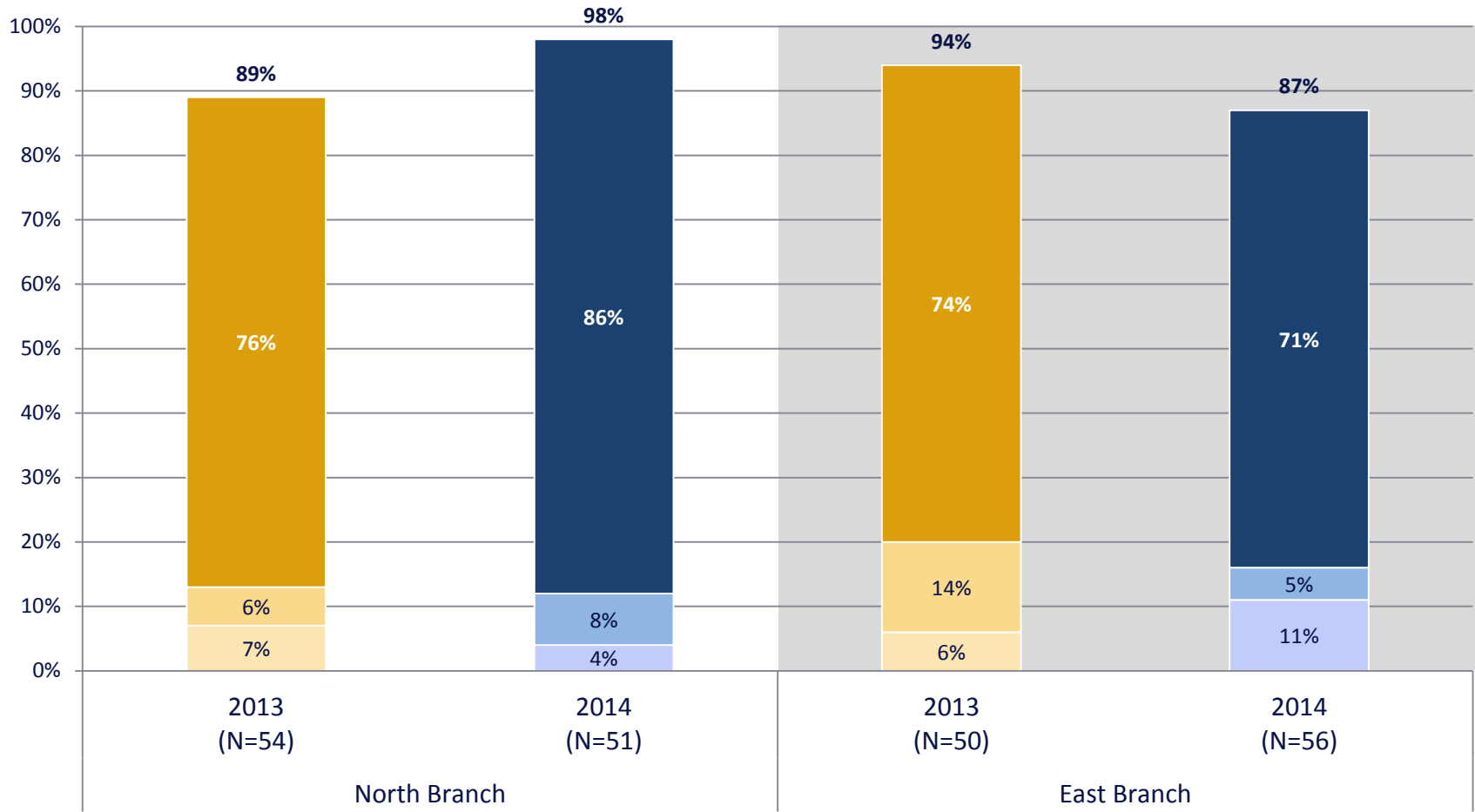
# Service Center Staff Ratings by Branch

(1 = very poor; 10 = very good)

Chart 5 of 5

## Willingness of Staff to Go the Extra Mile

8, 9, & 10 ratings shown





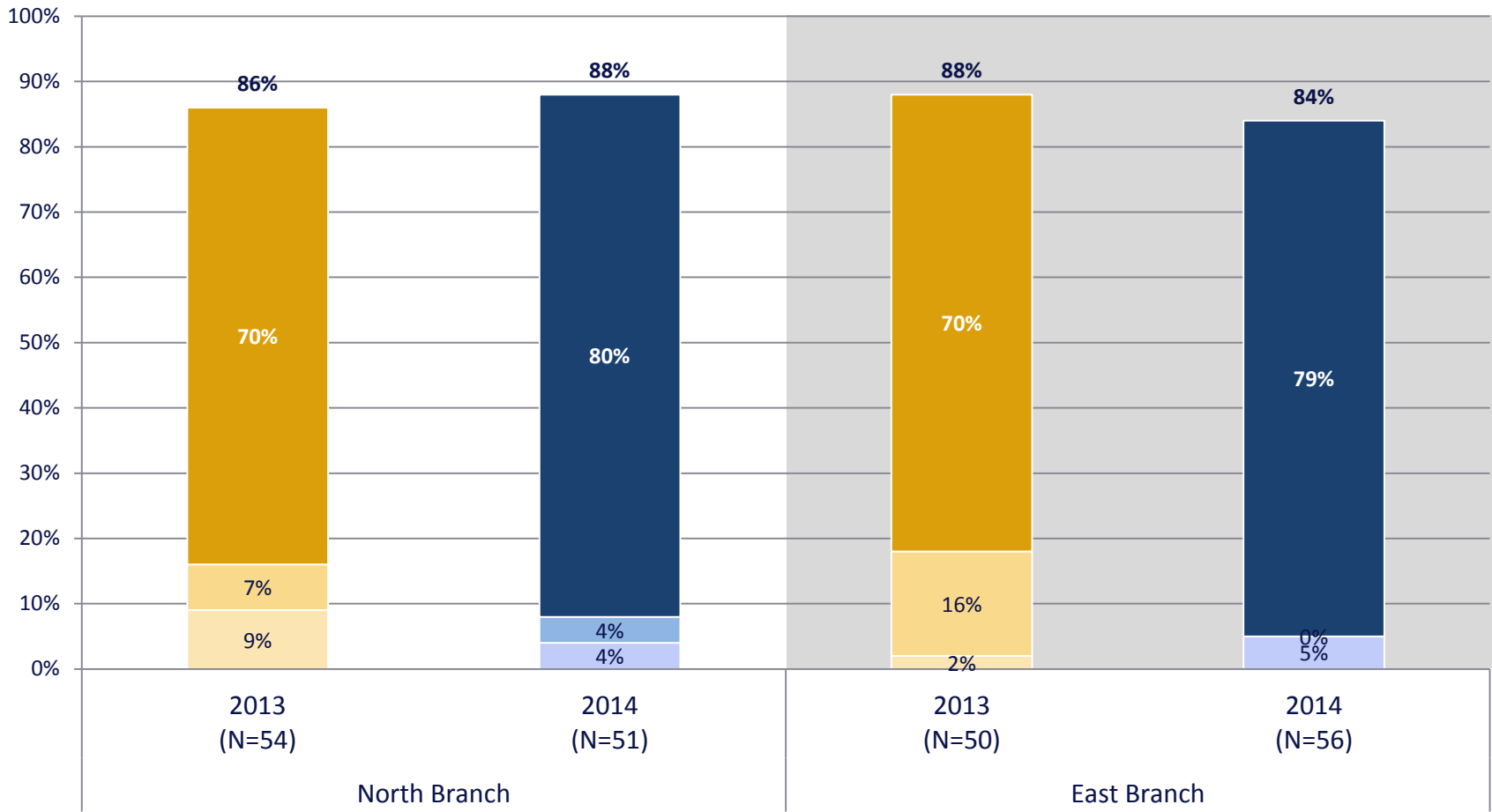
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 1 of 5

## Services Available at the Facility

8, 9, & 10 ratings shown





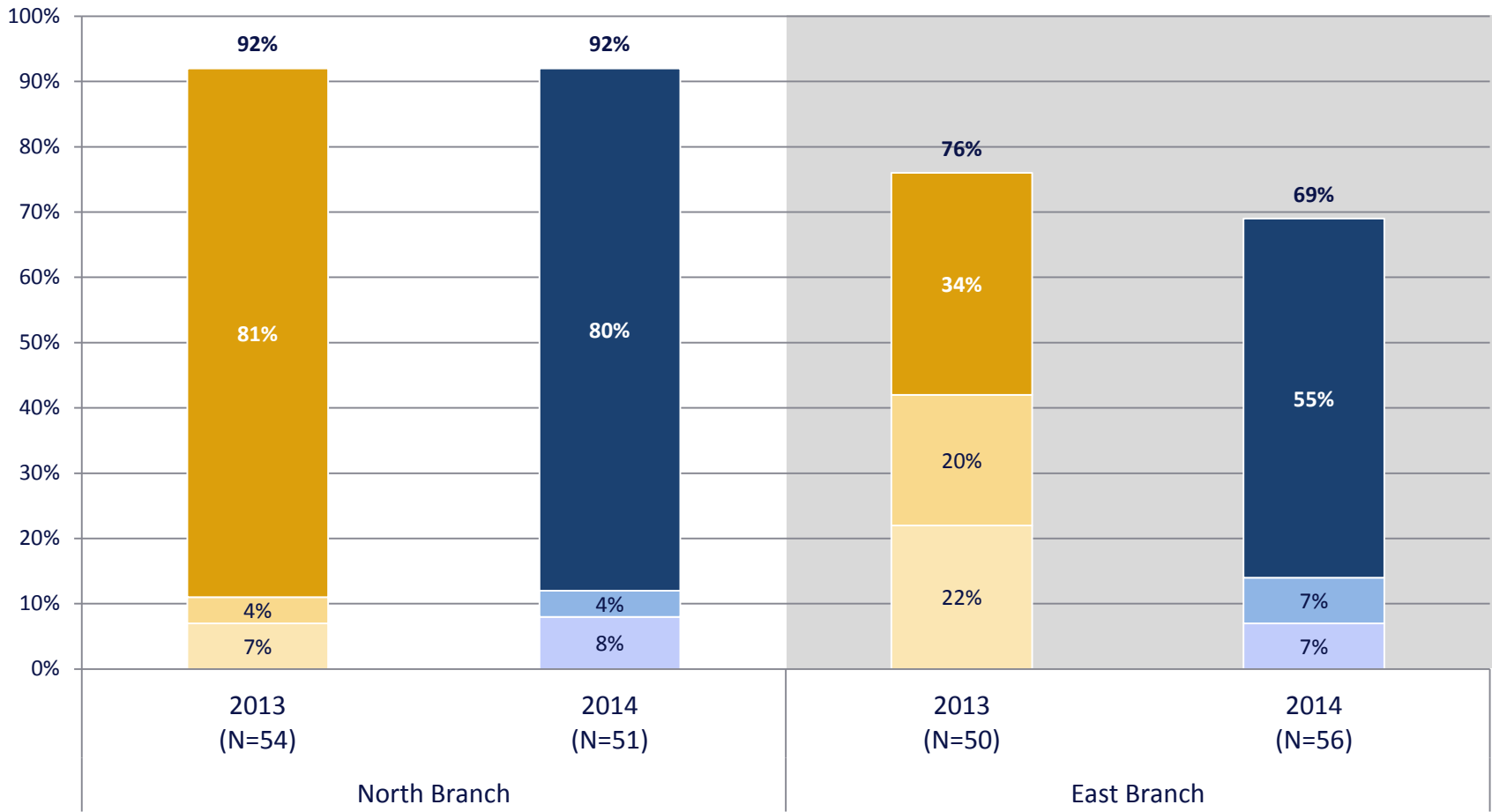
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 2 of 5

## Availability of Parking

8, 9, & 10 ratings shown





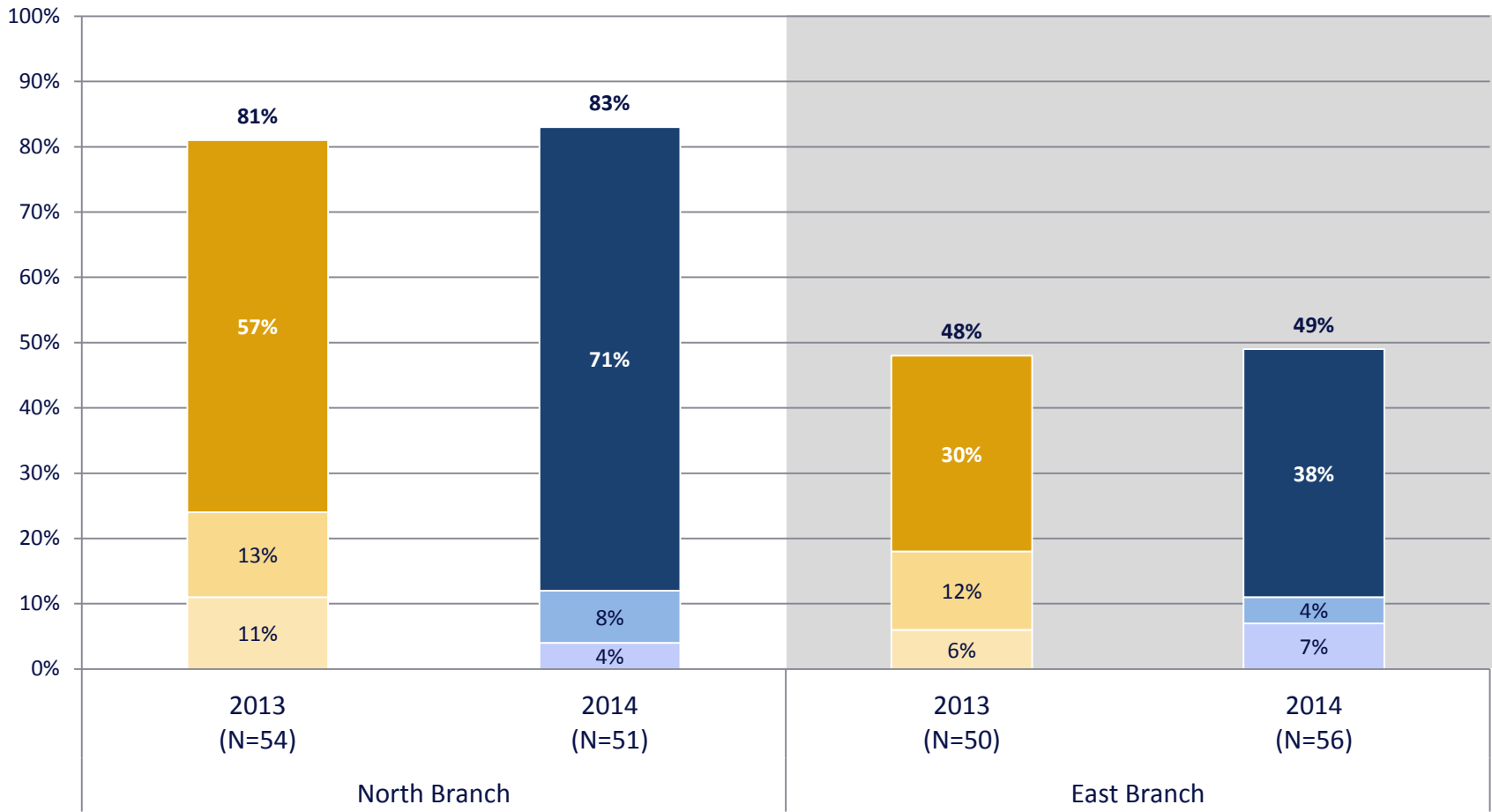
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 3 of 5

## Ease of Seeing the Sign Outside

8, 9, & 10 ratings shown





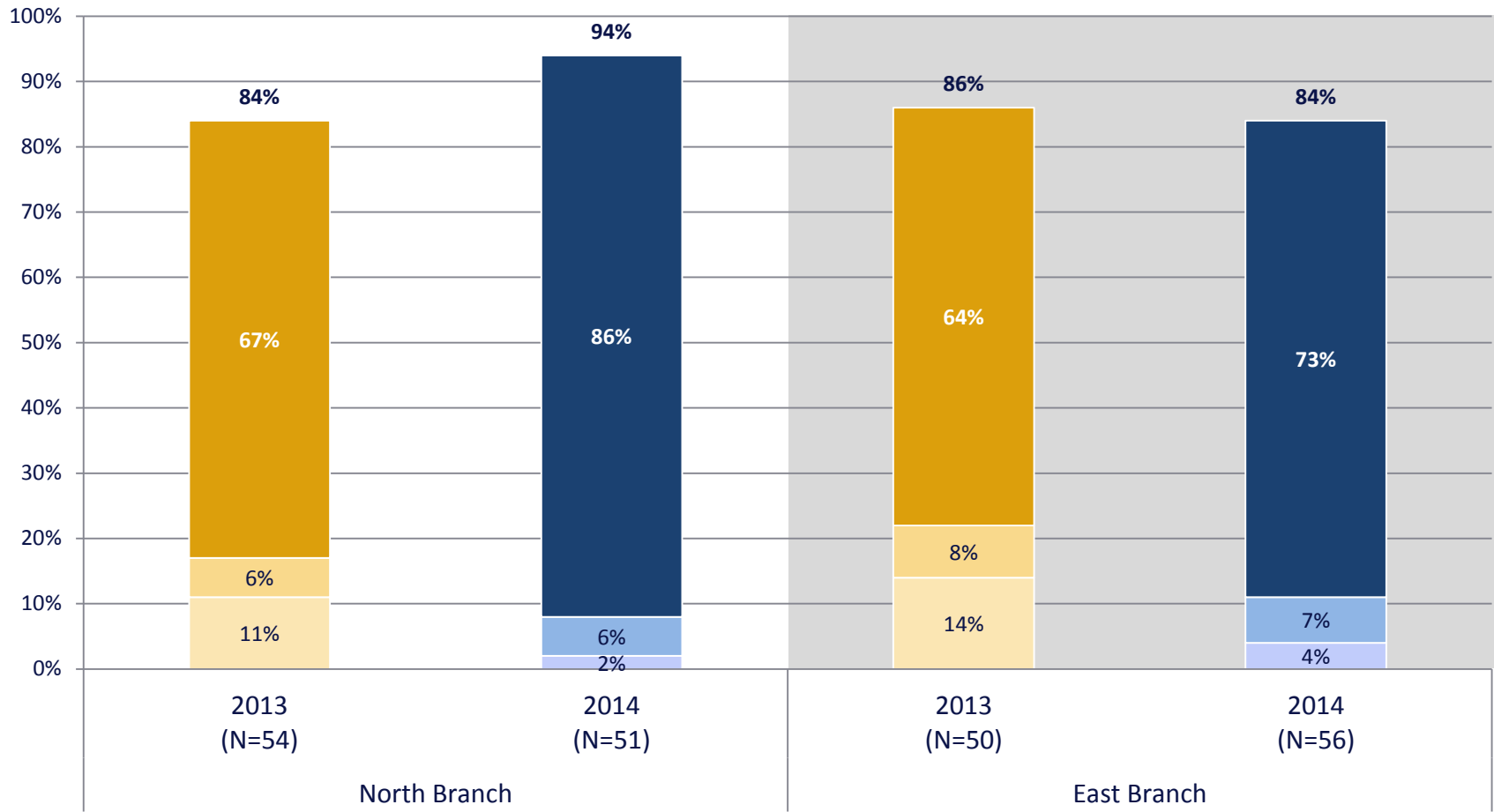
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 4 of 5

## Convenience of the Location

8, 9, & 10 ratings shown







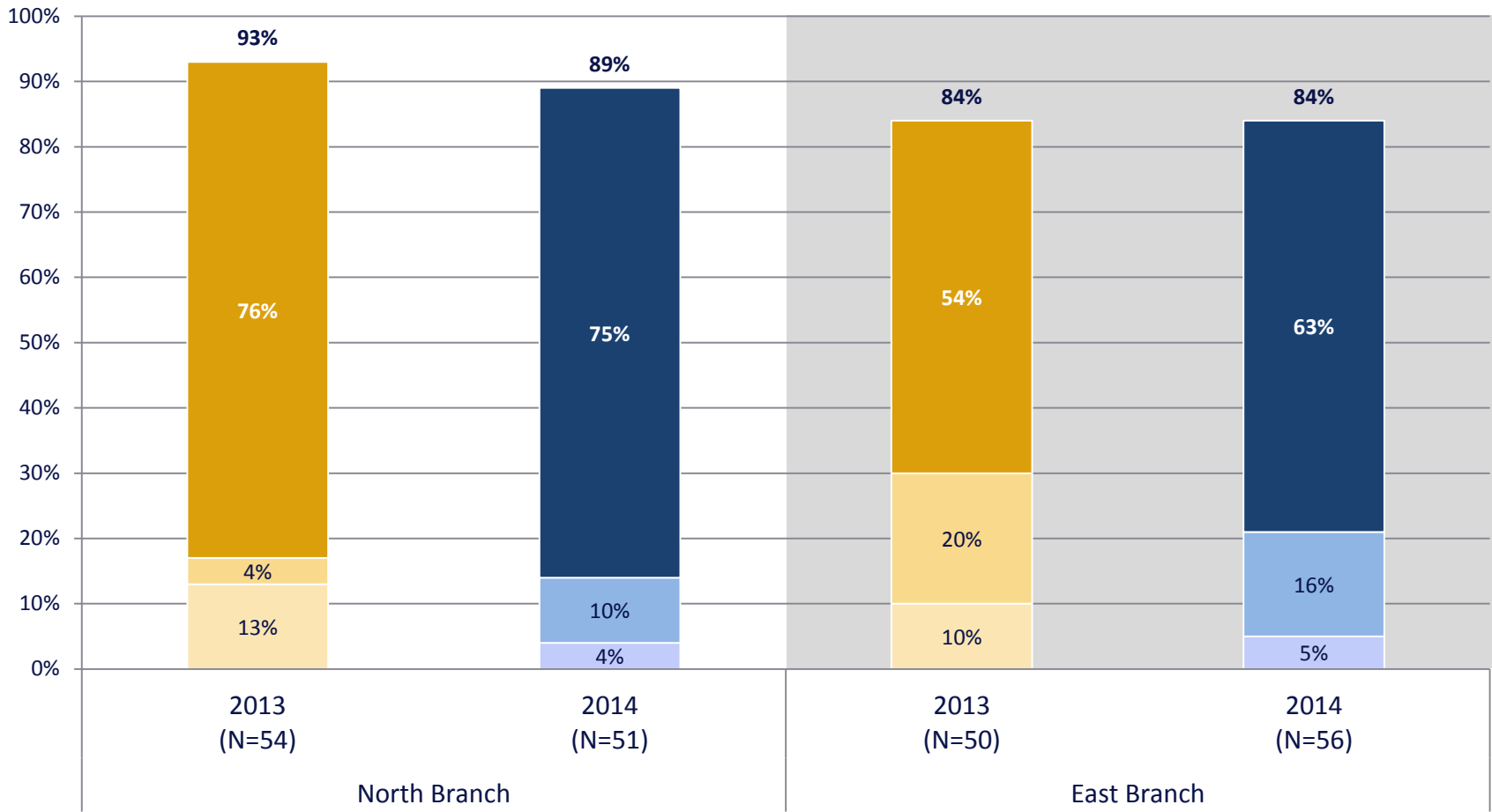
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 5 of 5

## Convenience of the Hours of Operation

8, 9, & 10 ratings shown





# Service Center TV Monitor Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	North Branch	East Branch
<b>Have Noticed TV Monitors</b>		
Yes	65%	61%
No	35%	39%
Base:	51	56
<b>Have Seen Programs on TV Monitors</b>		
Yes	67%	15%
No	33%	85%
Base:	33	34
<b>Have Recalled Topics of Programs on TV Monitors</b>		
Yes	19	3
No	3	2
Base:	22	5



	North Branch	East Branch
<b>Program Topics</b>		
Save energy	10	3
Check, set thermostat	6	0
Save water	5	0
Unplug appliances	3	0
Save money	2	0
Save electricity	1	0
Base:	19	3



# Service Center Brochures Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	North Branch	East Branch
<b>Noticed Brochures</b>		
Yes	47%	66%
No	53%	34%
Base:	51	56
<b>Read the Brochure</b>		
Yes	33%	59%
No	67%	41%
Base:	24	37
<b>Took Brochure Home</b>		
Yes	7	16
No	1	6
Base:	8	22
<b>Used Brochure Information to Make Energy Savings Improvements</b>		
Yes	5	10
No	3	12
Base:	8	22



	North Branch	East Branch
<b>Energy Savings Improvements Made</b>		
Changed light bulbs	3	2
Unplugged appliances	2	1
Improved air conditioner, thermostat control	1	1
Energy program, audit	0	2
Added window coverings	0	2
Improved water heaters	0	1
Improved toilets	0	1
Changed behavior	1	0
Improved windows	0	1
Base:	5	10



# Demographics

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Gender</b>				
Male	52%	35%	24%	46%
Female	48%	65%	76%	54%
<b>Length of Time Lived in Austin Metro Area</b>				
Less than one year	4%	8%	12%	4%
1 to 5 years	20%	14%	0%	7%
6 to 10 years	28%	25%	14%	16%
11 to 15 years	11%	20%	16%	11%
16 to 20 years	9%	8%	8%	7%
21 to 30 years	11%	12%	12%	7%
31 to 40 years	7%	4%	14%	16%
41 to 50 years	2%	6%	6%	14%
More than 50 years	7%	4%	18%	18%
<b>Average</b>	<b>16 years</b>	<b>16 years</b>	<b>25 years</b>	<b>28 years</b>
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>56</b>



# Demographics

\*Note: New questions asked in 2014

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Own or Rent Residence</b>				
Rent	76%	76%	68%	57%
Own	24%	24%	32%	43%
<b>Type of Residence</b>				
Apartment	57%	47%	32%	34%
Single-family home	26%	25%	40%	59%
Townhouse/duplex	13%	12%	16%	5%
Mobile home/trailer	2%	10%	8%	2%
Condo	0%	4%	0%	0%
Other	2%	2%	4%	0%
<b>Number in Household</b>				
Average	3.0	3.2	3.3	3.4
<b>*Average Distance Home is Away from Service Center</b>				
In miles	N/A	3.4	N/A	5.7
In minutes	N/A	7.6	N/A	13.1
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>56</b>



# Demographics

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Marital Status</b>				
Single	46%	43%	42%	23%
Married	41%	49%	32%	54%
Divorced	7%	4%	10%	11%
Widowed	4%	0%	4%	4%
Separated	2%	4%	12%	7%
<b>Employment Status</b>				
Employed full-time	50%	47%	20%	21%
Employed part-time	17%	14%	18%	23%
Unemployed	11%	16%	18%	7%
Retired	11%	8%	18%	36%
Student	7%	2%	14%	4%
Homemaker	0%	14%	12%	7%
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>56</b>



# Demographics

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Ethnicity</b>				
Hispanic	70%	71%	70%	64%
White	15%	14%	4%	7%
Asian	9%	2%	0%	0%
African American	6%	12%	26%	29%
<b>Education</b>				
Some high school	22%	25%	32%	34%
Graduated high school	28%	43%	38%	30%
Some college	28%	18%	14%	27%
Graduated college	13%	8%	10%	5%
Post-graduate work	4%	4%	6%	0%
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>56</b>



# Demographics

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Total Family Income</b>				
Under \$10,000	6%	10%	24%	18%
\$10,000 to \$25,000	26%	37%	20%	32%
\$25,001 to \$40,000	9%	24%	18%	18%
\$40,001 to \$50,000	6%	2%	10%	7%
\$50,001 to \$60,000	2%	0%	2%	0%
\$60,001 to \$75,000	4%	2%	0%	0%
\$75,001 to \$100,000	2%	4%	0%	2%
\$100,001 or more	0%	0%	0%	2%
Unsure/refused	46%	22%	26%	21%
<b>Average</b>	<b>\$28,790</b>	<b>\$25,880</b>	<b>\$21,820</b>	<b>\$24,320</b>
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>50</b>	<b>56</b>





# Customer's Residence ZIP Code

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Home ZIP Code</b>				
76759			2%	
78617			6%	
78623		2%		
78653		2%		
78702		2%	22%	13%
78704				2%
78705			6%	
78721		2%	12%	13%
78722				2%
78723	4%		6%	5%
78724	2%	2%	8%	11%
78725		2%		
78727	4%	4%		
78728				2%
78729		2%		
78731	2%	2%		
78734	4%			
78735		2%		
Base:	54	51	50	56

	North Branch		East Branch	
	2013	2014	2013	2014
<b>Home ZIP Code</b>				
78741	2%		18%	4%
78742			2%	2%
78744		2%	6%	5%
78745				4%
78746				2%
78748	2%			2%
78750		4%		
78751	4%		4%	
78752	6%	6%		2%
78753	22%	29%	2%	2%
78754	6%			
78755	2%			
78757	9%			
78758	20%	35%		
78759	4%	2%		
78785	2%			
87758	2%			
Refused	6%		6%	32%
Base:	54	51	50	56



# Survey Results by Survey Language

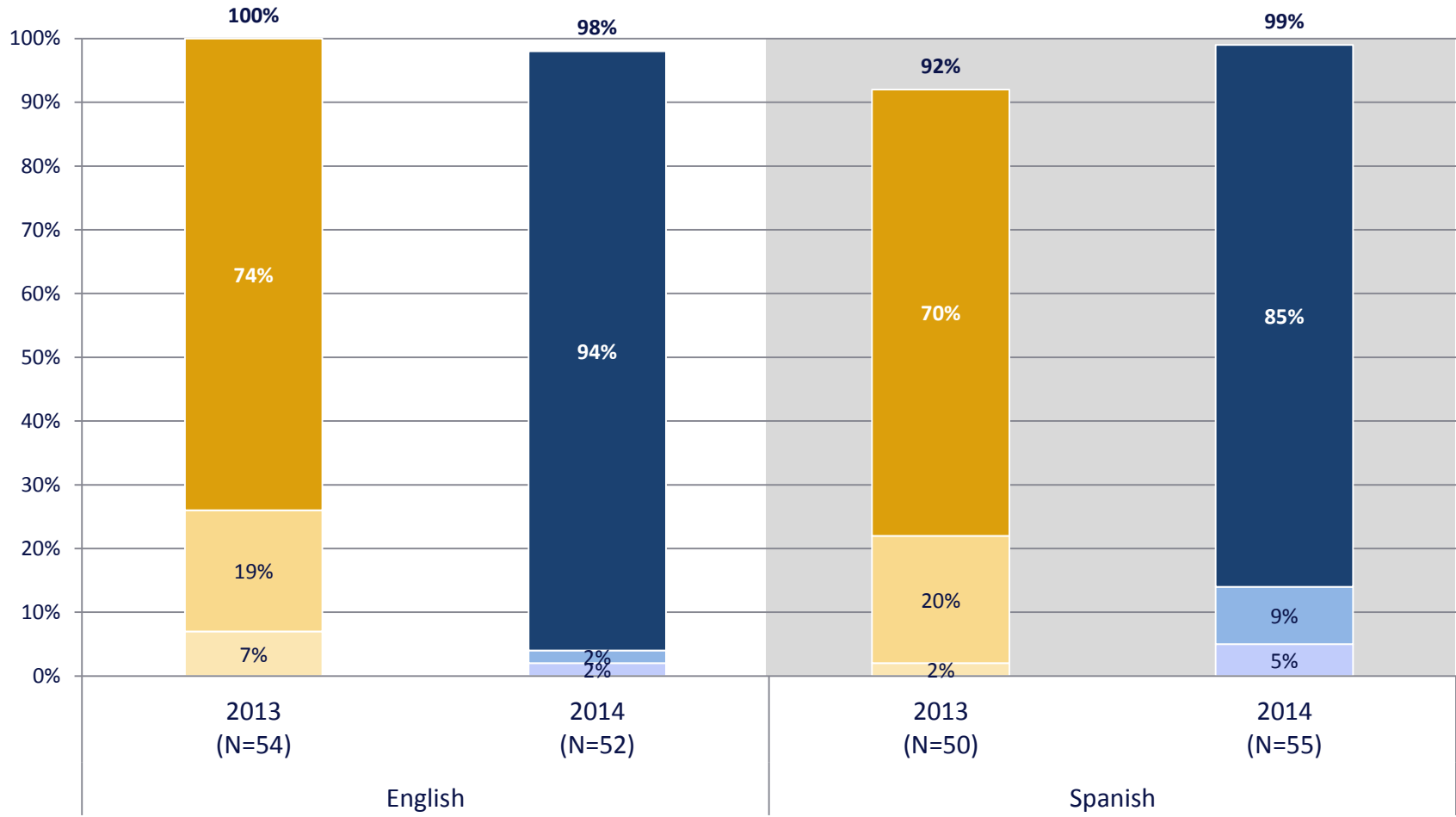




# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)

8, 9, & 10 ratings shown





# Why 8, 9, or 10 Overall Satisfaction Rating Given

	English		Spanish	
	2013	2014	2013	2014
Fast/did not have to wait long	33%	33%	48%	45%
Knowledgeable/helpful staff	4%	22%	9%	29%
Nice/friendly/courteous staff	46%	41%	15%	27%
Good service	4%	12%	0%	18%
Convenient location	9%	20%	2%	9%
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>54</b>	<b>51</b>	<b>46</b>	<b>55</b>

All other responses mentioned by 2% or less of respondents.

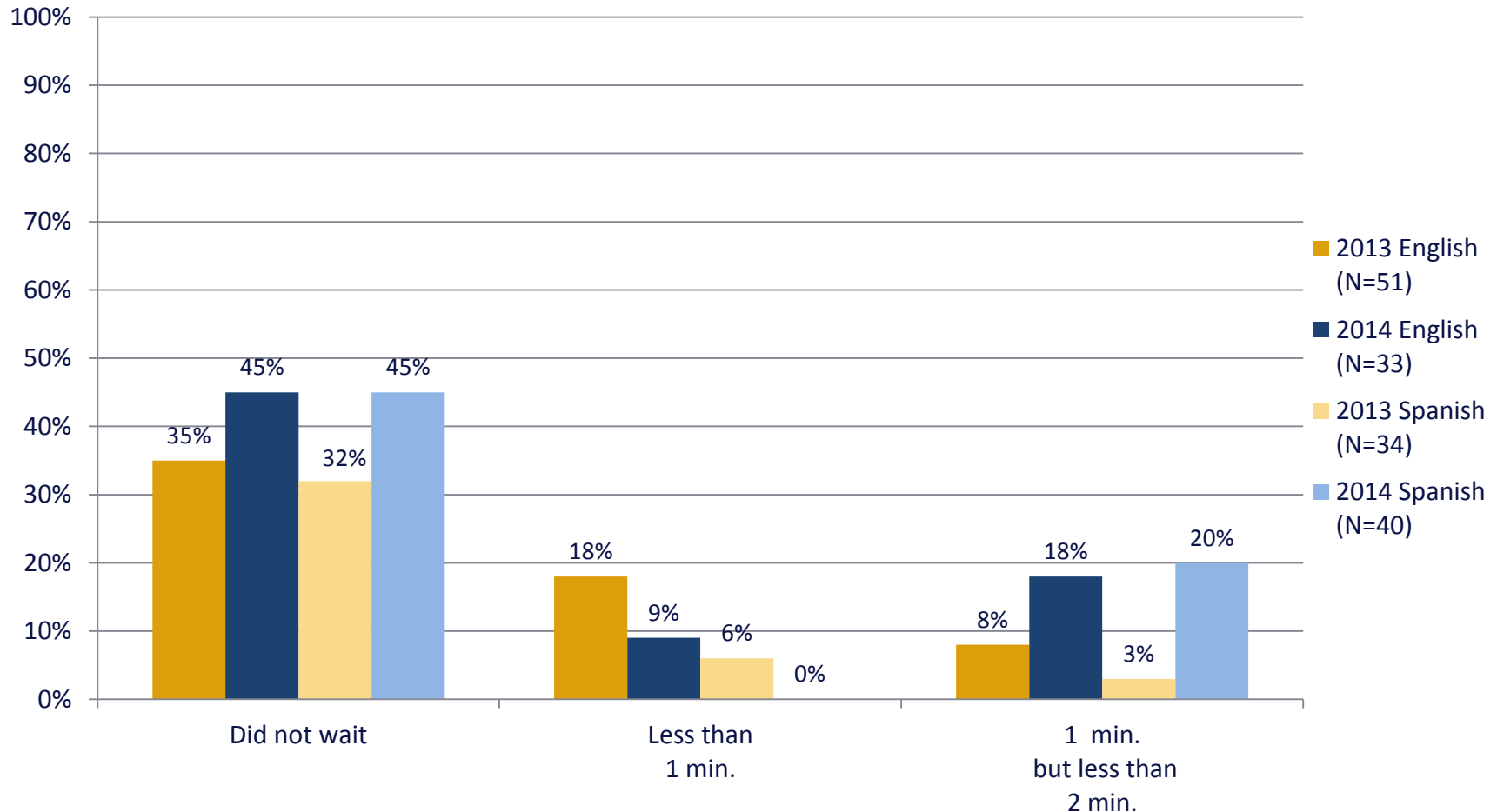
Note: Percentages add up to more than 100% due to multiple responses.



# Wait Time by Survey Language

Chart 1 of 2

Average Wait Time	English		Spanish	
	2013	2014	2013	2014
	2.43	2.17	3.39	1.10

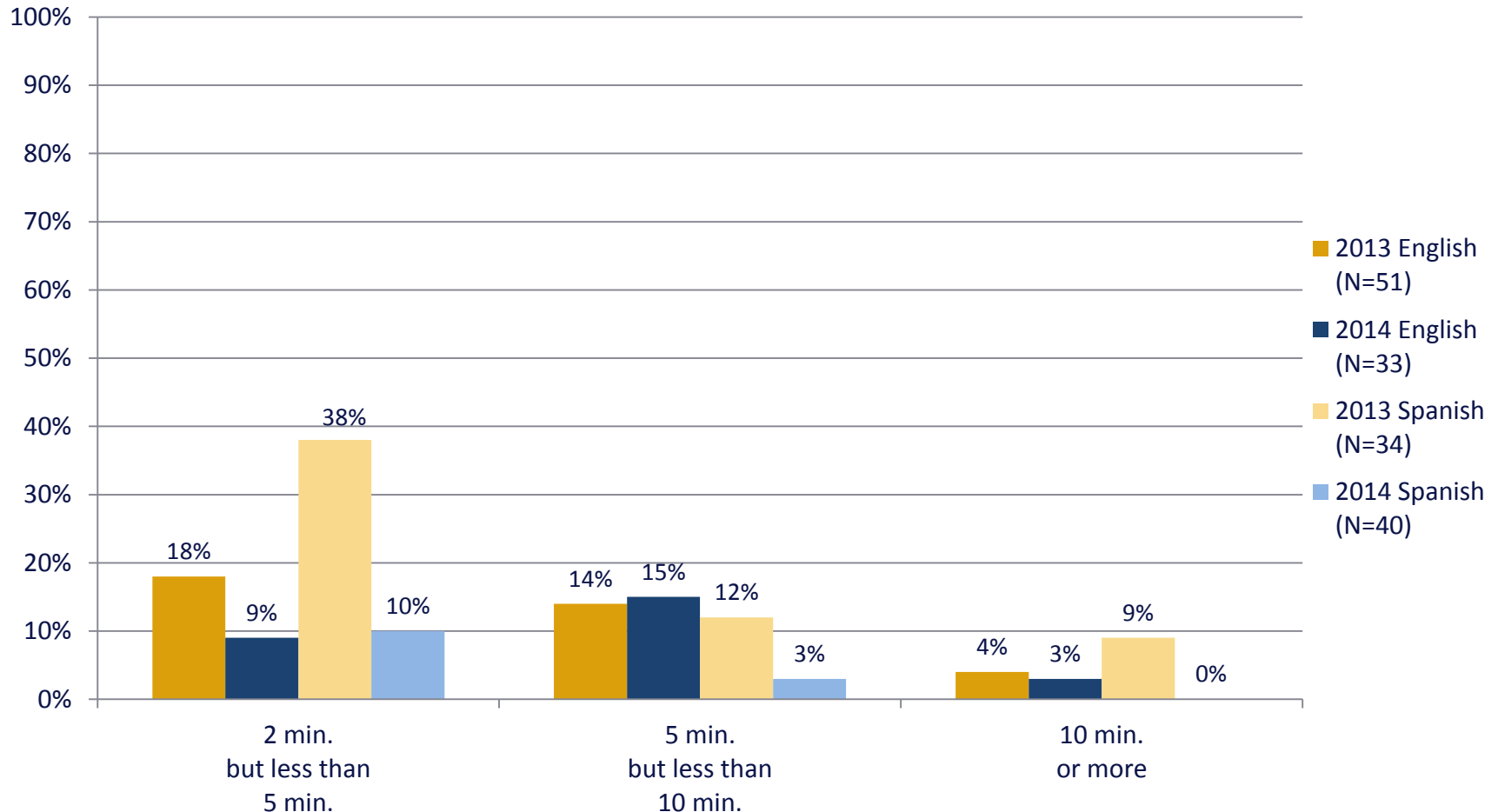




# Wait Time by Survey Language

Average Wait Time	English		Spanish	
	2013	2014	2013	2014
	2.43	2.17	3.39	1.10

Chart 2 of 2

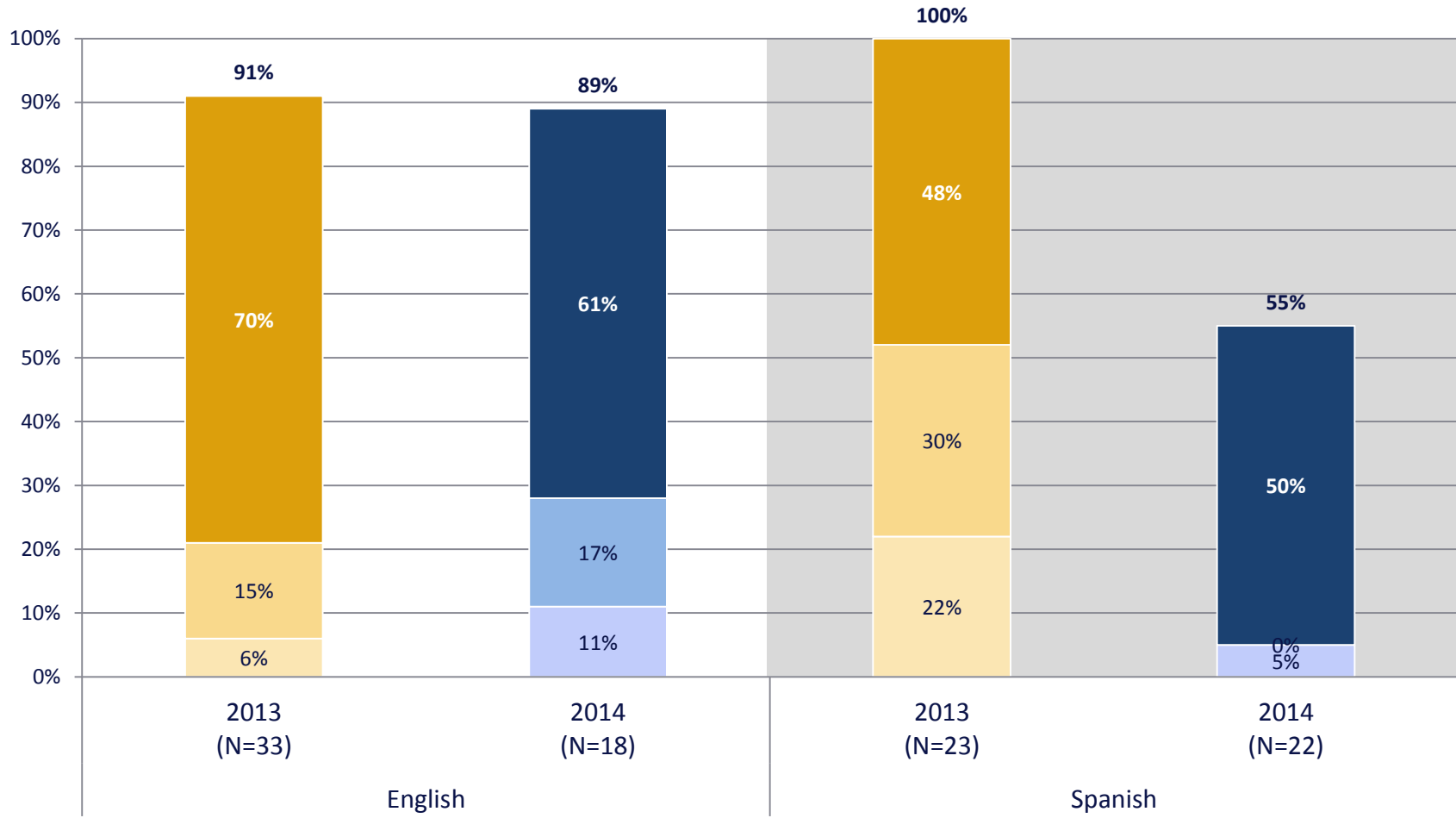




# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

Base: Those who waited to speak to Customer Service Representative.

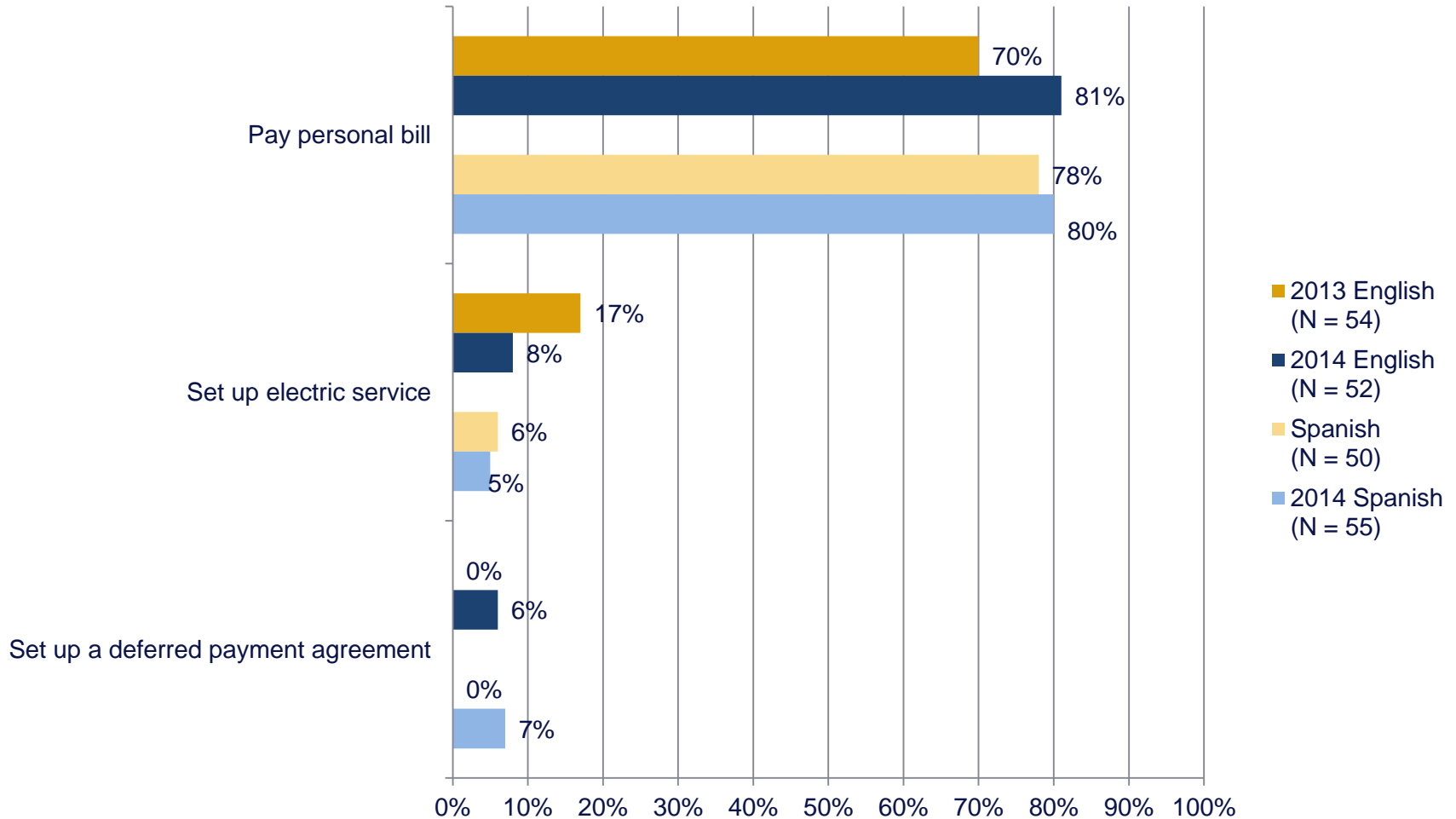




# Reasons for Visiting Service Centers by Survey Language

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2



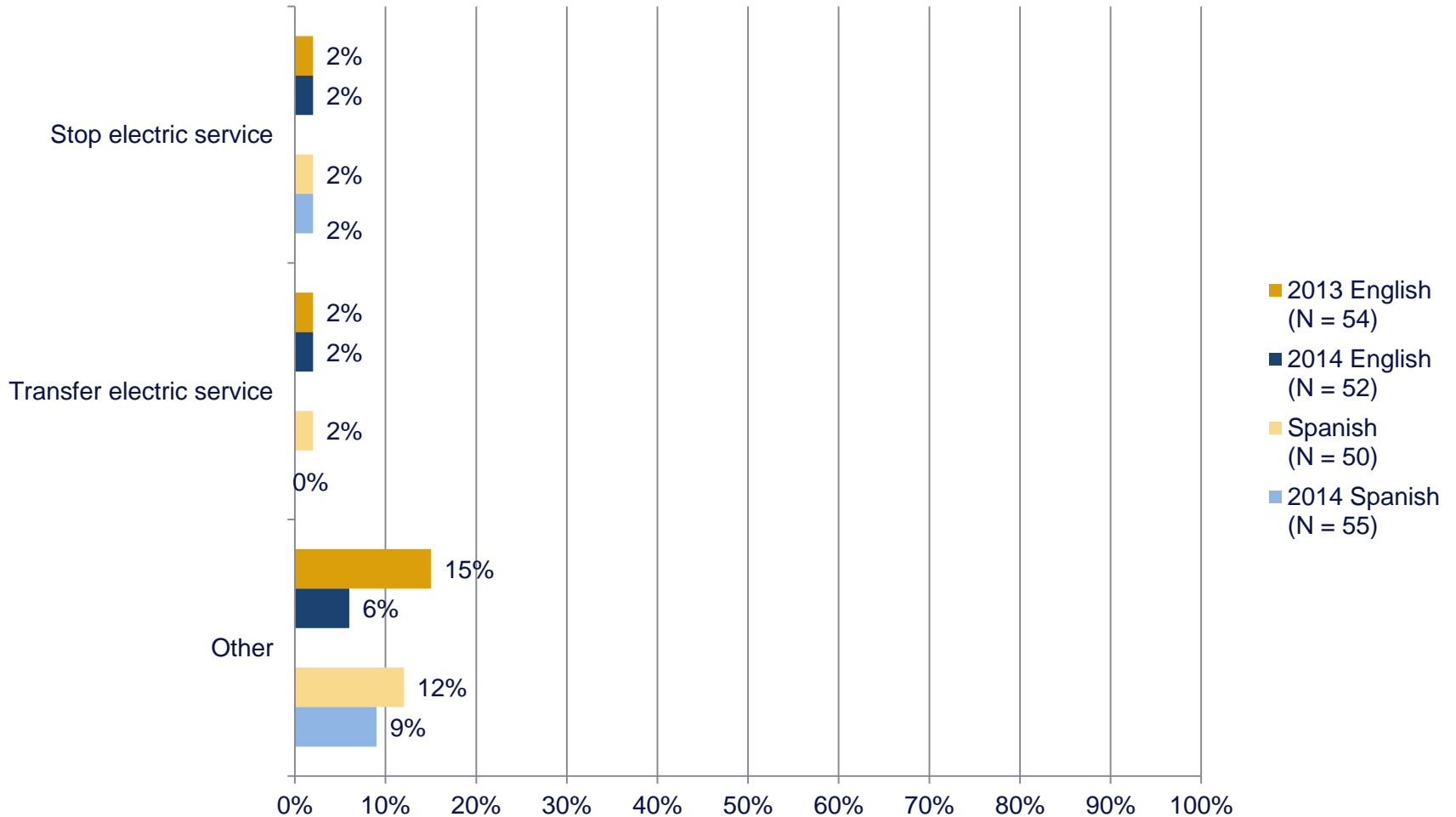




# Reasons for Visiting Service Centers by Survey Language

Note: Percentages add up to more than 100% due to multiple responses.

Chart 2 of 2



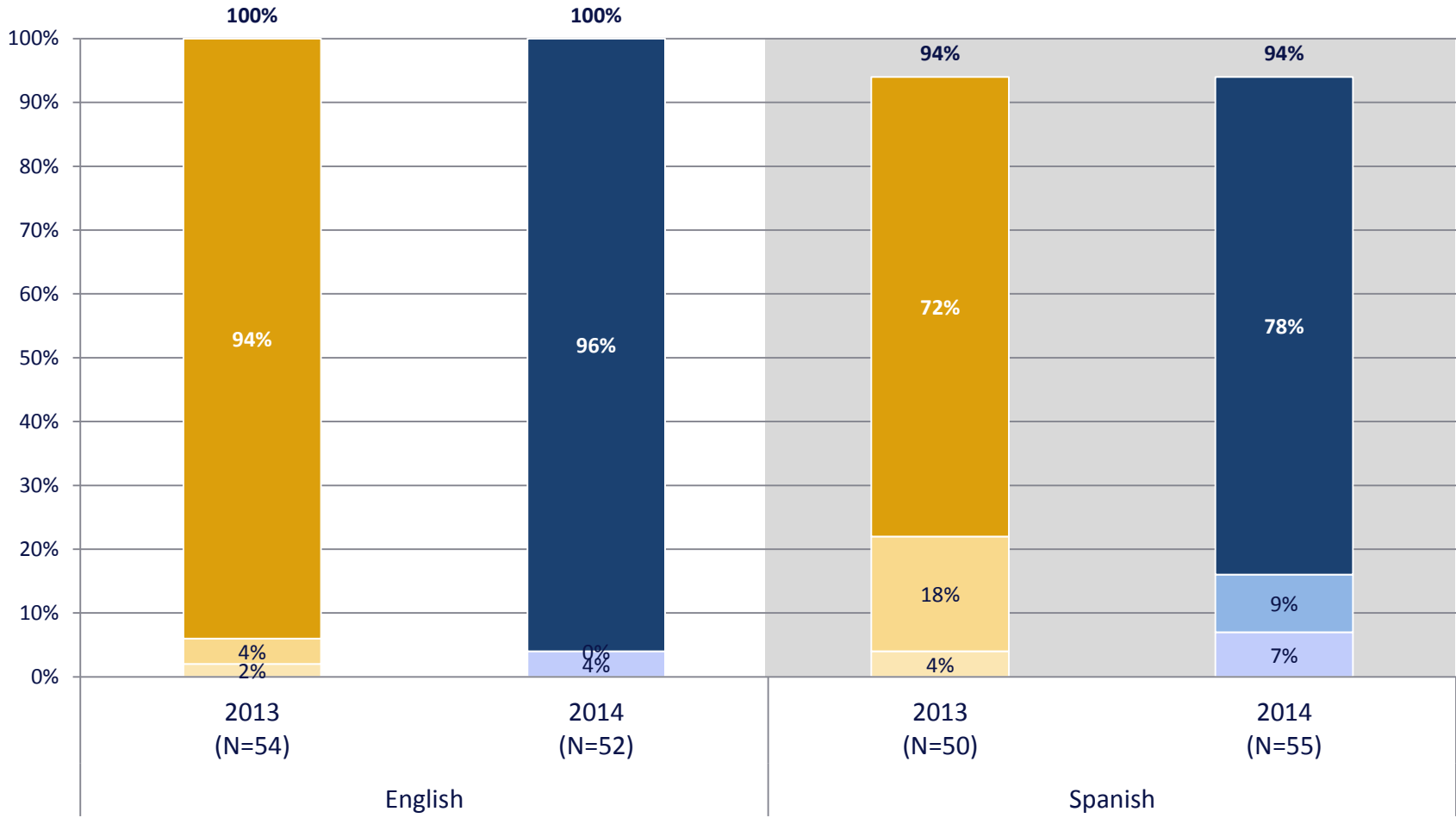


# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

## Friendliness of Staff

Chart 1 of 5  
8, 9, & 10 ratings shown



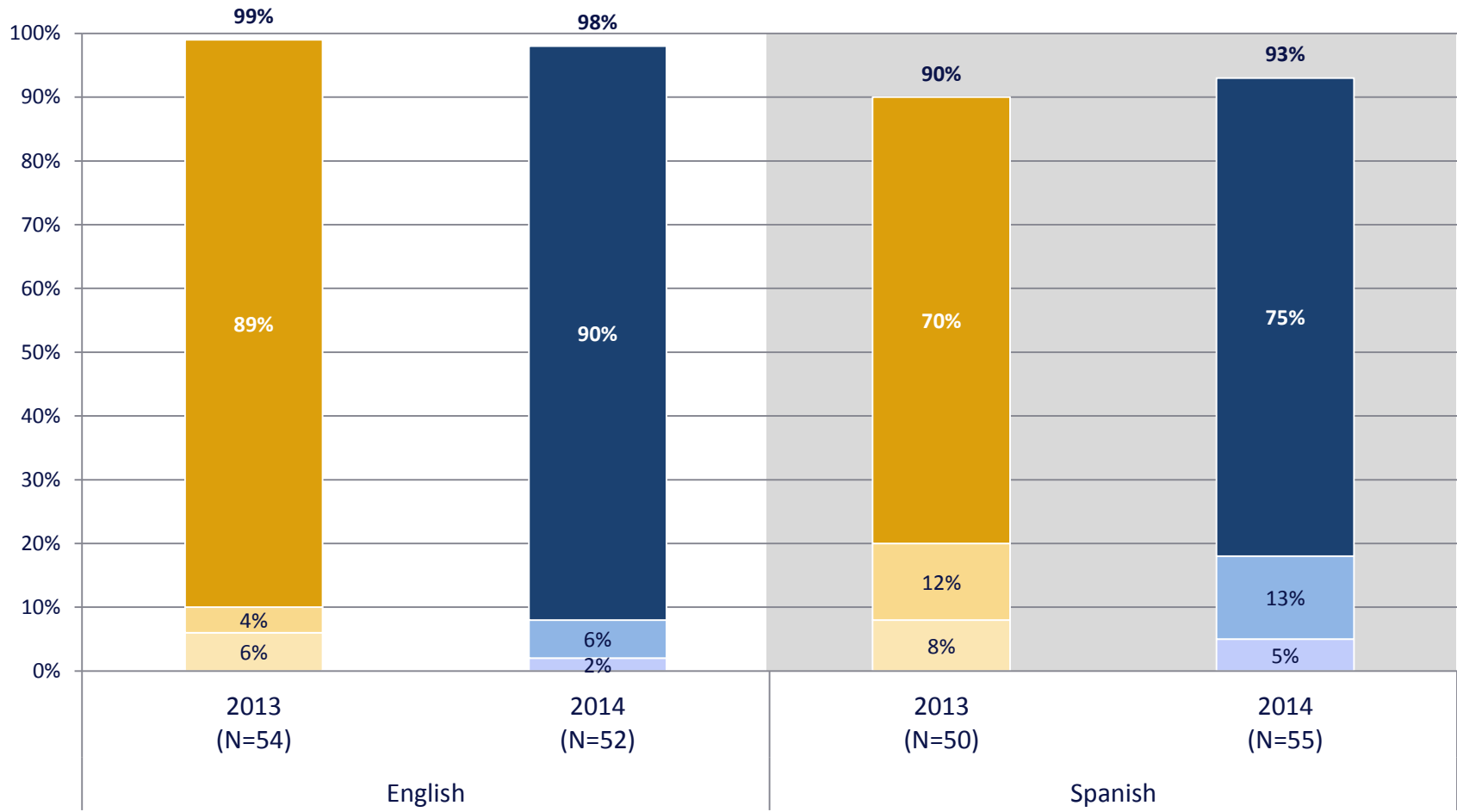


# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

## Ability to Answer Questions

Chart 2 of 5  
8, 9, & 10 ratings shown





# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

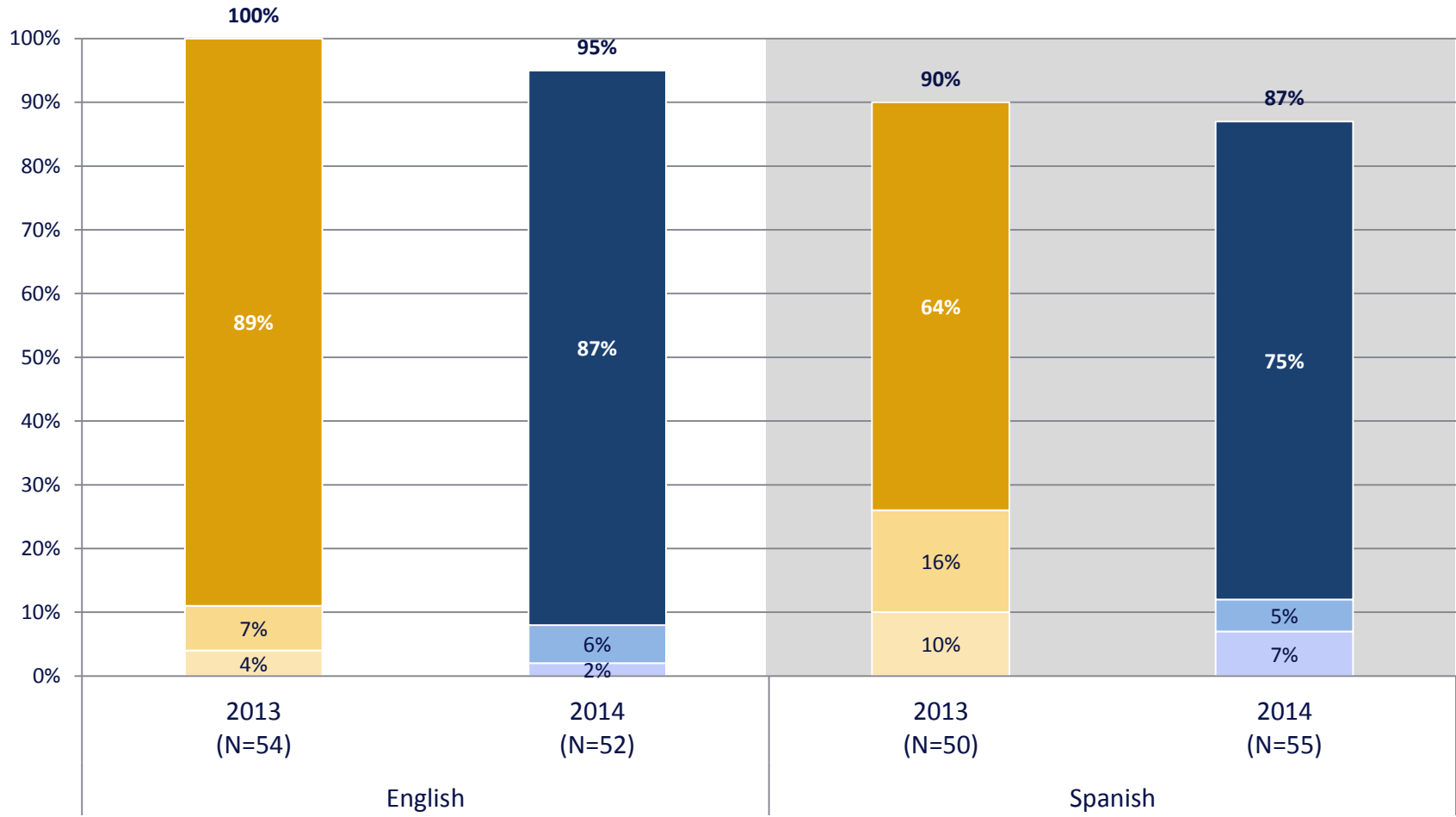
AE's Response to ICA RFI No. 5-6

Attachment 1  
Page 31 of 91

## Communicates in an Easy to Understand Way

Chart 3 of 5

8, 9, & 10 ratings shown



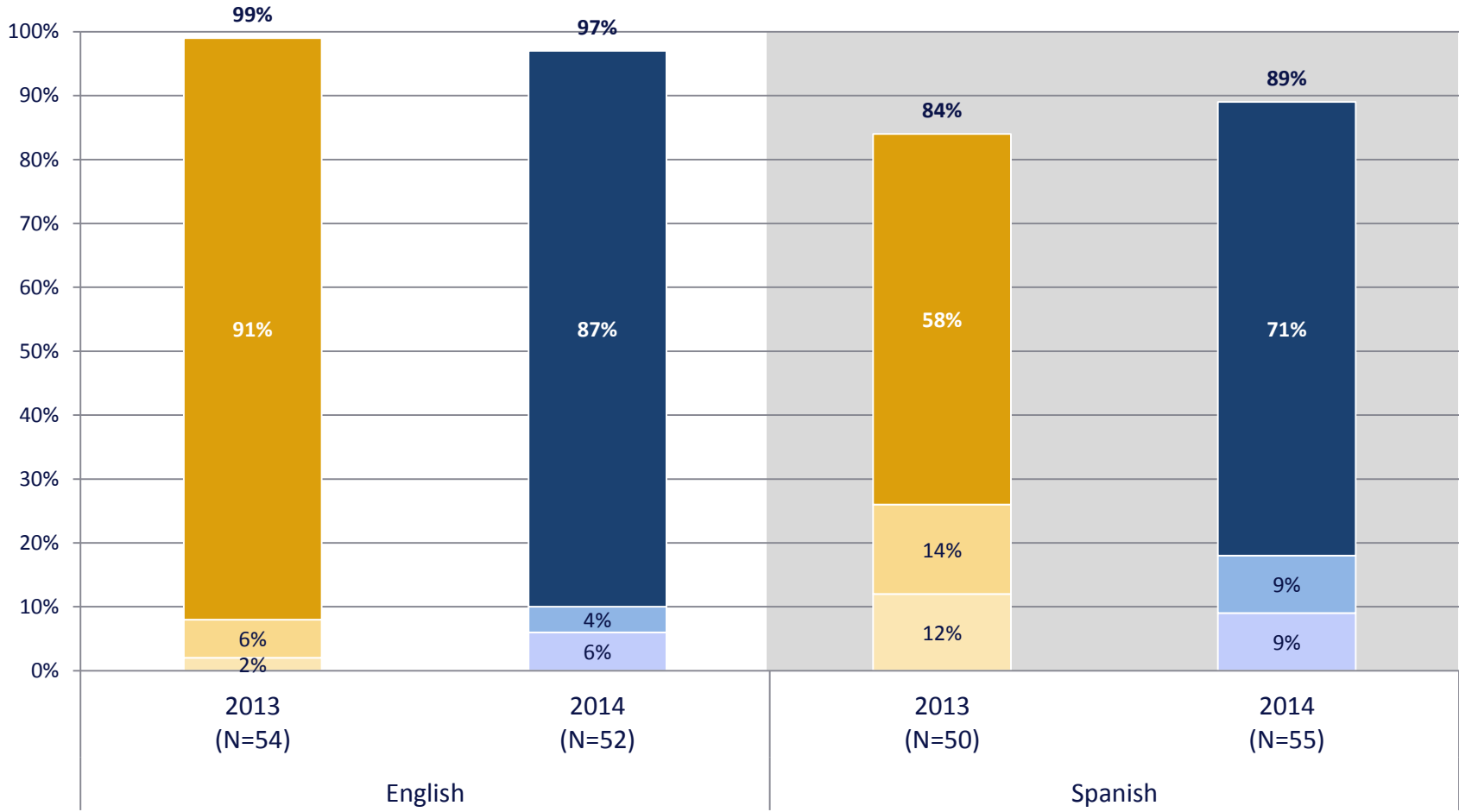


# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

## Willingness to Go the Extra Mile

Chart 4 of 5  
8, 9, & 10 ratings shown



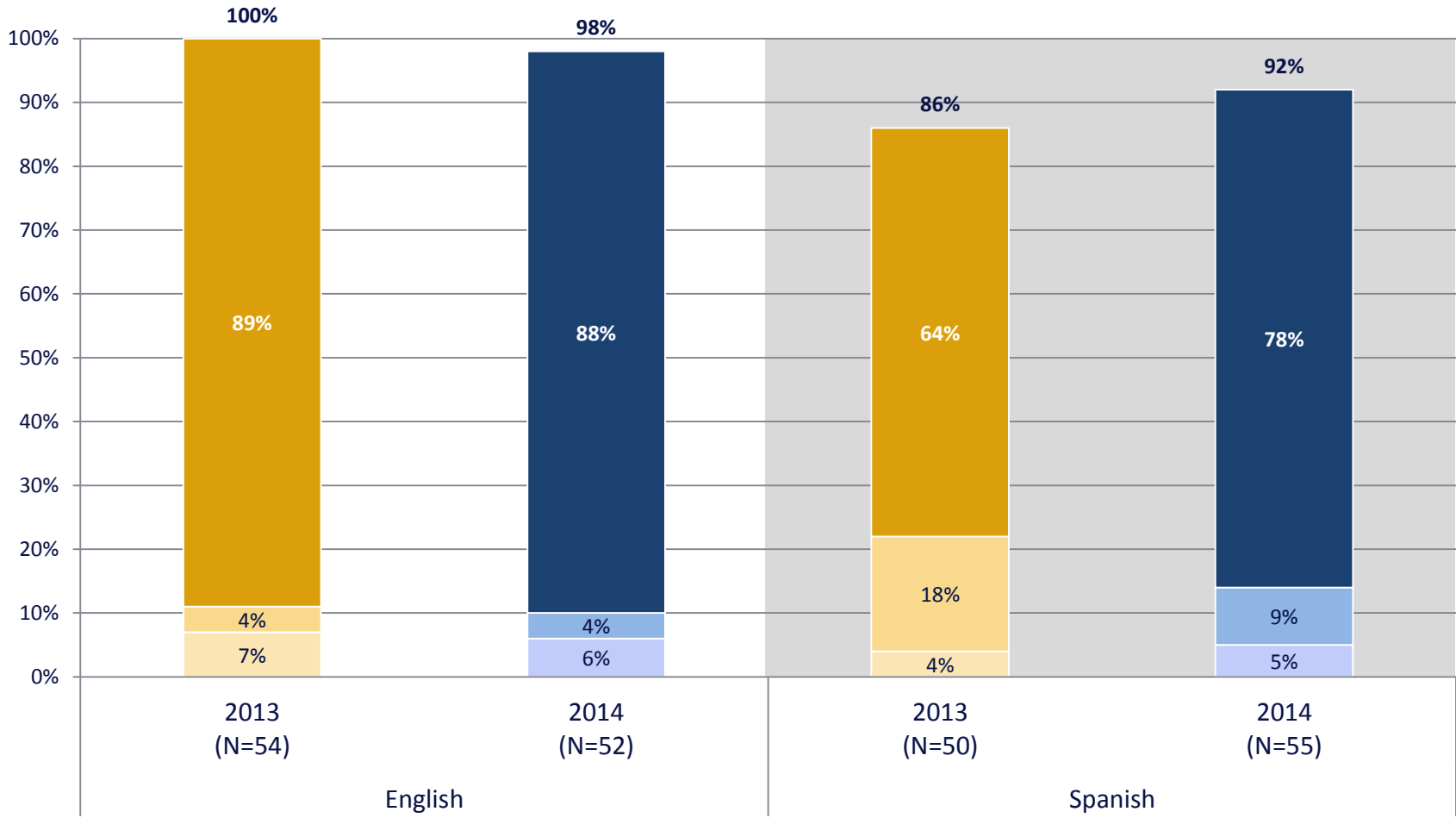


# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

## Promptness of Service Overall

Chart 5 of 5  
8, 9, & 10 ratings shown



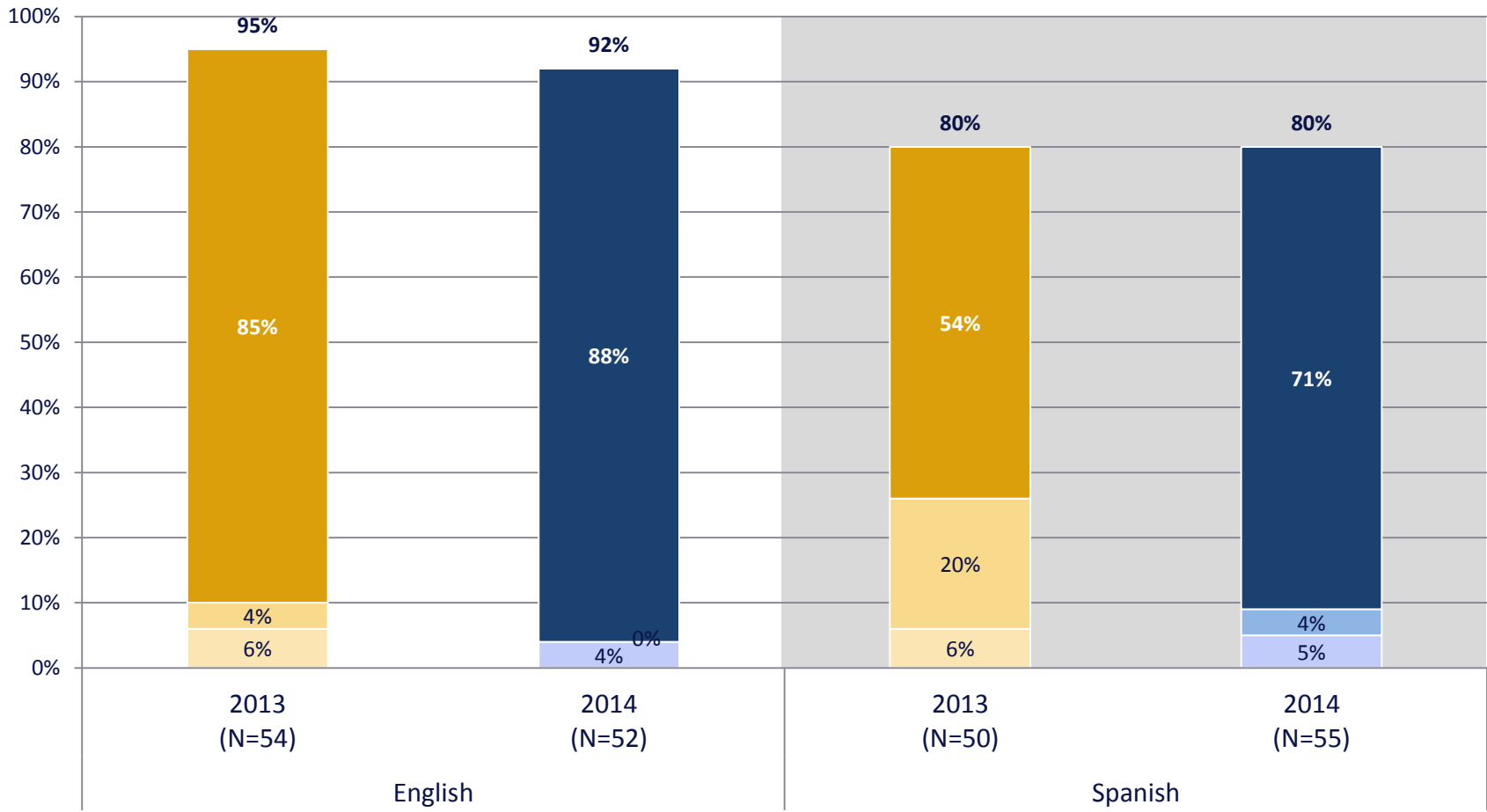


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Services Available at the Facility

Chart 1 of 5  
8, 9, & 10 ratings shown



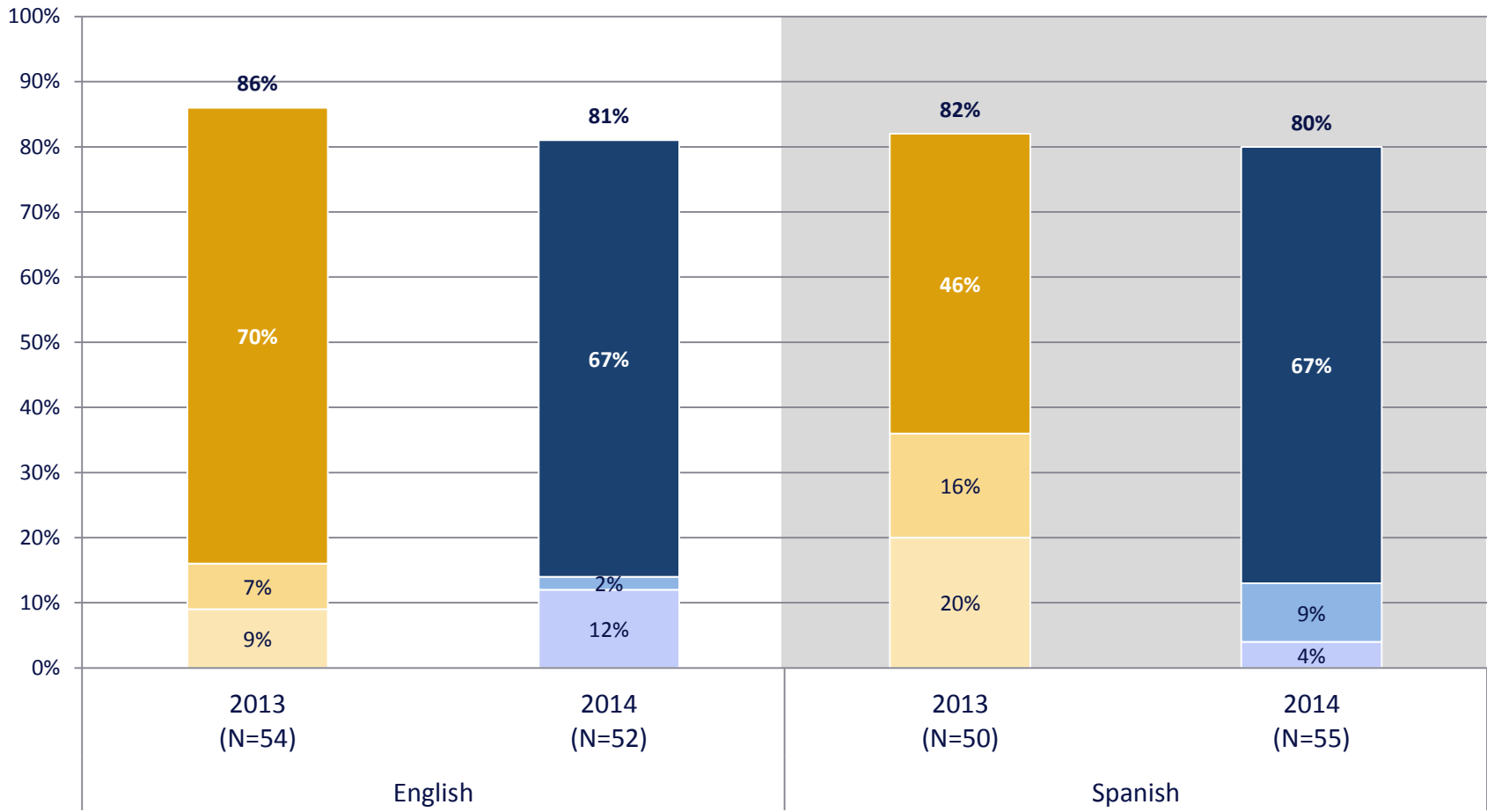


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Availability of Parking

Chart 2 of 5  
8, 9, & 10 ratings shown





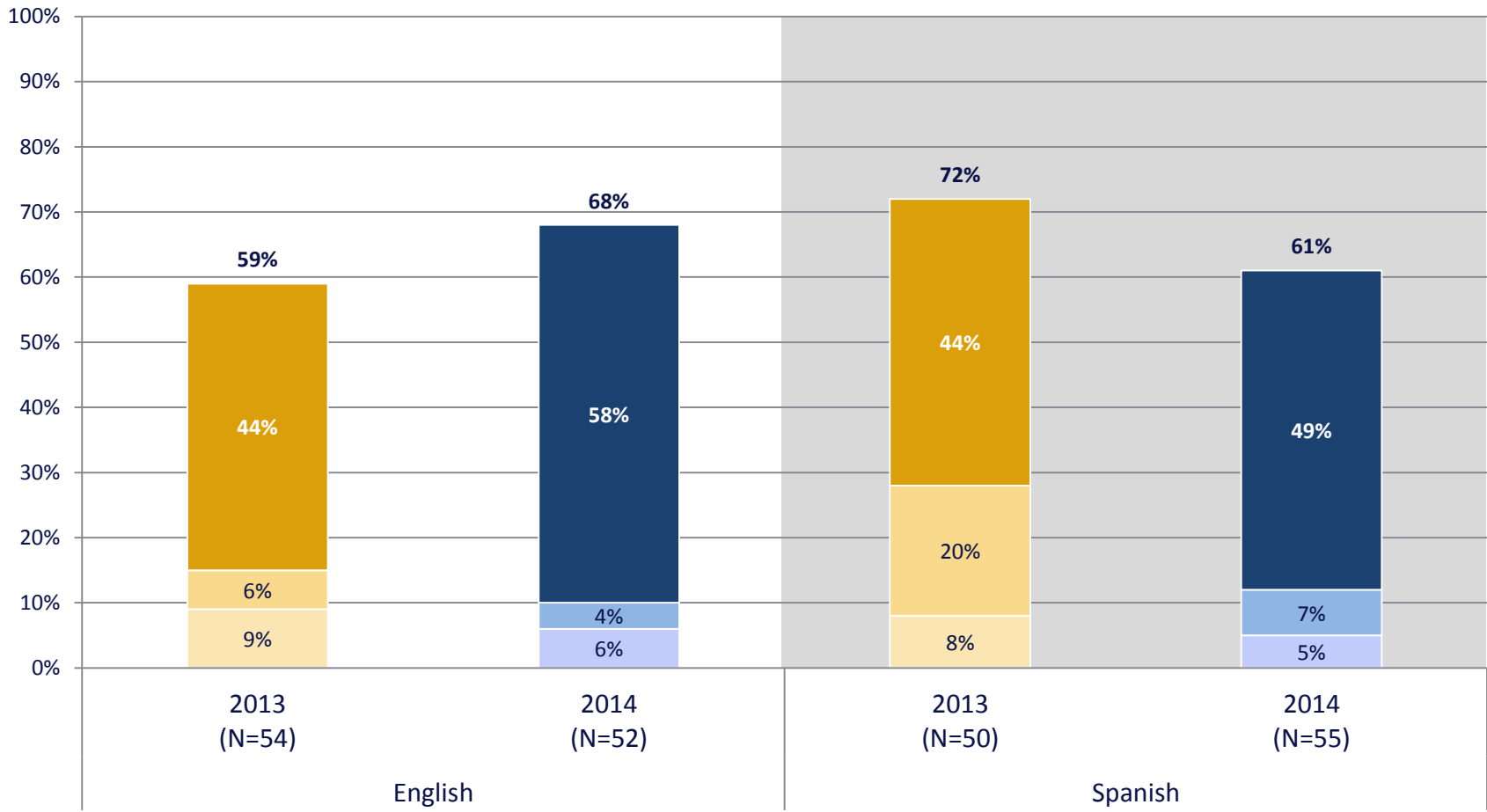


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Ease of Seeing Sign Outside

Chart 3 of 5  
8, 9, & 10 ratings shown



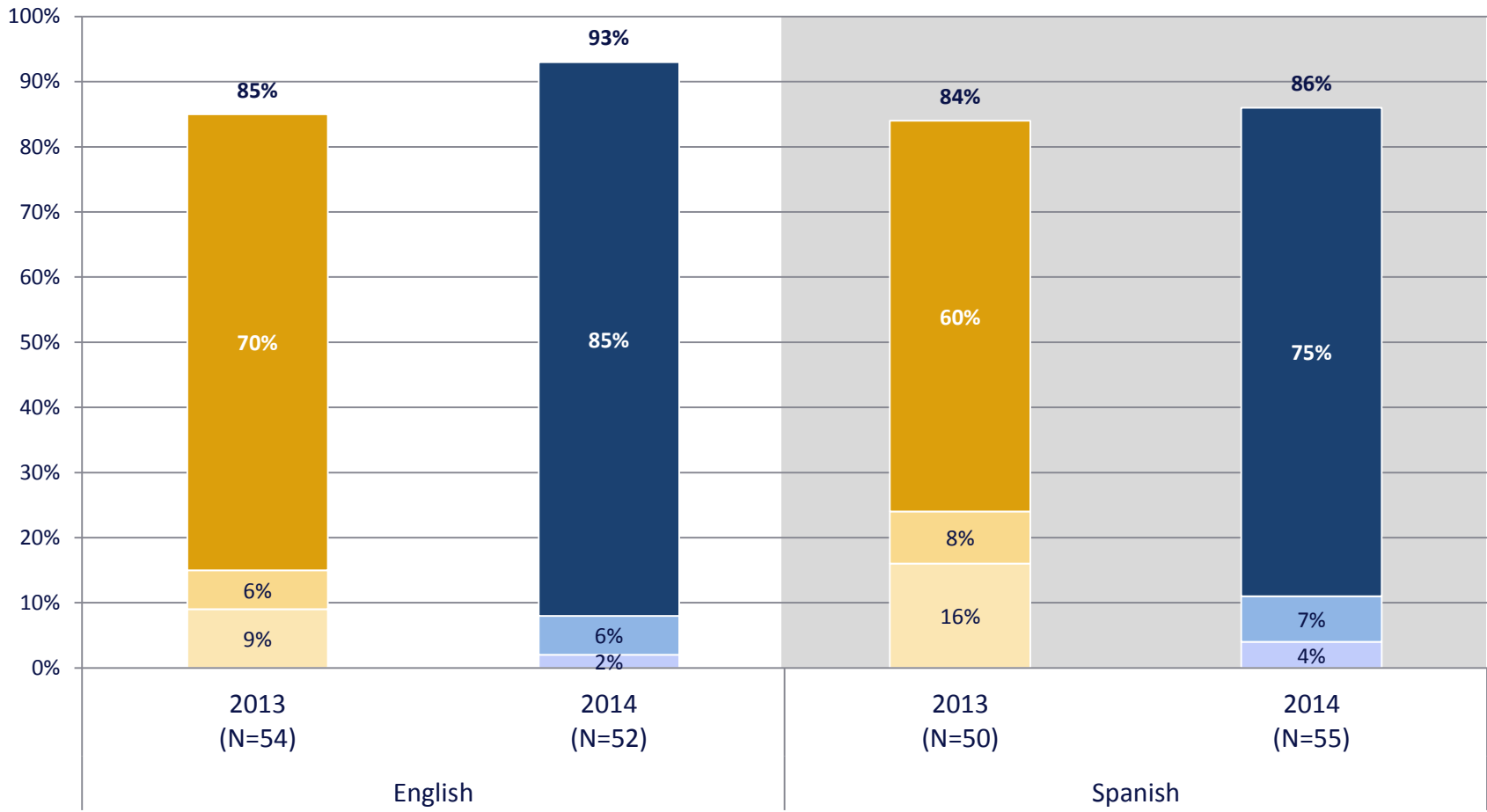


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Convenience of the Location

Chart 4 of 5  
8, 9, & 10 ratings shown



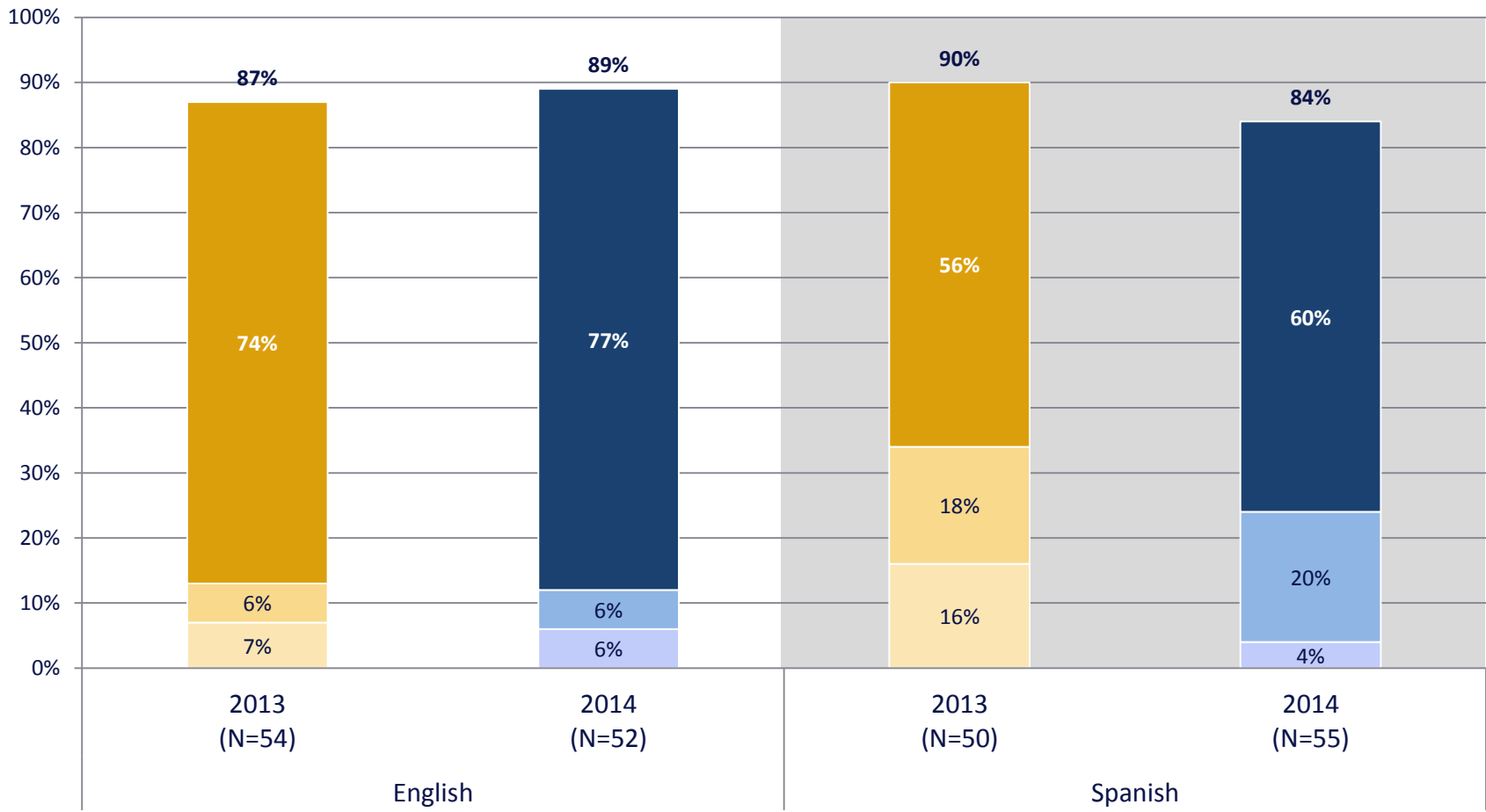


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Convenience of the Hours of Operation

Chart 5 of 5  
8, 9, & 10 ratings shown



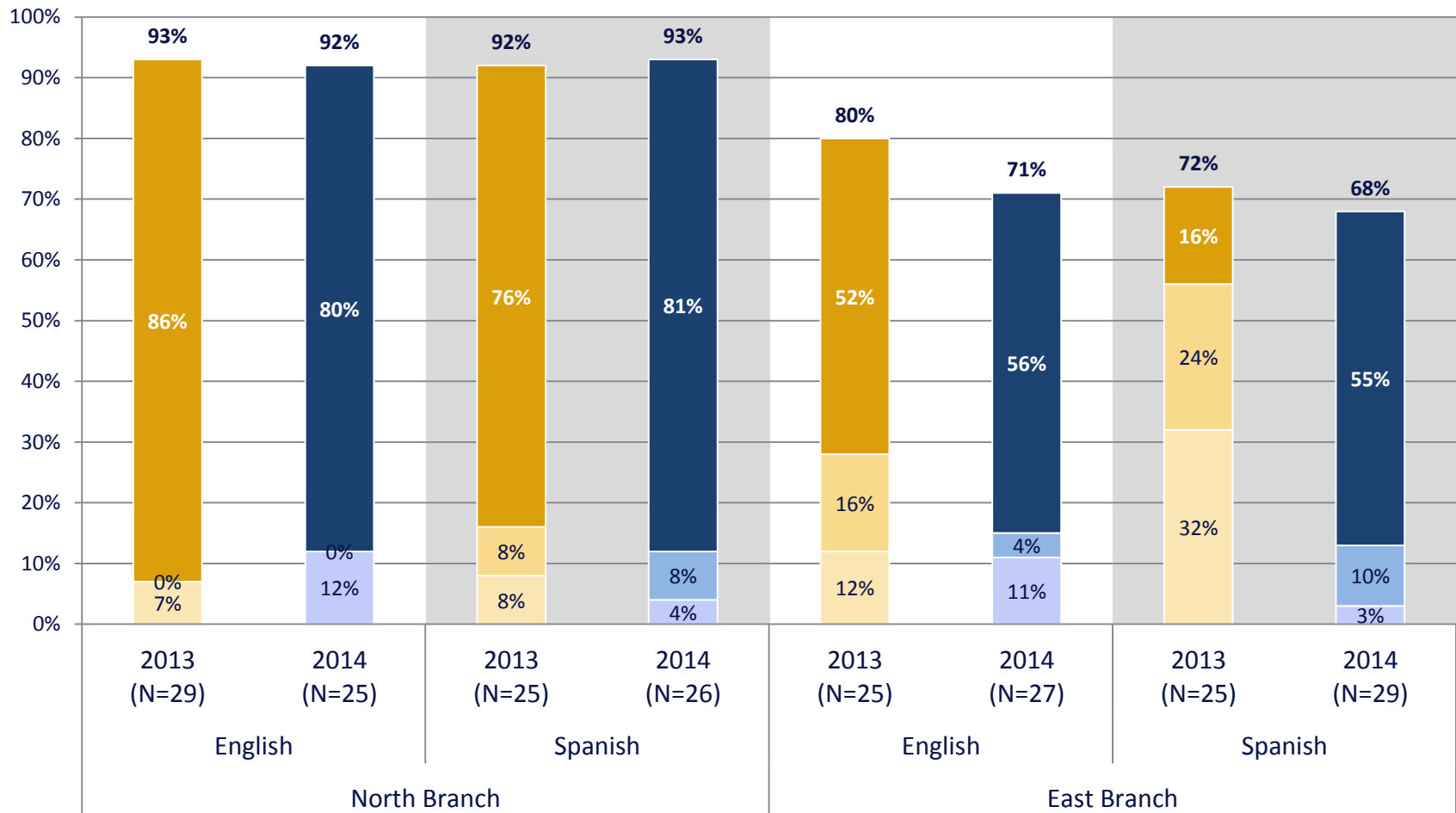


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Availability of Parking

Chart 1 of 4  
8, 9, & 10 ratings shown



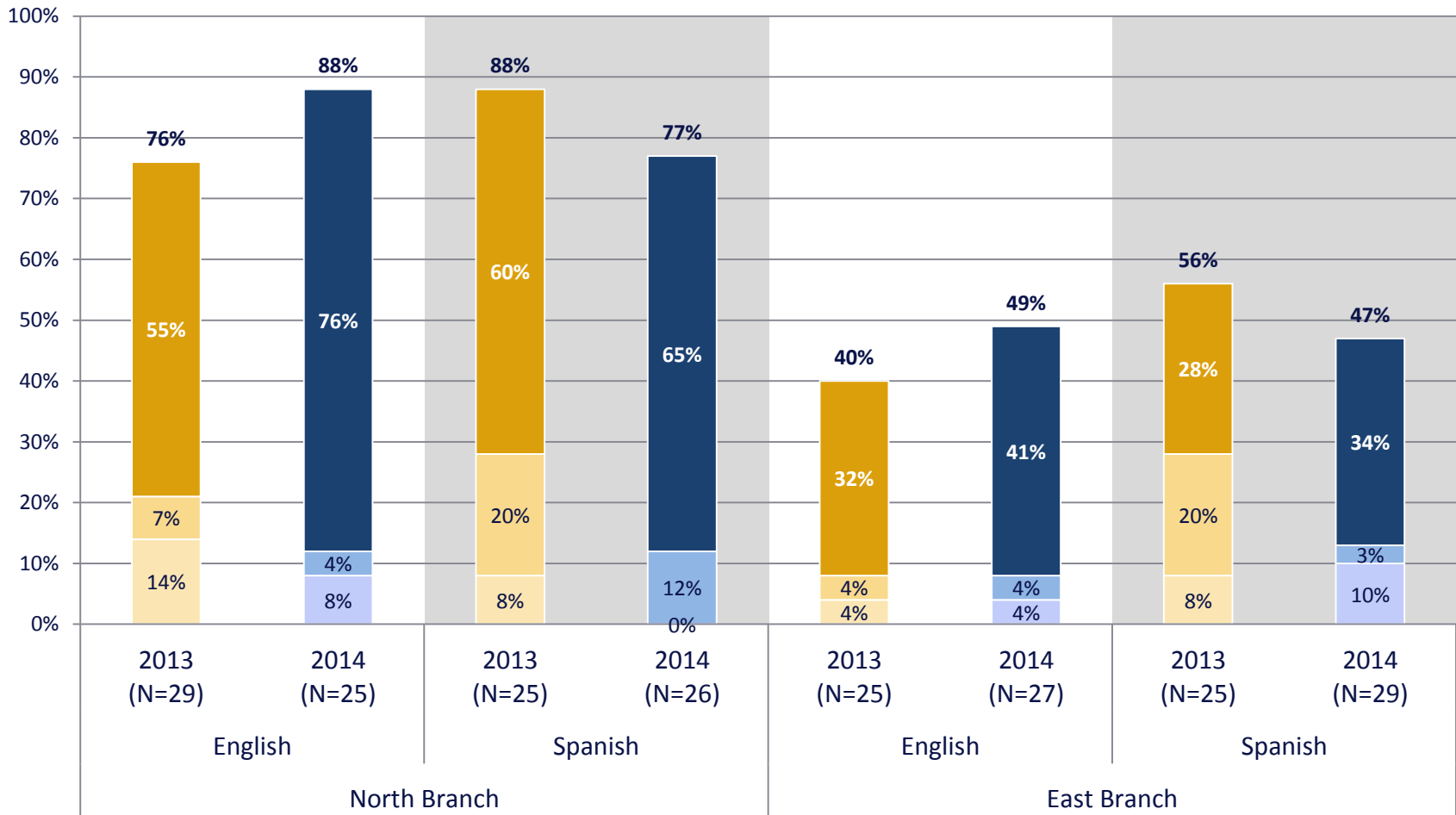


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Ease of Seeing Sign Outside

Chart 2 of 4  
8, 9, & 10 ratings shown



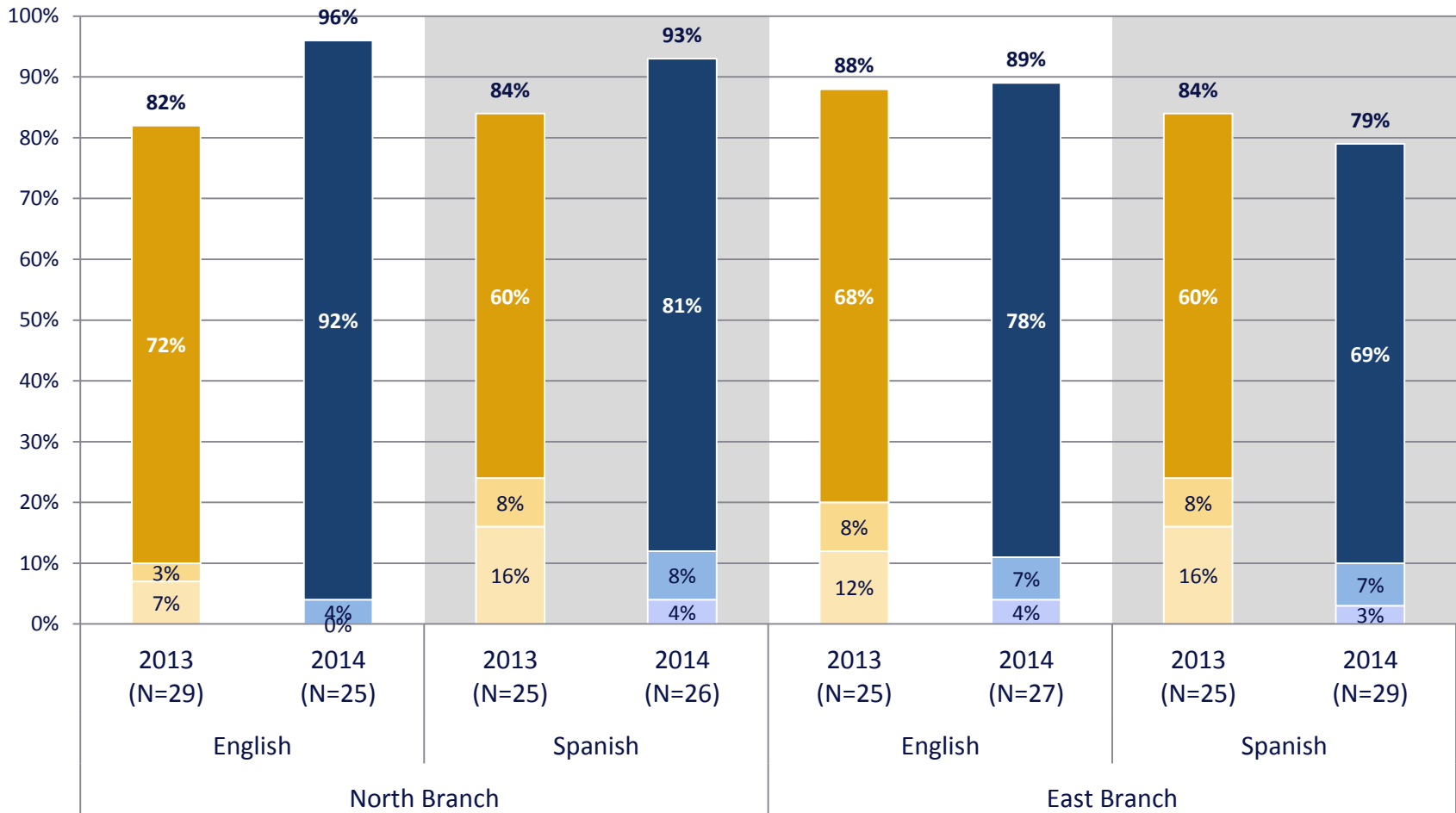


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Convenience of the Location

Chart 3 of 4  
8, 9, & 10 ratings shown





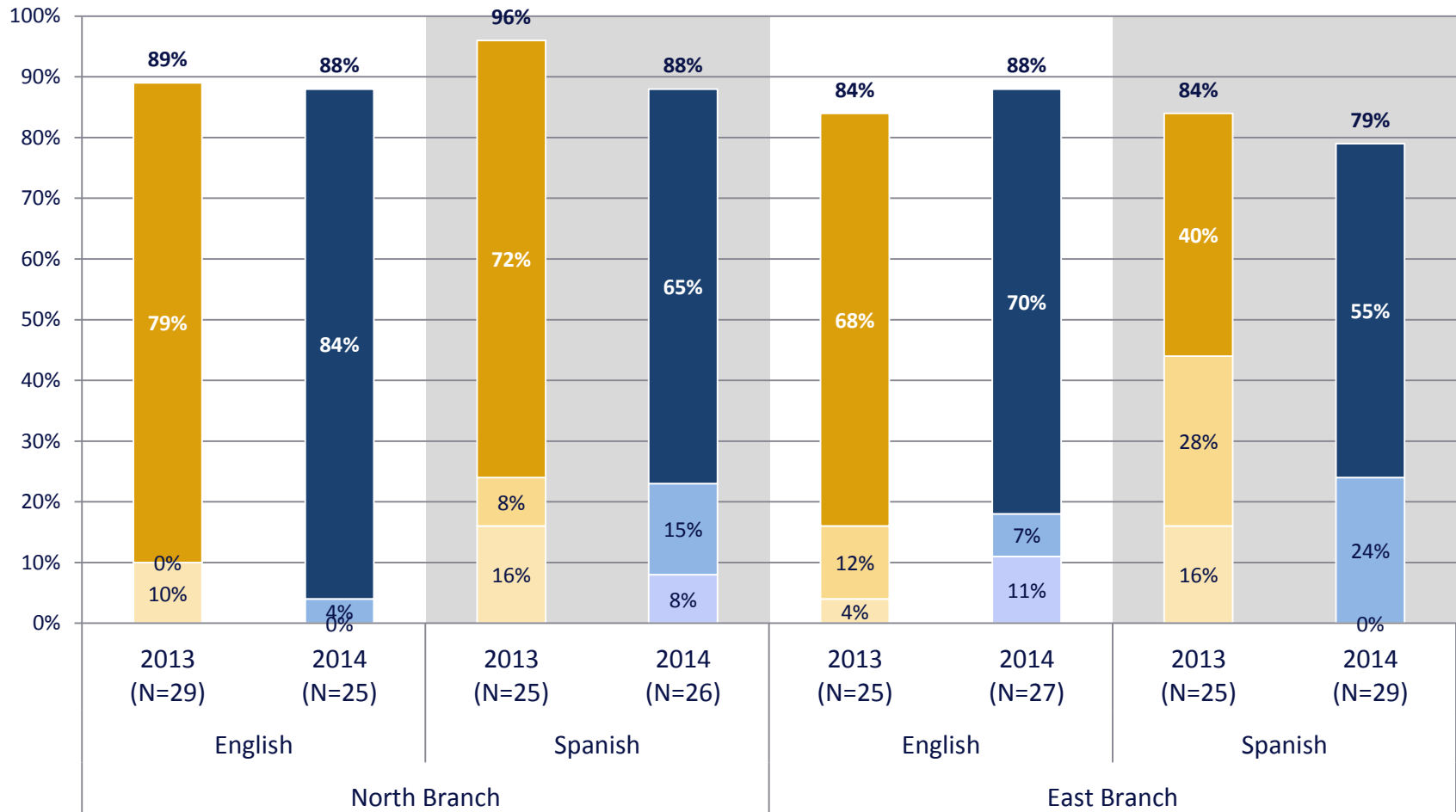
# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

Chart 5 of 5

8, 9, & 10 ratings shown

## Convenience of the Hours of Operation





# Service Center TV Monitor Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	English	Spanish
<b>Have Noticed TV Monitors</b>		
Yes	67%	58%
No	33%	42%
Base:	52	55
<b>Have Seen Programs on TV Monitors</b>		
Yes	34%	47%
No	66%	53%
Base:	35	32
<b>Have Recalled Topics of Programs on TV Monitors</b>		
Yes	10	12
No	2	3
Base:	12	15



	English	Spanish
<b>Program Topics</b>		
Save energy	4	9
Check, set thermostat	3	3
Save water	3	2
Unplug appliances	2	1
Save money	1	1
Save electricity	1	0
Base:	10	12





# Service Center TV Monitor Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Have Noticed TV Monitors</b>				
Yes	76%	54%	59%	62%
No	24%	46%	41%	38%
<b>Base:</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>29</b>
<b>Have Seen Programs on TV Monitors</b>				
Yes	11	11	1	4
No	8	3	15	14
<b>Base:</b>	<b>19</b>	<b>14</b>	<b>16</b>	<b>18</b>
<b>Have Recalled Topics of Programs on TV Monitors</b>				
Yes	10	9	0	3
No	1	2	1	1
<b>Base:</b>	<b>11</b>	<b>11</b>	<b>1</b>	<b>4</b>



	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Program Topics</b>				
Save energy	4	6	0	3
Check, set thermostat	3	3	0	0
Save water	3	2	0	0
Unplug appliances	2	1	0	0
Save money	1	1	0	0
Save electricity	1	0	0	0
<b>Base:</b>	<b>10</b>	<b>9</b>	<b>0</b>	<b>3</b>



# Service Center Brochures Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	English	Spanish
<b>Noticed Brochures</b>		
Yes	60%	55%
No	40%	45%
Base:	52	55
<b>Read the Brochure</b>		
Yes	42%	57%
No	58%	43%
Base:	31	30
<b>Took Brochure Home</b>		
Yes	12	11
No	1	6
Base:	13	17
<b>Used Brochure Information to Make Energy Savings Improvements</b>		
Yes	6	9
No	7	8
Base:	13	17



	English	Spanish
<b>Energy Savings Improvements Made</b>		
Changed light bulbs	0	5
Unplugged appliances	1	2
Improved air conditioner, thermostat control	1	1
Energy program, audit	2	0
Added window coverings	0	2
Improved water heaters	1	0
Improved toilets	1	0
Changed behavior	1	0
Improved windows	1	0
Base:	6	9



# Service Center Brochures Awareness

Note: New questions asked in 2014.

Note: Number of mentions shown where base sizes are small.

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Noticed Brochures</b>				
Yes	48%	46%	70%	62%
No	52%	54%	30%	38%
<b>Base:</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>29</b>
<b>Read the Brochure</b>				
Yes	4	4	9	13
No	8	8	10	5
<b>Base:</b>	<b>12</b>	<b>12</b>	<b>19</b>	<b>18</b>
<b>Took Brochure Home</b>				
Yes	4	3	8	8
No	0	1	1	5
<b>Base:</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>13</b>
<b>Used Brochure Information to Make Energy Savings Improvements</b>				
Yes	2	3	4	6
No	2	1	5	7
<b>Base:</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>13</b>

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Energy Savings Improvements Made</b>				
Changed light bulbs	0	3	0	2
Unplugged appliances	1	1	0	1
Improved air conditioner, thermostat control	1	0	0	1
Energy program, audit	0	0	2	0
Added window coverings	0	0	0	2
Improved water heaters	0	0	1	0
Improved toilets	0	0	1	0
Changed behavior	1	0	0	0
Improved windows	0	0	1	0
	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>



# Demographics

	English		Spanish	
	2013	2014	2013	2014
<b>Gender</b>				
Female	56%	56%	68%	62%
Male	44%	44%	32%	38%
<b>Length of Time Lived in Austin Metro Area</b>				
Less than one year	9%	4%	6%	7%
1 to 5 years	13%	13%	8%	7%
6 to 10 years	7%	8%	36%	33%
11 to 15 years	4%	12%	24%	18%
16 to 20 years	6%	6%	12%	9%
21 to 30 years	15%	10%	8%	9%
31 to 40 years	17%	13%	4%	7%
41 to 50 years	6%	17%	2%	4%
More than 50 years	24%	17%	0%	5%
<b>Average</b>	<b>28 years</b>	<b>28 years</b>	<b>13 years</b>	<b>16 years</b>
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>50</b>	<b>55</b>



# Demographics

\*Note: New questions asked in 2014.

	English		Spanish	
	2013	2014	2013	2014
<b>Own or Rent Residence</b>				
Rent	63%	54%	82%	78%
Own	37%	46%	18%	22%
<b>Type of Residence</b>				
Single-family home	41%	56%	24%	31%
Apartment	35%	38%	56%	42%
Townhouse/duplex	19%	2%	10%	15%
Mobile home/trailer	2%	0%	8%	11%
Condo	0%	2%	0%	2%
Other	4%	2%	2%	0%
<b>Number in Household</b>				
Average	2.5	2.7	3.8	3.9
<b>*Average Distance Home is Away from Service Center</b>				
In miles	N/A	5.0	N/A	4.2
In minutes	N/A	10.9	N/A	10.1
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>50</b>	<b>55</b>



# Demographics

	English		Spanish	
	2013	2014	2013	2014
<b>Marital Status</b>				
Single	46%	37%	42%	29%
Married	28%	46%	46%	56%
Divorced	15%	12%	2%	4%
Widowed	6%	4%	2%	0%
Separated	6%	2%	8%	9%
<b>Employment Status</b>				
Employed full-time	33%	35%	38%	33%
Employed part-time	7%	17%	28%	20%
Unemployed	15%	12%	14%	11%
Retired	26%	31%	2%	15%
Student	17%	4%	4%	2%
Homemaker	0%	0%	12%	20%
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>50</b>	<b>55</b>



# Demographics

	English		Spanish	
	2013	2014	2013	2014
<b>Ethnicity</b>				
Hispanic	43%	33%	100%	100%
African American	30%	42%	0%	0%
White	19%	21%	0%	0%
Asian	9%	2%	0%	0%
<b>Education</b>				
Some high school	7%	12%	48%	47%
Graduated high school	35%	33%	30%	40%
Some college	31%	40%	10%	5%
Graduated college	19%	10%	4%	4%
Post-graduate work	7%	2%	2%	2%
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>50</b>	<b>55</b>



# Demographics

	English		Spanish	
	2013	2014	2013	2014
<b>Total Family Income</b>				
Under \$10,000	20%	19%	8%	9%
\$10,000 to \$25,000	17%	17%	30%	51%
\$25,001 to \$40,000	17%	31%	10%	11%
\$40,001 to \$50,000	11%	8%	4%	2%
\$50,001 to \$60,000	2%	0%	2%	0%
\$60,001 to \$75,000	2%	2%	2%	0%
\$75,001 to \$100,000	2%	6%	0%	0%
\$100,001 or more	0%	2%	0%	0%
Unsure/refused	30%	16%	44%	27%
<b>Average</b>	<b>\$25,920</b>	<b>\$30,680</b>	<b>\$23,480</b>	<b>\$18,880</b>
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>50</b>	<b>55</b>





# Customer's Residence ZIP Code

	English		Spanish	
	2013	2014	2013	2014
Home ZIP Code				
76759	2%			
78617	2%		4%	
78623				2%
78653		2%		
78702	9%	13%	12%	2%
78704		2%		
78705	2%		4%	
78721	6%	12%	6%	4%
78722		2%		
78723	6%	2%	4%	4%
78724	7%	4%	2%	9%
78725				2%
78727	4%	4%		
78728				2%
78729				2%
78731	2%	2%		
78734	4%			
78735				2%
Base:	54	52	50	55

	English		Spanish	
	2013	2014	2013	2014
Home ZIP Code				
78741	9%	2%	10%	2%
78742			2%	2%
78744	2%	4%	4%	4%
78745				4%
78746		2%		
78748	2%	2%		
78750		4%		
78751	6%		2%	
78752	4%	4%	2%	4%
78753	9%	15%	16%	15%
78754	4%		2%	
78755			2%	
78757	7%		2%	
78758	9%	13%	12%	20%
78759	4%	2%		
78785			2%	
87758			2%	
Refused	2%	10%	10%	24%
Base:	54	52	50	55



# Commercial Survey Results

Due to small base size (N<20) numbers are shown instead of percentages in the commercial section.

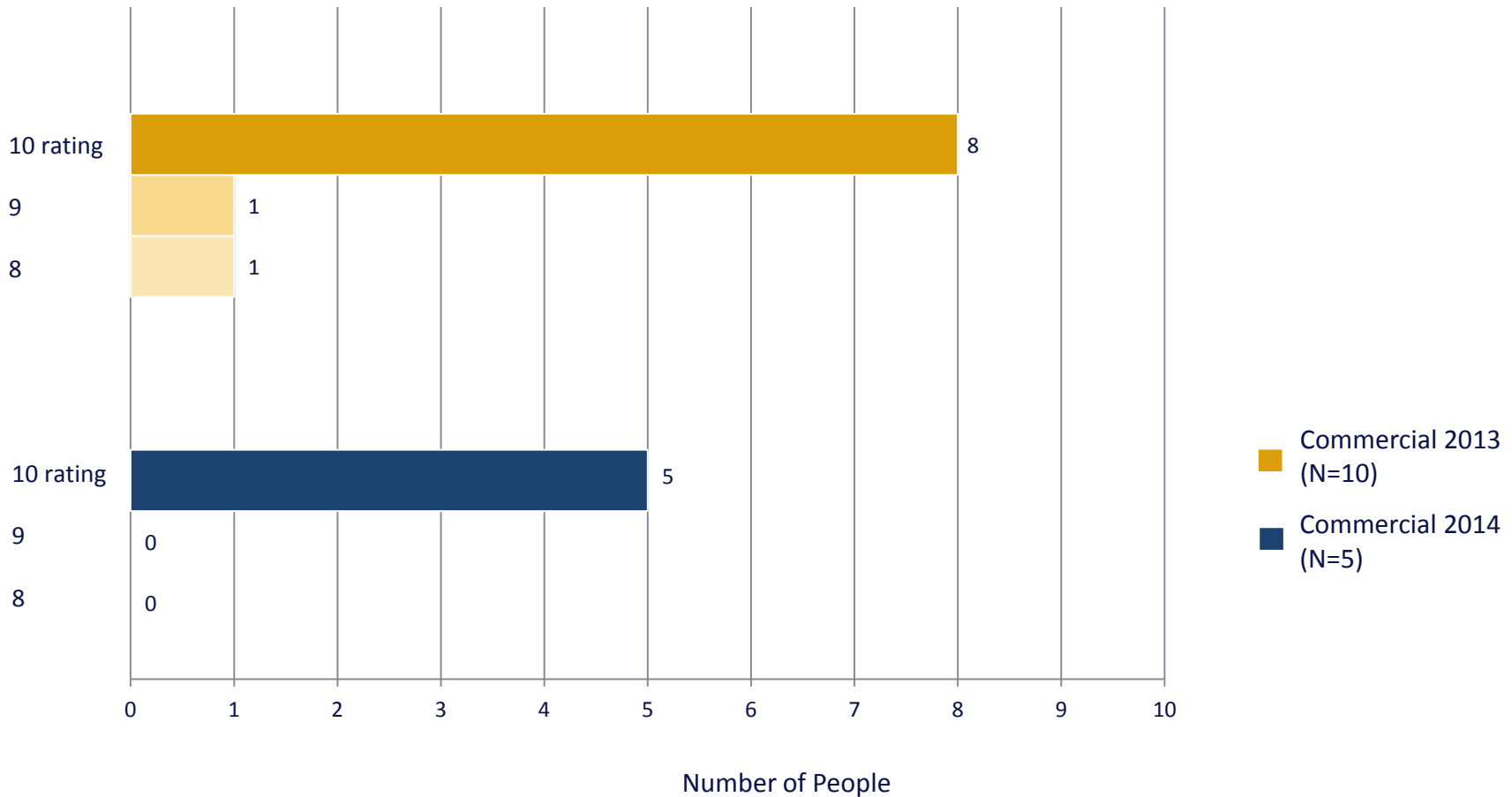




# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)

8, 9, & 10 ratings shown





# Why 8, 9, or 10 Overall Satisfaction Rating Given

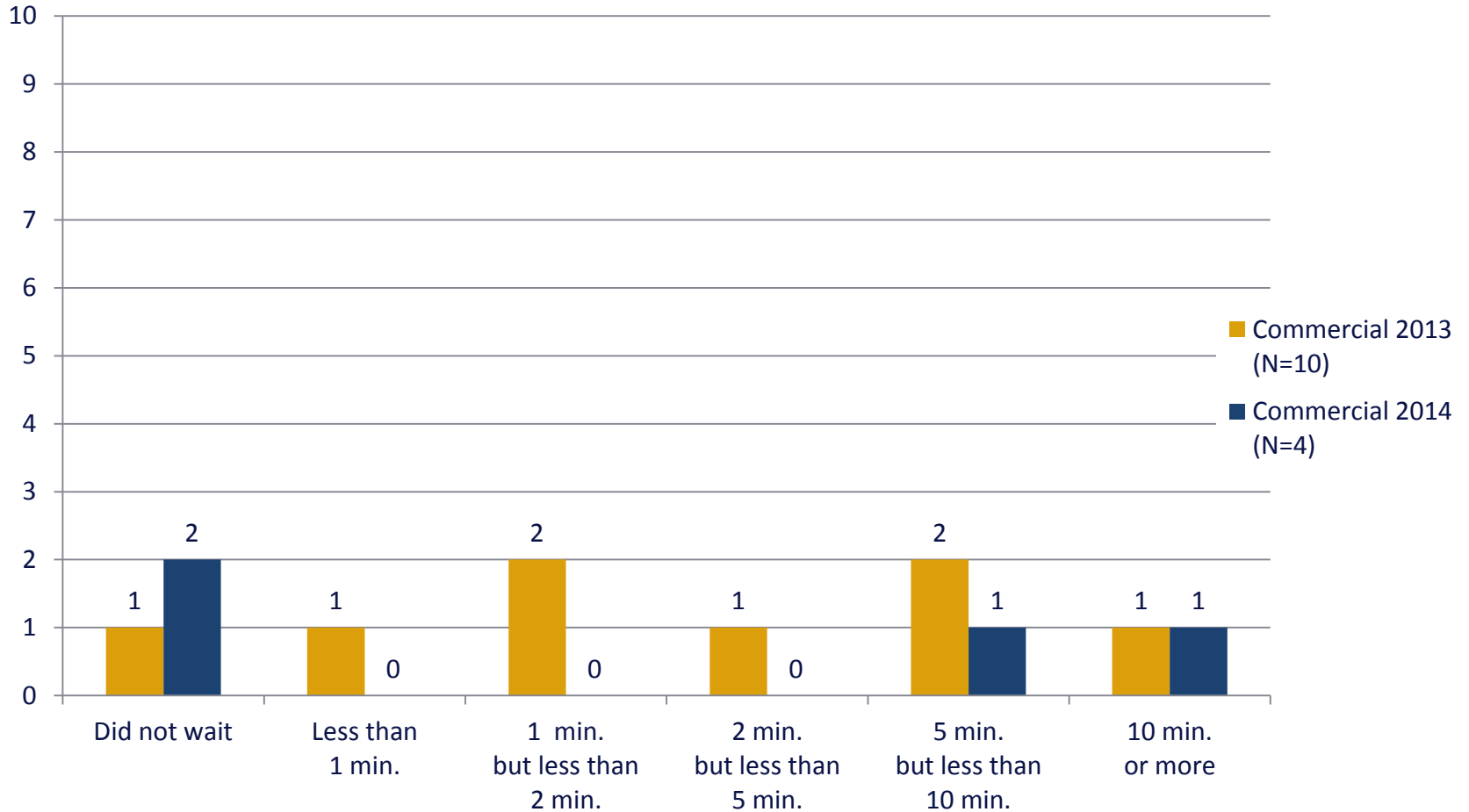
	Commercial 2013	Commercial 2014
Nice/friendly/courteous staff	5	1
Knowledgeable/helpful staff	4	2
Fast/did not have to wait long	3	1
Answered all questions/took care of me	2	0
Convenient location	1	0
No charges/fees	1	0
Good service (unspecified)	0	1
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>10</b>	<b>5</b>

Note: Responses add up to more than base due to multiple responses.



# Wait Time

Average Wait Time	
2013	2014
1.33	5.00



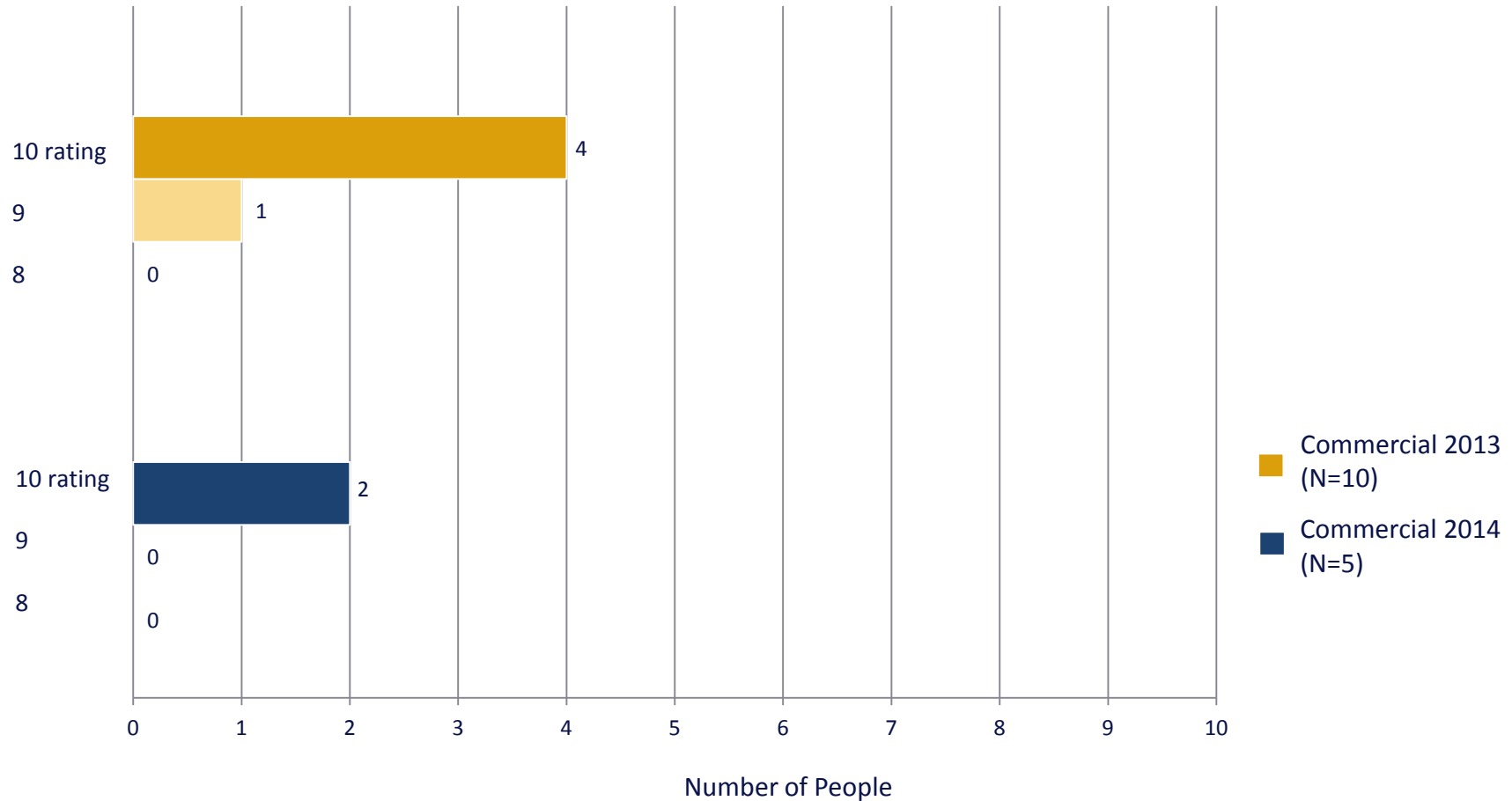


# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

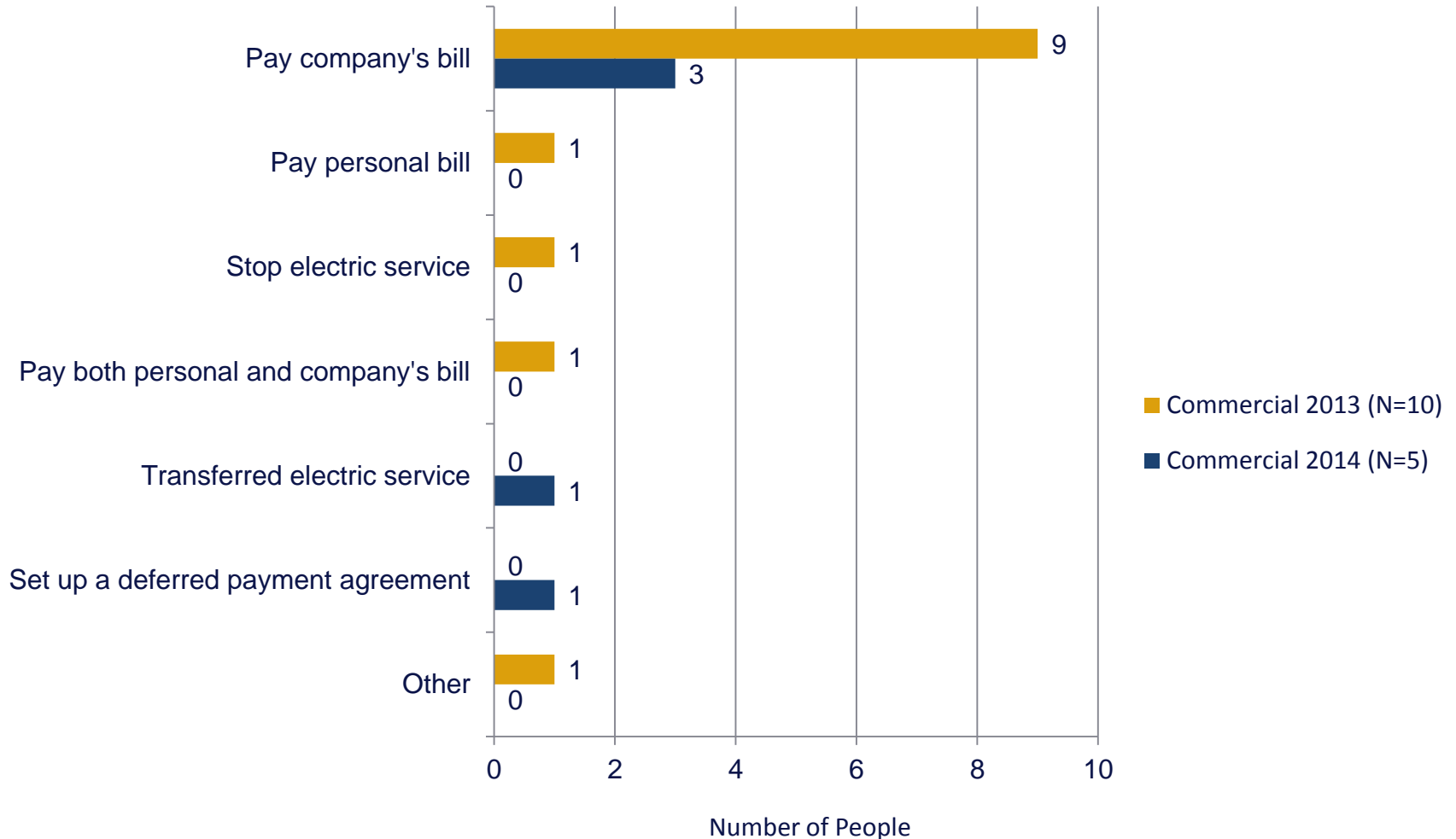
Base: Those who waited to speak to Customer Service Representative.

8, 9, & 10 ratings shown



# Reasons for Visiting Service Centers

Note: Responses add up to more than base due to multiple responses.



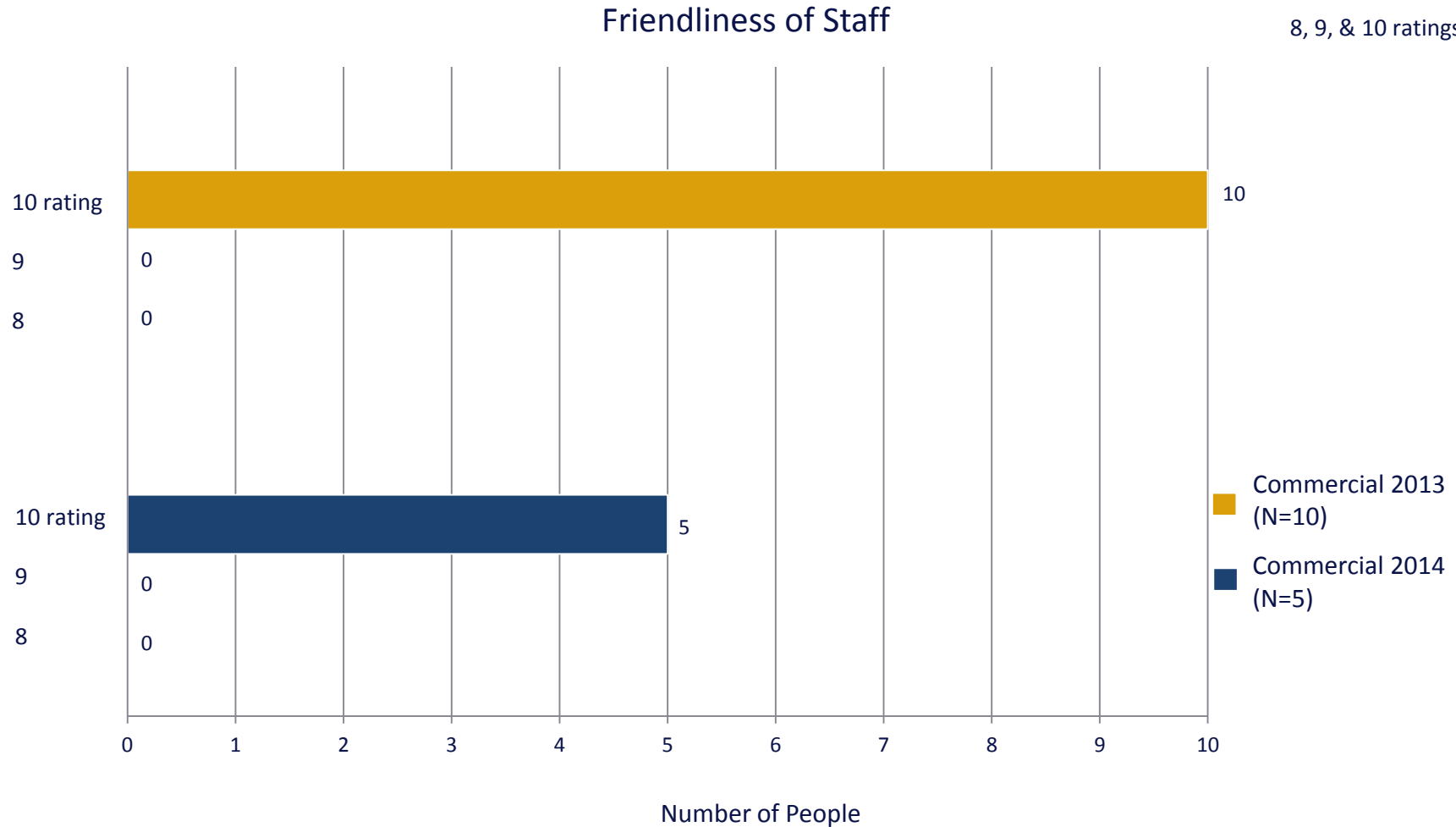


# Service Center Staff Ratings

(1 = very poor; 10 = very good)

Chart 1 of 5

8, 9, & 10 ratings shown





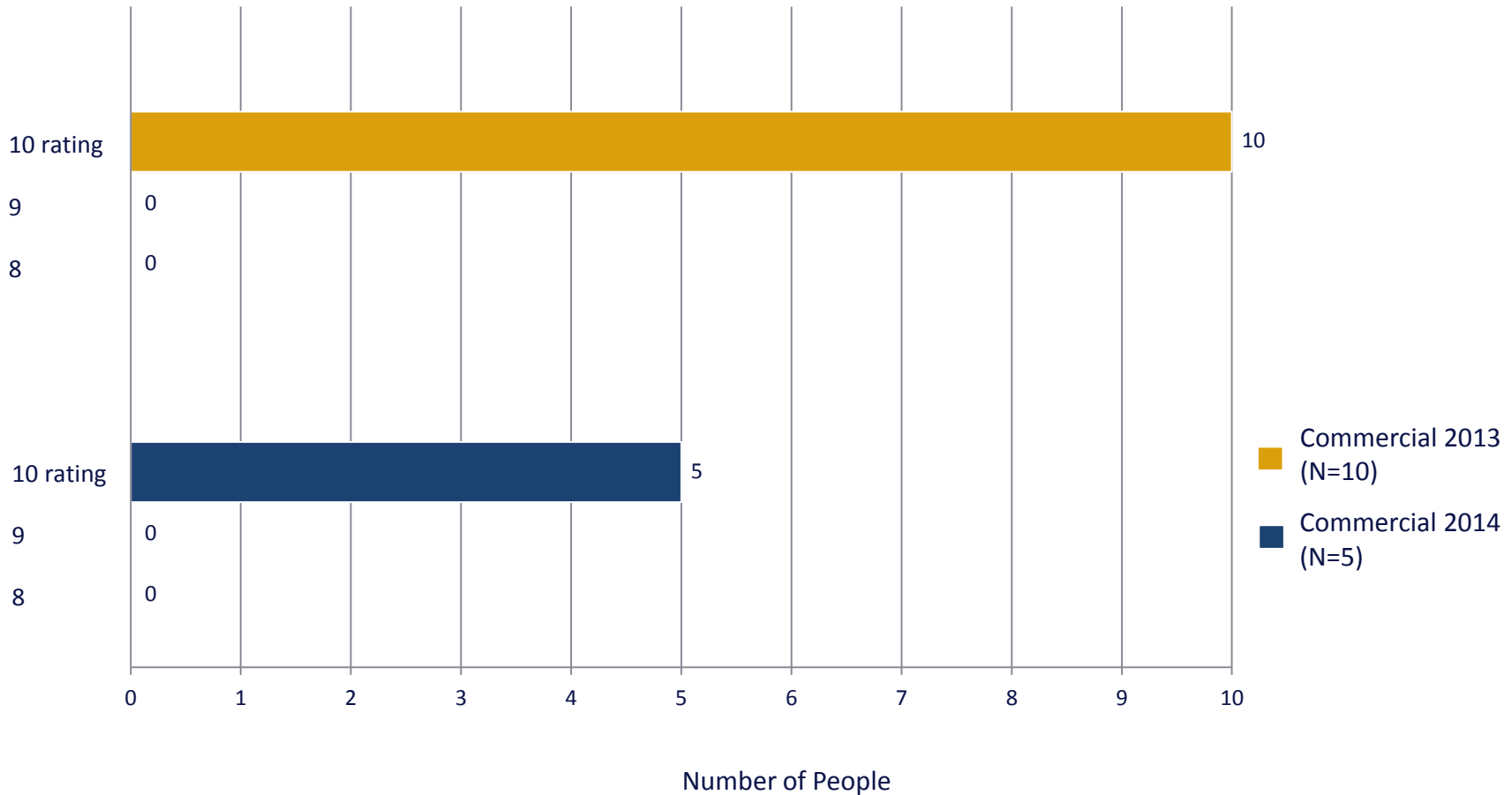


# Service Center Staff Ratings

(1 = very poor; 10 = very good)

## Ability of Staff to Clearly Communicate in an Easy to Understand Way

Chart 2 of 5  
8, 9, & 10 ratings shown





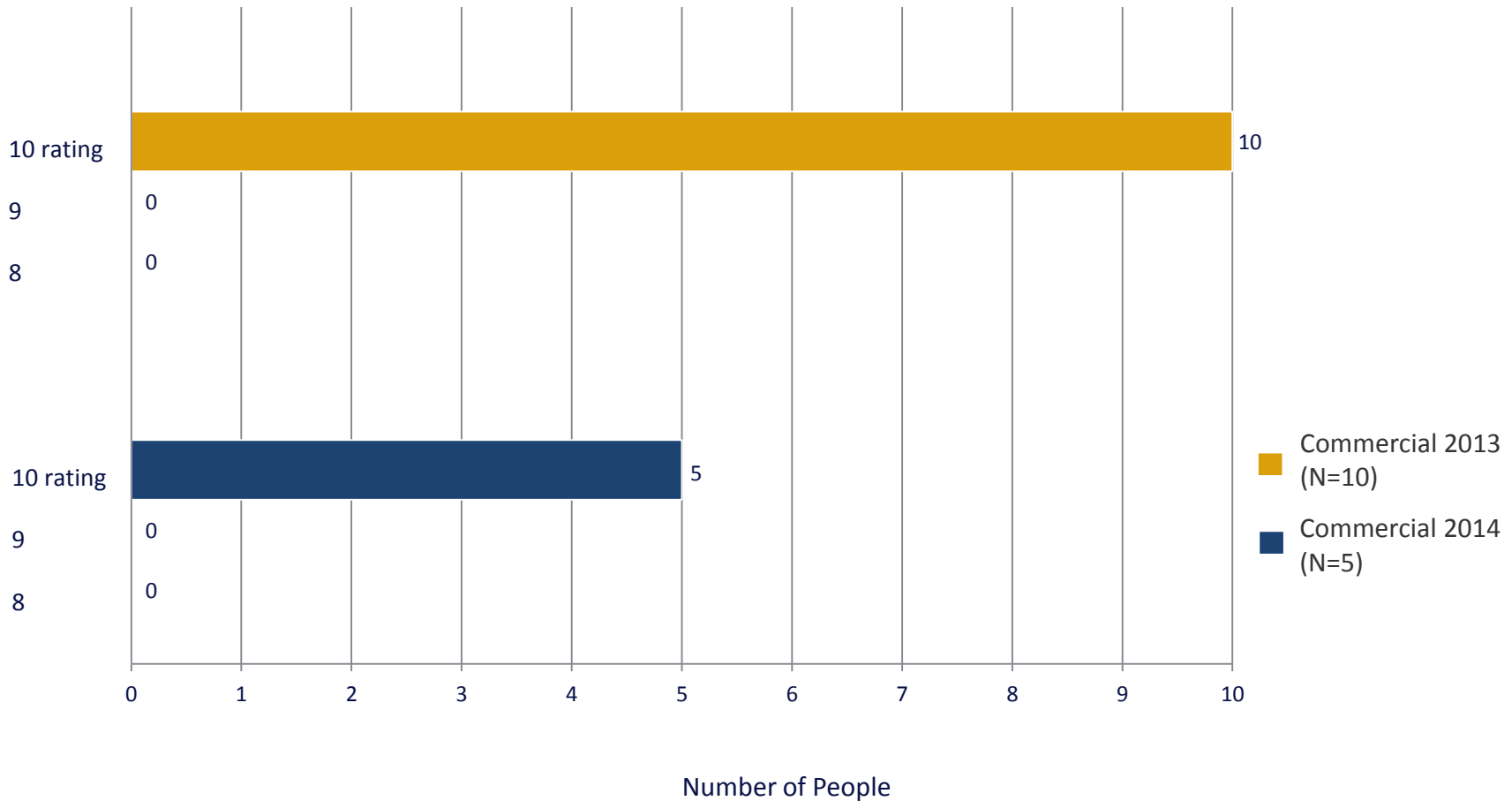
# Service Center Staff Ratings

(1 = very poor; 10 = very good)

## Promptness of Service Overall

Chart 3 of 5

8, 9, & 10 ratings shown



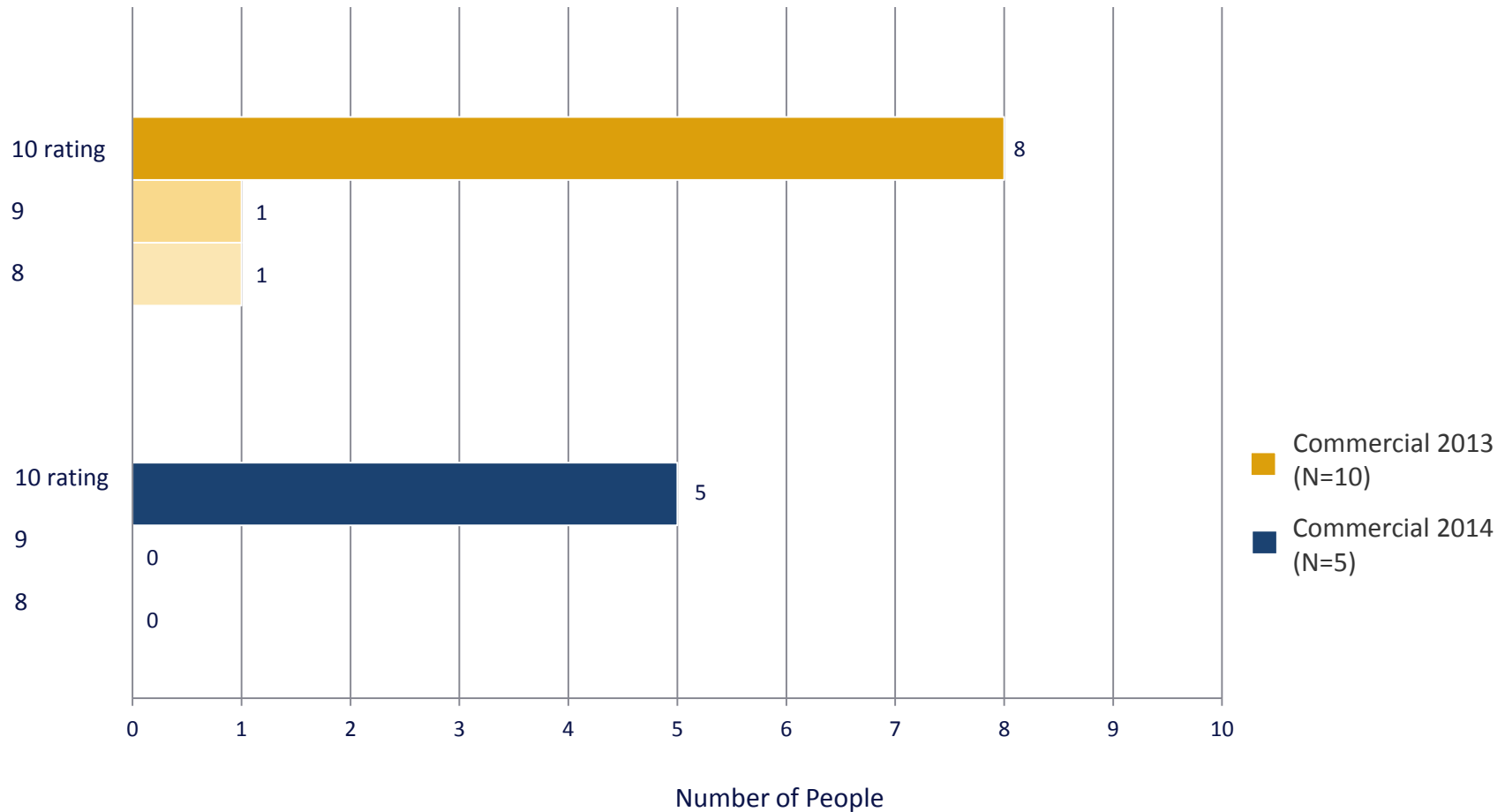


# Service Center Staff Ratings

(1 = very poor; 10 = very good)

## Ability of the Staff to Answer your Questions

Chart 4 of 5  
8, 9, & 10 ratings shown



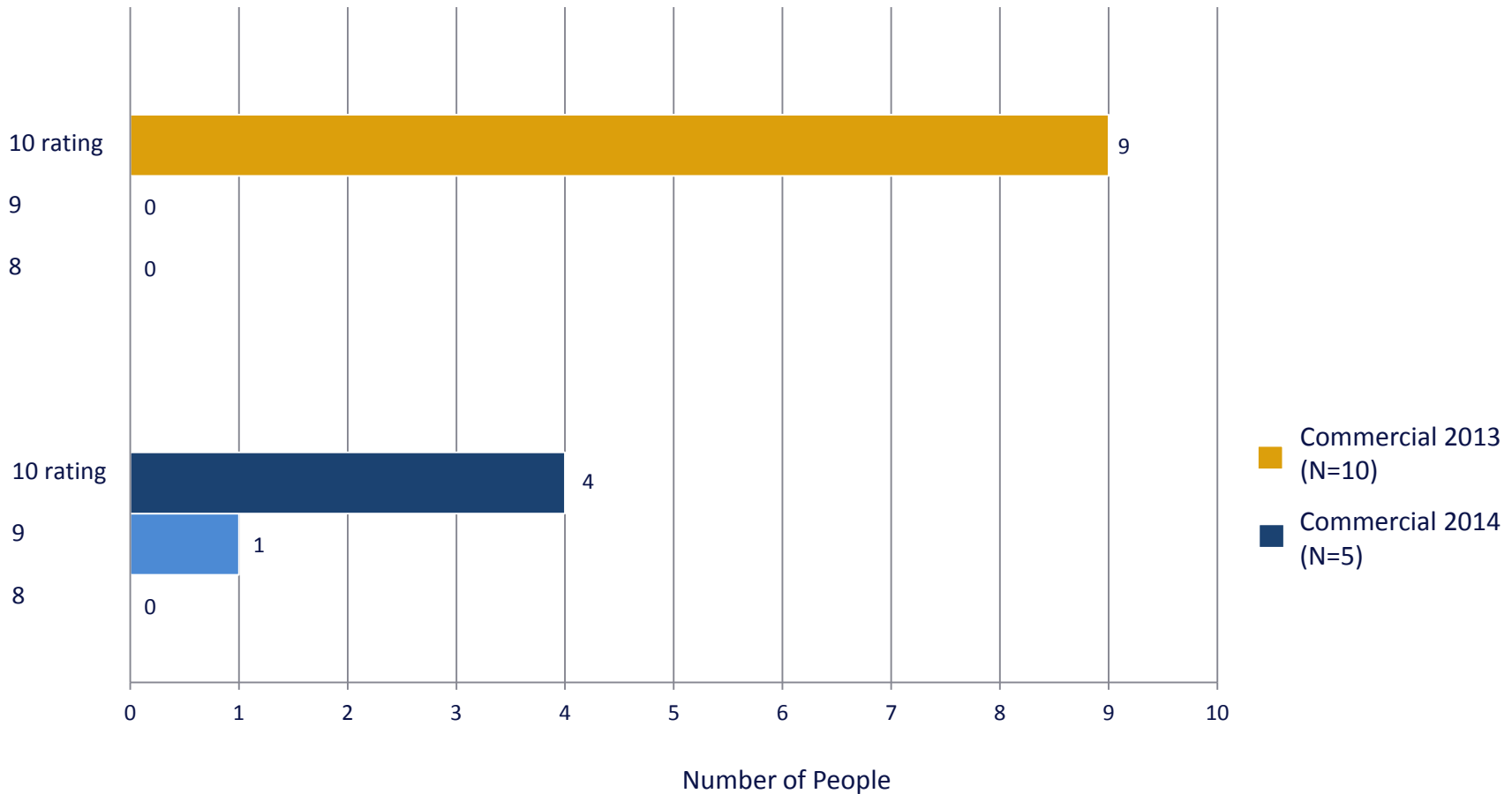


# Service Center Staff Ratings

(1 = very poor; 10 = very good)

## Willingness of the Staff to Go the Extra Mile

Chart 5 of 5  
8, 9, & 10 ratings shown



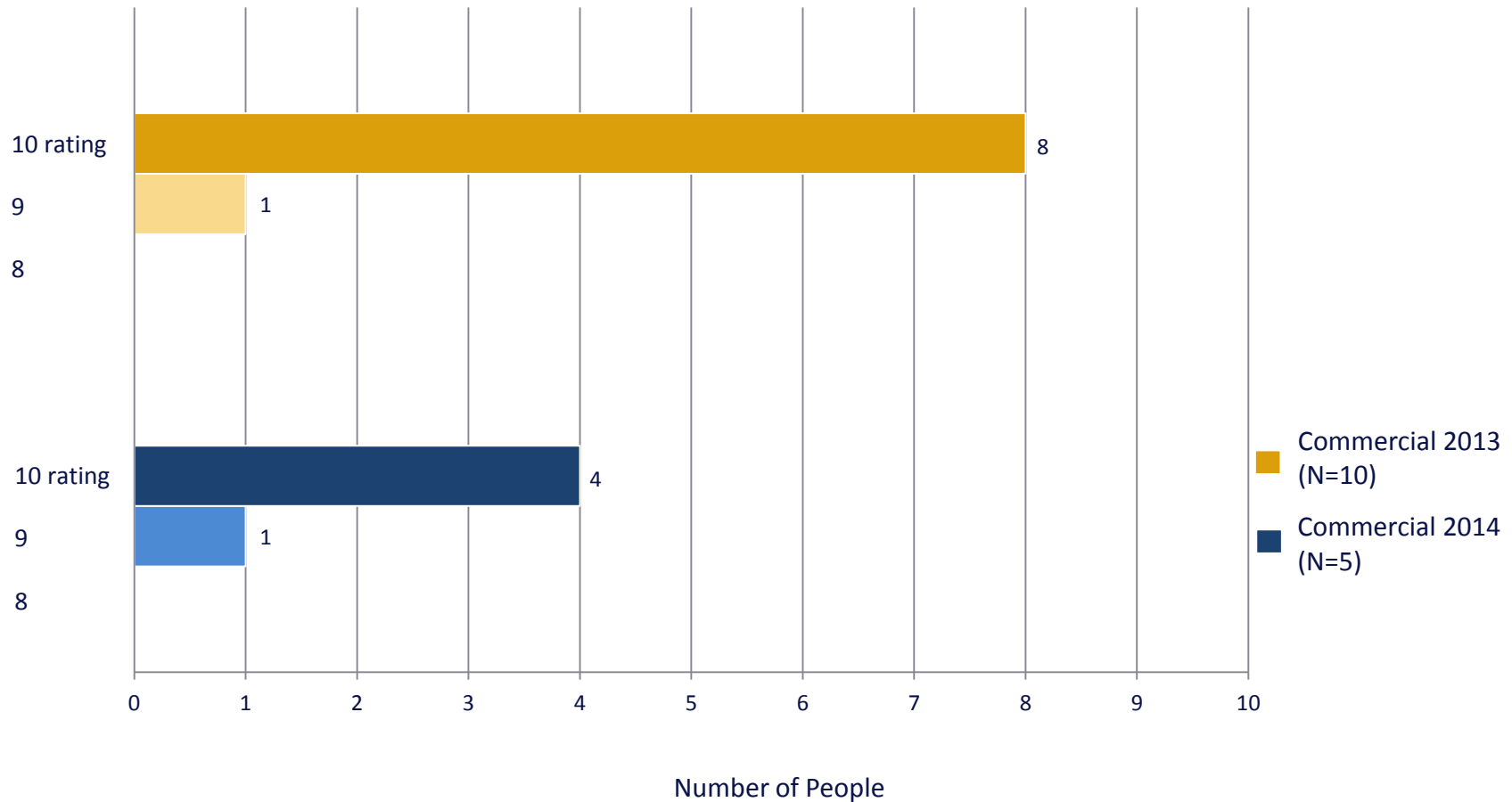


# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Convenience of Hours of Operation

Chart 1 of 5  
8, 9, & 10 ratings shown





# Service Center Facility Ratings

(1 = very poor; 10 = very good)

Chart 2 of 5

8, 9, & 10 ratings shown



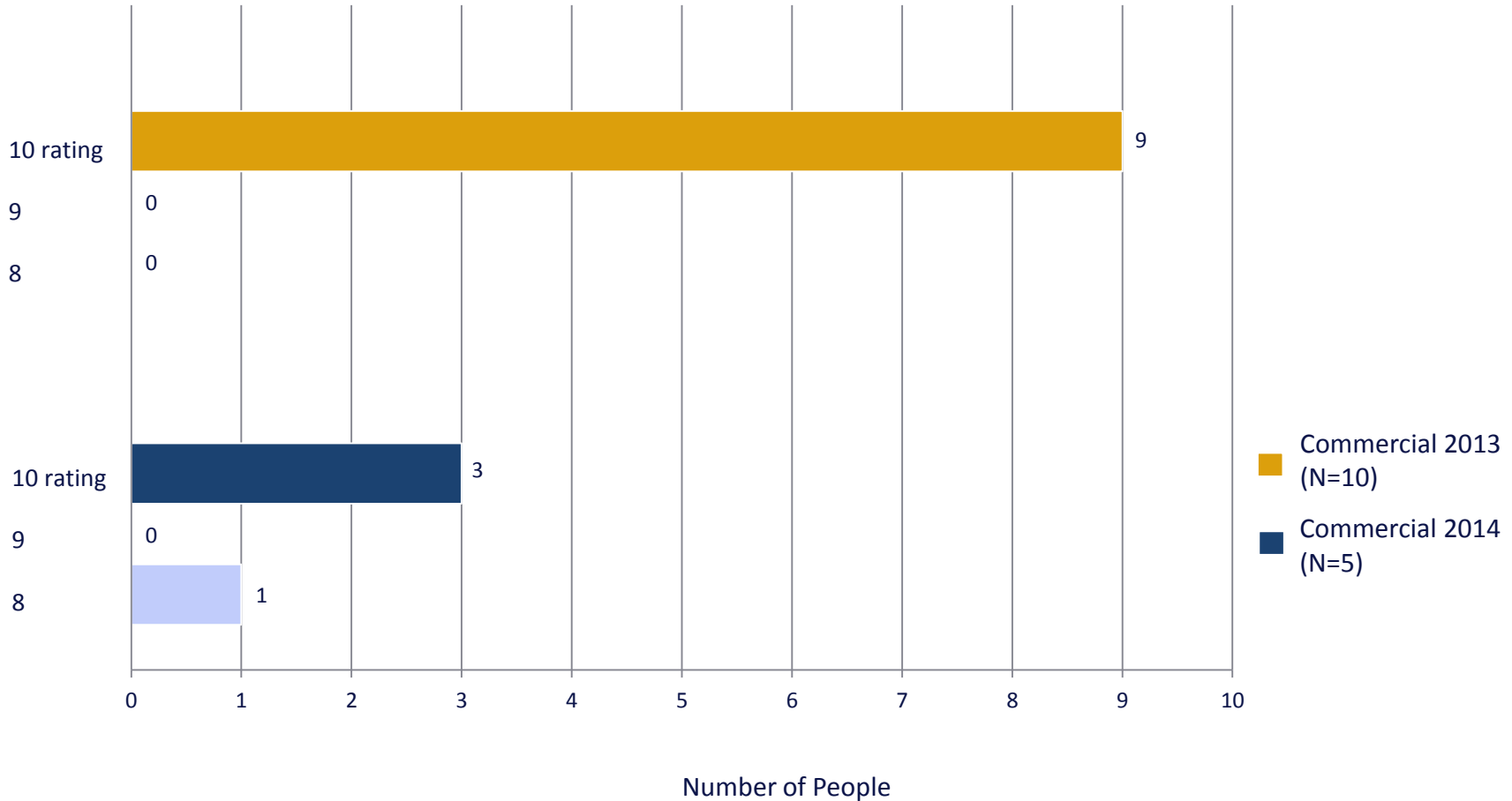


# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Availability of Parking

Chart 3 of 5  
8, 9, & 10 ratings shown





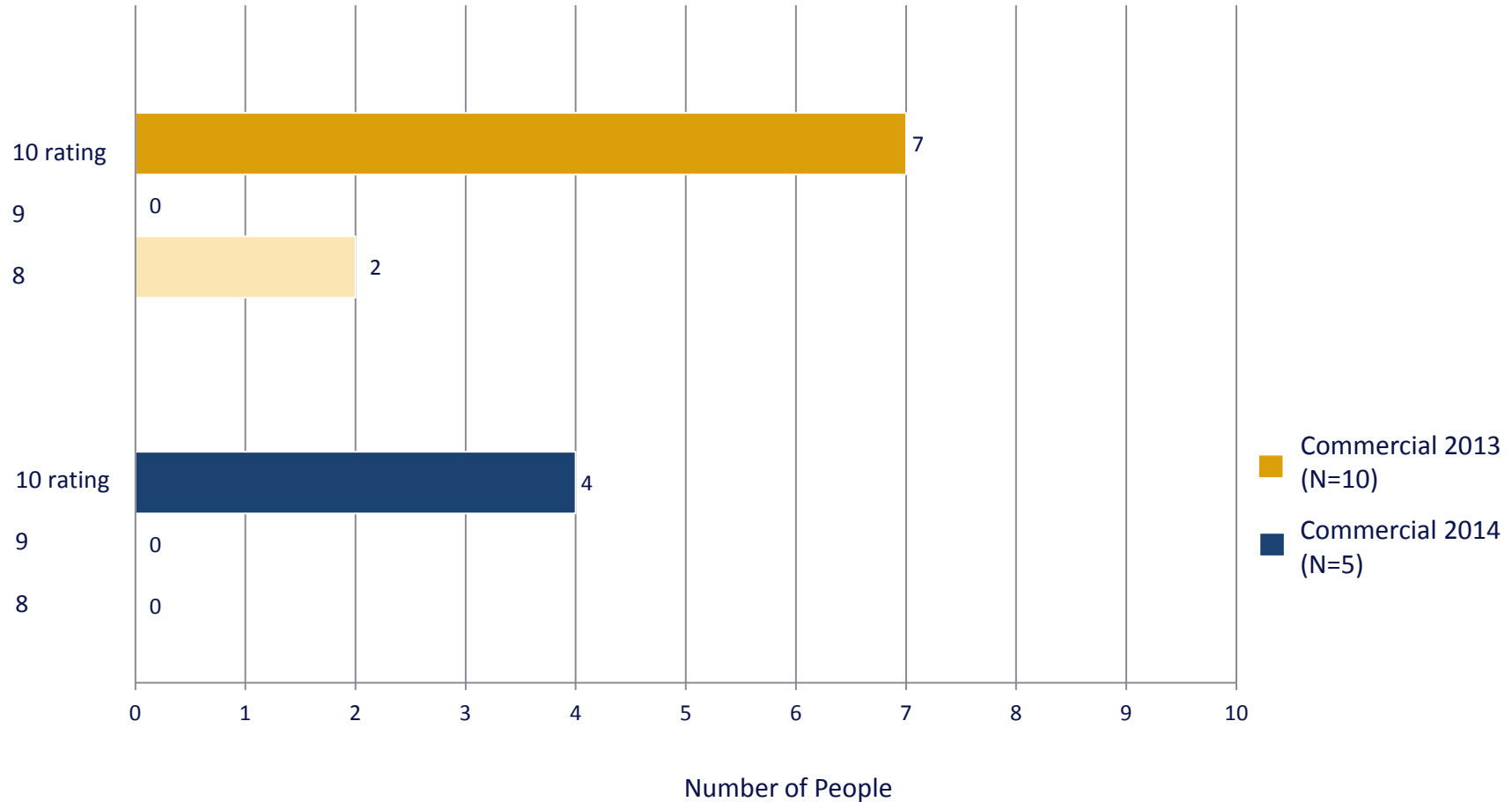
# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Convenience of the Location

Chart 4 of 5

8, 9, & 10 ratings shown







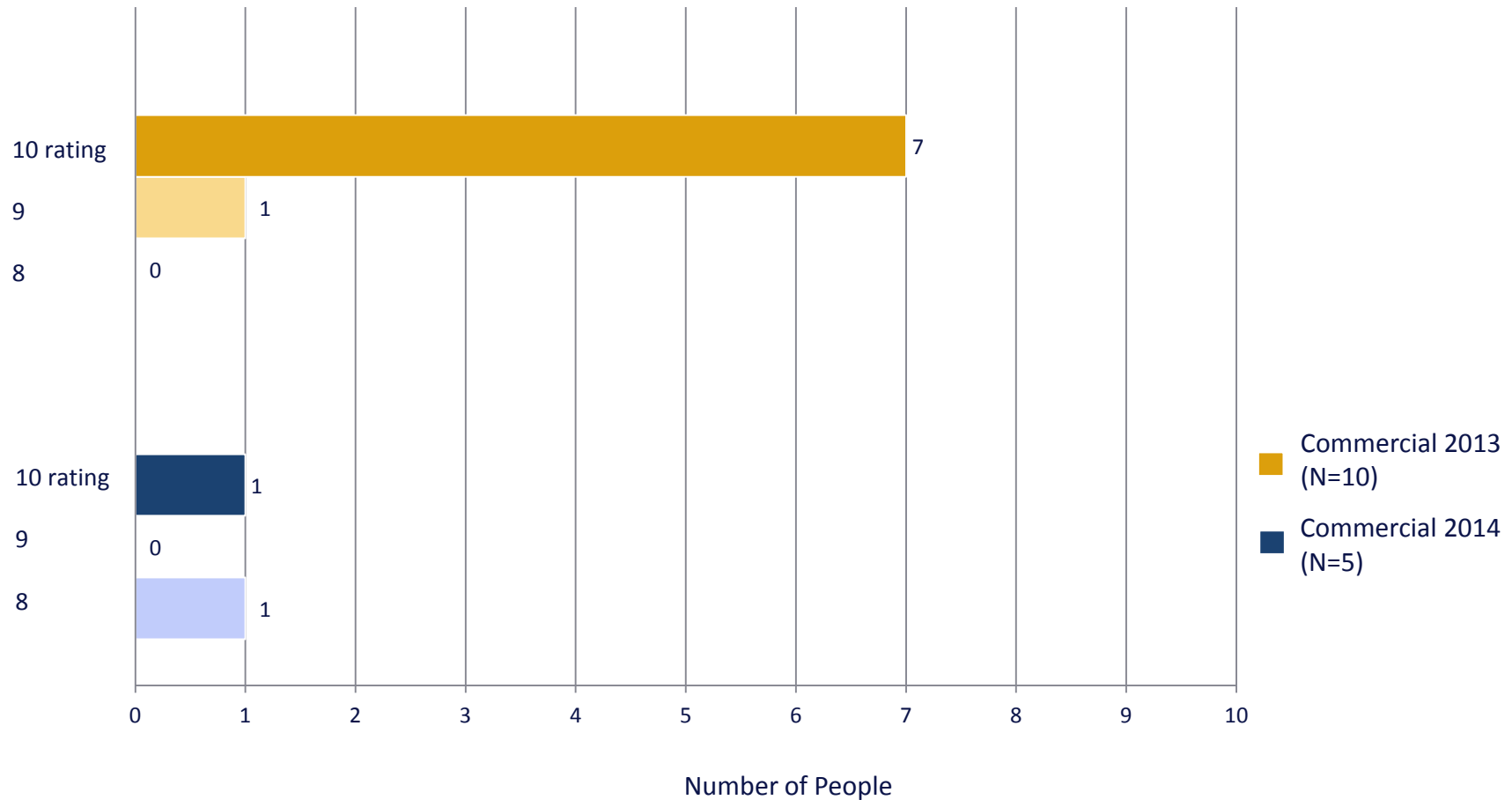
# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Ease of Seeing the Outside Sign

Chart 5 of 5

8, 9, & 10 ratings shown





# Demographics

	Commercial 2013	Commercial 2014
<b>Miles from Service Center</b>		
Less than 1 mile	0	2
1 – 2 miles	2	0
2 – 5 miles	2	2
5 – 7 miles	4	1
7 – 10 miles	1	0
More than 10 miles	1	0
<b>Average</b>	<b>5.5 miles</b>	<b>2.8 miles</b>
<b>Industry</b>		
Retail trade	4	2
Services	4	2
Public Administration	2	0
Other	0	1
<b>Base:</b>	<b>10</b>	<b>5</b>



# Demographics

	Commercial 2013	Commercial 2014
<b>Length of Time Doing Business in Austin</b>		
Less than 5 years	2	3
5 years to less than 10 years	3	1
10 years to less than 20 years	2	0
20 years to less than 30 years	2	1
50 years or longer	1	0
<b>Average</b>	<b>16.3 years</b>	<b>8.0 years</b>
<b>Number of Full Time Employees</b>		
Zero	2	0
One	0	1
Two	3	1
Three	2	1
Four	0	1
Five	1	0
Eleven	0	1
Twelve	1	0
<b>Average</b>	<b>3.2</b>	<b>4.2</b>
<b>Base:</b>	<b>10</b>	<b>5</b>



# Demographics

	Commercial 2013	Commercial 2014
<b>Title</b>		
President	2	1
Employee	2	0
CEO	1	2
General Manager	1	0
Office Manager	1	0
Owner	1	1
Assistant Manager	1	0
Bookkeeper	1	0
Supervisor	0	1
<b>Base:</b>	<b>10</b>	<b>5</b>

## Residential Customers

Job #: 10-6720

Date: November 30, 2015

Draft #14

### Service Center Phone Survey- Residential Customers

#### **IF LEAVING MESSAGE ON ANSWERING MACHINE:**

Hello, (Mr./Mrs.) \_\_\_\_\_. My name is \_\_\_\_\_ with Creative Consumer Research in Houston, Texas. We have been contracted by Austin Energy to ask you a few questions about your experiences with Austin Energy. Please call 1-877-530-9646 and give the representative who answers your name and the telephone number I just called. I or another representative will call back when it is more convenient for you. Thank you.

#### **[ASK TO SPEAK TO PERSON ON LIST.]**

Hello, (Mr./Mrs.) \_\_\_\_\_. My name is \_\_\_\_\_ with Creative Consumer Research. We have been contracted by Austin Energy, to talk with customers about their electric utility company. This is not a sales call and your name will not be placed on a mailing list. We are only interested in your opinions. Your answers will be confidential and will be used for research only. Your contact information is protected, may we continue?

***For quality purposes, this call may be monitored or recorded.***

BY OBSERVATION:

Utility Customer Service Center (North Branch Payment Center)	1
Utility Customer Service Center (East Branch Payment Center, Rosewood Zaragosa)	2

BY OBSERVATION FROM SAMPLE: COUNCIL DISTRICT (CHECK QUOTAS)

A. Would you prefer to do this survey in ...?

English	1	CONTINUE
Spanish	2	SWITCH TO SPANISH QUESTIONNAIRE

## Residential Customers

If you would like to verify Austin Energy's sponsorship, I can give you the name and phone number of the Austin Energy representative to contact.

B. Would you like me to give that information to you now?

Yes            θ ——— SAY: You may contact Frank DiSiena at 512-322-6343. (CONTINUE WITH SURVEY)  
No             θ ——— GO TO Q.S1

START TIME: _____
----------------------

C. Most recently did you visit the North Branch (Austin Energy Payment Center) near Highway 183 or did you go to the East Branch (Rosewood Zaragosa Center) located on the east side of town?

North Branch near Highway 183	1
East Branch on the east side of town	2
Don't know	3 (TERMINATE & TALLY)

**Residential Customers**

S1 Have you participated in a survey regarding Austin Energy in the last 90 days?

Yes 1 (Thank respondent, then terminate & tally)

No 2 (CONTINUE)

Don't know 0 (Thank respondent, then terminate & tally)

S2 Are you or is anybody in your household or immediate family employed in any of the following: (check boxes)

	<u>YES</u>	<u>NO</u>	<u>DK/REFUSED</u>
Market research .....	( )	( )	( )
Advertising .....	( )	( )	( )
An electric or gas utility company.....	( )	( )	( )
City of Austin .....	( )	( )	( )
Austin Energy.....	( )	( )	( )

IF 'YES' **OR** 'DK/REFUSED' TO **ANY**, THANK RESPONDENT, THEN TERMINATE & TALLY \_\_\_\_

# Residential Customers

1. Thinking of your visit to the Utility Customer Service Center, what was the purpose of your visit to the Utility Customer Service Center? **(DO NOT READ LIST. RECORD ALL MENTIONS.)**

Paid your personal bill .....1  
 Paid your company's bill .....2  
 Paid both personal and company's bill .....3  
 Set up/started utility service .....4  
 Stopped utility service .....5  
 Transferred utility service .....6  
 Reconnected utility service.....7  
 Signed up for budget billing.....8  
 Set up a deferred payment agreement.....9  
 Set up electronic payment (Bank draft, credit card, debit card, etc.) .....10  
 Other Please explain: .....0

- \*1B. **(If answer to 1 is (Paid your personal bill, Paid your company's bill, Paid both personal and company's bill), ASK Q1B)**

Did you pay the bill through a Customer Service Representative or with the payment drop box?

Customer Service Representative 1  
 Drop box 2 (SKIP TO Q4)

2. When visiting the Utility Customer Service Center location, how long do you typically wait to speak to an Austin Energy representative? **(DO NOT READ LIST. IF RESPONDENT IS UNSURE, ASK FOR BEST ESTIMATE.)**

Did not wait ..... 1 (SKIP TO Q4)  
 Less than 30 seconds ..... 2  
 At least 30 seconds but less than 1 minute ..... 3  
 At least 1 minute but less than 1½ minutes..... 4  
 At least 1 ½ minutes but less than 2 minutes .... 5  
 At least 2 minutes but less than 5 minutes ..... 6  
 At least 5 minutes but less than 10 minutes ..... 7  
 10 minutes or more ..... 8  
 Don't know ..... 9  
 Did not speak to a customer service rep. .... 10 (SKIP TO Q4)



**Residential Customers**

3. Using a scale of 1 to 10, with '1' being **very unreasonable** and '10' being **very reasonable**, how reasonable is the length of time that you **typically** wait?

<b>Very Unreasonable</b>					<b>Very Reasonable</b>					<b>DK</b>
1	2	3	4	5	6	7	8	9	10	Y

- (IF Q1B = DROP BOX, ONLY ASK Q4A, B, G, and H)
4. Now I'd like you to rate various factors pertaining to the Utility Customer Service Center, using a scale of '1' (very poor) to '10' (very good). How would you rate the Utility Customer Service Center on . . . **(START WITH X'd FACTOR.)**

- ( ) a. Convenience of days of operation ..... \_\_\_\_\_
- ( ) b. Convenience of hours of operation ..... \_\_\_\_\_
- ( ) c. Ability of the staff to answer your questions ..... \_\_\_\_\_
- ( ) d. Ability of the staff to clearly communicate in a way that was  
easy to understand ..... \_\_\_\_\_
- ( ) e. Friendliness of the staff ..... \_\_\_\_\_
- ( ) f. Willingness of the staff to go the extra mile to serve you ..... \_\_\_\_\_
- ( ) g. Promptness of the service overall ..... \_\_\_\_\_
- ( ) h. Services available at the facility ..... \_\_\_\_\_

5. If you had a choice, which day of the week would you like to do business with the Utility Customer Service Center? **(DO NOT READ LIST. RECORD ALL MENTIONS)**

Monday ..... 1

Tuesday ..... 2

Wednesday ..... 3

Thursday ..... 4

Friday ..... 5

Saturday ..... 6

Sunday ..... 7

**(Do Not Read)** DK/Refused ..... 8

**(Do Not Read)** Other **(Specify)** ..... 9

## Residential Customers

6. If you have a choice, what time would you like to do business with the Utility Customer Service Center? **(DO NOT READ LIST. RECORD ALL MENTIONS)**

7:30 a.m. to 8:00 a.m. ....	1
8:01 a.m. to 8:30 a.m. ....	2
8:31 a.m. to 9:00 a.m. ....	3
9:01 a.m. to 9:30 a.m. ....	4
9:31 a.m. to 10:00 a.m. ....	5
10:01 a.m. to 10:30 a.m. ....	6
10:31 a.m. to 11:00 a.m. ....	7
11:01 a.m. to 11:30 a.m. ....	8
11:31 a.m. to 12:00 p.m. ....	9
12:01 p.m. to 12:30 p.m. ....	10
12:31 p.m. to 1:00 p.m. ....	11
1:01 p.m. to 1:30 p.m. ....	12
1:31 p.m. to 2:00 p.m. ....	13
2:01 p.m. to 2:30 p.m. ....	14
2:31 p.m. to 3:00 p.m. ....	15
3:01 p.m. to 3:30 p.m. ....	16
3:31 p.m. to 4:00 p.m. ....	17
4:01 p.m. to 4:30 p.m. ....	18
4:31 p.m. to 5:00 p.m. ....	19
<b>(Do Not Read)</b> DK/Refused.....	20
<b>(Do Not Read)</b> Other <b>(Specify)</b> _____	0

## Residential Customers

7. Using a 1 to 10 scale where a '1' is **very dissatisfied** and a '10' is **very satisfied**, how would you rate your overall satisfaction with your experiences at the Utility Customer Service Center? The higher the number, the more satisfied you are with the Utility Customer Service Center, the lower the number, the more dissatisfied you are with the Utility Customer Service Center.

**Very  
Dissatisfied**

**Very  
Satisfied** **DK**

1 2 3 4 5 6 7 8 9 10 x

8. What is there that causes you to rate your experience at the Utility Customer Service Center a (RATING IN Q7)? Please explain.

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9. Do you prefer to use a Utility Customer Service Center near your...?  
**(READ LIST.)**

Home .....1

Work.....2

Both.....3

**(Do Not Read)** Neither/none of the above ...4

**(Do Not Read)** DK/refused .....5

**(IF Q1B = DROP BOX, SKIP TO Q17)**

10. Was the customer service representative that assisted you able to understand your issue or concern?

Yes.....1

No ..... 2

Don't remember/unsure.....3

Did not speak to a customer service  
representative ..... 4 (SKIP TO Q17)

## Residential Customers

11. Was the Customer Service Representative able to resolve your issue or concerns at the time of your visit?

Yes..... 1

No ..... 2 (SKIP TO Q13)

Don't remember/unsure .... 3 (SKIP TO Q13)

12. How long did it take the customer service representative to resolve your problem? **(DO NOT READ LIST. IF RESPONDENT IS UNSURE, ASK FOR BEST ESTIMATE.)**

Did not wait ..... 1

Less than 30 seconds ..... 2

At least 30 seconds but less than 1 minute ..... 3

At least 1 minute but less than 1½ minutes..... 4

At least 1 ½ minutes but less than 2 minutes .... 5

At least 2 minutes but less than 5 minutes ..... 6

At least 5 minutes but less than 10 minutes ..... 7

10 minutes or more ..... 8

**(Do Not Read)** Don't remember/Unsure ..... 9 (SKIP TO Q13)

- \*12B. How reasonable was your wait time?

Very reasonable ..... 1

Reasonable or average ..... 2

Not at all reasonable ..... 3

Don't remember/unsure ..... 4

13. When visiting the Utility Customer Service Center, did you notice the TV monitors located at the Utility Customer Service Center?

Yes..... 1

No ..... 2 (SKIP TO Q16)

Don't remember/unsure .... 3 (SKIP TO Q16)

## Residential Customers

14. Did you find the information on the television beneficial or learn anything new about Austin Energy's energy saving programs?

Yes..... 1

No .....2 (SKIP TO Q16)

Don't remember/unsure .... 3 (SKIP TO Q16)

15. Please explain what was beneficial to you or what you learned. **(PROBE FOR SPECIFICS.)**

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16. Are the brochures the Utility Customer Service Center provides useful to you?

Yes..... 1

No .....2

Don't remember/unsure .... 3

17. Have you made any energy efficiency improvements to your home?

Yes..... 1

No .....2 (SKIP TO Q18)

Don't remember/unsure .... 3 (SKIP TO Q18)

- \*17B. What energy efficiency improvements have you made to your home? **(Probe for specifics)**

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No Improvements .....2 (SKIP TO Q18)

## Residential Customers

- \*17C. After making the energy saving improvements, approximately how much money do you think you saved over the year? **(DO NOT READ LIST.)**

\$0 ..... 1  
 \$1 - \$100 ..... 2  
 \$101 - \$300 ..... 3  
 \$301 - \$500 ..... 4  
 \$501 - \$1000 ..... 5  
 More than \$1000 ..... 6  
**(Do Not Read)** DK/Refused ..... 7  
**(Do Not Read)** Other **(Specify)** \_\_\_\_\_ 0

18. Of the bill payment options currently available, how do you usually pay your utility bill? **(READ LIST. RECORD ALL MENTIONS)**

a) By Mail ..... 1  
 b) Utility Customer Service Center ..... 2  
 c) By Telephone ..... 3  
 d) Use your own Bank ..... 4  
 e) Other designated Austin Energy pay stations (HEB, Randall's, Money Box, etc.) ..... 5  
 f) Payment Drop Box ..... 6  
 \*g) Auto Pay (Drawn from your bank account) **(SKIP TO Q19)** ..... 7  
 \*h) Austin Energy Website ..... 8  
 i) **(Do Not Read)** DK/Refused ..... 9

### **Electronic Funds Transfer**

- \*18B. **(If 18g is NOT mentioned in Q18, ASK Q18B)**

Would you consider paying your utility bill by sending funds directly from your bank to pay your utility bill?

Yes ..... 1  
 No ..... 2  
 Don't Know ..... 3

**Residential Customers**

**Auto Pay**

\*18C. **(If 18g is NOT mentioned in Q18, ASK Q18C)**

Would you consider paying your utility bill by Auto Pay, where Austin Energy withdraws payments directly from your bank account?

Yes..... 1

No ..... 2

Don't Know..... 3

**Austin Energy Website**

\*18D. **(If 18h is NOT mentioned in Q18, ASK Q18D)**

Would you consider paying your utility bill on Austin Energy's Website?

Yes..... 1

No ..... 2 (SKIP TO Q19)

Don't Know..... 3 (SKIP TO Q19)

\*18E. **(If YES in Q18D, ASK Q18E)**

If you would consider using the Austin Energy Website, which payment method would you like to use? **(READ LIST. PROBE FOR SPECIFICS. PROBE FOR ALL MENTIONS, UNTIL UNPRODUCTIVE.)**

Credit Card	1	} (SKIP TO Q19)
Debit Card	2	
Electronic Check	3	
<b>(Do Not Read)</b> Don't Know	4	

\*18F. **(If 18h is mentioned in Q18, ASK Q18F)**

You are currently using the Austin Energy Website to pay your bill, which payment method are you using through the Austin Energy Website? **(READ LIST. PROBE FOR SPECIFICS. PROBE FOR ALL MENTIONS, UNTIL UNPRODUCTIVE.)**

Credit Card	1
Debit Card	2
Electronic Check	3
<b>(Do Not Read)</b> Don't Know	4

## Residential Customers

### Kiosk Terminals

19. If available as a payment option, would you like to use Kiosk Terminals located around the City?

Yes..... 1

No ..... 2

Don't Know..... 3

### Prepaid Method

20. If available as a payment option, would you like to use a payment method that would allow you to prepay for electricity as a way to manage your utility bill payments? It would be like buying minutes on a pre-paid cell phone but instead you're buying electricity to use for your home.

Yes..... 1

No ..... 2

Don't Know..... 3

21. What payment method do you currently use to pay your bill? **(READ LIST. RECORD ALL MENTIONS)**

Cash..... 1

Cashier's Check or Money Order..... 2

Personal Check..... 3

Debit Card ..... 4

Credit Card..... 5

Electronic Check through the Austin Energy Website..... 6

Auto Pay (Drawn from your bank account)..... 7

**(Do Not Read)** DK/Refused ..... 8

**(Do Not Read)** Other **(Specify)** ..... 0

22. Do you own a computer/smart phone/lpad or have access to any of these tools? **(DO NOT READ LIST)**

Yes 1

No 2



**Residential Customers**

23. Don't know 0  
How would you describe your skill level with computers/smart phones/  
Ipad? **(READ LIST)**

Not skilled	1
Only basic skills	2
Highly skilled/proficient	3
<b>(Do Not Read)</b> Don't know	0

24. How frequently do you use a computer/smart phone/Ipad and not  
including phone calls? **(READ LIST)**

Less than once a week	1
2 to 3 times a week	2
4 to 5 times a week	3
Daily	4
More than once a day	5
<b>(Do Not Read)</b> Don't know	0

## Residential Customers

### DEMOGRAPHICS

These last few demographic questions will allow us to group your responses with those of other Austin residents for analytical purposes.

D1. BY OBSERVATION: Gender

Male	1
Female	2

D2. Approximately how long (in minutes) does it take you to travel to the Branch Service Center? **(IF NECESSARY, READ LIST.)**

Less than 5 minutes	1
6-10 minutes	2
11-20 minutes	3
21-30 minutes	4
31-40 minutes	5
More than 40 minutes	6
<b>(Do Not Read)</b> DK/refused	7

D3. How long have you lived in the Austin metropolitan area? **(DO NOT READ LIST)**

Less than 1 year	1
1 year to 5 years	2
6 to 10 years	3
11 to 15 years	4
16 to 20 years	5
21 to 30 years	6
31 to 40 years	7
41 to 50 years	8
More than 50 years	9
<b>(Do Not Read)</b> DK/Refuse	10

D4. Do you rent or own your current place of residence?

Rent	1
Own	2
<b>(Do Not Read)</b> DK/unsure	3

**Residential Customers**

D5. Which of the following **best** describes your residence? **(READ LIST. ACCEPT ONLY ONE RESPONSE.)**

- |                              |   |
|------------------------------|---|
| Single-family home           | 1 |
| Townhouse/Duplex             | 2 |
| Condo                        | 3 |
| Apartment                    | 4 |
| Other <b>(Specify)</b> _____ | 0 |

D6. What is the ZIP code for your residence?

\_\_\_\_\_

D7. What is your marital status? **(DO NOT READ LIST)**

- |                              |   |
|------------------------------|---|
| Single                       | 1 |
| Married                      | 2 |
| Separated                    | 3 |
| Divorced                     | 4 |
| Widowed                      | 5 |
| In transition                | 6 |
| <b>(Do Not Read)</b> Refused | 7 |

D8. What is your current employment situation? **(DO NOT READ LIST)**

- |                                |   |
|--------------------------------|---|
| Employed full-time             | 1 |
| Employed part-time             | 2 |
| Unemployed                     | 3 |
| Student                        | 4 |
| Retired                        | 5 |
| Homemaker                      | 6 |
| <b>(Do Not Read)</b> DK/unsure | 7 |
| <b>(Do Not Read)</b> Refused   | 8 |

## Residential Customers

D9. Which ethnic group do you most identify with? **(DO NOT READ LIST)**

Of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban	1
White	2
African American	3
Asian, Pacific Islander	4
Aleutian, Eskimo, or American Indian	5
Other: _____	0
<b>(Do not read)</b> DK/unsure	7
<b>(Do not read)</b> Refused	8

D10. What is the highest grade of school you have completed? Is it... **(READ LIST)**

Some high school	1
Graduated high school	2
Some college	3
Graduated college	4
Post-graduate work	5
<b>(Do Not Read)</b> DK/unsure	6
<b>(Do Not Read)</b> Refused	7

D11. Which of the following categories best describes your total family income for 2014, before taxes? In order to make statistical projections, we do not need your exact income. Would it be . . . **(READ LIST)**

Under \$10,000	1
\$10,000 to \$25,000	2
\$25,001 to \$40,000	3
\$40,001 to \$50,000	4
\$50,001 to \$60,000	5
\$60,001 to \$75,000	6
\$75,001 to \$100,000	7
\$100,001 or more	8
<b>(Do Not Read)</b> DK/unsure	9
<b>(Do Not Read)</b> Refused	0

**Residential Customers**

**THAT CONCLUDES OUR SURVEY.**

In case my supervisor would like to verify that I conducted this survey with you, I need to confirm that I'm talking to:

NAME: \_\_\_\_\_

And that I called: TELEPHONE: (\_\_\_\_\_)\_\_\_\_\_

**THANK YOU VERY MUCH FOR YOUR TIME.**

**If you would like more information regarding any of our payment options currently available, please call 512-494-9400.**

END TIME: _____
--------------------

INTERVIEWER: \_\_\_\_\_ DATE: \_\_\_\_\_



# 2015 Service Center Customer Phone Survey

Analysis and Report Provided by:  
Data Analytics & Business Intelligence

January 2016

Confidential, for Internal Use Only



- 200 phone surveys were conducted with Residential customers.
  - 100 surveys were obtained from customers who had done business at the North Branch location.
    - 55 surveys were completed in English.
    - 45 surveys were completed in Spanish.
  - 100 surveys were obtained from customers who had done business at the East Branch location.
    - 55 surveys were completed in English.
    - 45 surveys were completed in Spanish.
- 31 phone surveys were obtained from Commercial customers. This low number of completed surveys is because of the small number of Commercial customers using the Service Centers.
  - 22 of these surveys were with Commercial customers who had been to the North Branch location.
  - 9 of these surveys were with Commercial customers who had been to the East Branch location.
  - The Commercial customers survey results are shown throughout this report as number of responding customers, and not percentages.
    - The Commercial customer findings should not be used for sole decision making.



# Methodology

- There was a change in data collection methodology in 2015.
  - The 2013 and 2014 surveys were in-person interviews conducted immediately after a transaction at the Service Center.
  - The 2015 survey was a traditional phone survey administered to customers who had conducted a transaction at the Service Center within the 90 days before the start of survey interviews.





# Summary

- The Service Center customer satisfaction ratings continued to be among the highest customer ratings within Austin Energy.
- The 2015 scores showed a decline from previous years. This decline is most likely due to the change from in-person interviews to phone interviews.
- These high customer satisfaction ratings were a result of the staff at the Service Centers. The ratings for the staff remained high.
- Residential customers chose Monday mornings as their preferred day to do business while Commercial customers preferred to conduct business on Wednesday afternoons.

- Both Residential and Commercial customers were aware of the TV monitors. They noticed the energy conservation information and found it to be useful.
- Customers using the Service Centers noticed the brochures and found them useful as well.
- A majority of the Residential customers and less than half of the Commercial customers had indicated they had made some kind of energy efficiency improvements after watching the TV program or reading a brochure at the Service Center.
- Customers rated Kiosk terminals and prepaying for electricity very low, indicating that these are not likely to be accepted by customers without a great deal of marketing.

- The Commercial scores for this year saw an increase. Despite being encouraging, the numbers are based on small sample sizes and should be used for informational purposes only.
- No significant differences were found between Spanish and English speaking customers across the major metrics.

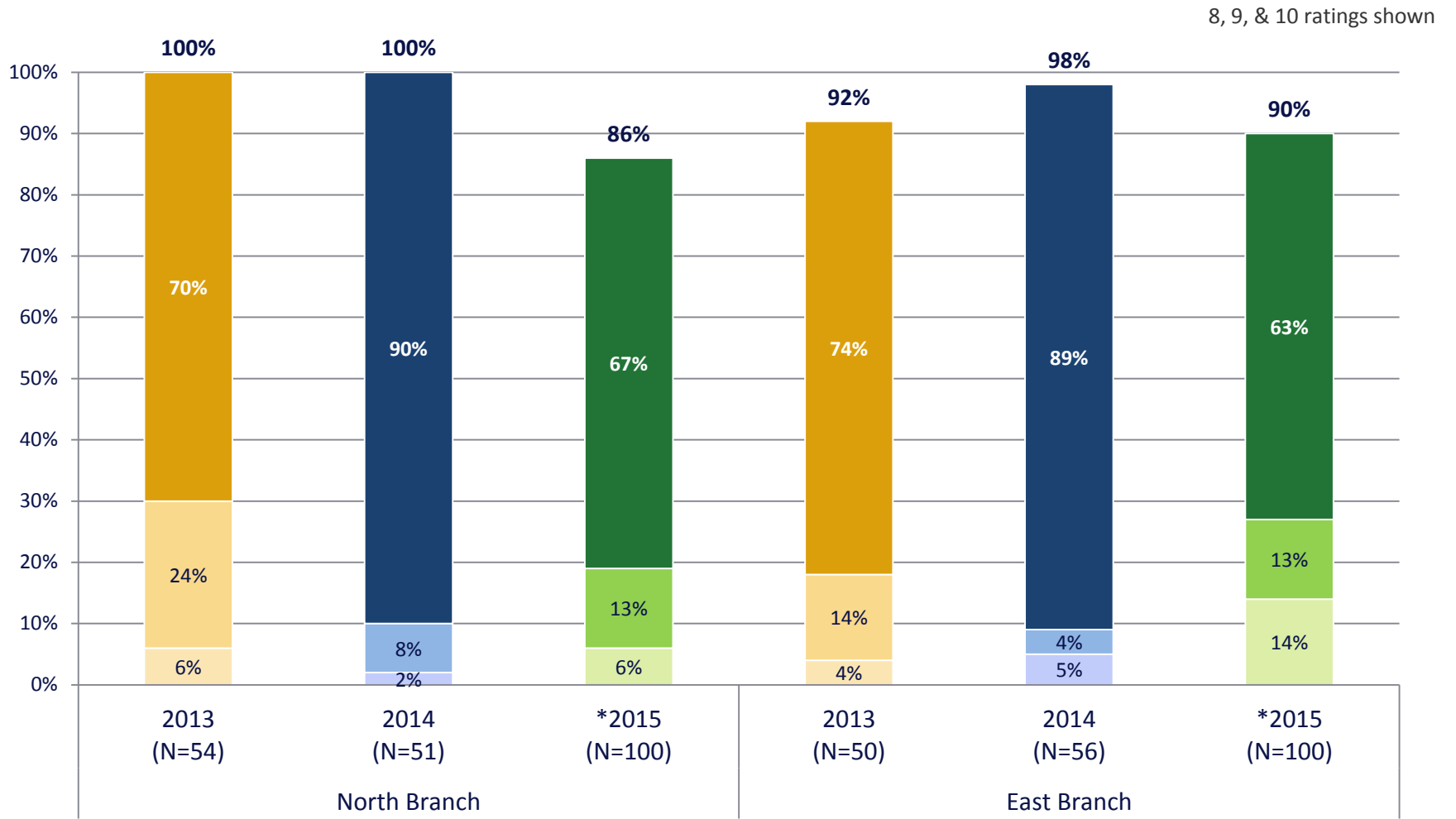


## Residential Survey Results



# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)



Residential Customers



7. Using a scale of '1' (very dissatisfied) to '10' (very satisfied), how would you rate your overall satisfaction with your experiences at the Utility Customer Service Center?



# Why 8, 9, or 10 Overall Satisfaction Rating Given

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
Nice/friendly/courteous staff	17%	31%	41%	50%	36%	45%
Fast/did not have to wait long	41%	24%	27%	39%	55%	20%
Answered all questions/took care of me	22%	0%	20%	38%	0%	18%
Good service	4%	27%	13%	0%	4%	10%
Knowledgeable/helpful staff	7%	20%	10%	4%	31%	15%
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>54</b>	<b>51</b>	<b>86</b>	<b>46</b>	<b>55</b>	<b>90</b>

All other responses mentioned by 7% or less of respondents.  
 Note: Percentages add up to more than 100% due to multiple responses.

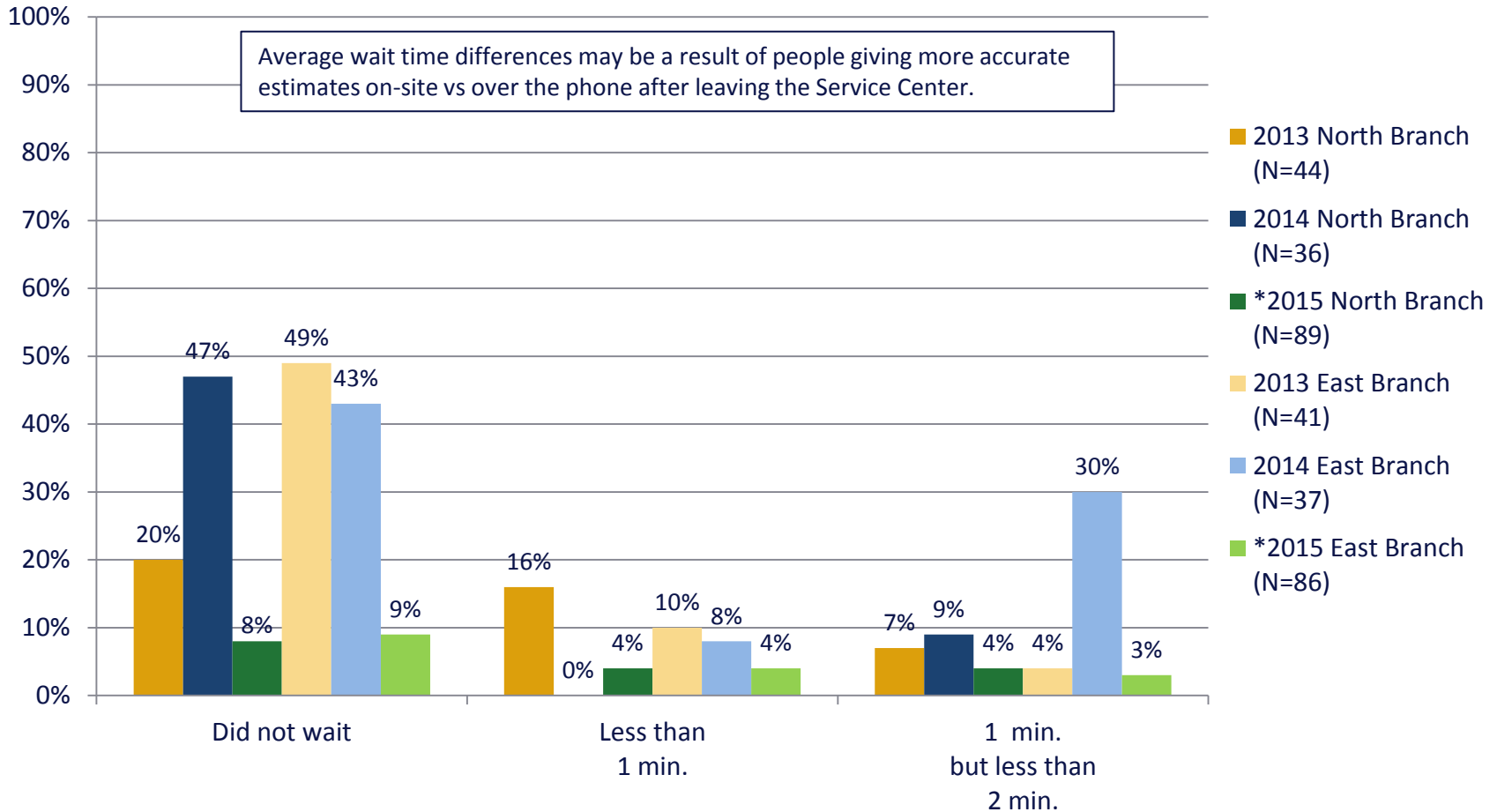




# Wait Time by Branch

Average Wait Time	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
	3.63	2.16	6.21	2.00	1.28	6.65

Chart 1 of 2



Residential Customers

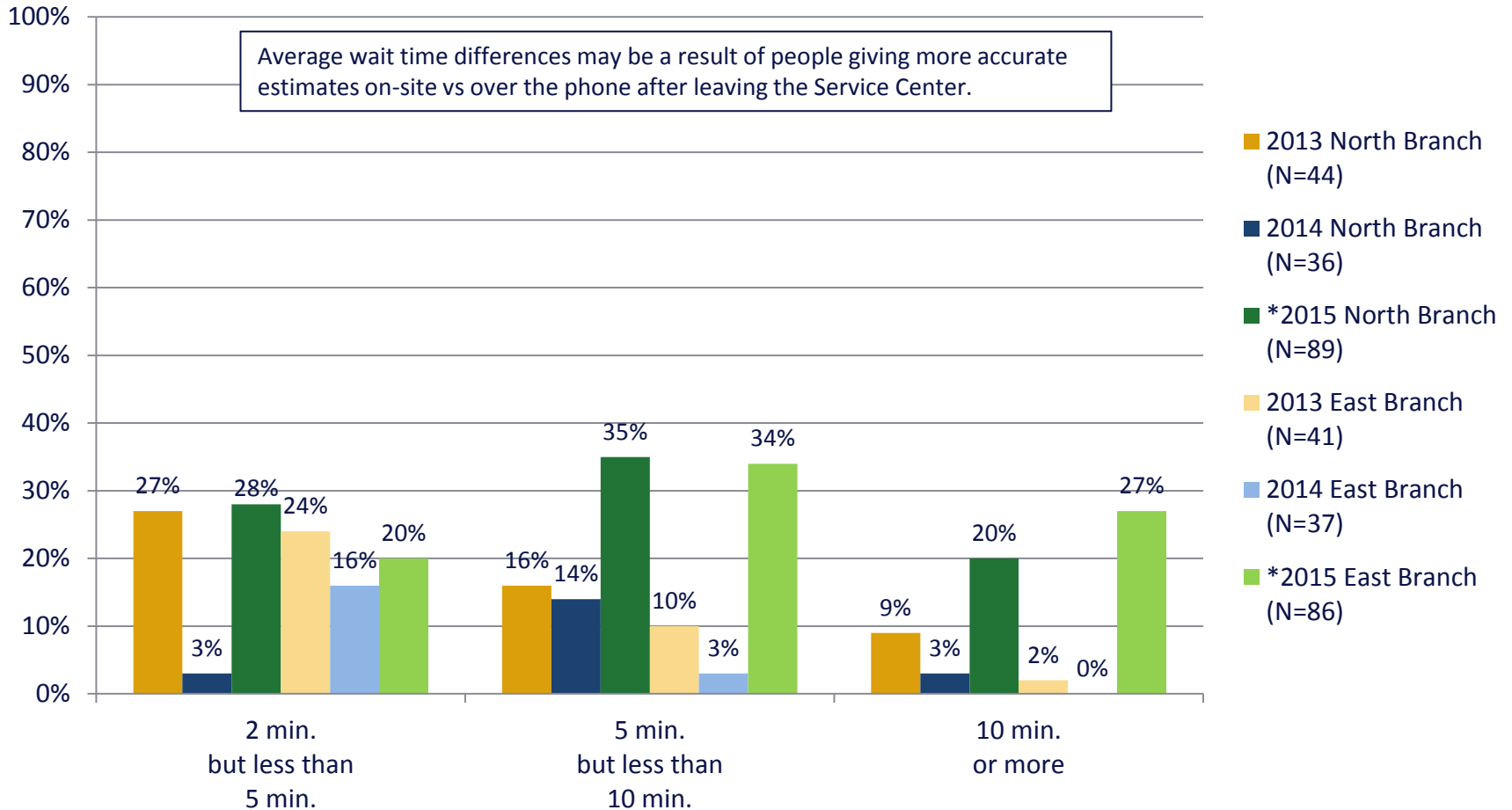




# Wait Time by Branch

Average Wait Time	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
	3.63	2.16	6.21	2.00	1.28	6.65

Chart 2 of 2



Residential Customers





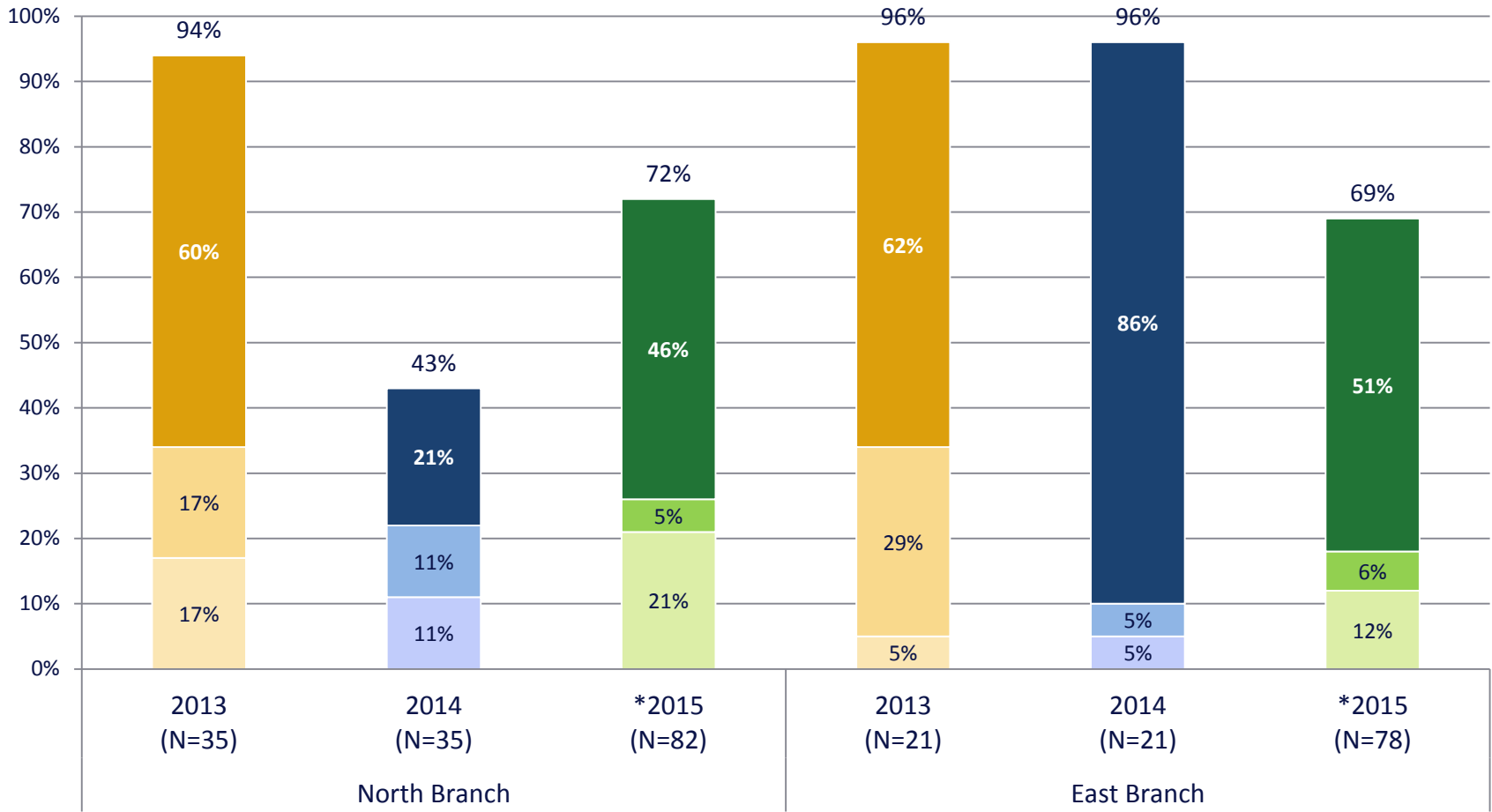


# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

Base: Those who waited to speak to Customer Service Representative.

8, 9, & 10 ratings shown



Residential Customers

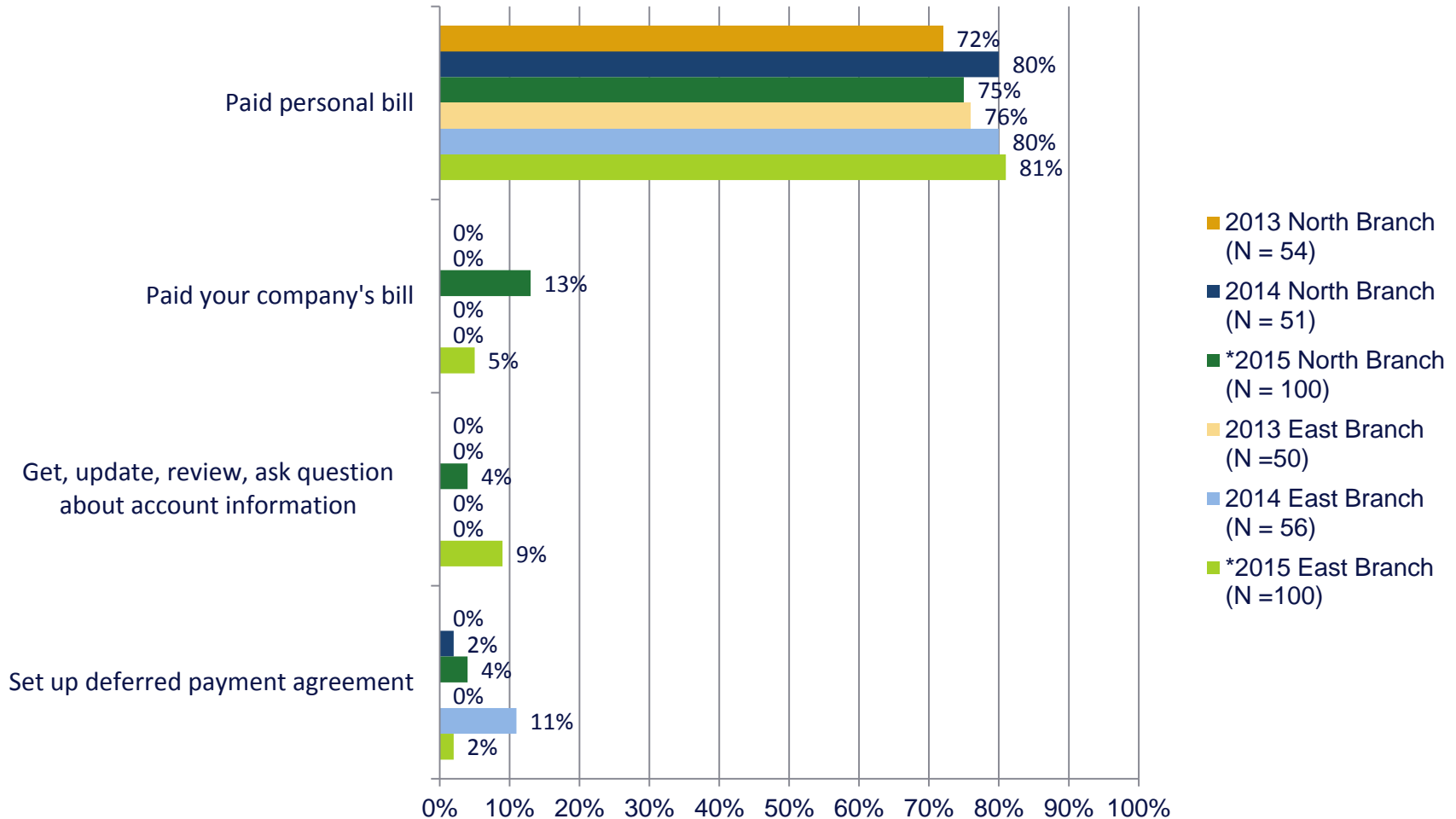




# Reasons for Visiting Service Centers by Branch

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2



Residential Customers

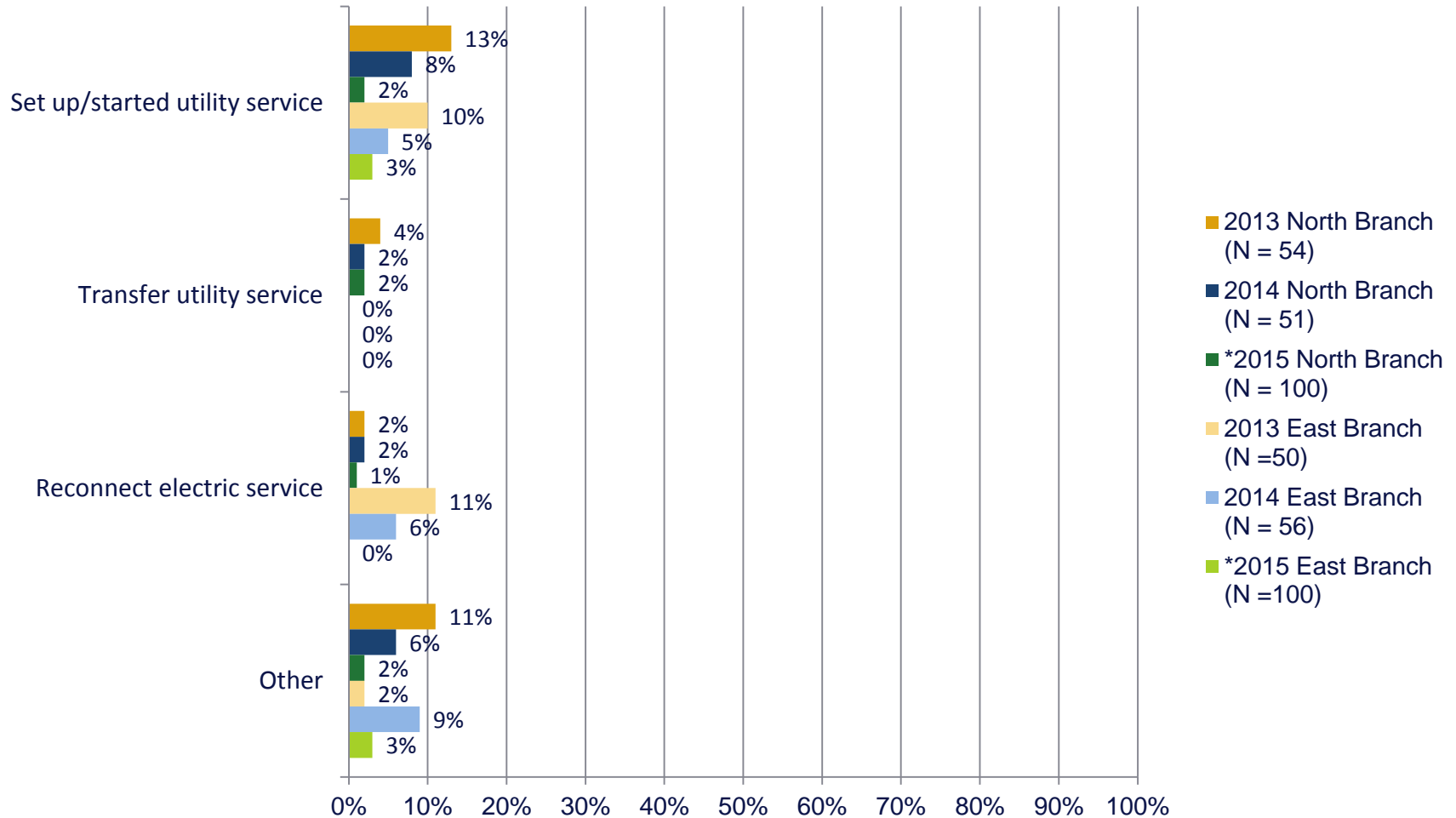




# Reasons for Visiting Service Centers by Branch

Note: Percentages add up to more than 100% due to multiple responses.

Chart 2 of 2



Residential Customers





# Service Center Staff Ratings by Branch

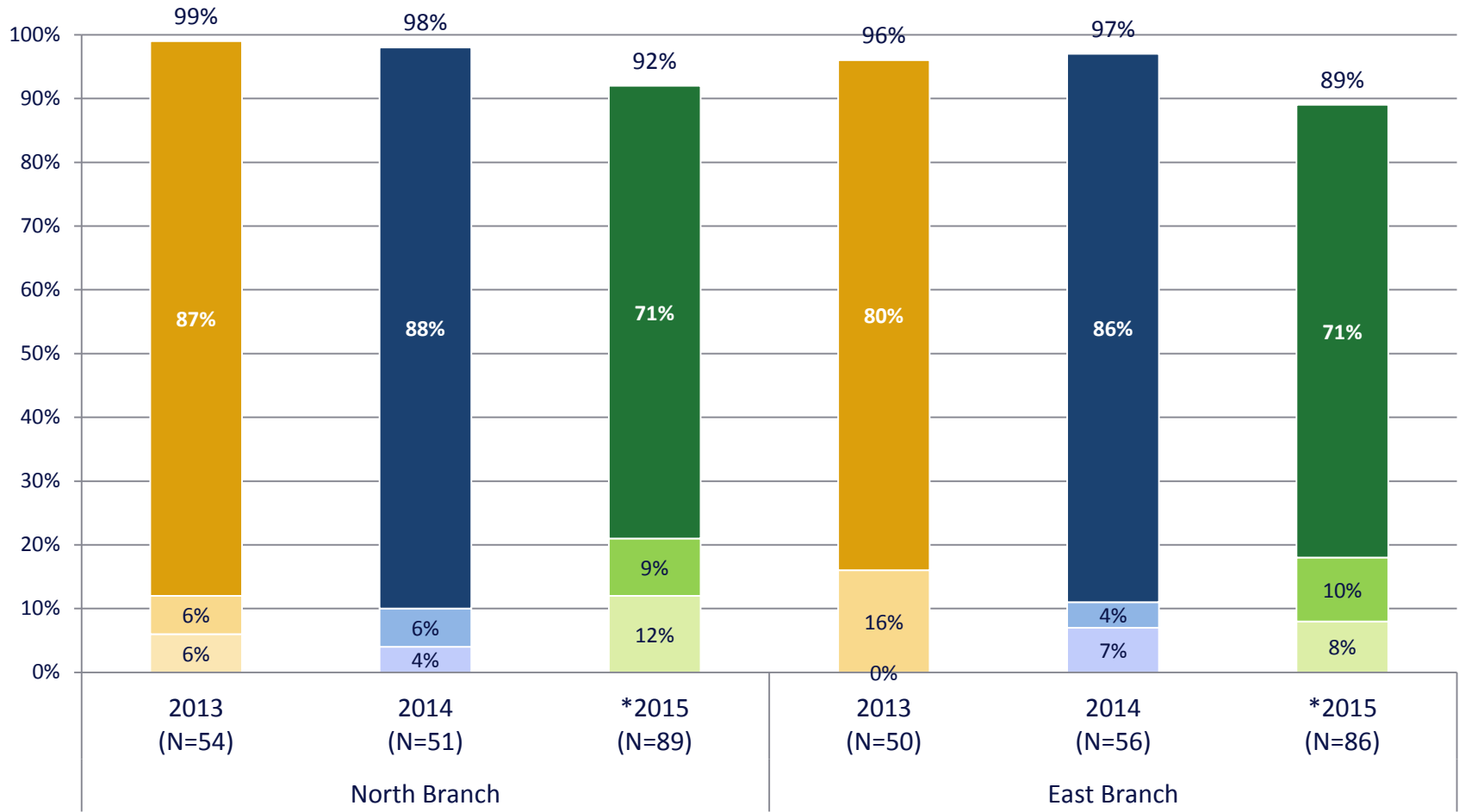
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Friendliness of the Staff

Chart 1 of 5

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Branch

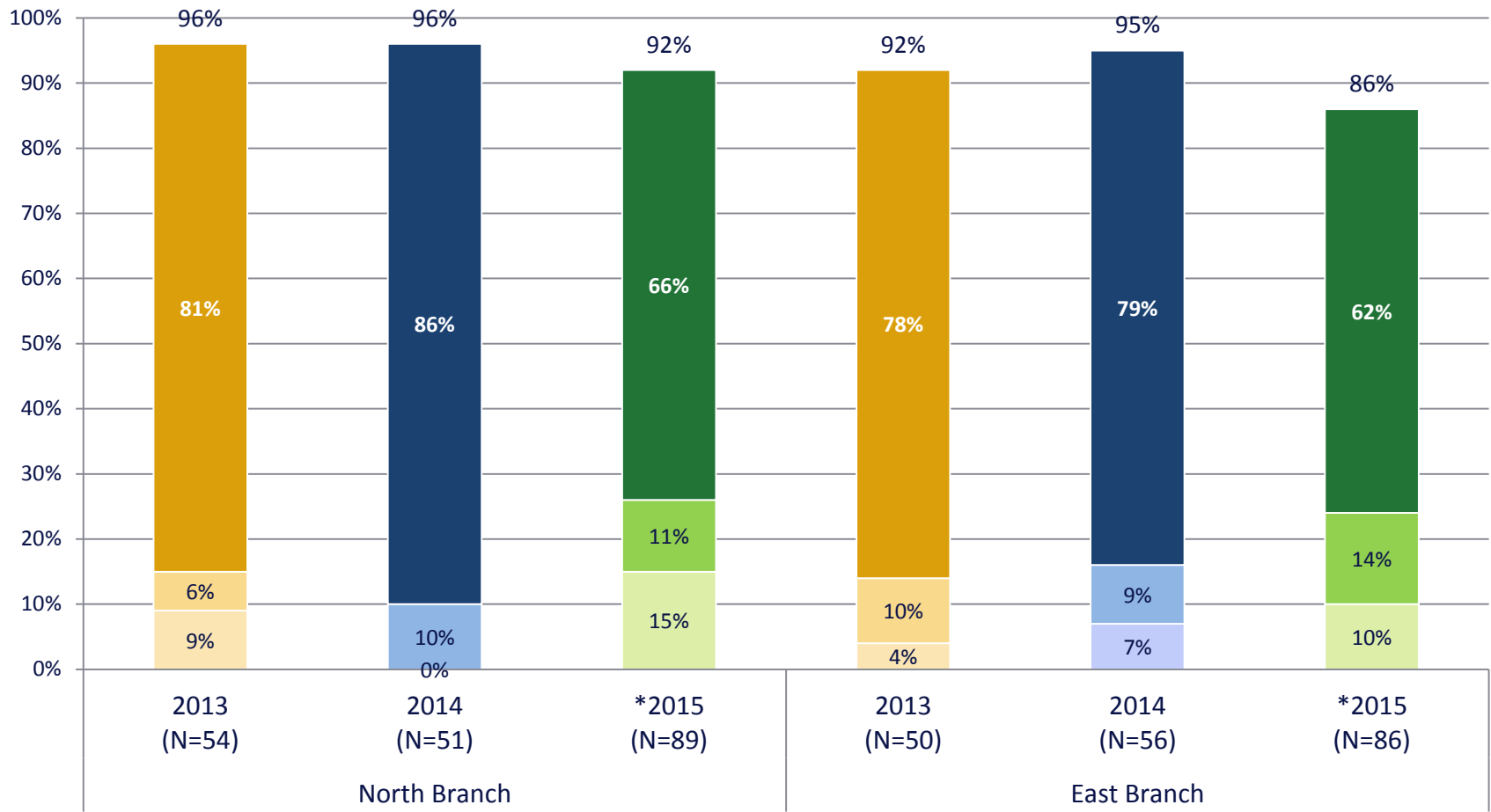
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 2 of 5

## Ability of Staff to Answer Questions

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Branch

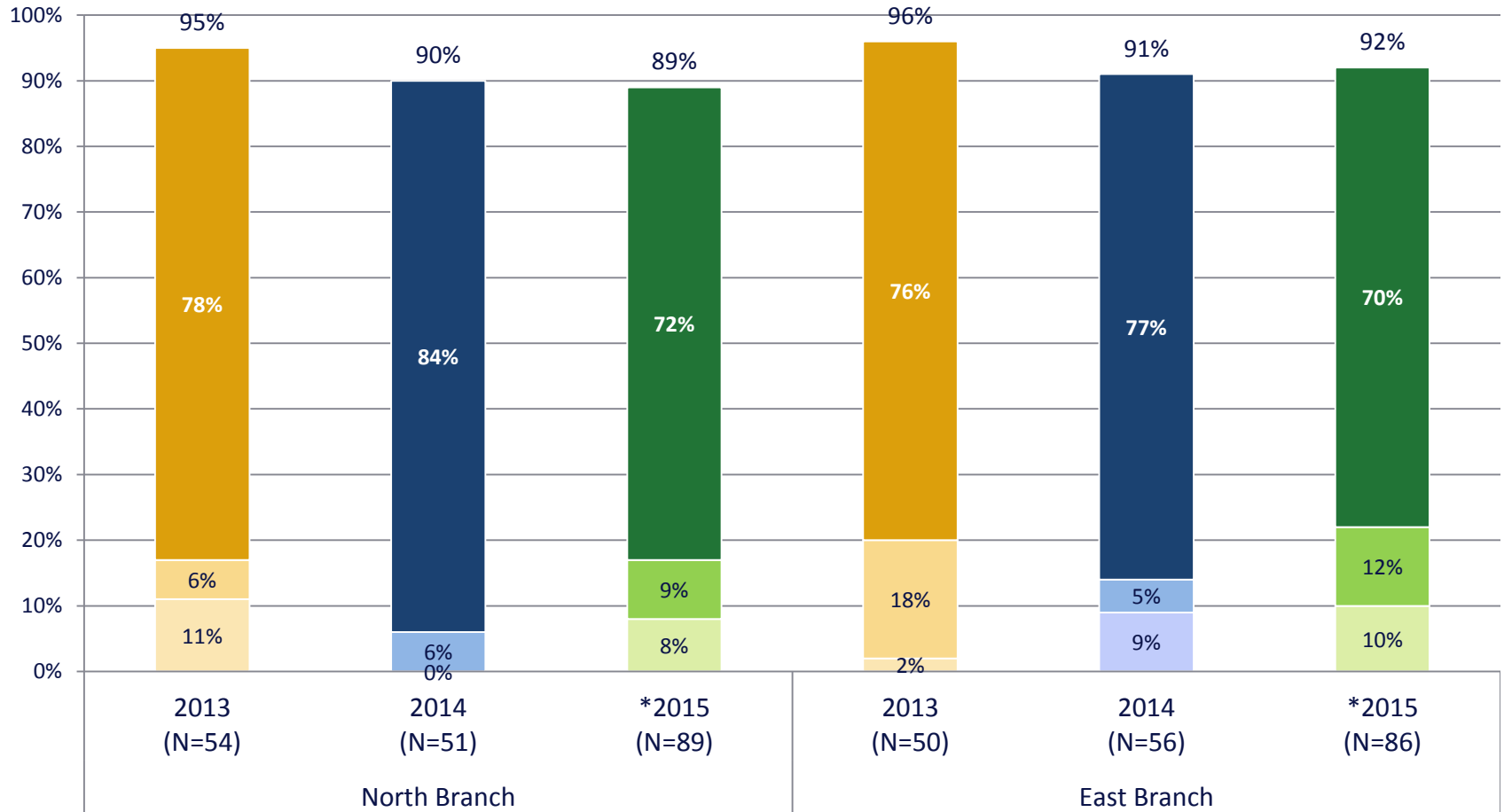
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Communicates in an Easy to Understand Way

Chart 3 of 5

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Branch

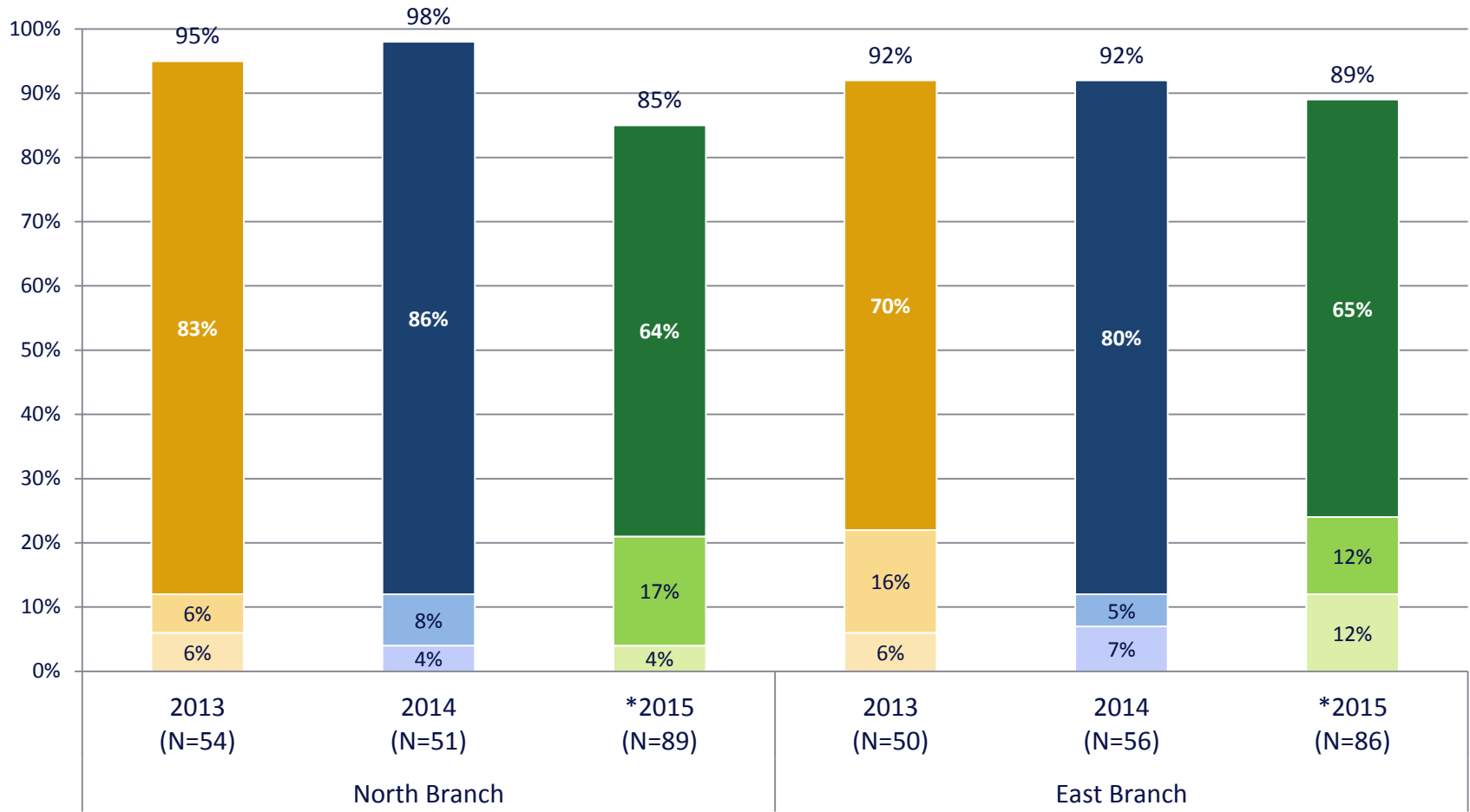
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 4 of 5

## Promptness of Service Overall

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Branch

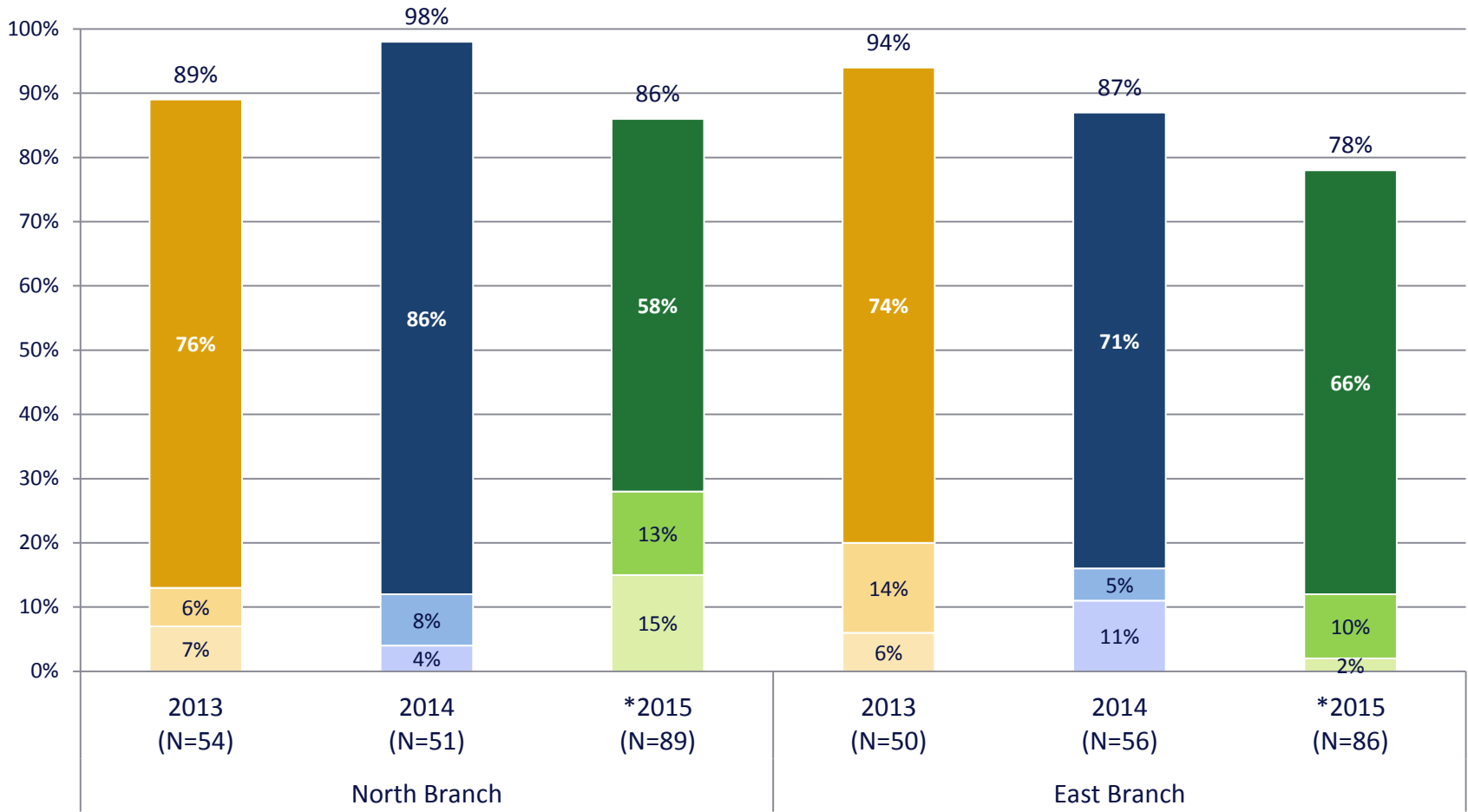
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 5 of 5

## Willingness of Staff to Go the Extra Mile

8, 9, & 10 ratings shown



Residential Customers







# Service Center Facility Ratings by Branch

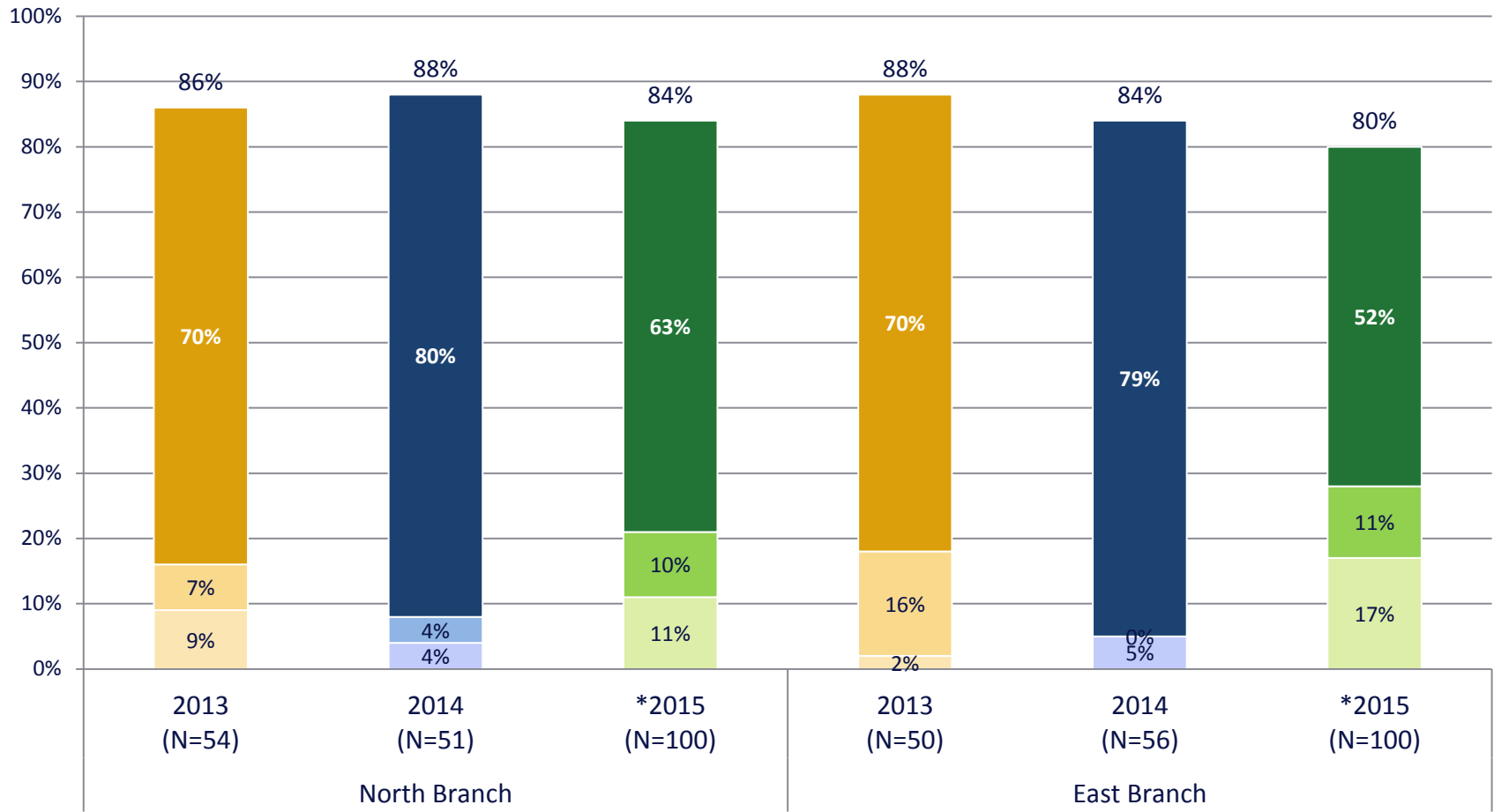
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 1 of 3

## Services Available at the Facility

8, 9, & 10 ratings shown



Residential Customers





# Service Center Facility Ratings by Branch

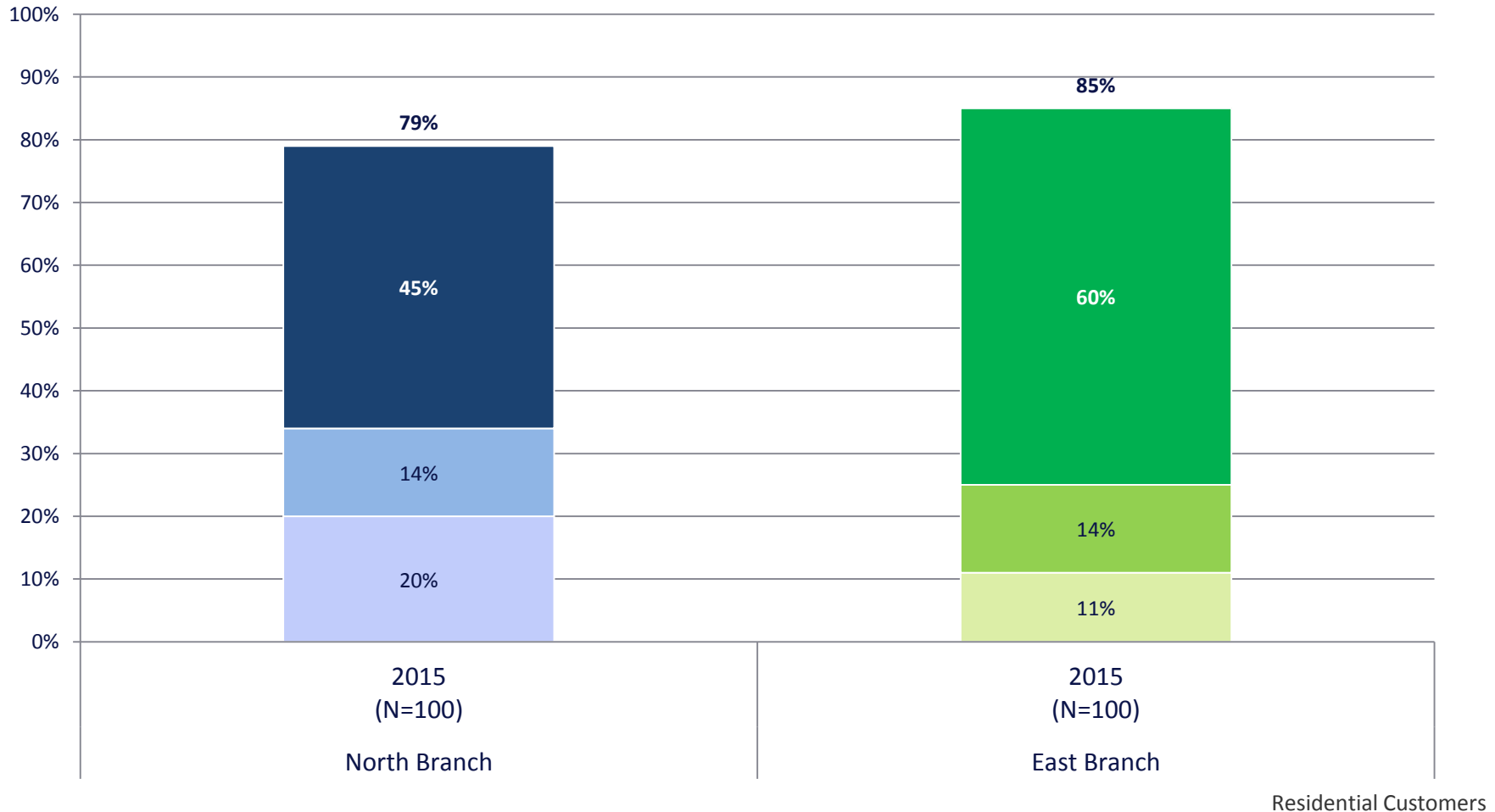
(1 = very poor; 10 = very good)

Note: New question asked in 2015.

Chart 2 of 3

## Convenience of the Days of Operation

8, 9, & 10 ratings shown



Residential Customers





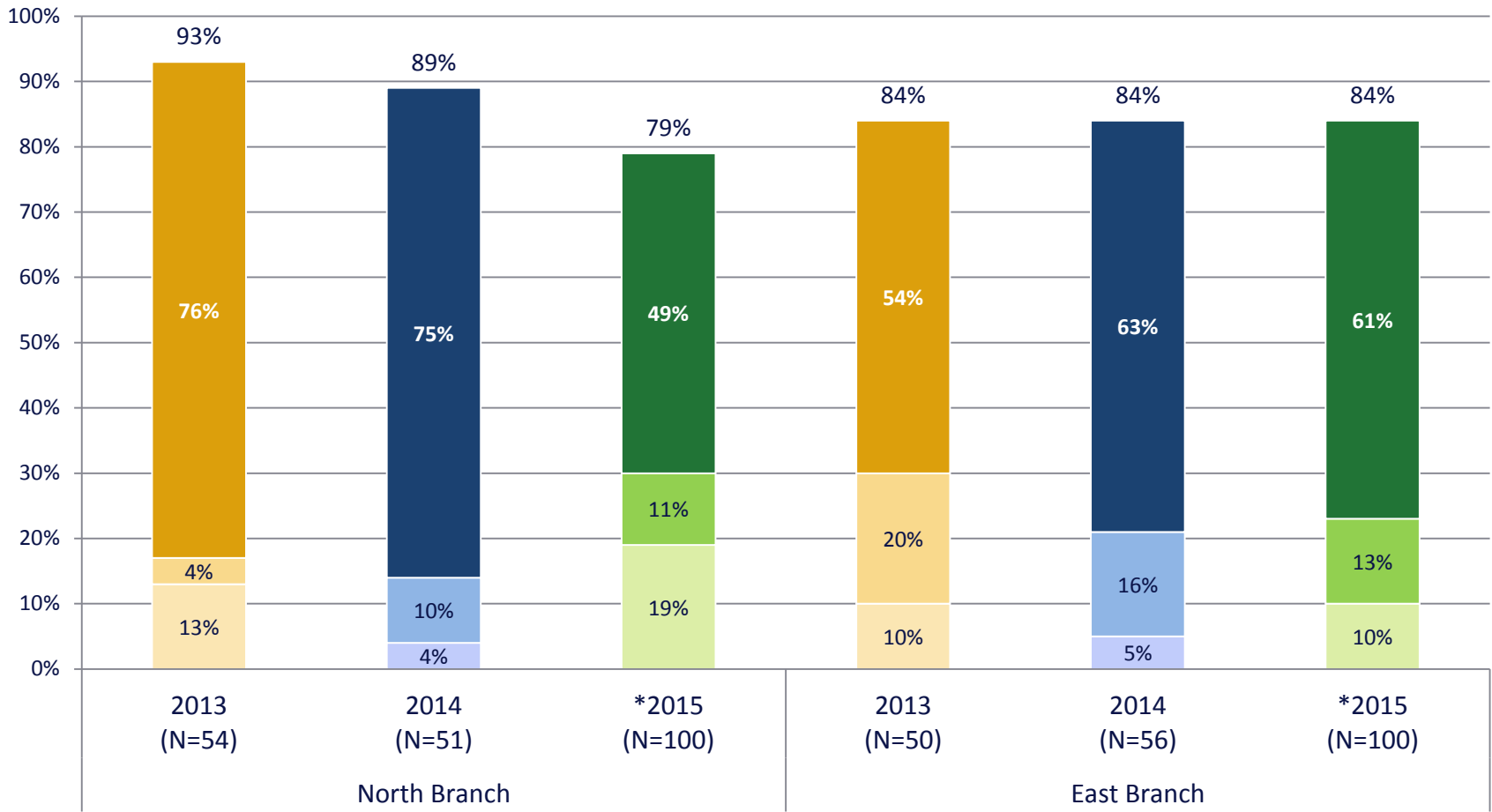
# Service Center Facility Ratings by Branch

(1 = very poor; 10 = very good)

Chart 3 of 3

## Convenience of the Hours of Operation

8, 9, & 10 ratings shown

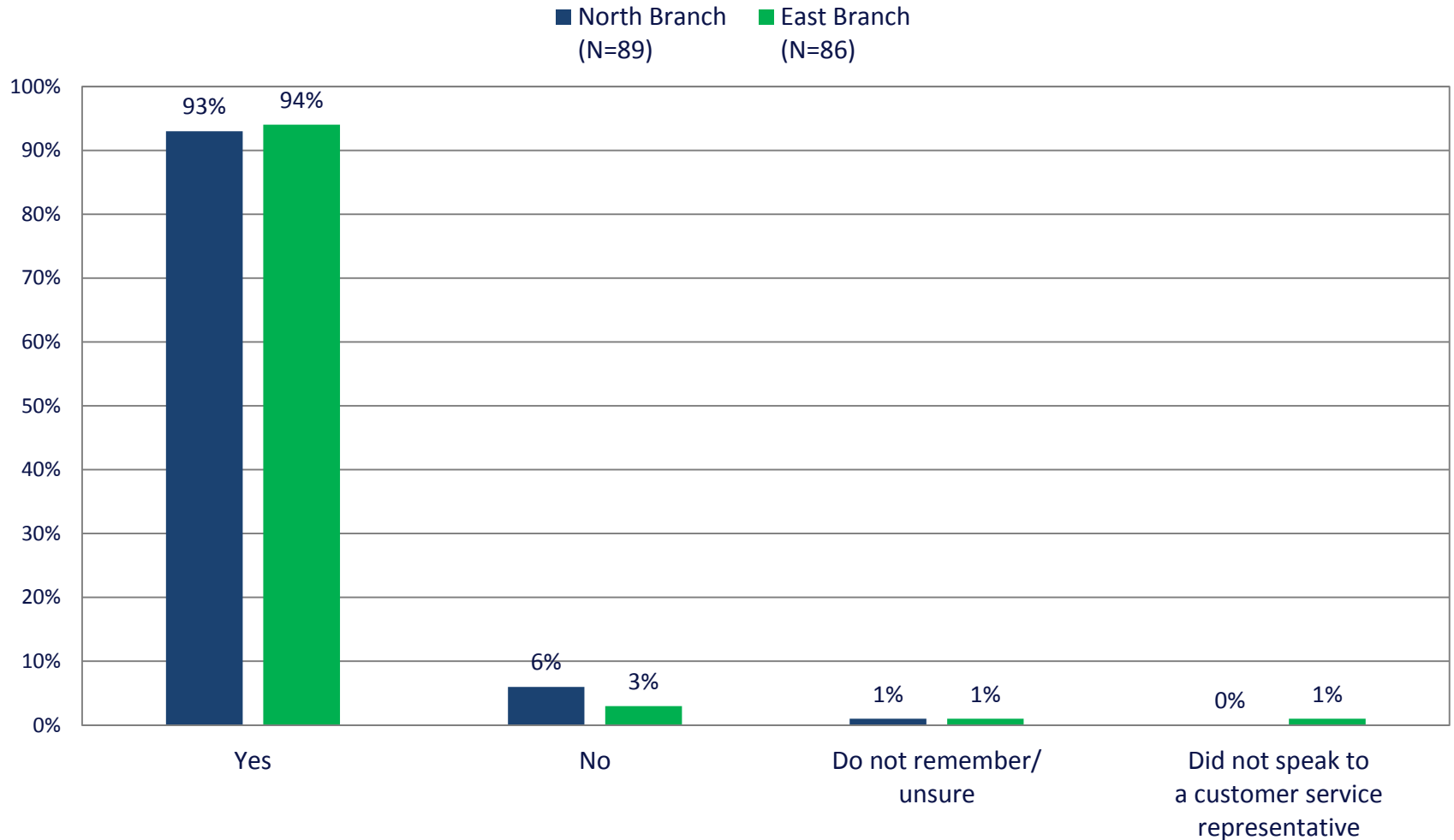




# Customer Service Representative's Ability to Understand Issue or Concern

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



Residential Customers

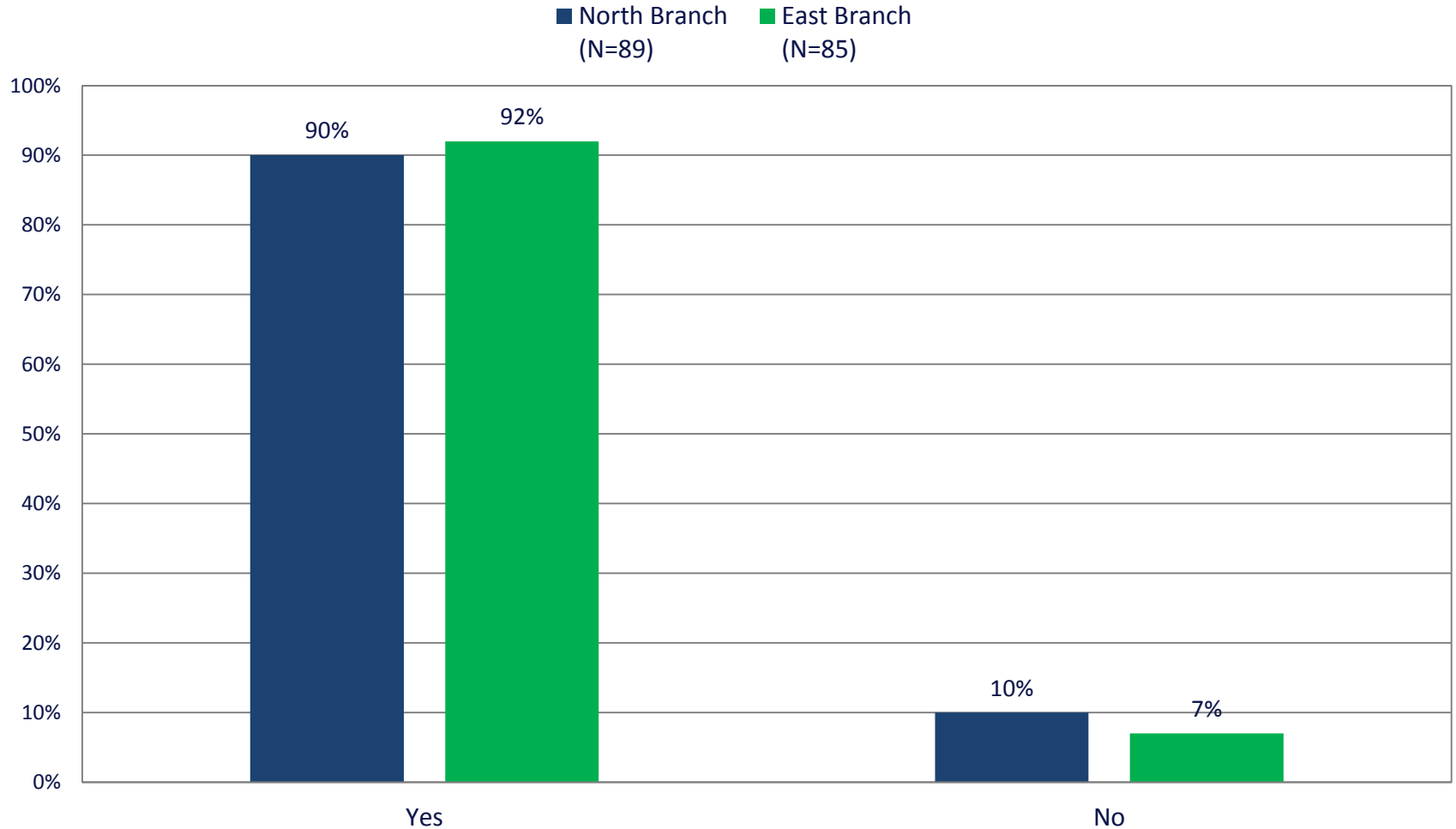




# Customer Service Representative's Ability to Resolve Issue at Time of Visit

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



Residential Customers





# Length of Time Customer Service Representative Took to Resolve Issue

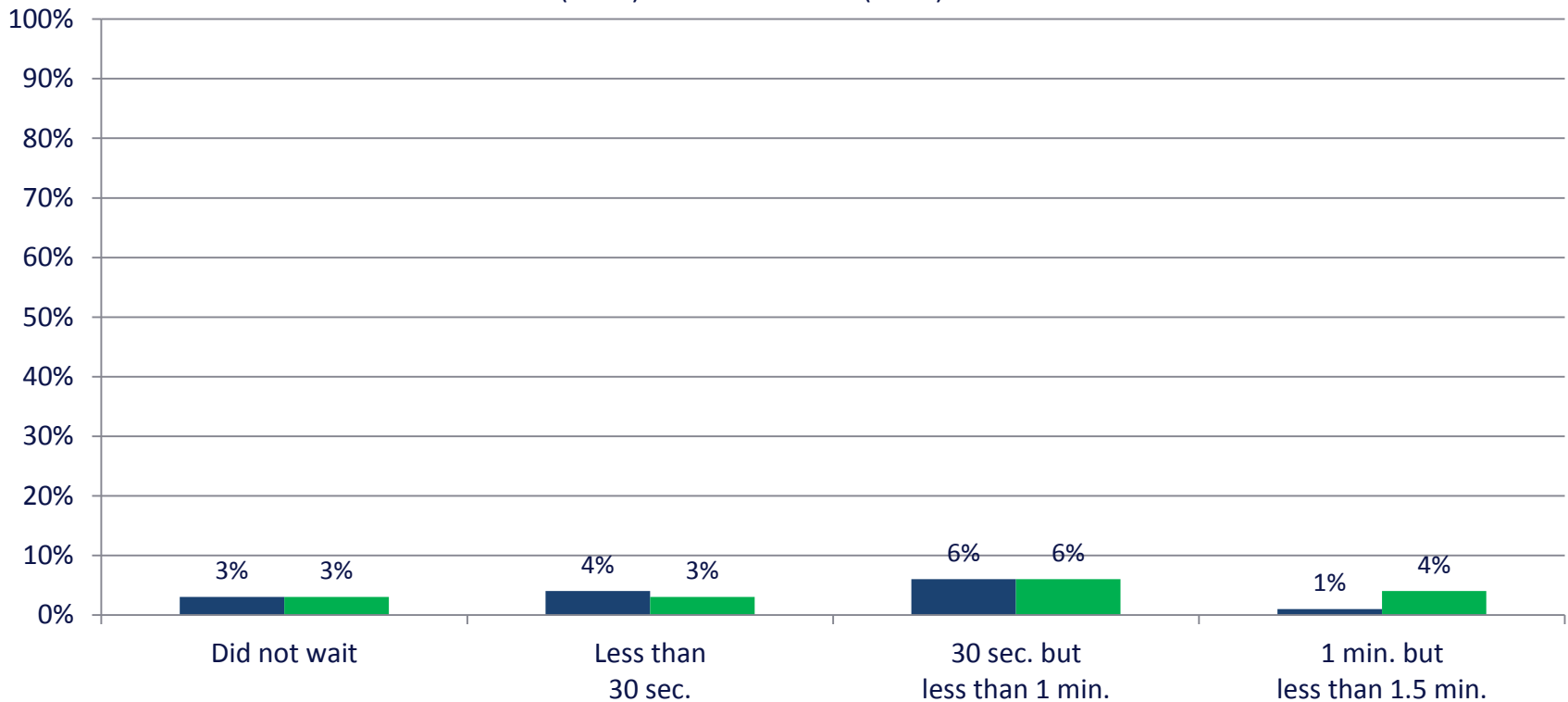
Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.

Average Wait Time	North Branch	East Branch
	2015	2015
	5.95	5.66

Chart 1 of 2

■ 2015 North Branch (N=80) ■ 2015 East Branch (N=78)



Residential Customers





# Length of Time Customer Service Representative Took to Resolve Issue

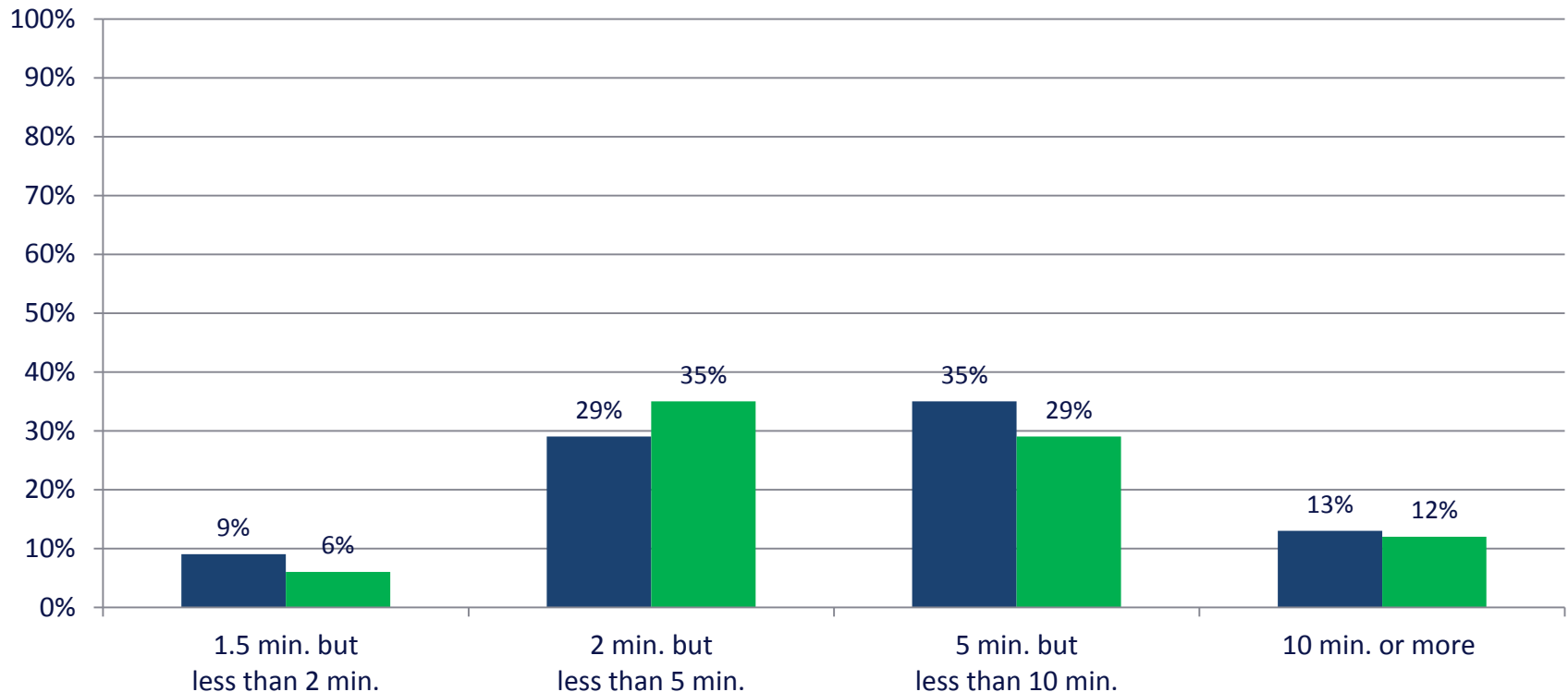
Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.

Average Wait Time	North Branch	East Branch
	2015	2015
	5.95	5.66

Chart 2 of 2

■ 2015 North Branch (N=80) ■ 2015 East Branch (N=78)



Residential Customers

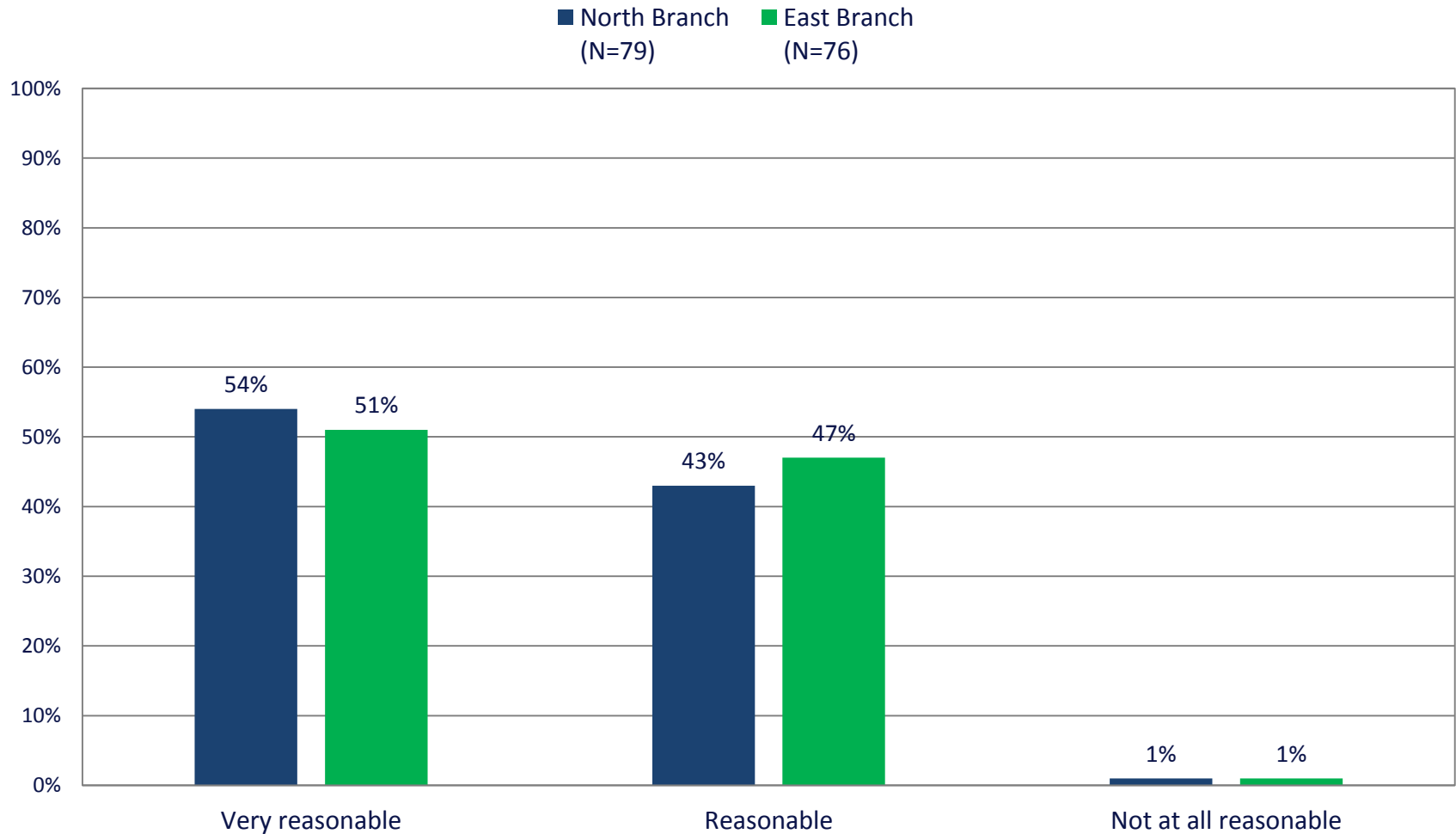




# How Reasonable Was Wait Time to Resolve Issue

Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.



Residential Customers



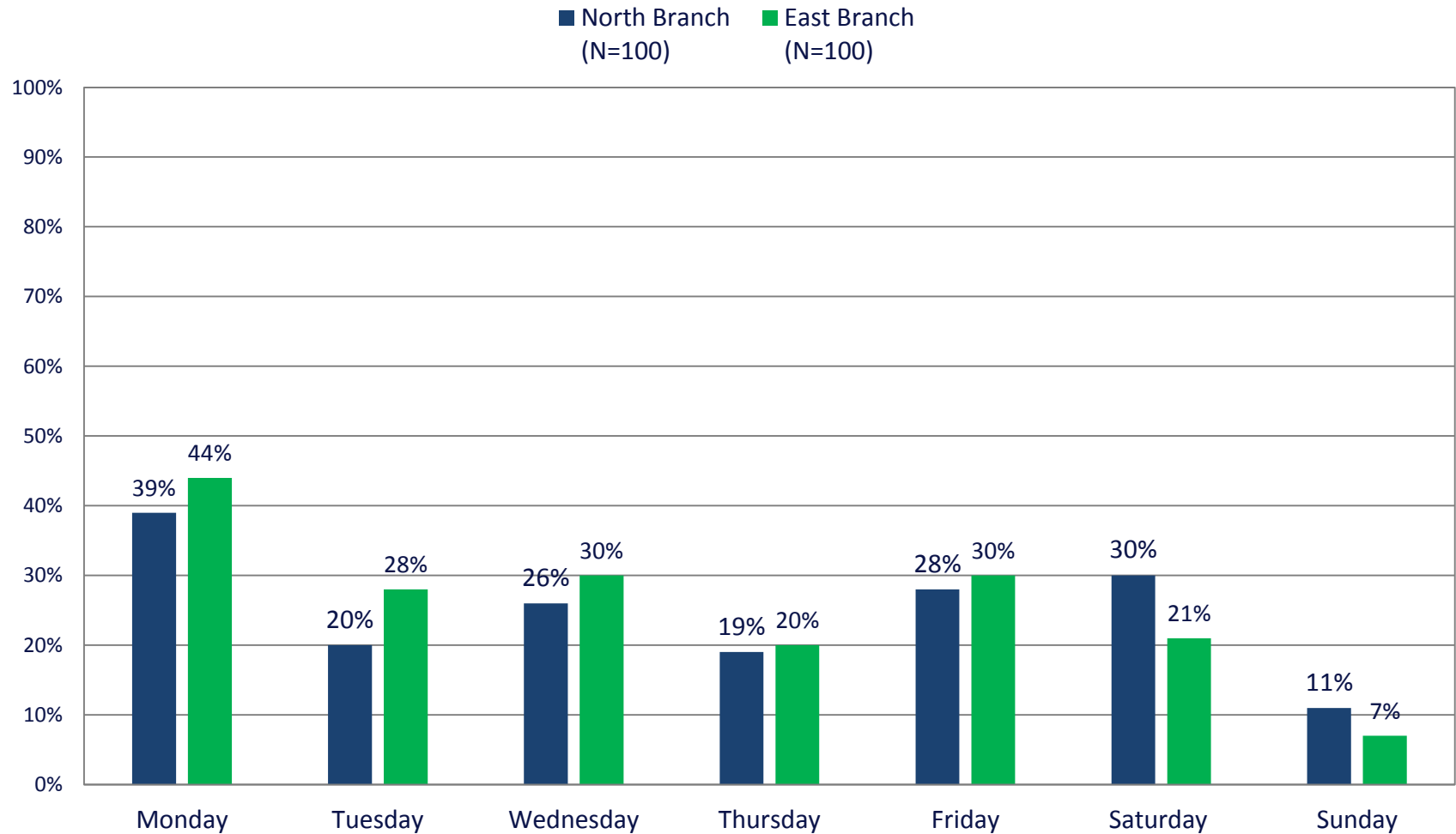




# Service Center Day Prefer To Do Business

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.



Residential Customers



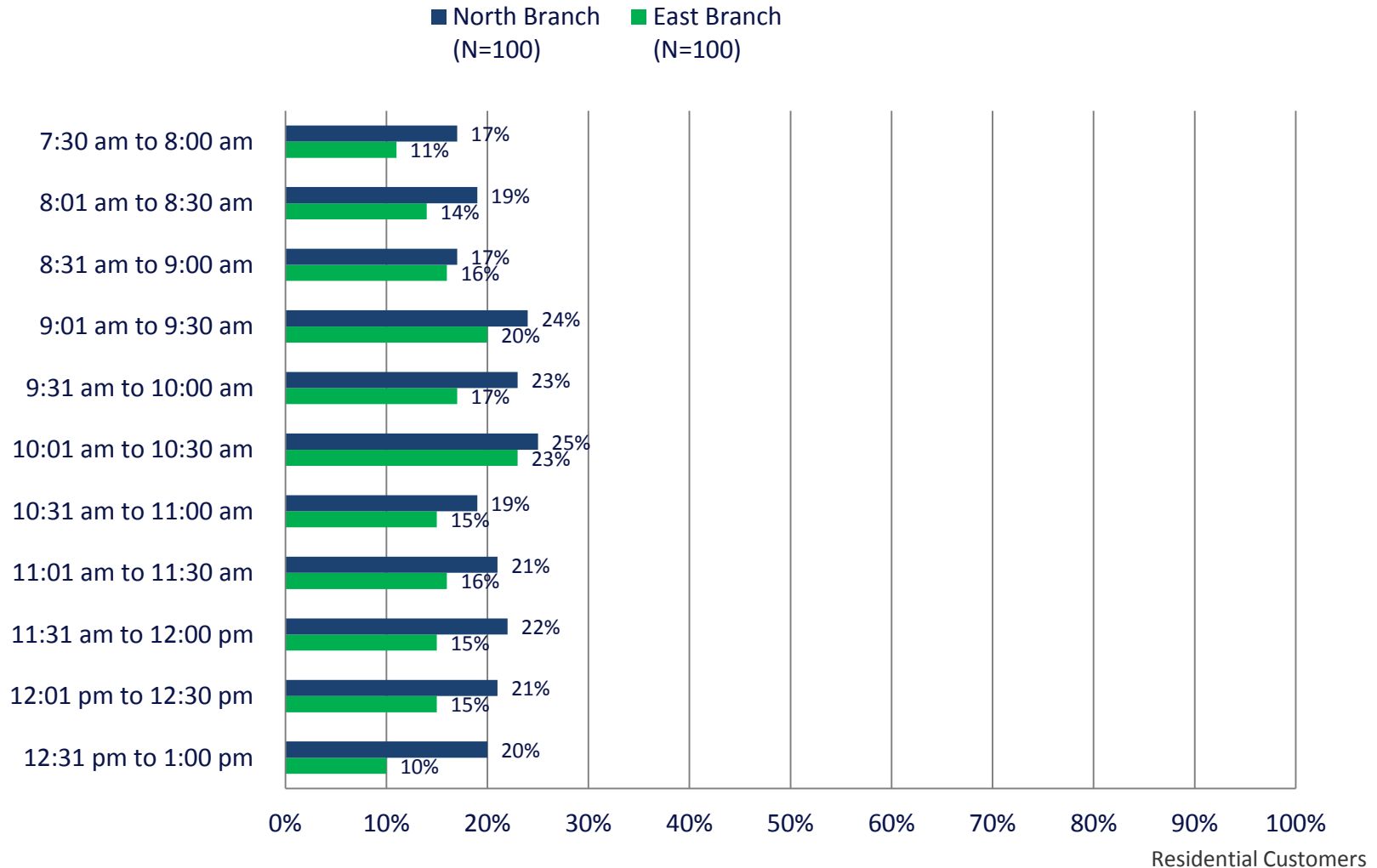


# Service Center Time Prefer To Do Business

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2



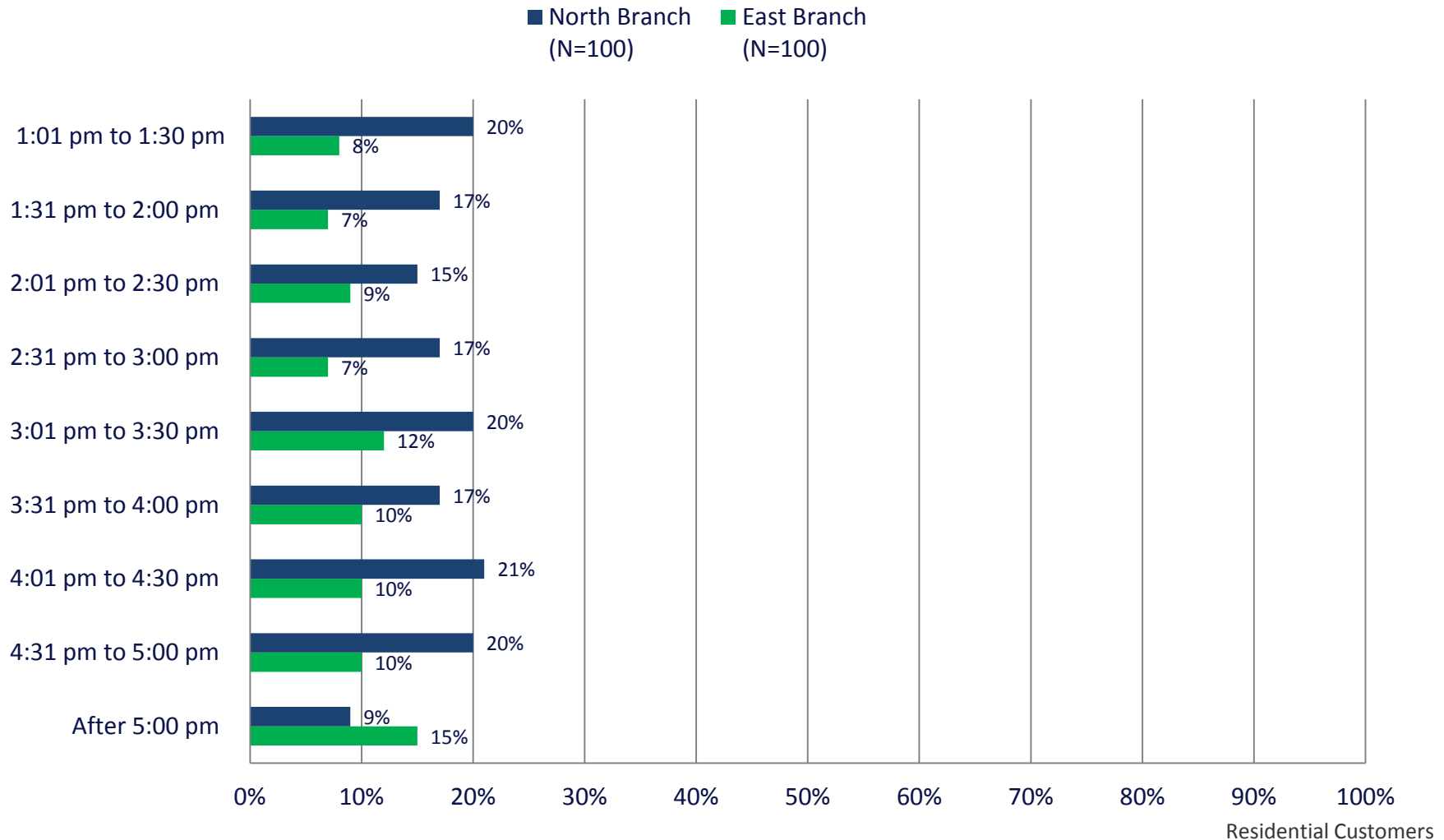


# Service Center Time Prefer To Do Business

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

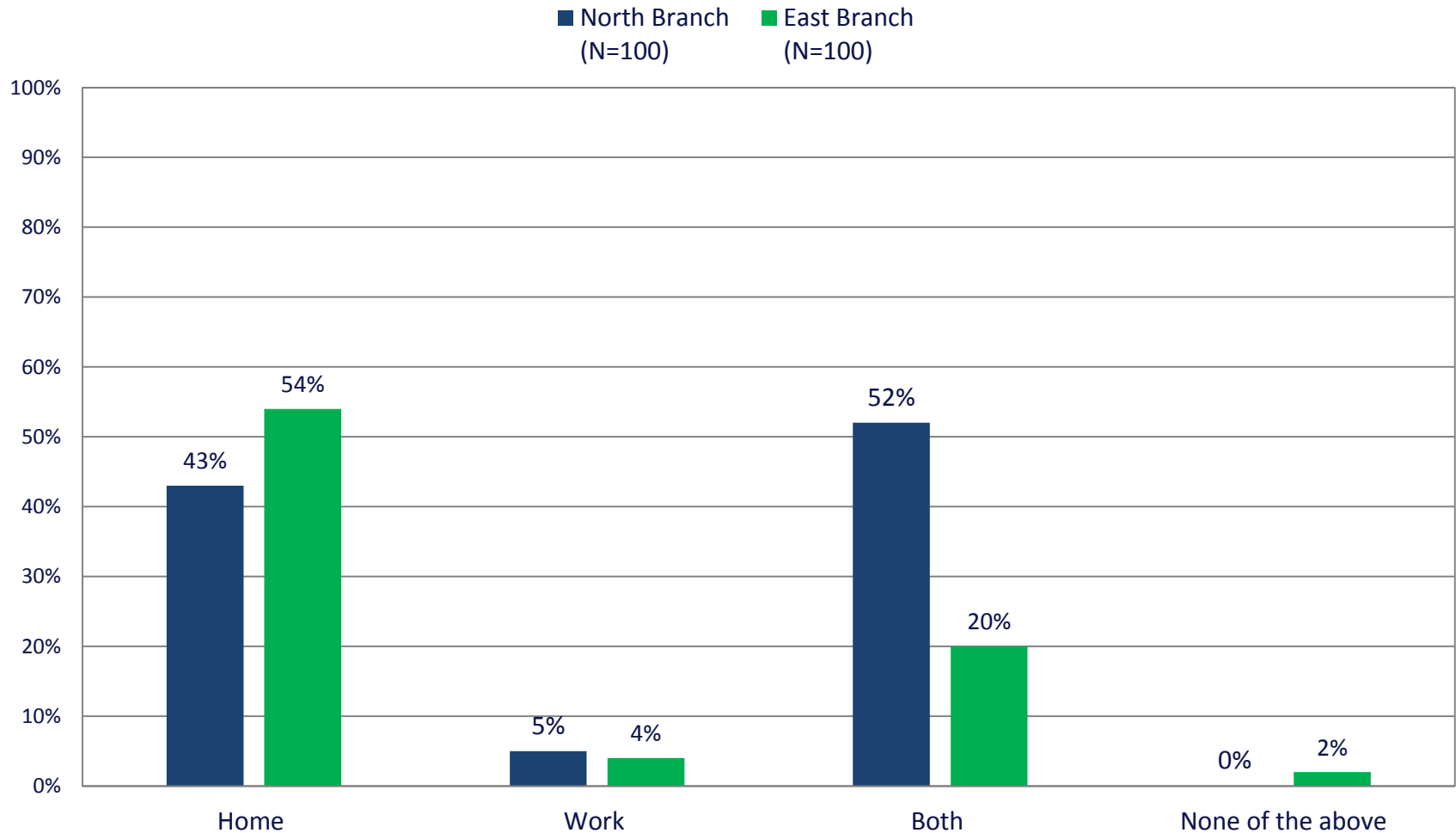
Chart 2 of 2





# Preference of Service Center Location

Note: New question asked in 2015.



Residential Customers





# Service Center TV Monitor Awareness

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses

	North Branch	East Branch
<b>Have Noticed TV Monitors</b>		
Yes	55%	53%
No	34%	38%
<b>Base: Those who spoke to a Customer Service Representative.</b>	<b>89</b>	<b>85</b>
<b>Find Information on TV beneficial or learned anything new about Austin Energy's energy saving programs</b>		
Yes	55%	33%
No	18%	29%
<b>Base: Those who noticed TV monitors located at the Utility Customer Service Center.</b>	<b>49</b>	<b>45</b>



	North Branch	East Branch
<b>Program Topics</b>		
Save energy, energy conservation	16	3
Energy-efficiency improvements, home improvements	8	3
Programs available	2	5
Save money	1	4
Water conservation	1	1
Alternative energy (wind, solar, etc.)	1	0
<b>Base: Those who learned something beneficial or new on the Utility Customers Service Center TV monitors.</b>	<b>27</b>	<b>15</b>

Residential Customers



13. When visiting the Utility Customer Service Center, did you notice the TV monitors located at the Utility Customer Service Center? 149

14. Did you find the information on the television beneficial or learn anything new about Austin Energy's energy saving programs?

15. Please explain what was beneficial to you or what you learned.



# Usefulness of Service Center Brochures

Note: New question asked in 2015.

	North Branch	East Branch
Find Brochures Useful		
Yes	58%	60%
No	20%	20%
Base: Those who were aware of the brochures provided at the Utility Customer Service Center.	89	85

Residential Customers





# Energy Saving Improvements

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

	North Branch	East Branch
<b>Made Energy Saving Improvements To Home</b>		
Yes	46%	53%
No	47%	44%
Don't remember/unsure	7%	3%
<b>Base:</b>	<b>100</b>	<b>100</b>



	North Branch	East Branch
<b>Energy Saving Improvements Made</b>		
Improved air-conditioning, thermostat control	15	16
Turn off lights when not in use	11	19
Changed light bulbs	11	15
Unplugged appliances	7	8
Improved insulation, weatherstripping, etc.	6	8
New, energy efficient appliances	3	5
Energy program audit	3	2
Improved windows	2	2
Added window coverage	1	2
Improved water heater	0	1
Changed behavior	0	1
<b>Base: Those who made energy-efficiency improvements to their home.</b>	<b>46</b>	<b>53</b>

Residential Customers





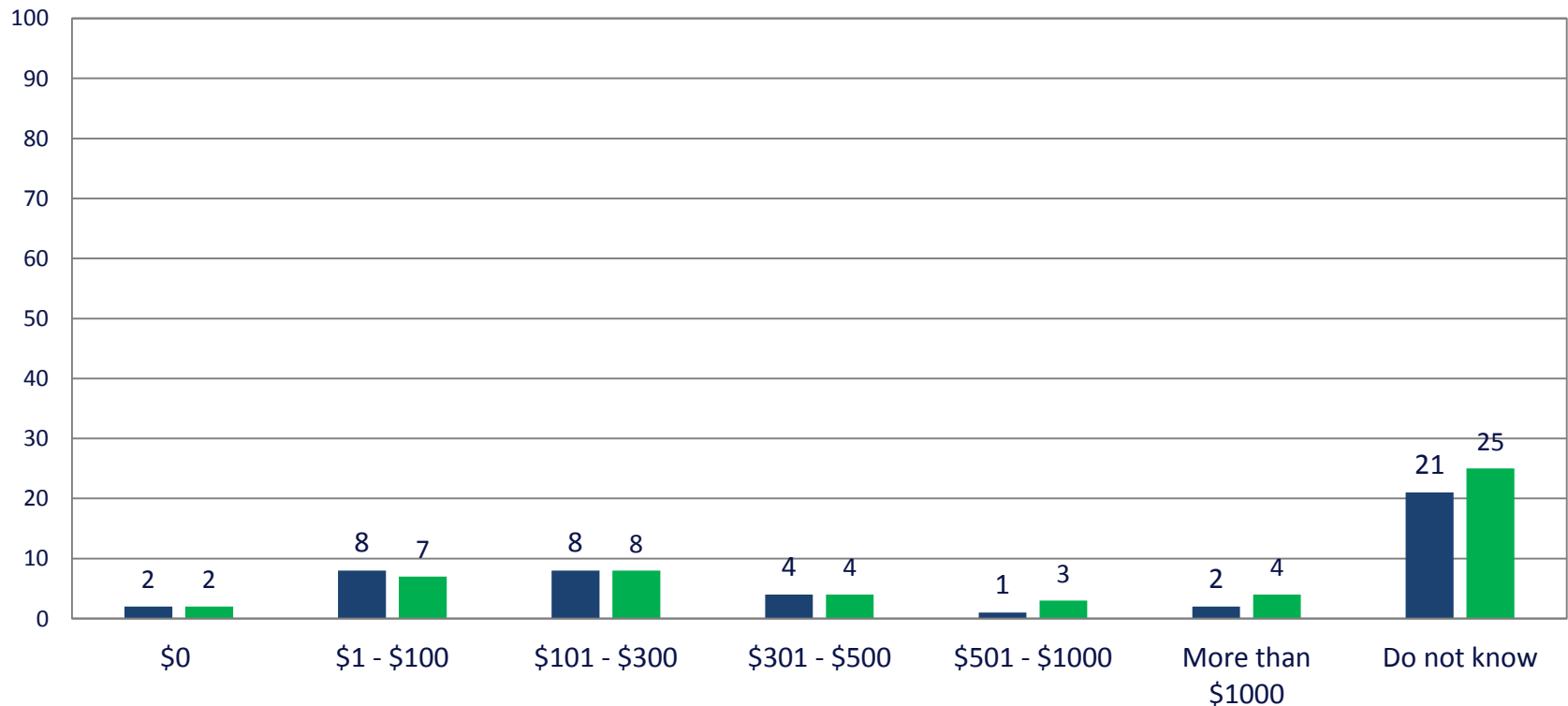
# Energy Saving Improvements Annual Savings

Note: New question asked in 2015.

Base: Those who made energy-efficiency improvements to their home.

Average Savings	North Branch	East Branch
	2015	2015
	\$294.24	\$421.64

■ North Branch (N=46) ■ East Branch (N=53)



Residential Customers



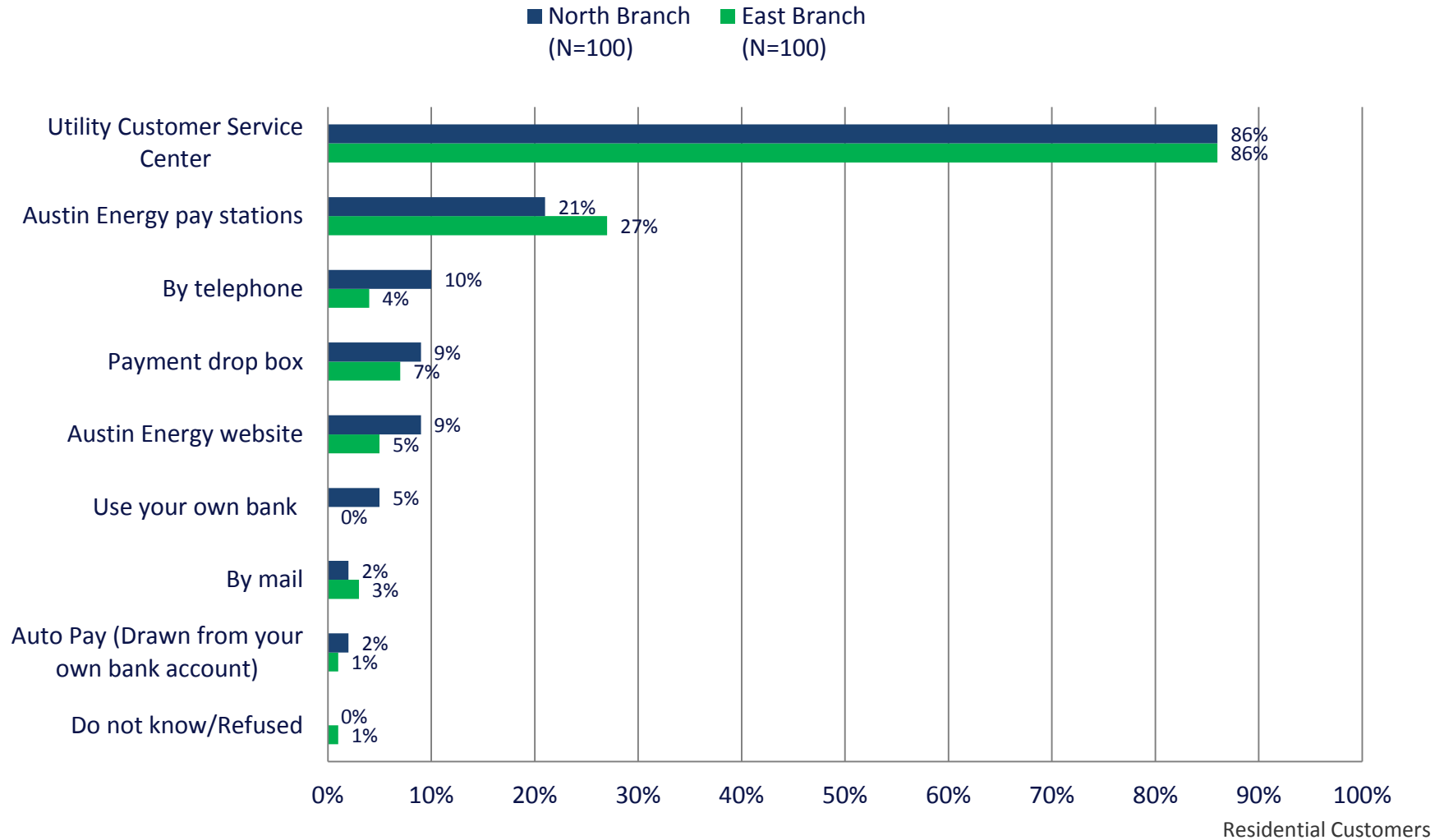




# Payment Option Usually Used

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

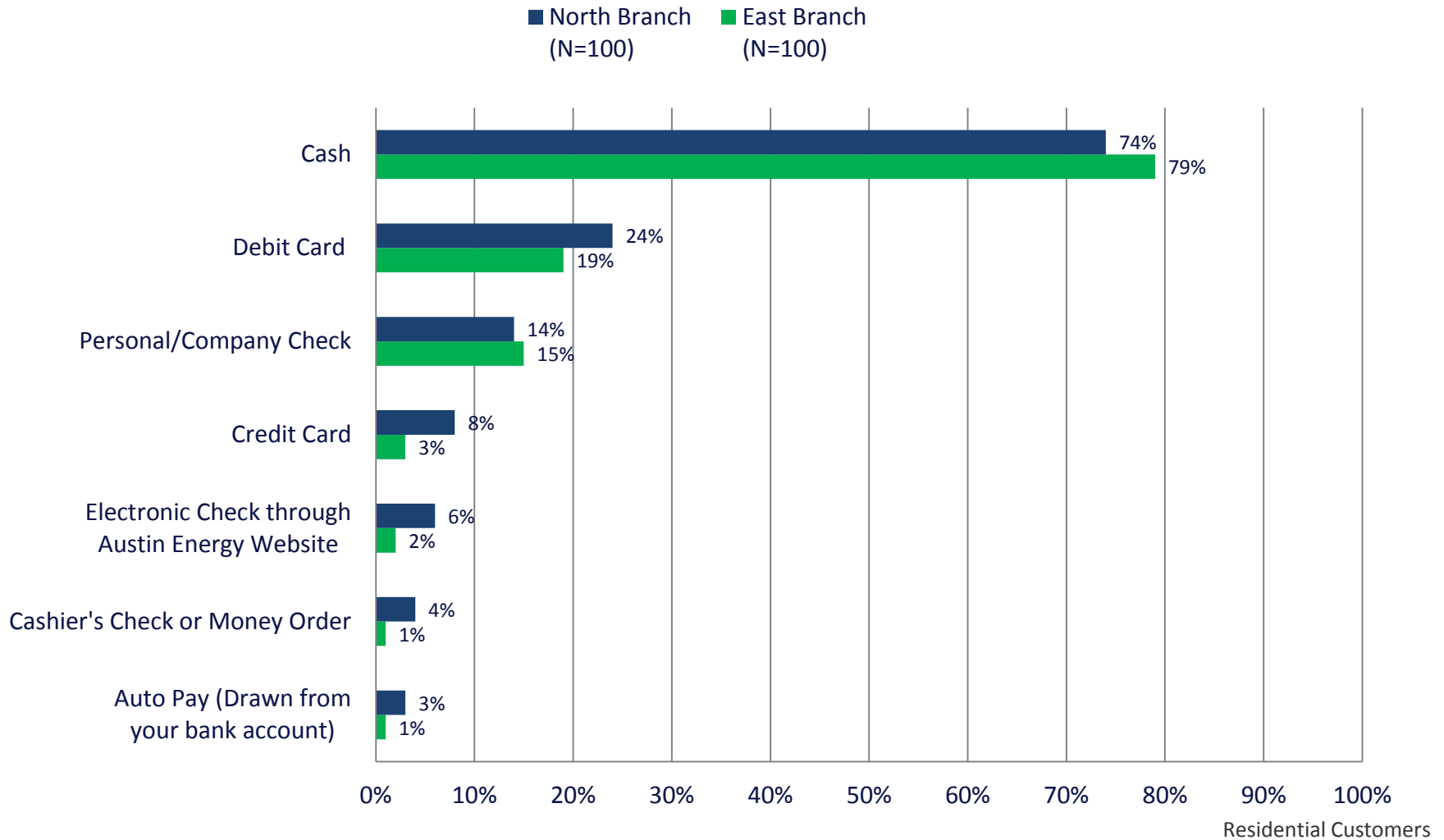




# Payment Method Currently Used to Pay Bill

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

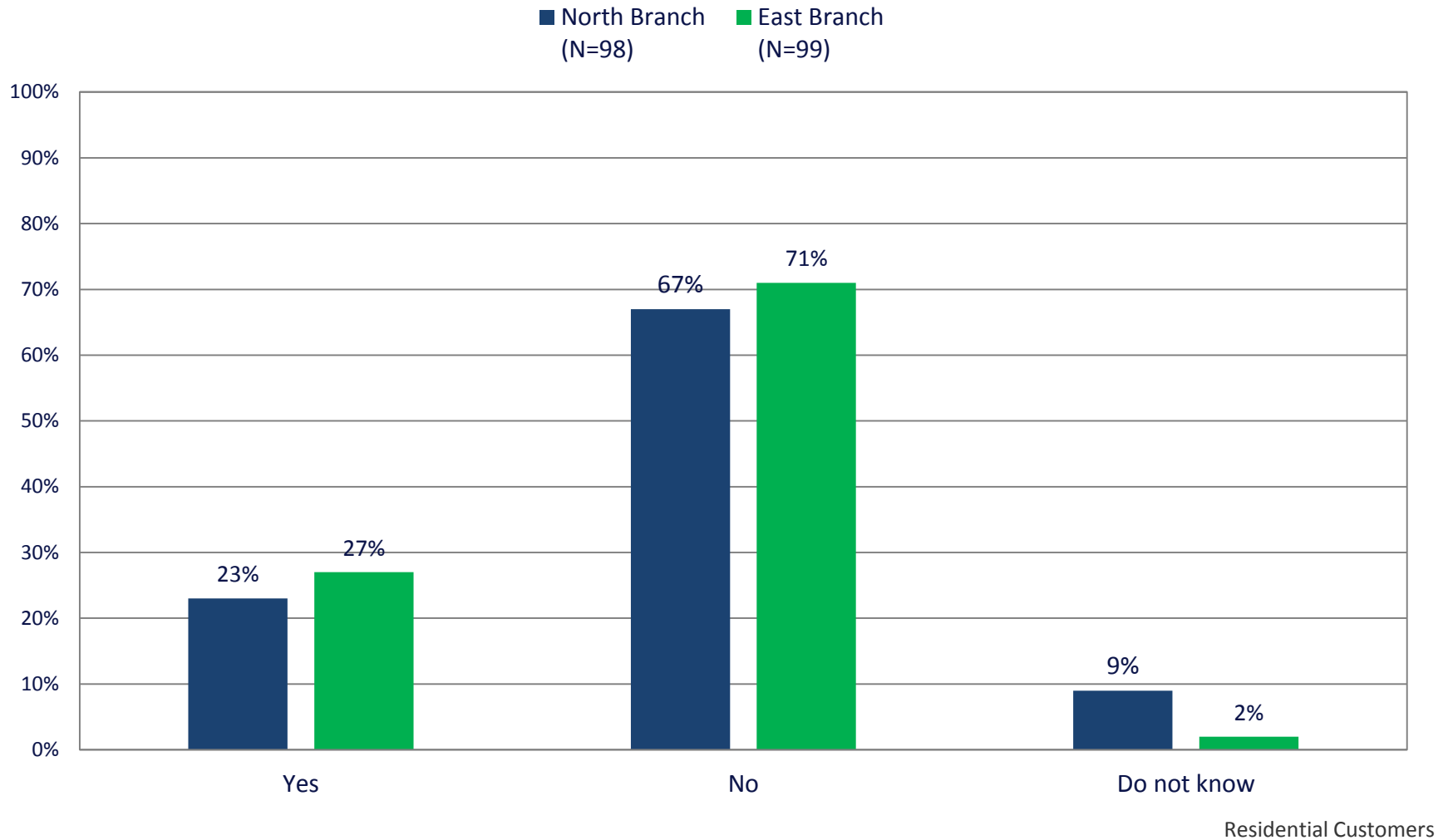




# Consider Sending Funds Directly from Personal Bank to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Auto Pay.

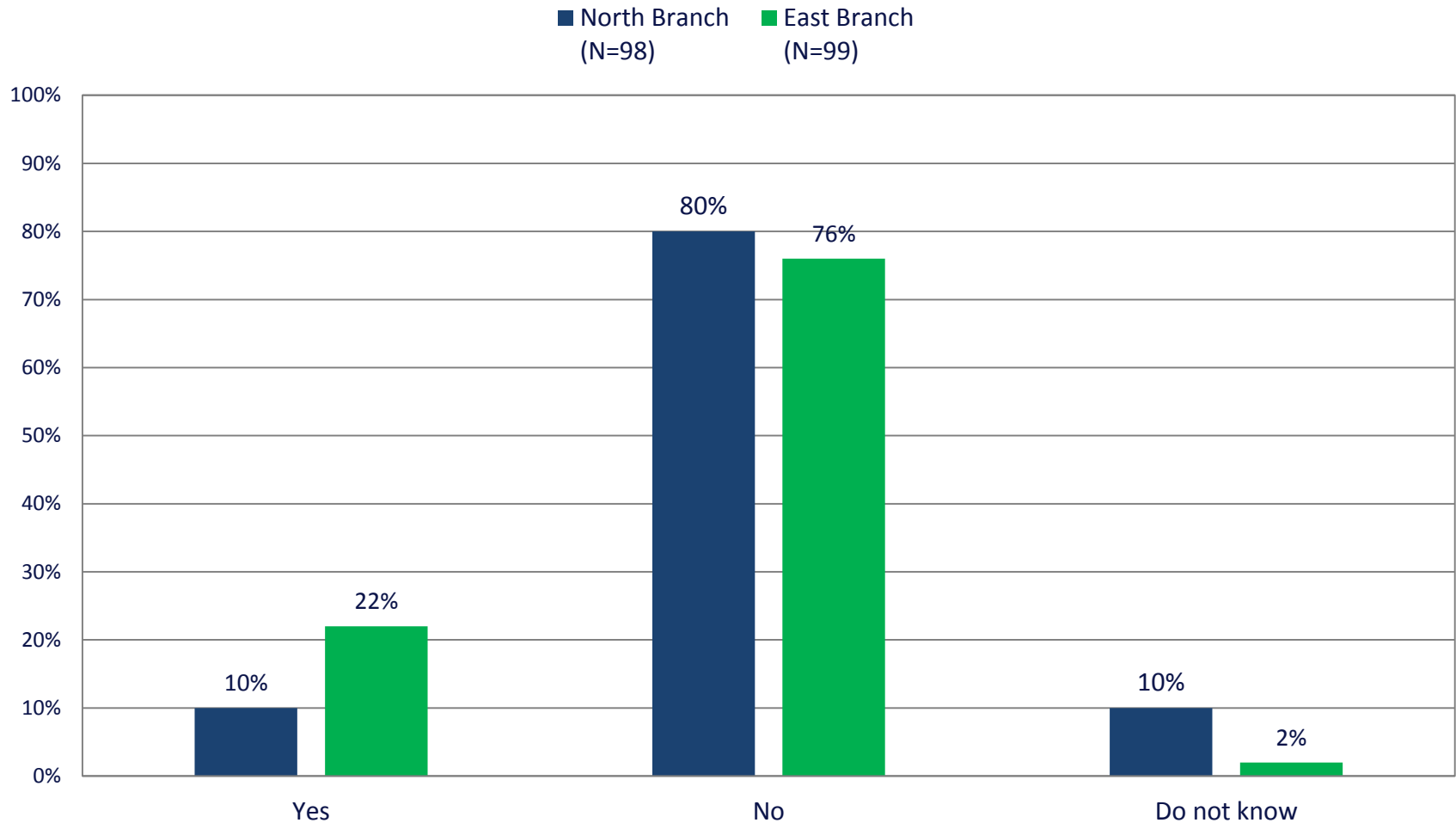




# Consider Using Auto Pay to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Auto Pay.



Residential Customers

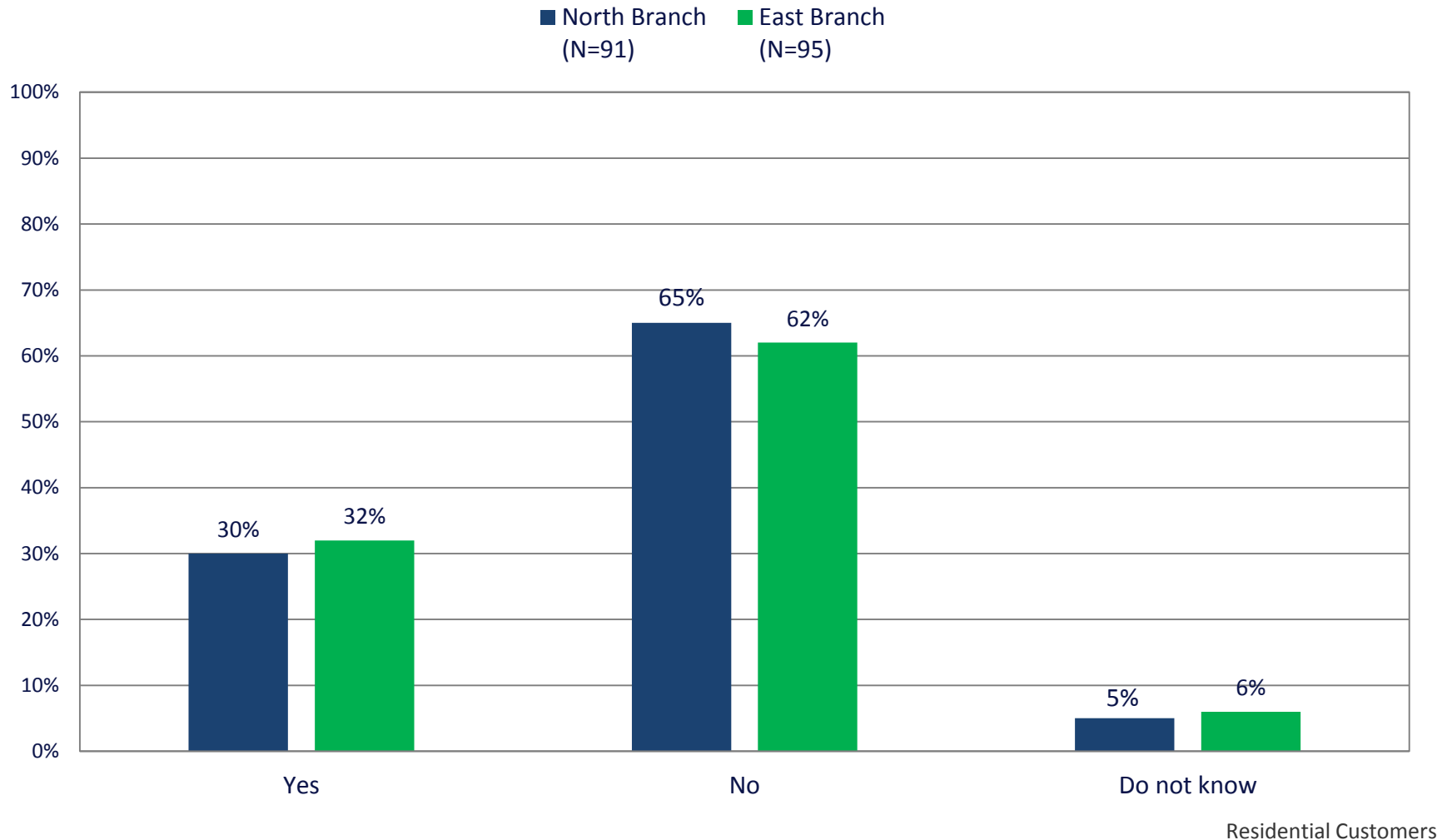




# Consider Using Austin Energy Website to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Austin Energy website for bill payment.



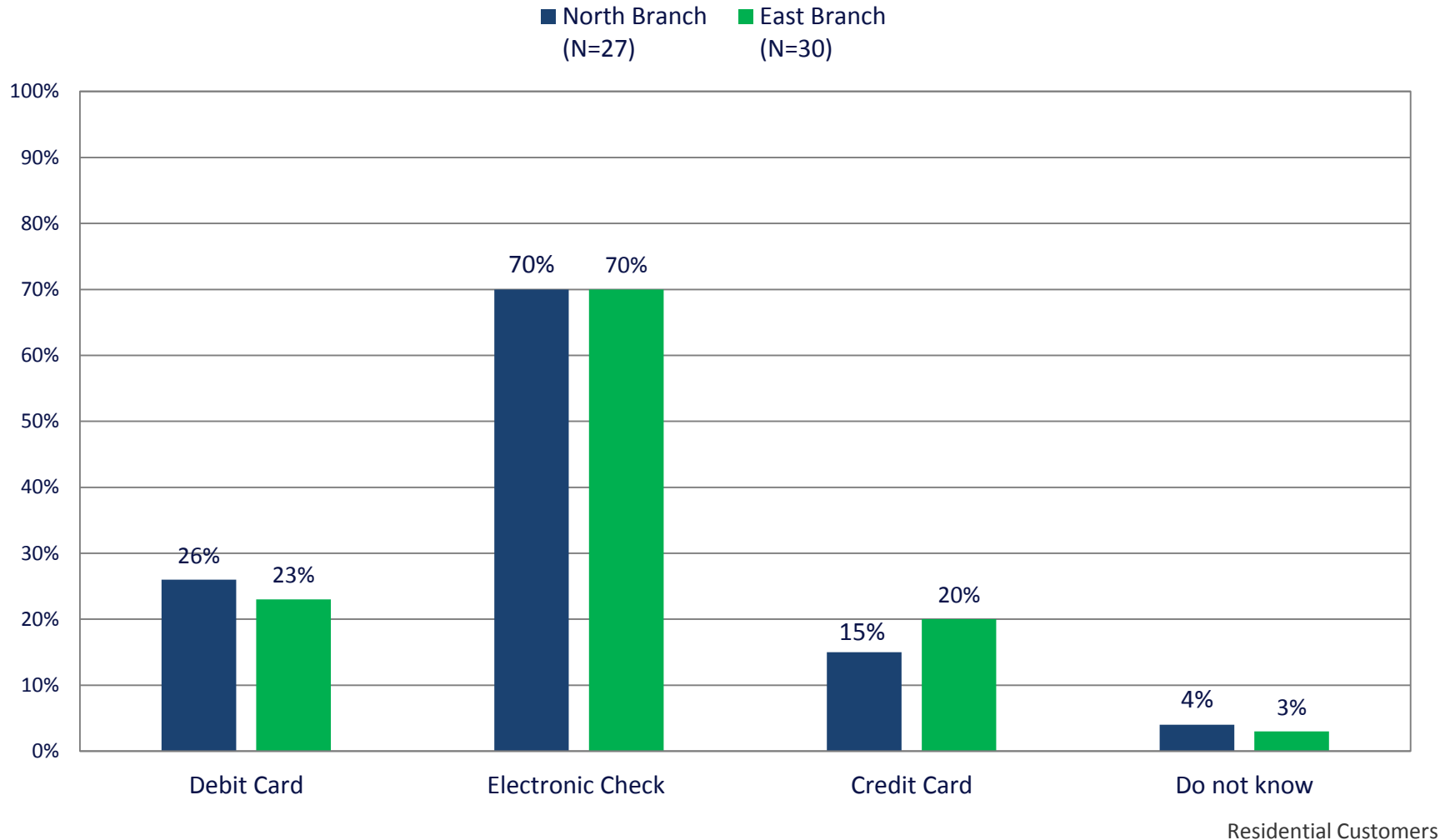


# Preferred Payment Method Through The Austin Energy Website

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

Base: Those who would consider using the Austin Energy website for bill payments.



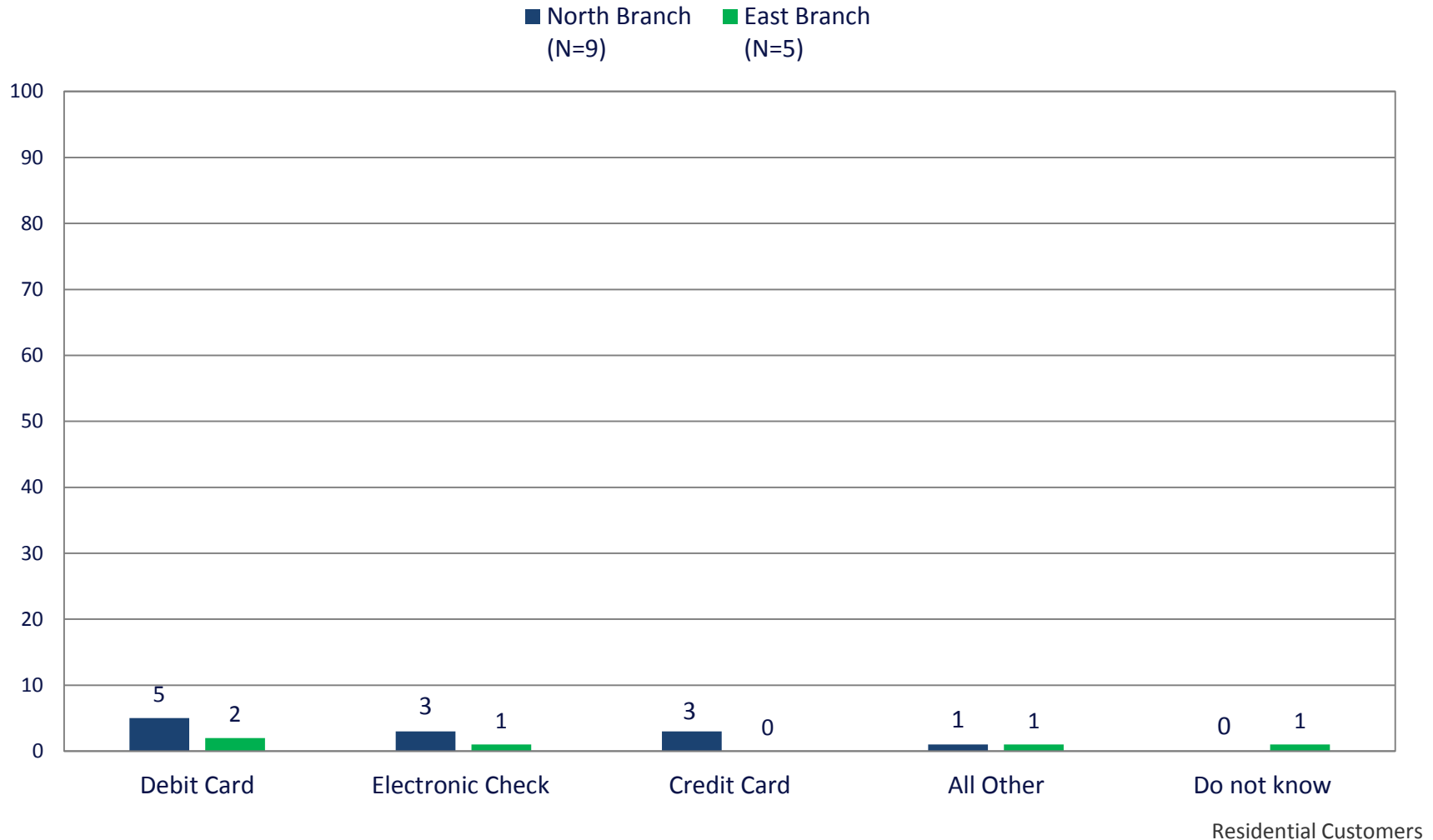


# Payment Method Currently Using Through Austin Energy Website to Pay Utility Bill

Note: New question asked in 2015.

Note: Number of mentions adds to more than 100% due to multiple responses.

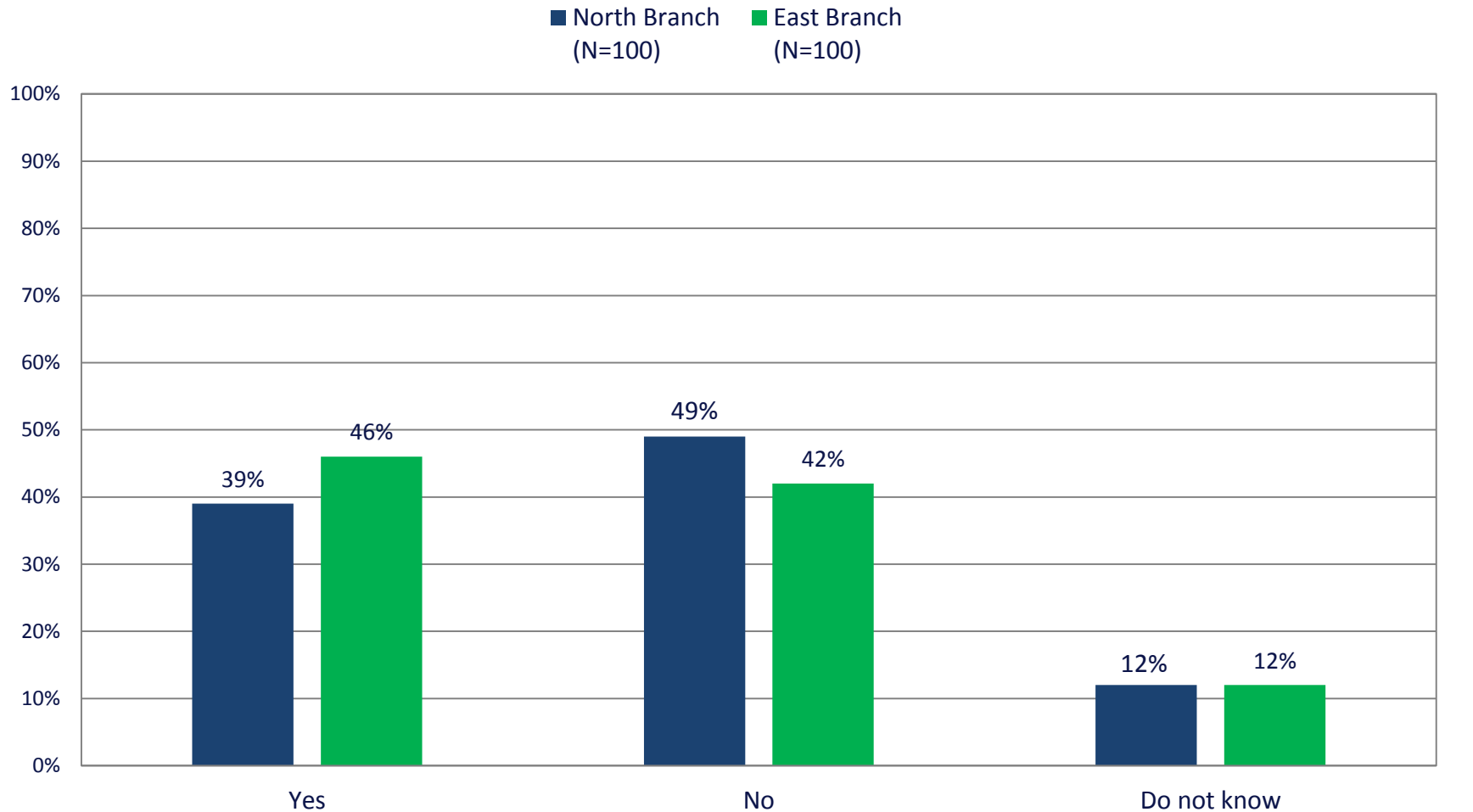
Base: Those who currently use the Austin Energy website for bill payments.





# Consider Using Kiosk Terminals If Available

Note: New question asked in 2015.



Residential Customers



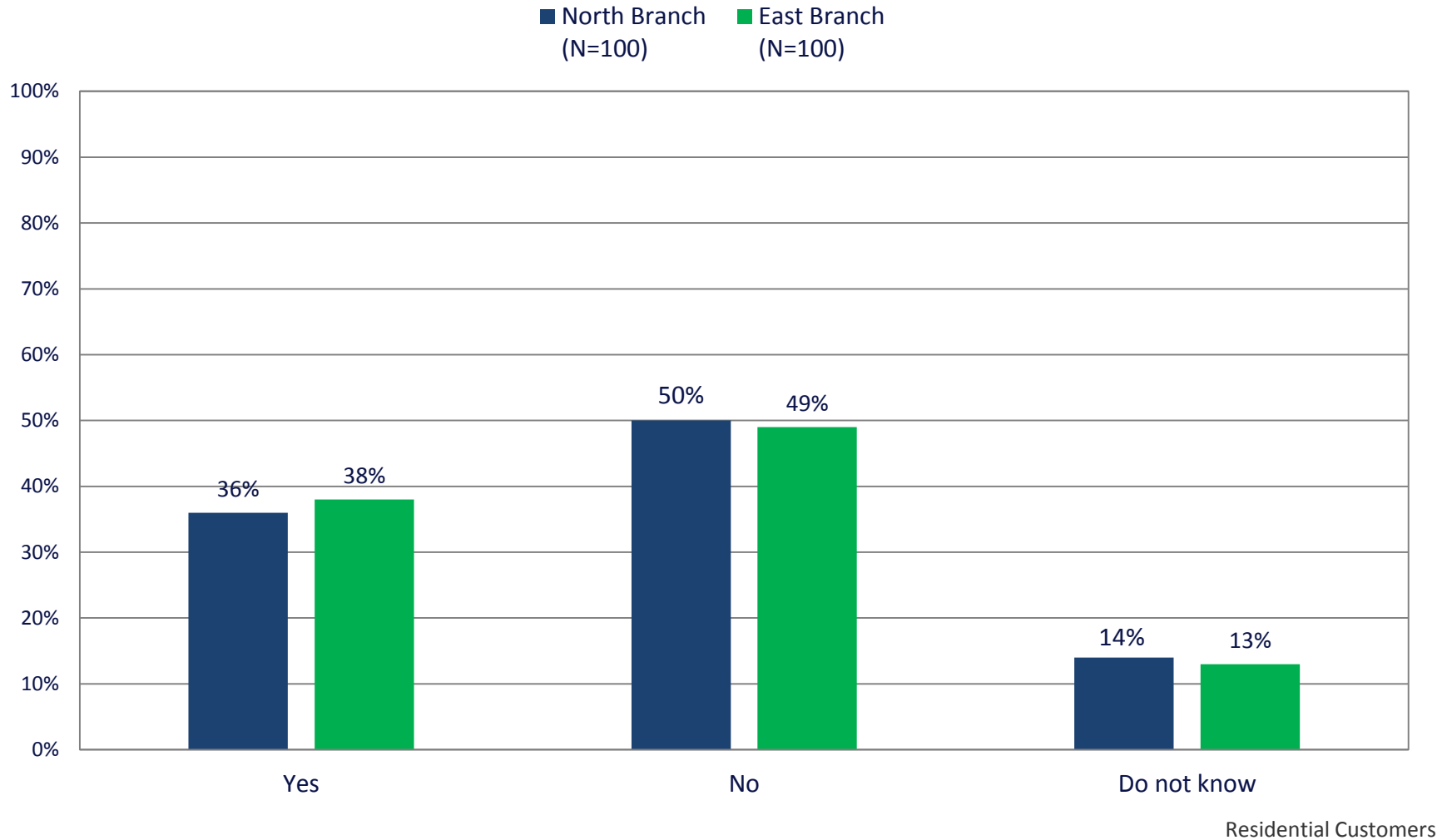




# Consider Prepaying for Electricity as a Way to Manage Bill Payments If Available

AE's Response to ICA RFI No. 5-6  
Attachment 2  
Page 61 of 166

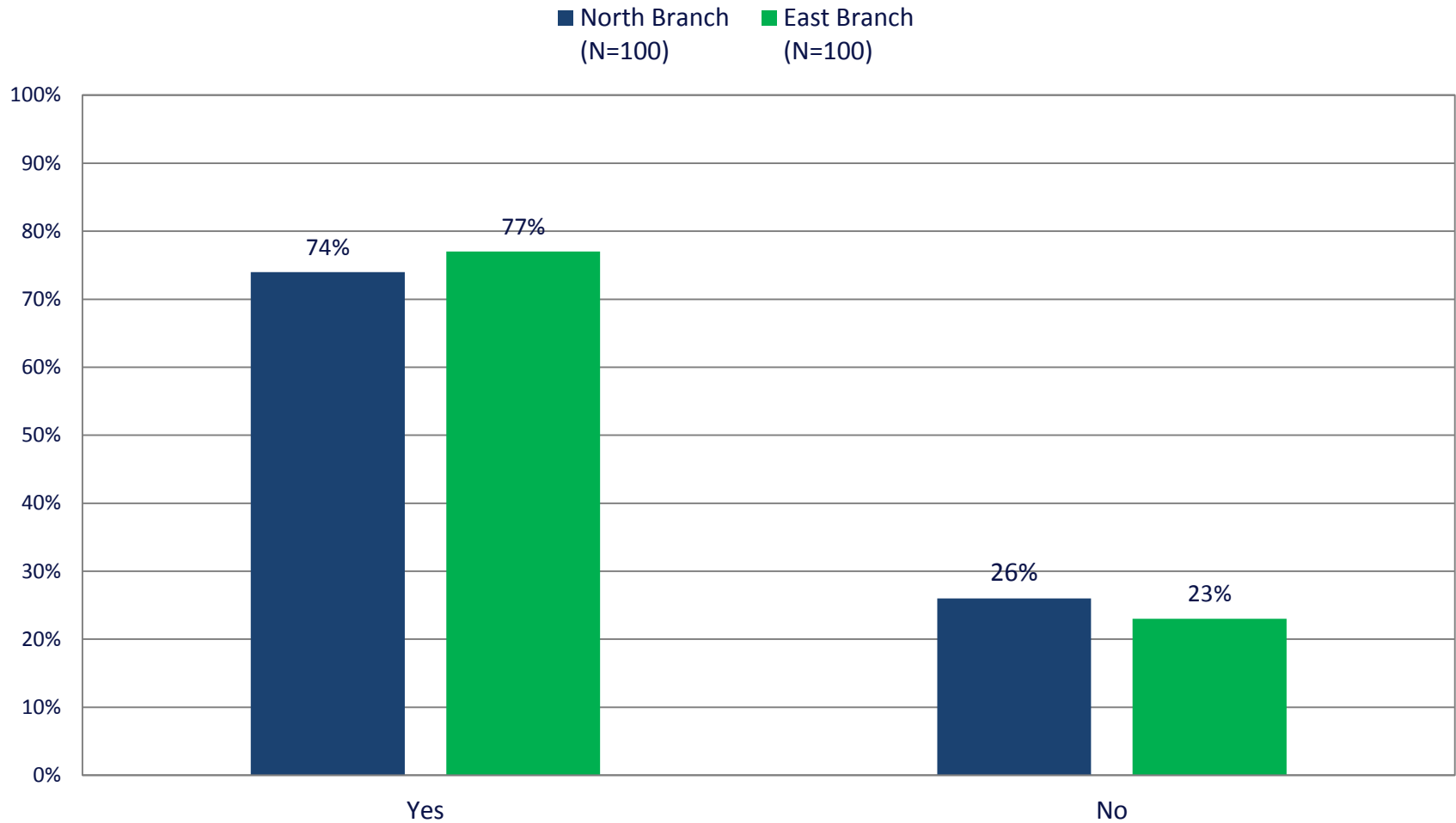
Note: New question asked in 2015.





# Have Access To or Own a Computer, Smart Phone, or iPad

Note: New question asked in 2015.



Residential Customers

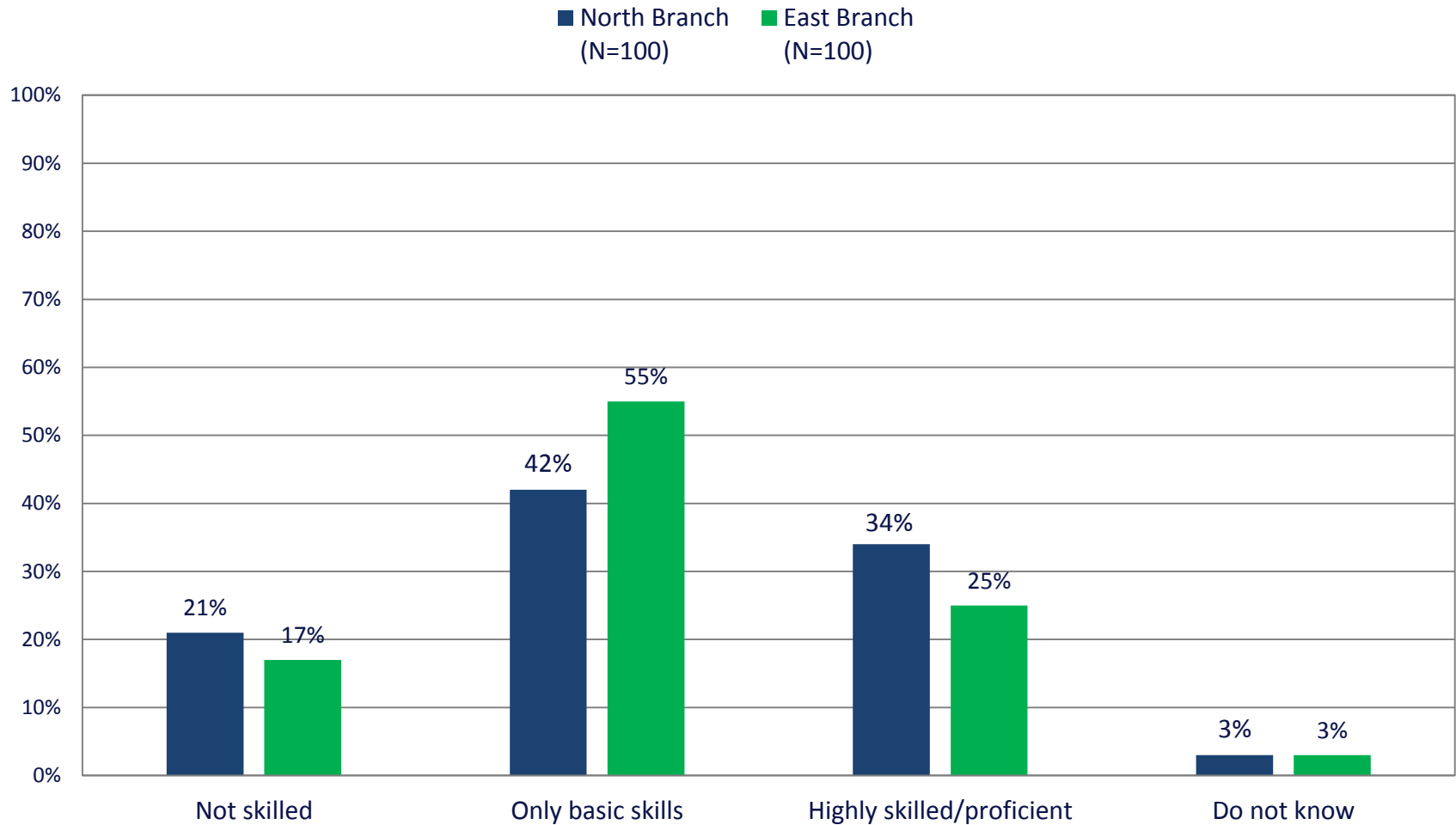




# Skill Level with Computers, Smart Phone, and iPad

AE's Response to ICA RFI No. 5-6  
Attachment 2  
Page 63 of 166

Note: New question asked in 2015.



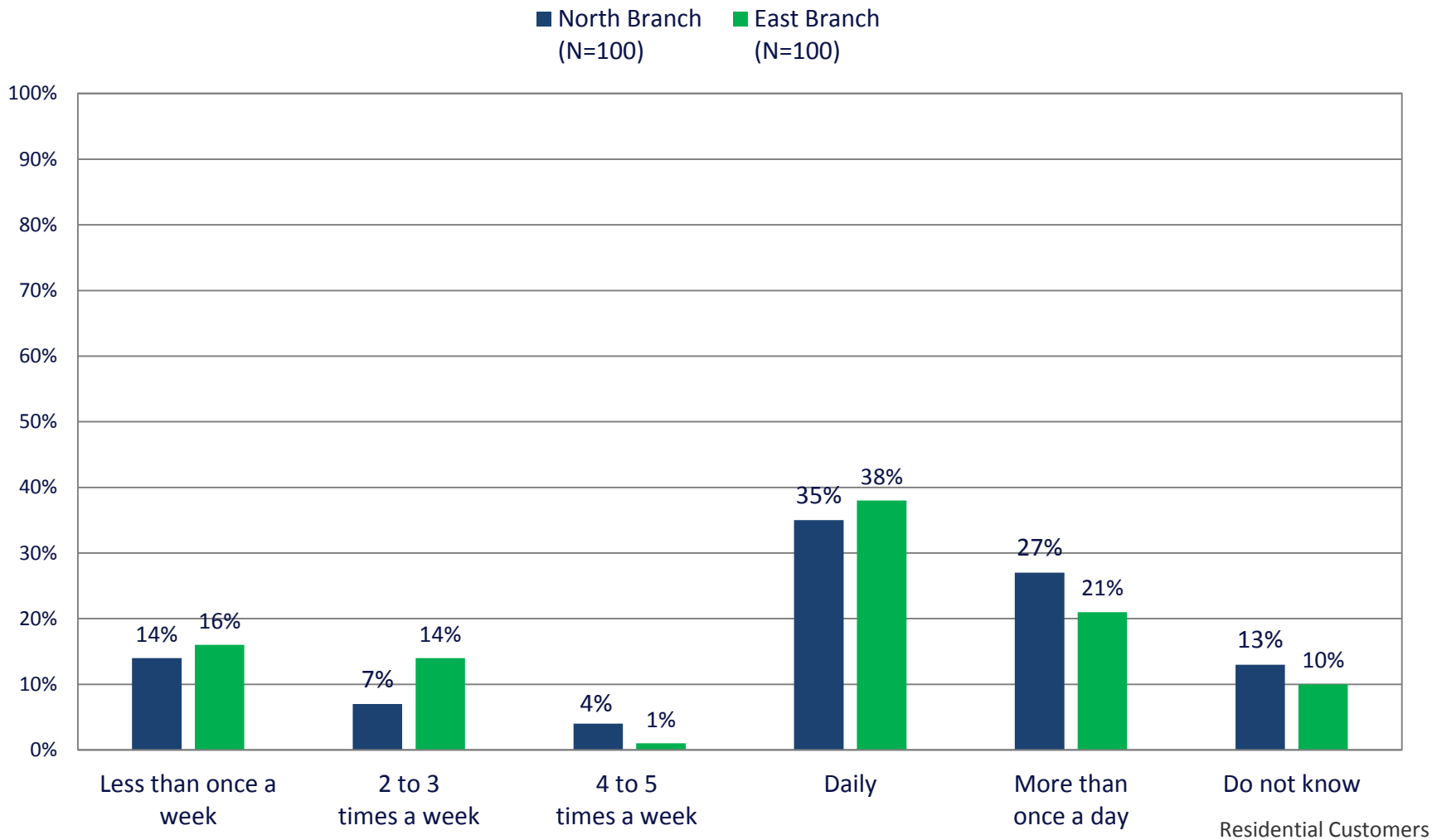
Residential Customers





# Frequency of Using Computer, Smart Phone, and iPad Not Including Phone Calls

Note: New question asked in 2015.





# Demographics

Note: New question asked in 2015.

	North Branch	East Branch
	2015	2015
<b>Districts</b>		
District 1	13	18
District 2	6	24
District 3	5	25
District 4	28	5
District 5	4	11
District 6	11	0
District 7	25	3
District 8	1	5
District 9	2	7
District 10	2	2
<b>Base:</b>	<b>100</b>	<b>100</b>

Residential Customers

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# Demographics

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Gender</b>						
Male	52%	35%	46%	24%	46%	26%
Female	48%	65%	54%	76%	54%	74%
<b>Length of Time Lived in Austin Metro Area</b>						
Less than one year	4%	8%	6%	12%	4%	4%
1 to 5 years	20%	14%	21%	0%	7%	12%
6 to 10 years	28%	25%	19%	14%	16%	16%
11 to 15 years	11%	20%	11%	16%	11%	12%
16 to 20 years	9%	8%	15%	8%	7%	16%
21 to 30 years	11%	12%	9%	12%	7%	9%
31 to 40 years	7%	4%	11%	14%	16%	12%
41 to 50 years	2%	6%	4%	6%	14%	8%
More than 50 years	7%	4%	4%	18%	18%	11%
<b>Average</b>	<b>16 years</b>	<b>16 years</b>	<b>17 years</b>	<b>25 years</b>	<b>28 years</b>	<b>22 years</b>
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>100</b>	<b>50</b>	<b>56</b>	<b>100</b>



# Demographics

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Own or Rent Residence</b>						
Rent	76%	76%	81%	68%	57%	71%
Own	24%	24%	17%	32%	43%	27%
<b>Type of Residence</b>						
Apartment	57%	47%	49%	32%	34%	30%
Single-family home	26%	25%	30%	40%	59%	49%
Townhouse/duplex	13%	12%	12%	16%	5%	11%
Mobile home/trailer	2%	10%	0%	8%	2%	0%
Condo	0%	4%	3%	0%	0%	2%
Other	2%	2%	6%	4%	0%	8%
<b>Number in Household</b>						
Average	3.0	3.2	N/A	3.3	3.4	N/A
<b>*Average Distance Home is Away from Service Center</b>						
In miles	N/A	3.4	N/A	N/A	5.7	N/A
In minutes	N/A	7.6	10.0	N/A	13.1	13.7
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>100</b>	<b>50</b>	<b>56</b>	<b>100</b>





# Demographics

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Marital Status</b>						
Single	46%	43%	48%	42%	23%	35%
Married	41%	49%	41%	32%	54%	51%
Divorced	7%	4%	4%	10%	11%	5%
Widowed	4%	0%	1%	4%	4%	6%
Separated	2%	4%	3%	12%	7%	1%
<b>Employment Status</b>						
Employed full-time	50%	47%	60%	20%	21%	42%
Employed part-time	17%	14%	9%	18%	23%	15%
Unemployed	11%	16%	16%	18%	7%	14%
Retired	11%	8%	6%	18%	36%	7%
Student	7%	2%	2%	14%	4%	1%
Homemaker	0%	14%	7%	12%	7%	16%
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>100</b>	<b>50</b>	<b>56</b>	<b>100</b>







# Demographics

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Ethnicity</b>						
Hispanic	70%	71%	63%	70%	64%	69%
White	15%	14%	15%	4%	7%	8%
Asian	9%	2%	3%	0%	0%	2%
African American	6%	12%	9%	26%	29%	16%
<b>Education</b>						
Some high school	22%	25%	27%	32%	34%	35%
Graduated high school	28%	43%	23%	38%	30%	25%
Some college	28%	18%	20%	14%	27%	13%
Graduated college	13%	8%	14%	10%	5%	6%
Post-graduate work	4%	4%	7%	6%	0%	12%
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>100</b>	<b>50</b>	<b>56</b>	<b>100</b>





# Demographics

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Total Family Income</b>						
Under \$10,000	6%	10%	16%	24%	18%	21%
\$10,000 to \$25,000	26%	37%	31%	20%	32%	38%
\$25,001 to \$40,000	9%	24%	19%	18%	18%	13%
\$40,001 to \$50,000	6%	2%	8%	10%	7%	7%
\$50,001 to \$60,000	2%	0%	4%	2%	0%	3%
\$60,001 to \$75,000	4%	2%	1%	0%	0%	2%
\$75,001 to \$100,000	2%	4%	3%	0%	2%	2%
More than \$100,000	0%	0%	3%	0%	2%	2%
Unsure/refused	46%	22%	15%	26%	21%	12%
<b>Average</b>	<b>\$28,790</b>	<b>\$25,880</b>	<b>\$29,340</b>	<b>\$21,820</b>	<b>\$24,320</b>	<b>\$25,130</b>
<b>Base:</b>	<b>54</b>	<b>51</b>	<b>100</b>	<b>50</b>	<b>56</b>	<b>100</b>





# Home ZIP Code

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Home ZIP Code</b>						
74748						1%
76759				2%		
78448						1%
78556			1%			
78617			2%	6%		9%
78623		2%				
78653		2%				
78702		2%	1%	22%	13%	12%
78704					2%	6%
78705				6%		
78717			1%			
78721		2%	1%	12%	13%	4%
78722					2%	2%
78723	4%		4%	6%	5%	4%
78724	2%	2%	6%	8%	11%	4%
78725		2%				
78727	4%	4%	2%			
78728					2%	
78729		2%	2%			
78731	2%	2%	1%			2%
78734	4%					
Base:	54	51	100	50	56	100





# Home ZIP Code

	North Branch			East Branch		
	2013	2014	*2015	2013	2014	*2015
<b>Home ZIP Code</b>						
78735		2%	1%			1%
78736			0%			1%
78741	2%		3%	18%	4%	15%
78742				2%	2%	2%
78744		2%	6%	6%	5%	14%
78745			1%		4%	3%
78746					2%	
78747						2%
78748	2%		2%		2%	2%
78749						3%
78750		4%	4%			
78751	4%		1%	4%		1%
78752	6%	6%	6%		2%	3%
78753	22%	29%	12%	2%	2%	2%
78754	6%		2%			1%
78755	2%					
78757	9%		11%			1%
78758	20%	35%	20%			4%
78759	4%	2%	6%			
78785	2%					
87758	2%					
Refused	6%		4%	6%	32%	
Base:	54	51	100	50	56	100



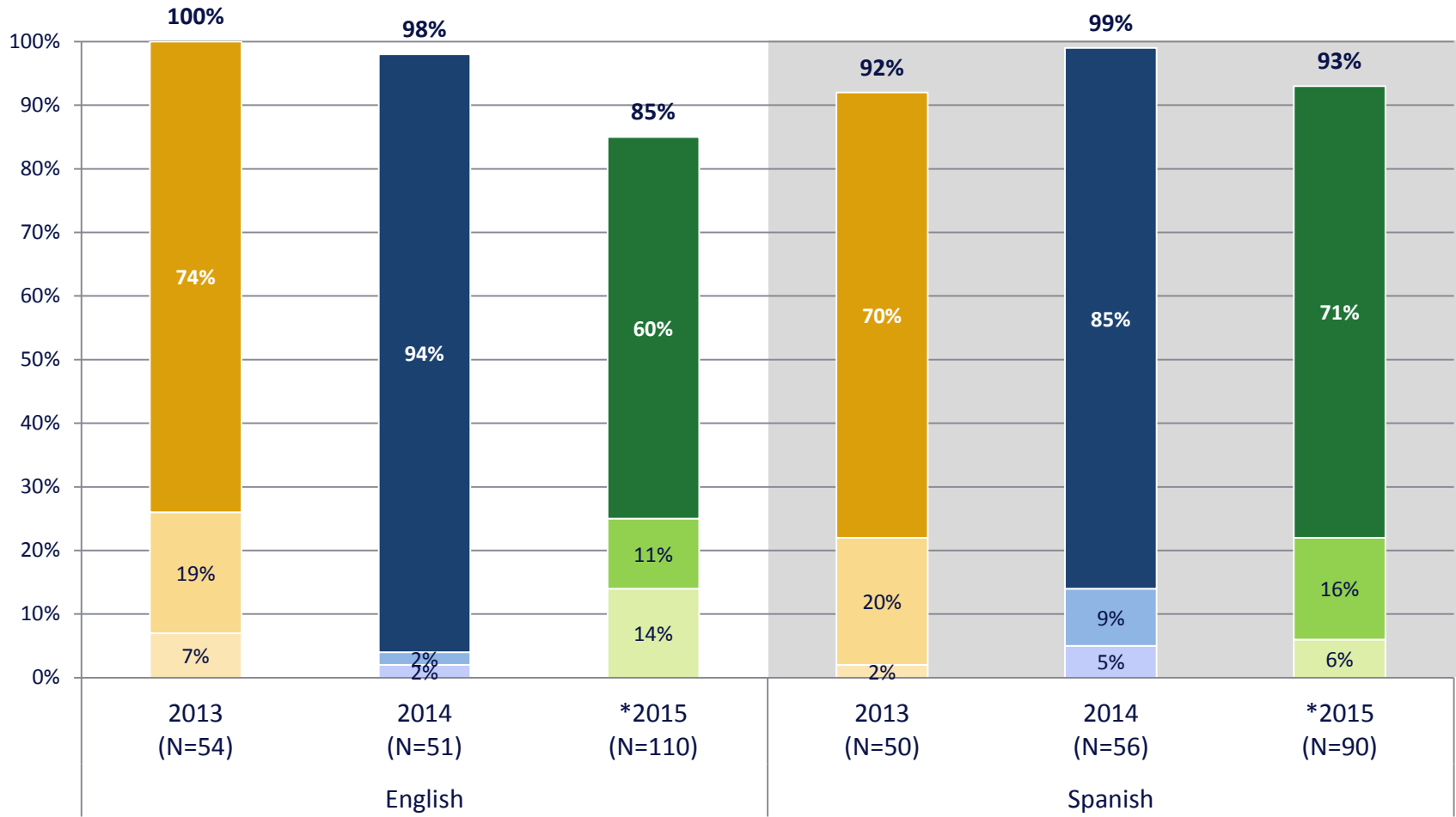
# Survey Results by Survey Language



# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)

8, 9, & 10 ratings shown



Residential Customers



7. Using a scale of '1' (very dissatisfied) to '10' (very satisfied), how would you rate your overall satisfaction with your experiences at the Utility Customer Service Center?



# Why 8, 9, or 10 Overall Satisfaction Rating Given

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
Nice/friendly/courteous staff	46%	41%	42%	15%	27%	44%
Fast/did not have to wait long	33%	33%	27%	48%	45%	19%
Answered all questions/took care of me	22%	0%	16%	38%	0%	22%
Knowledgeable/helpful staff	4%	22%	12%	9%	29%	13%
No problems	4%	2%	10%	2%	2%	2%
Good service	4%	12%	6%	0%	18%	18%
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>54</b>	<b>51</b>	<b>93</b>	<b>46</b>	<b>55</b>	<b>83</b>

All other responses mentioned by 9% or less of respondents.

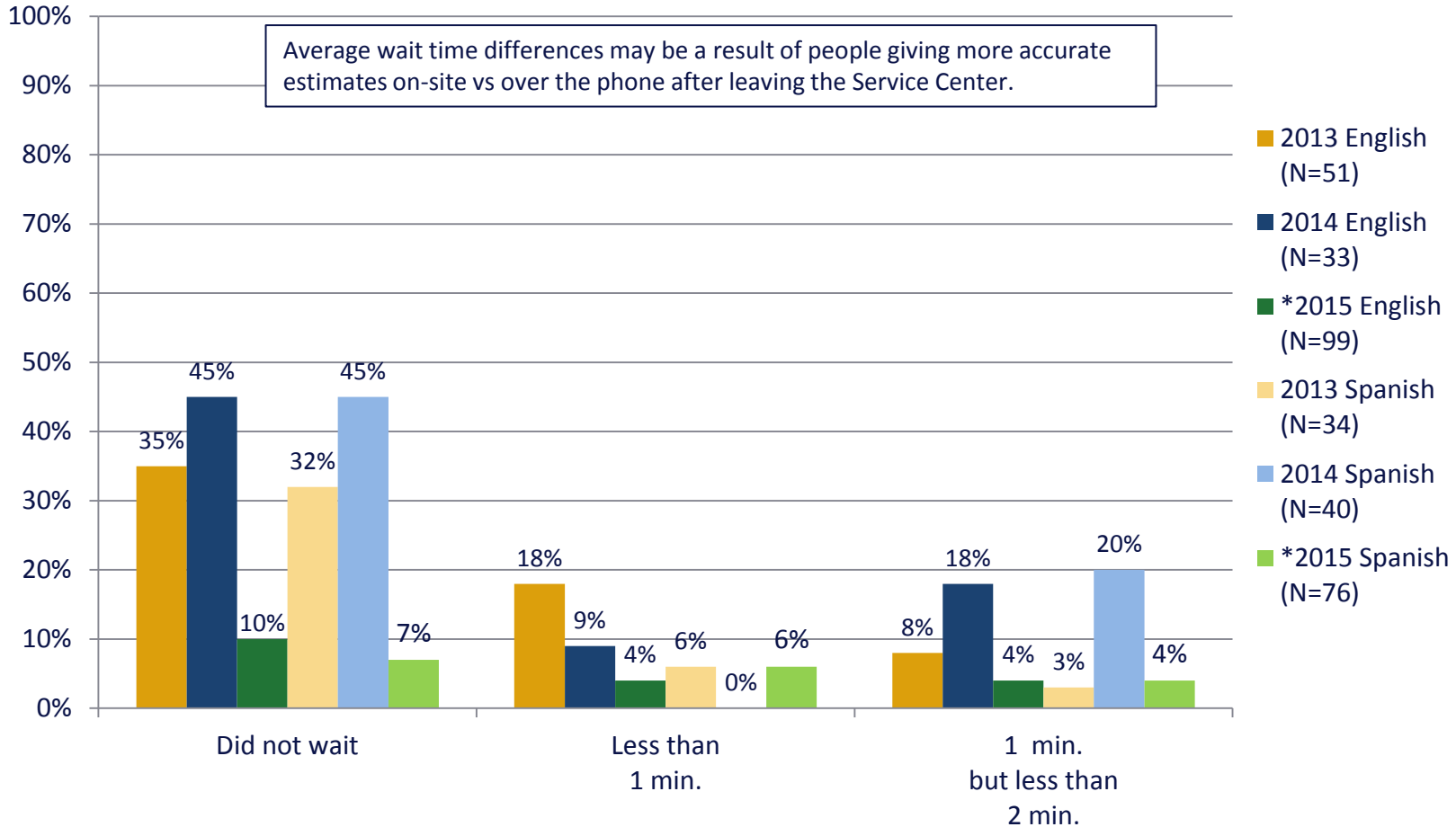
Note: Percentages add up to more than 100% due to multiple responses.



# Wait Time by Survey Language

Chart 1 of 2

Average Wait Time	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
	2.43	2.17	6.35	3.39	1.10	6.54



Residential Customers



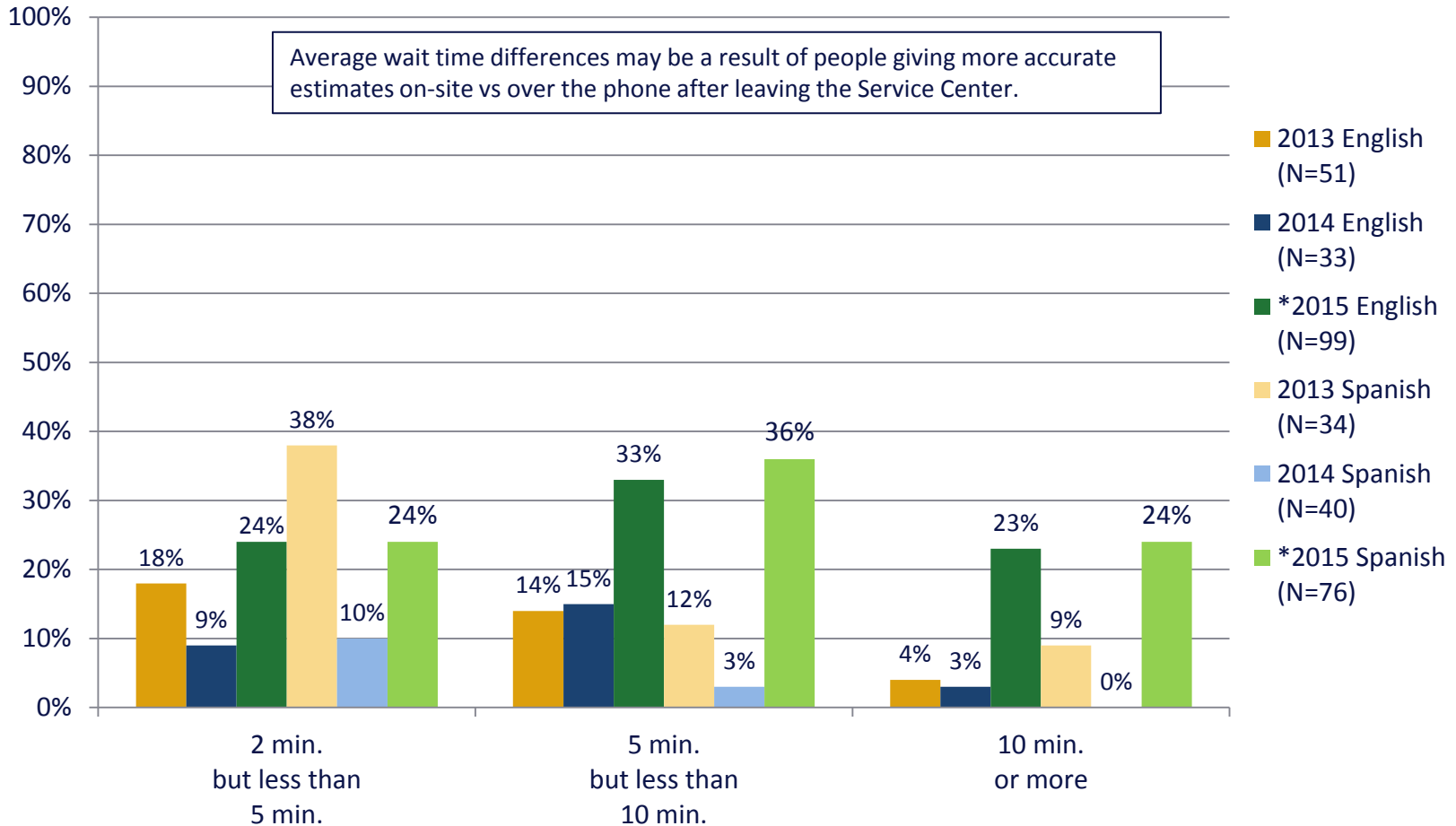




# Wait Time by Survey Language

Chart 2 of 2

Average Wait Time	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
	2.43	2.17	6.35	3.39	1.10	6.54



Residential Customers



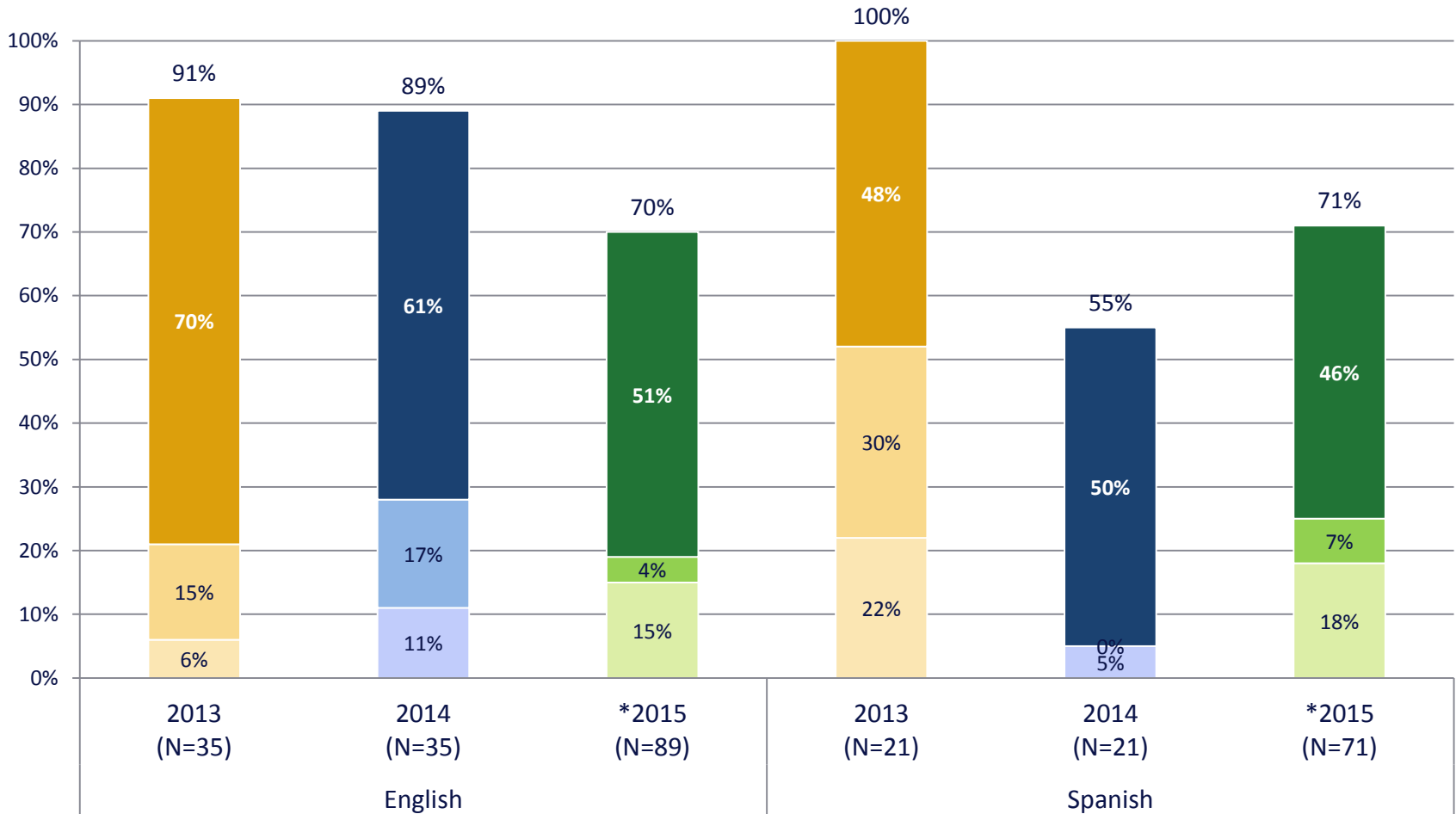


# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

Base: Those who waited to speak to Customer Service Representative.

8, 9, & 10 ratings shown



Residential Customers

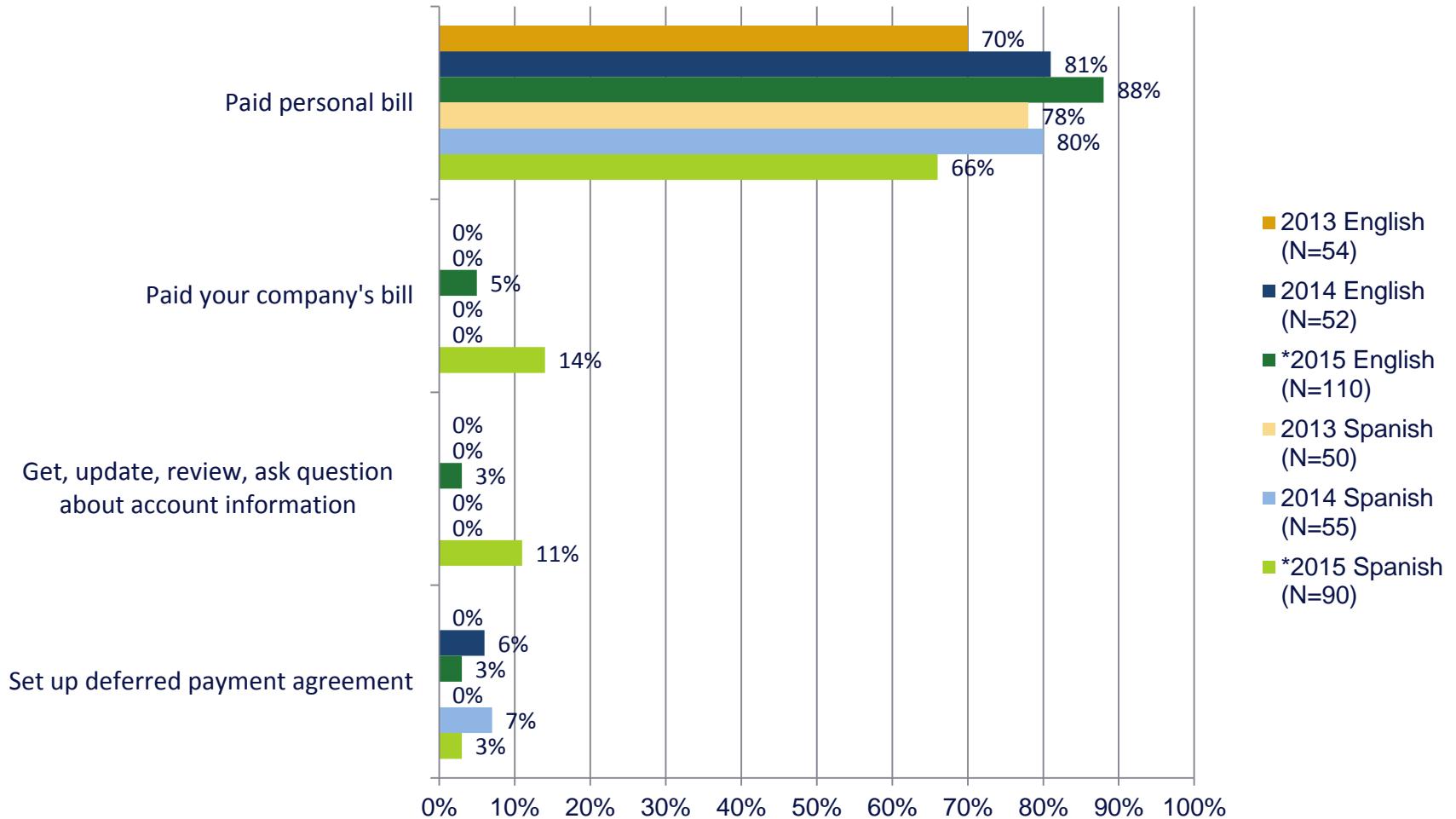




# Reasons for Visiting Service Centers by Survey Language

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2



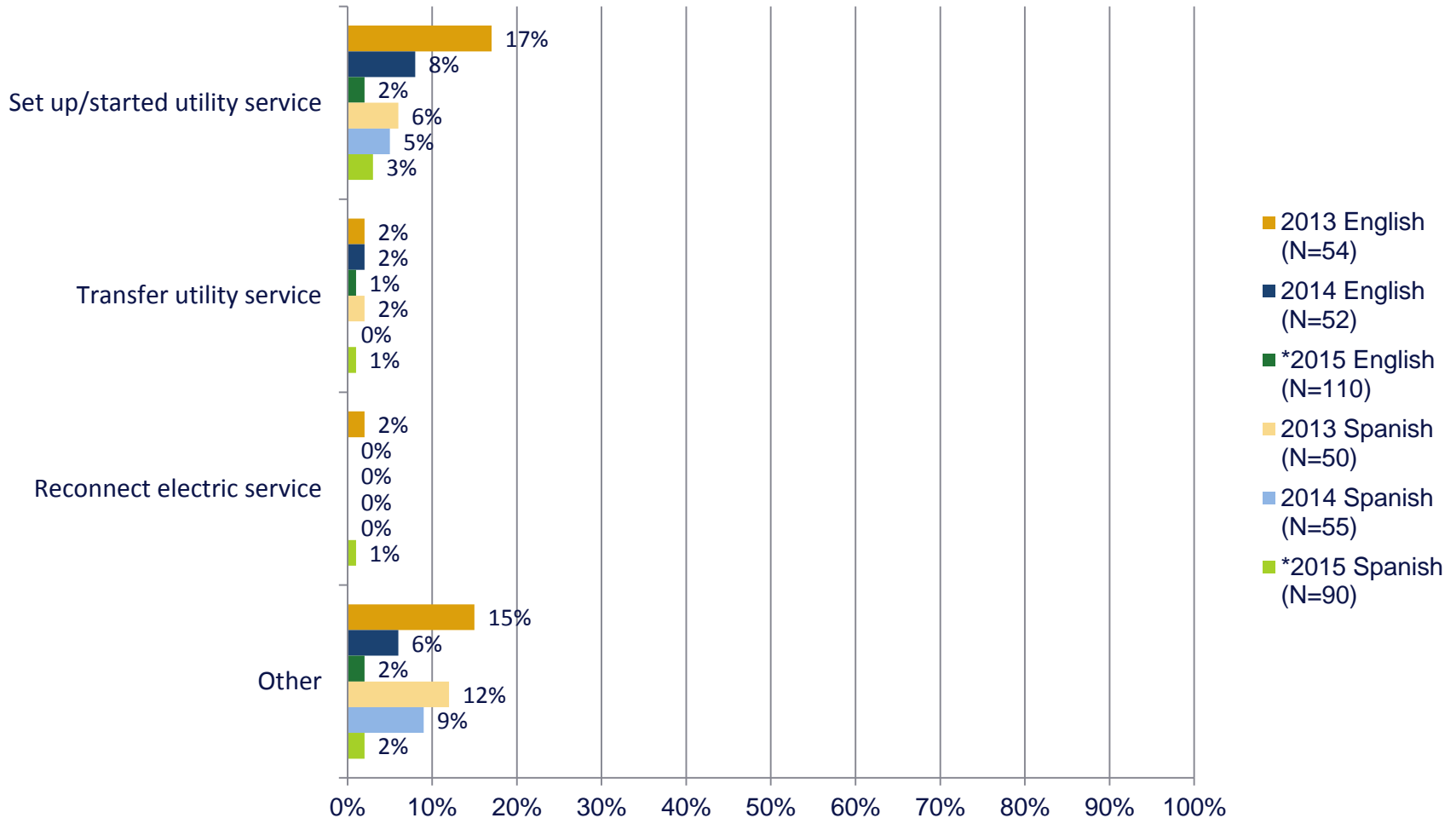
Residential Customers



# Reasons for Visiting Service Centers by Survey Language

Note: Percentages add up to more than 100% due to multiple responses.

Chart 2 of 2



Residential Customers



# Service Center Staff Ratings by Survey Language

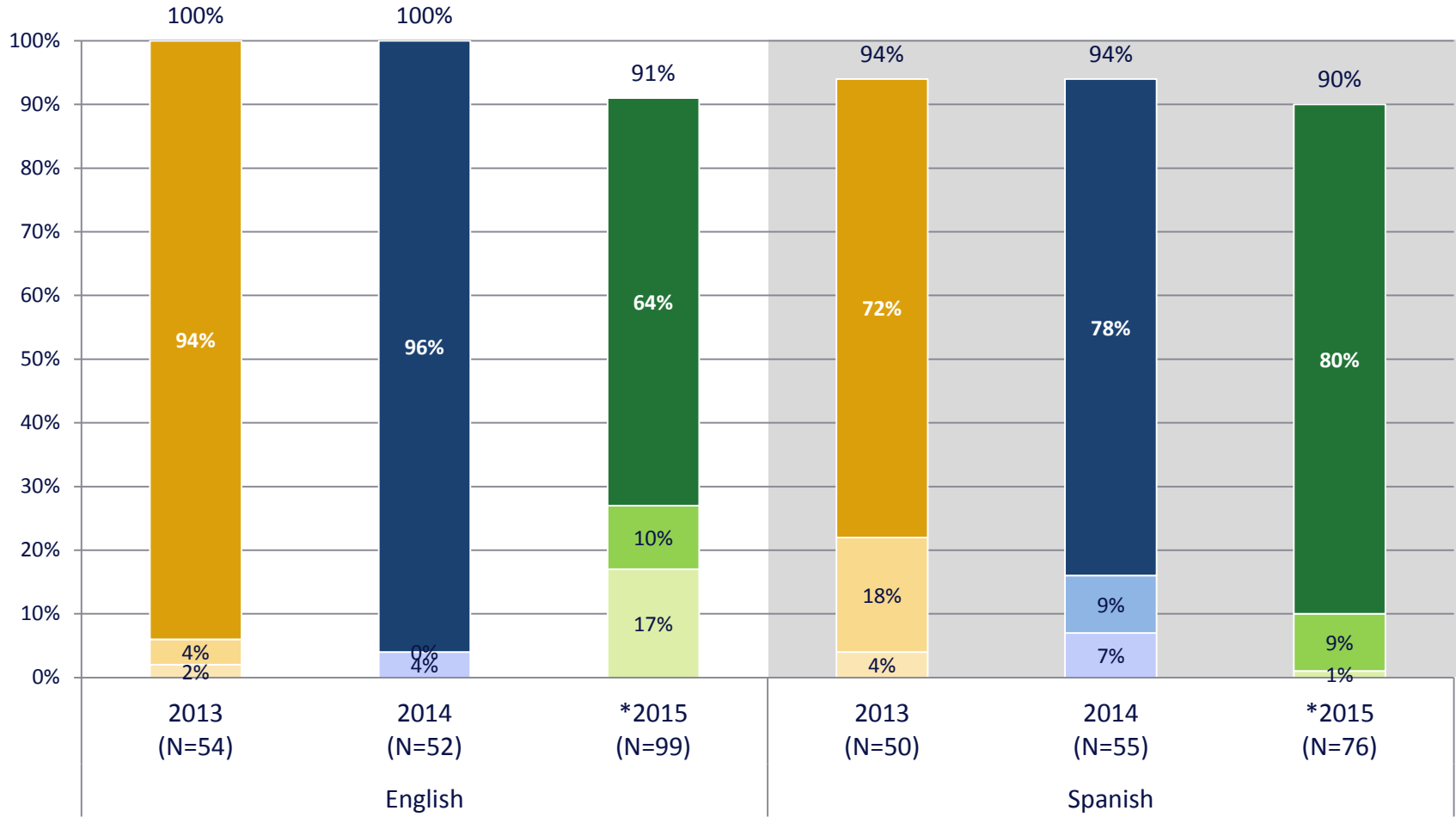
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Friendliness of the Staff

Chart 1 of 5

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Survey Language

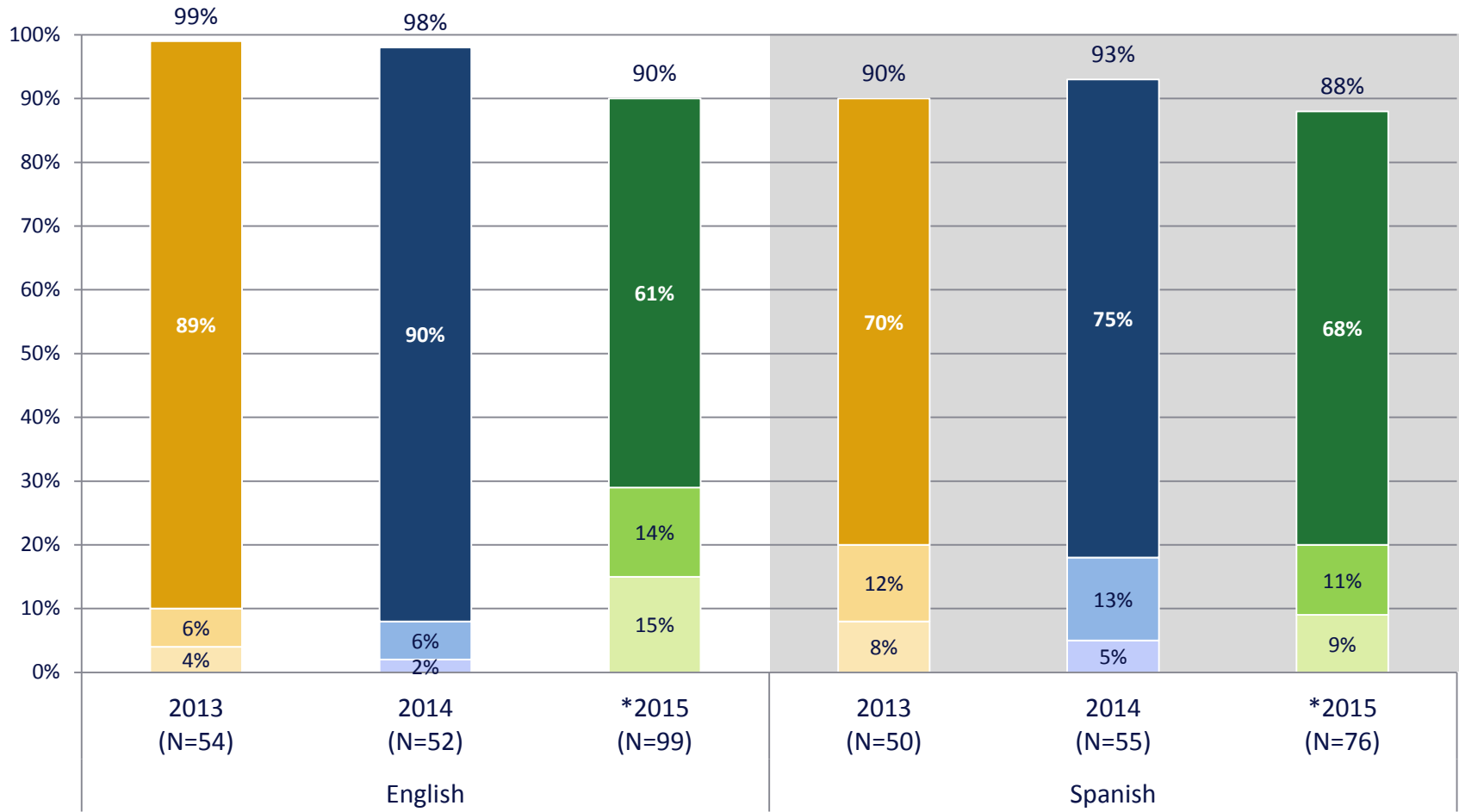
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Ability of Staff to Answer Questions

Chart 2 of 5

8, 9, & 10 ratings shown



Residential Customers





# Service Center Staff Ratings by Survey Language

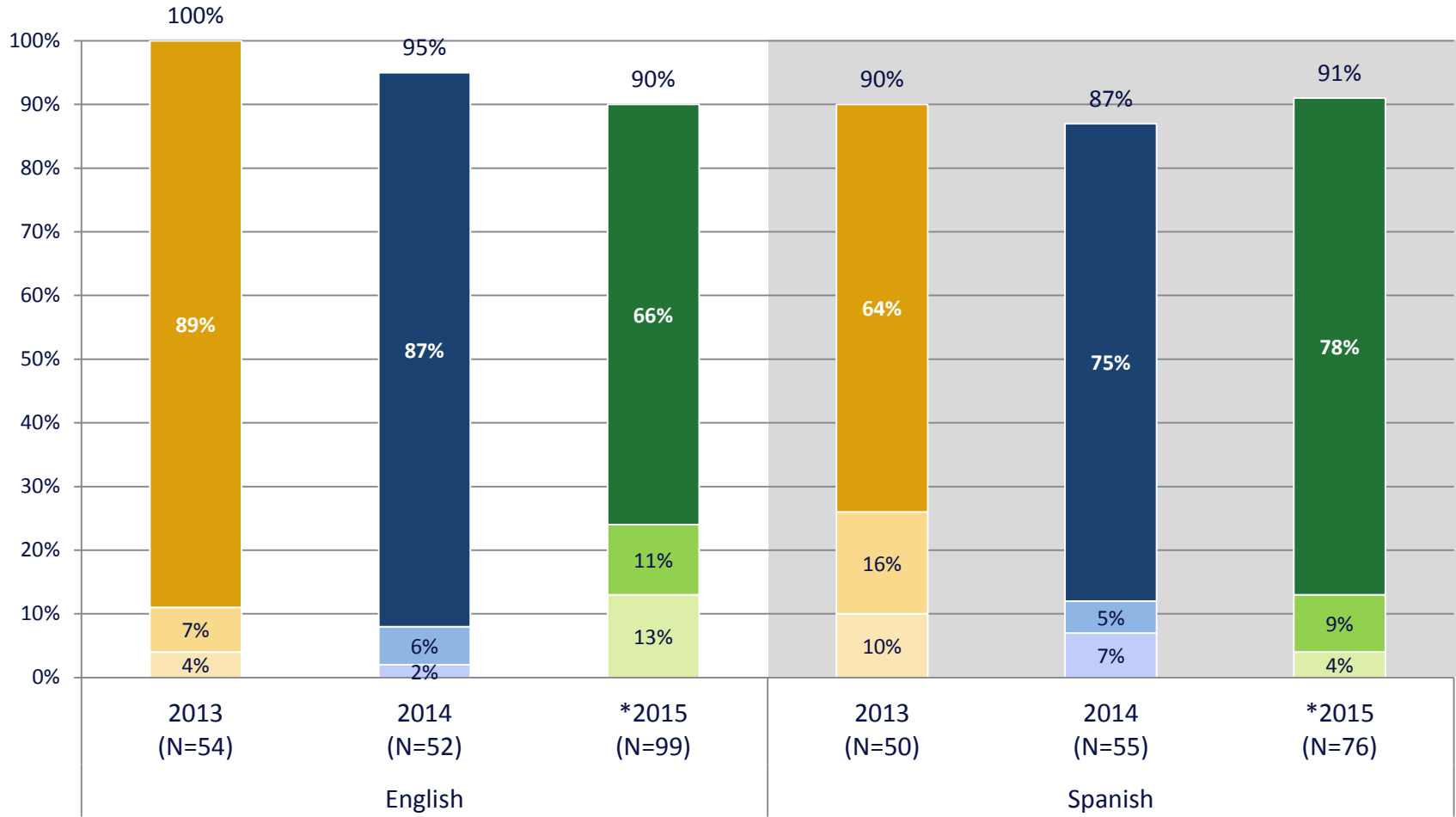
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Communicates in an Easy to Understand Way

Chart 3 of 5

8, 9, & 10 ratings shown



Residential Customers



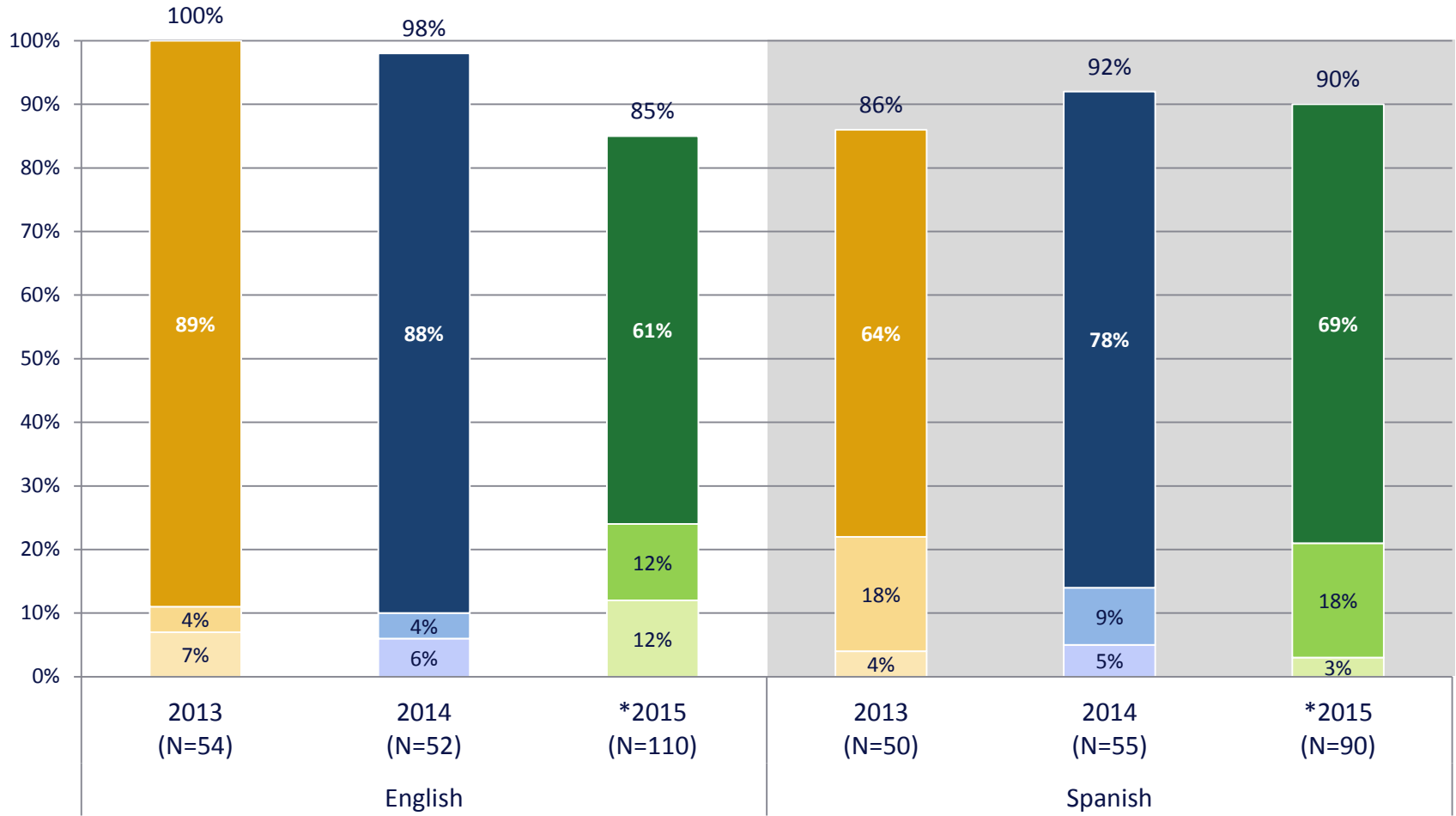


# Service Center Staff Ratings by Survey Language

(1 = very poor; 10 = very good)

## Promptness of Service Overall

Chart 4 of 5  
8, 9, & 10 ratings shown



Residential Customers







# Service Center Staff Ratings by Survey Language

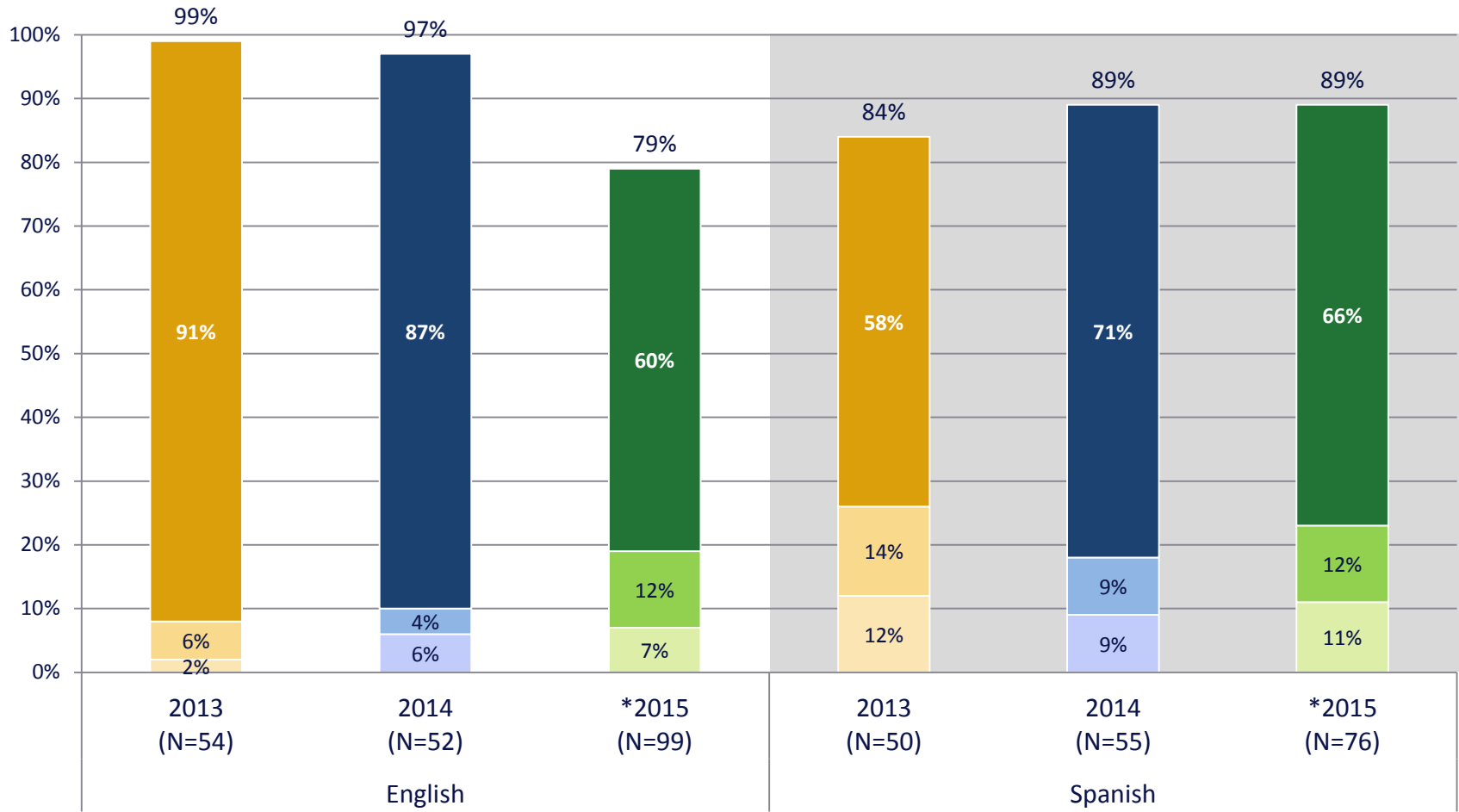
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Willingness of Staff to Go the Extra Mile

Chart 5 of 5

8, 9, & 10 ratings shown



Residential Customers





# Service Center Facility Ratings by Survey Language

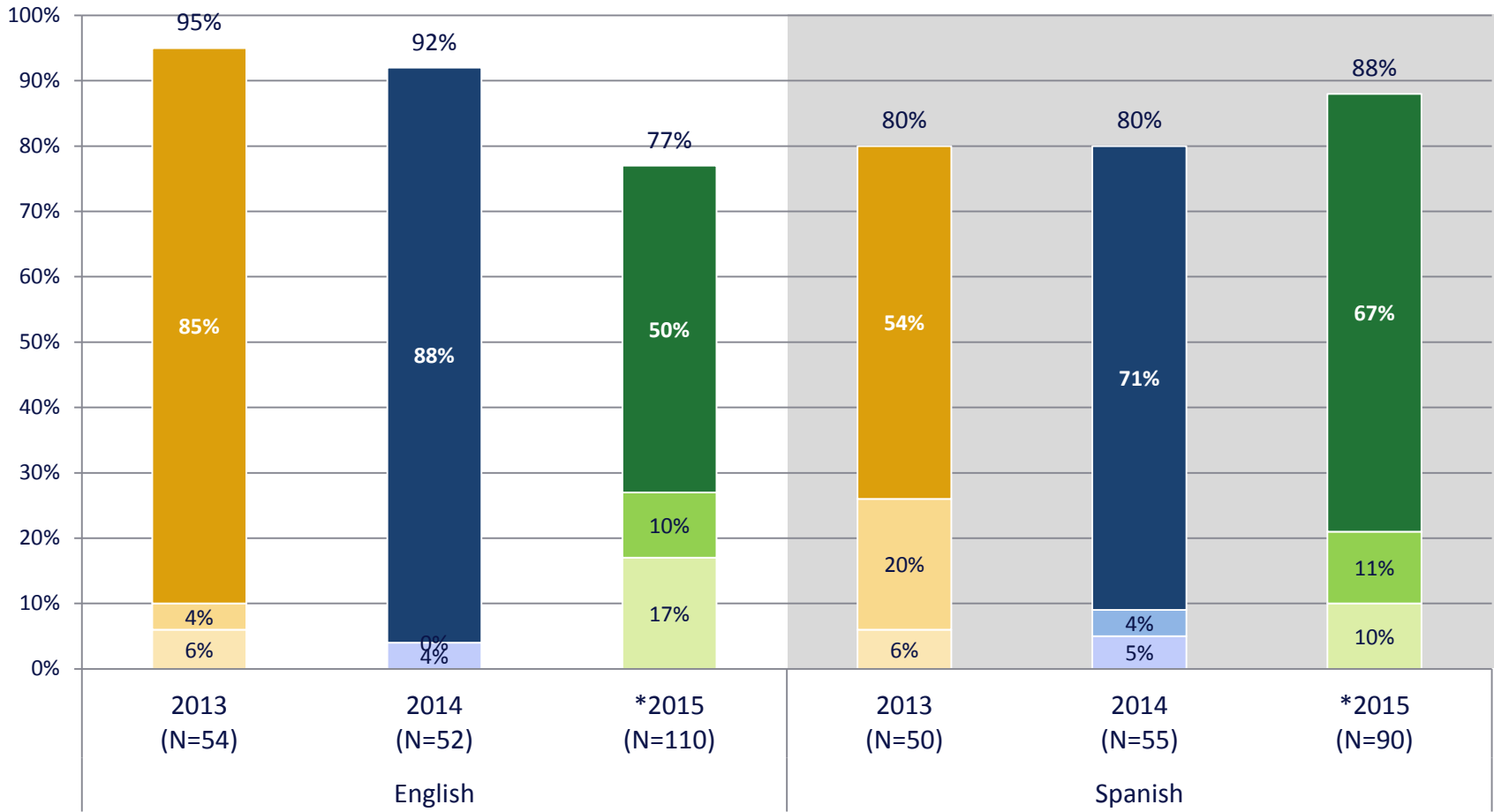
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Services Available at the Facility

Chart 1 of 3

8, 9, & 10 ratings shown



Residential Customers





# Service Center Facility Ratings by Survey Language

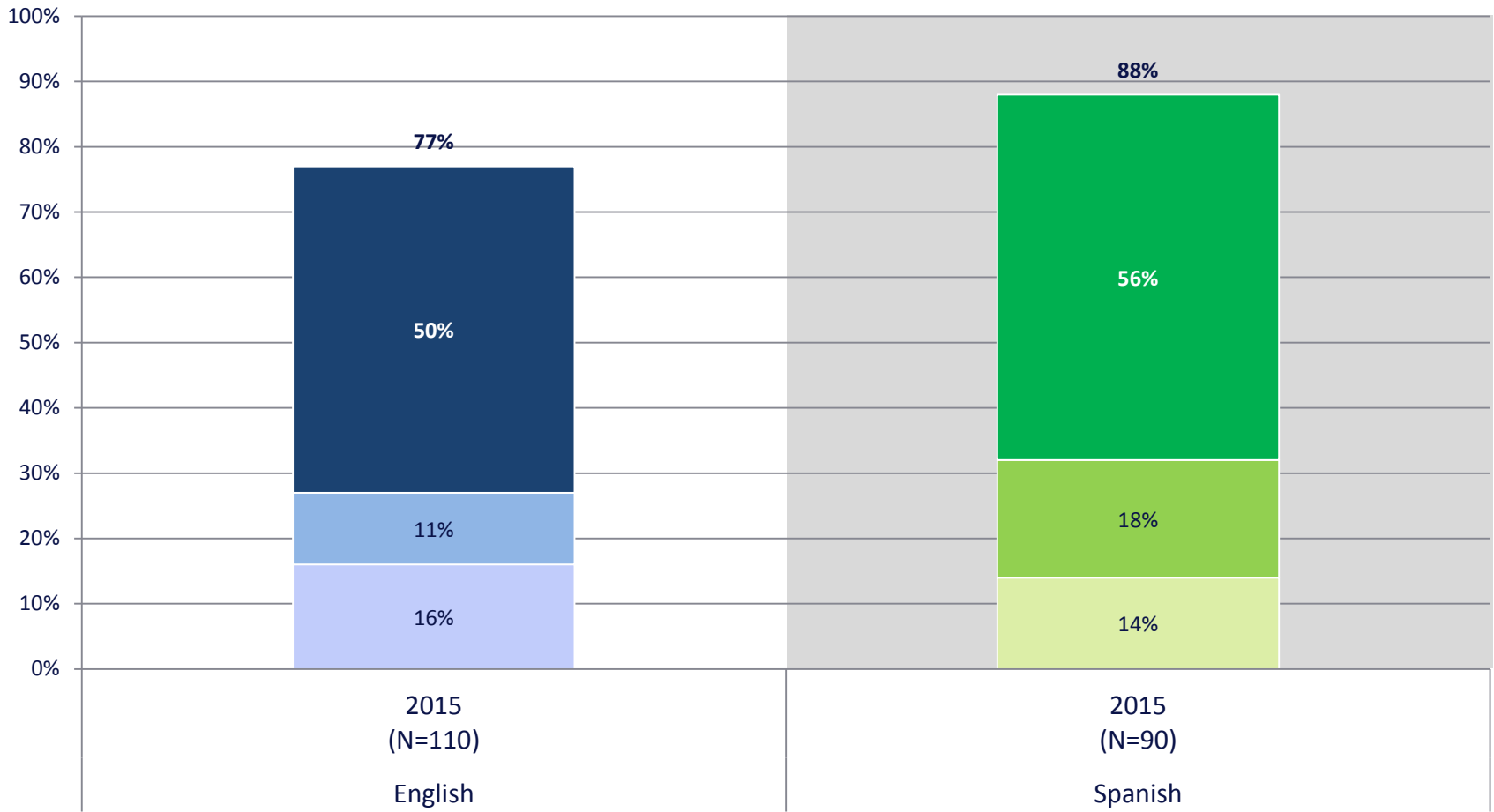
(1 = very poor; 10 = very good)

Note: New question asked in 2015.

Chart 2 of 3

## Convenience of the Days of Operation

8, 9, & 10 ratings shown



Residential Customers



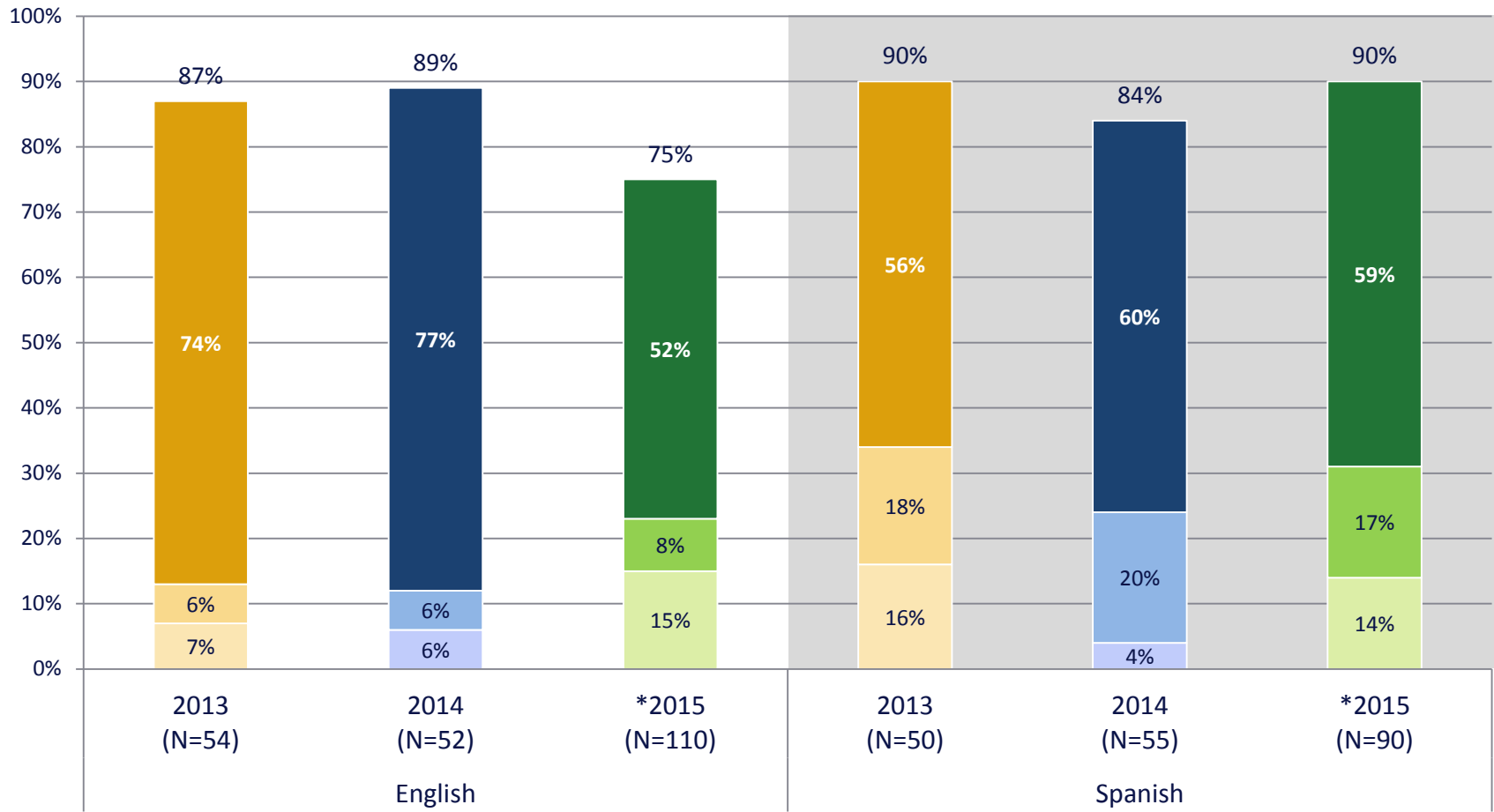


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Convenience of the Hours of Operation

Chart 3 of 3  
8, 9, & 10 ratings shown



Residential Customers



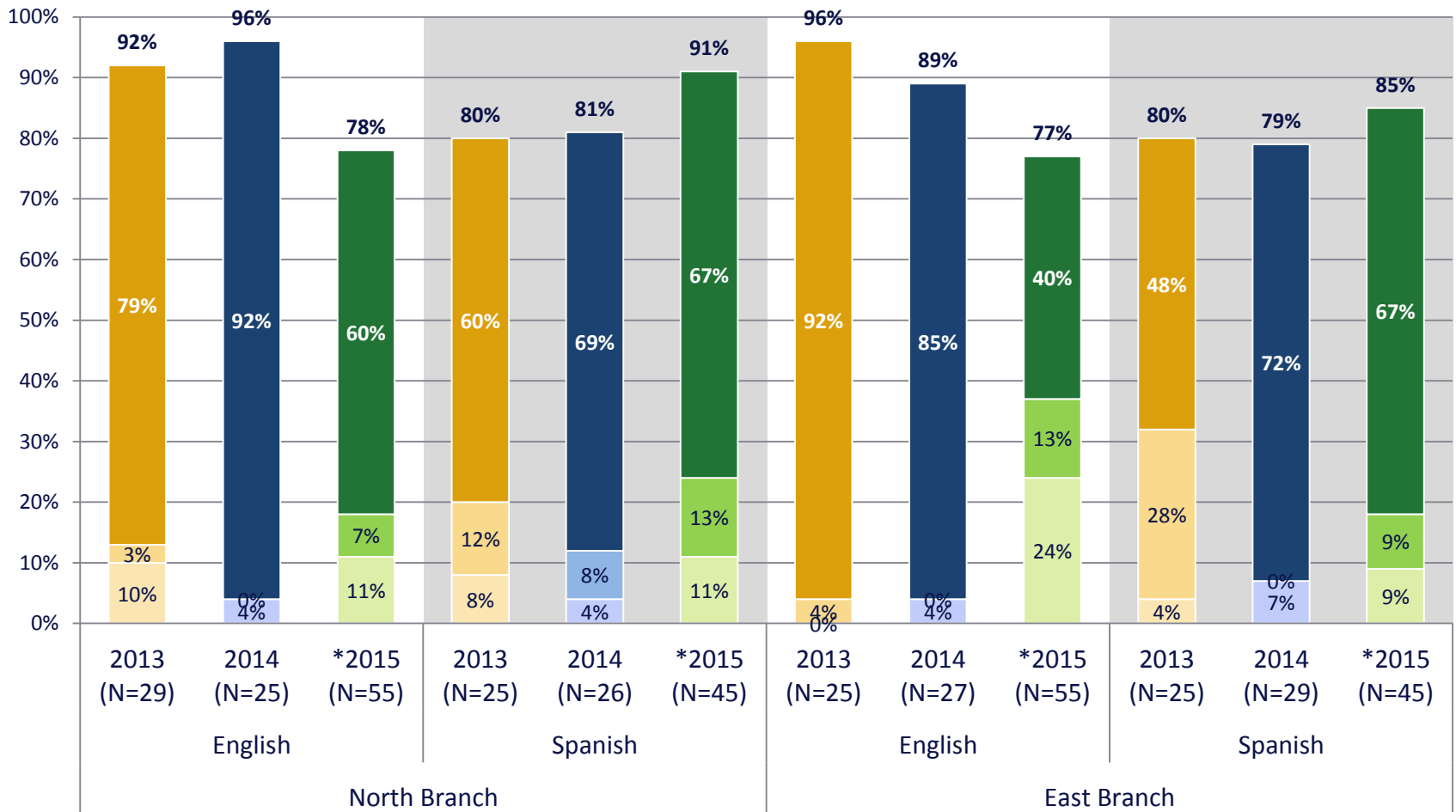


# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

## Services Available at the Facility

Chart 1 of 3  
8, 9, & 10 ratings shown



Residential Customers





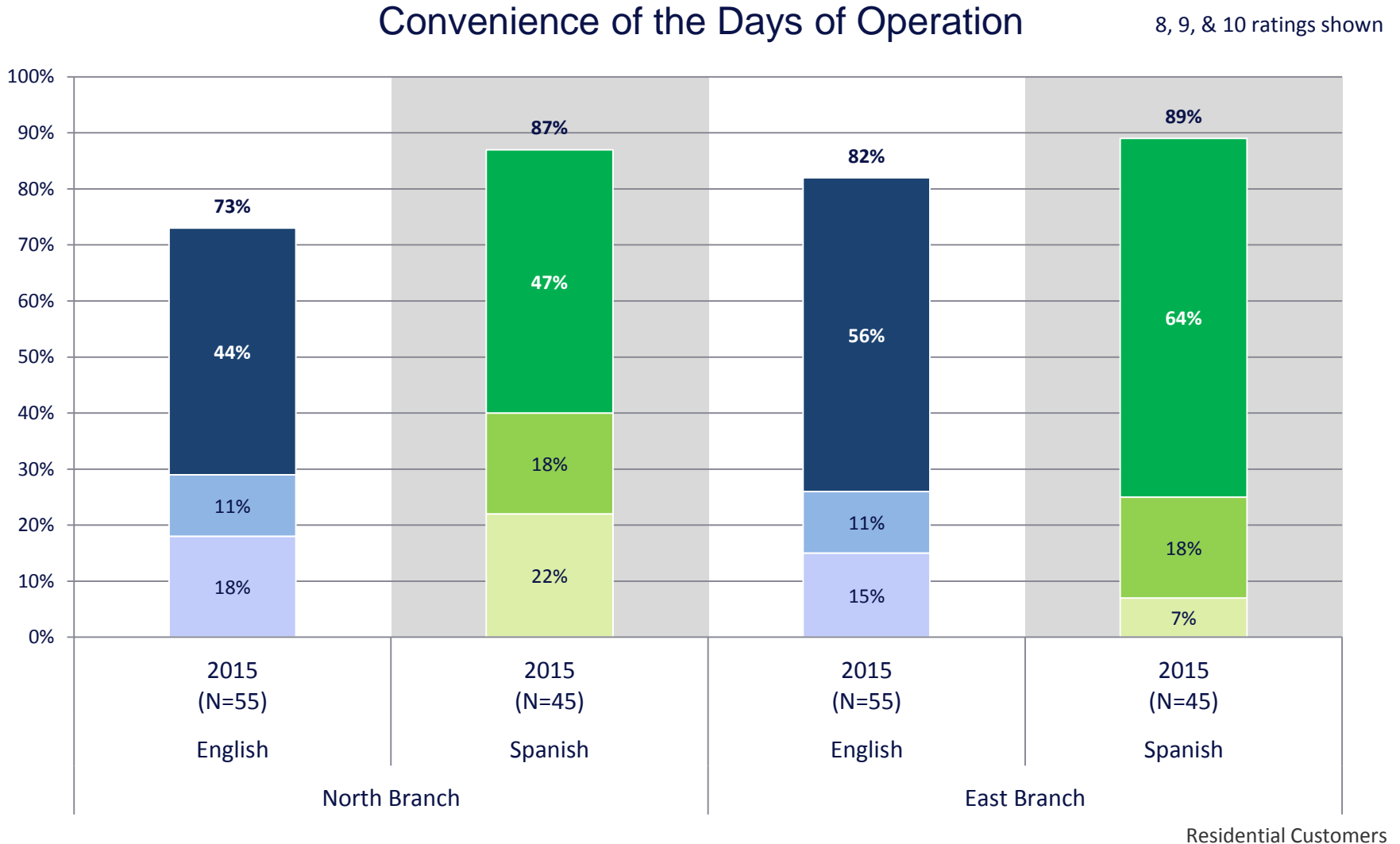
# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

Note: New question asked in 2015.

Chart 2 of 3

8, 9, & 10 ratings shown





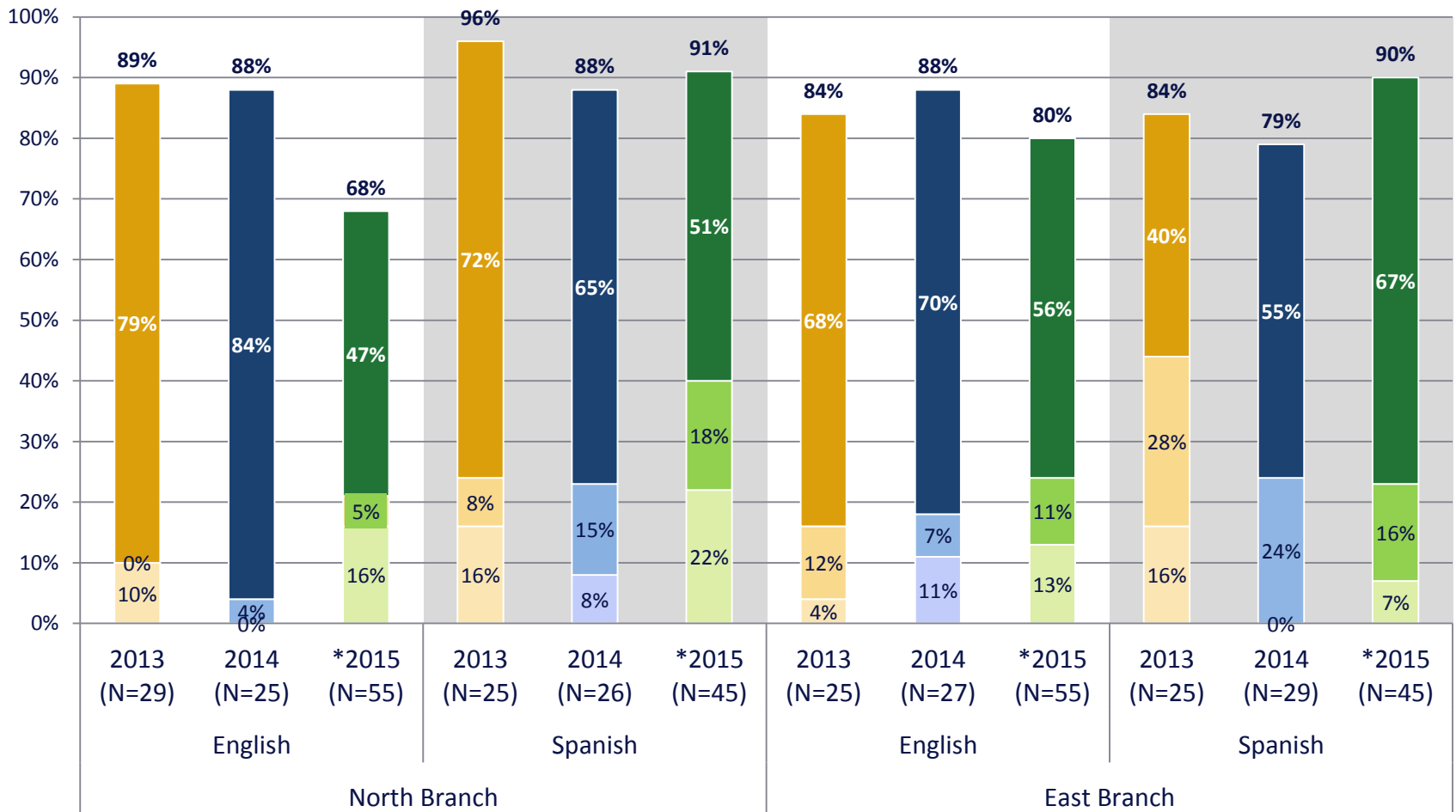
# Service Center Facility Ratings by Survey Language

(1 = very poor; 10 = very good)

Chart 3 of 3

8, 9, & 10 ratings shown

## Convenience of the Hours of Operation



Residential Customers

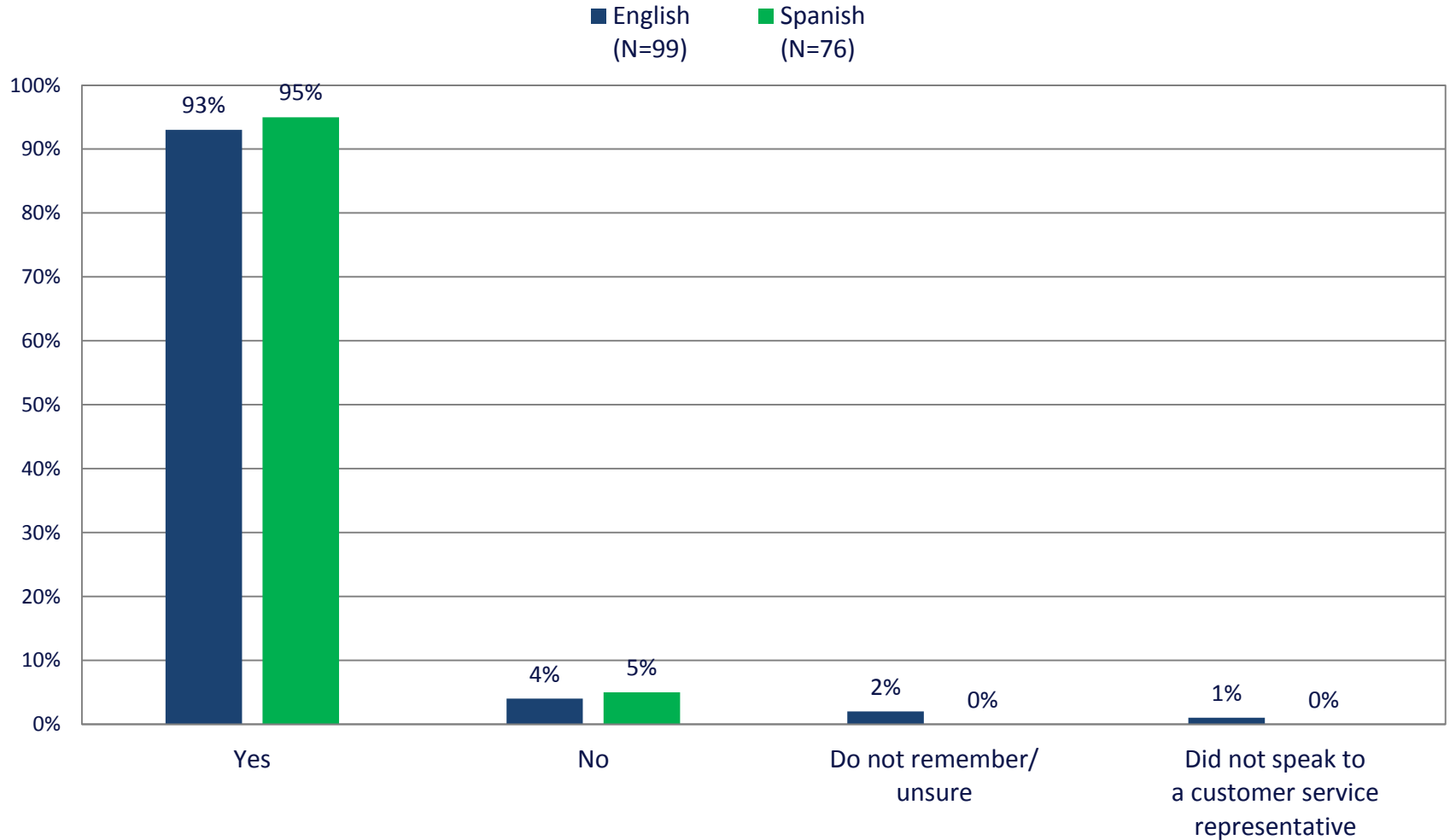




# Customer Service Representative's Ability to Understand Issue or Concern

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



Residential Customers



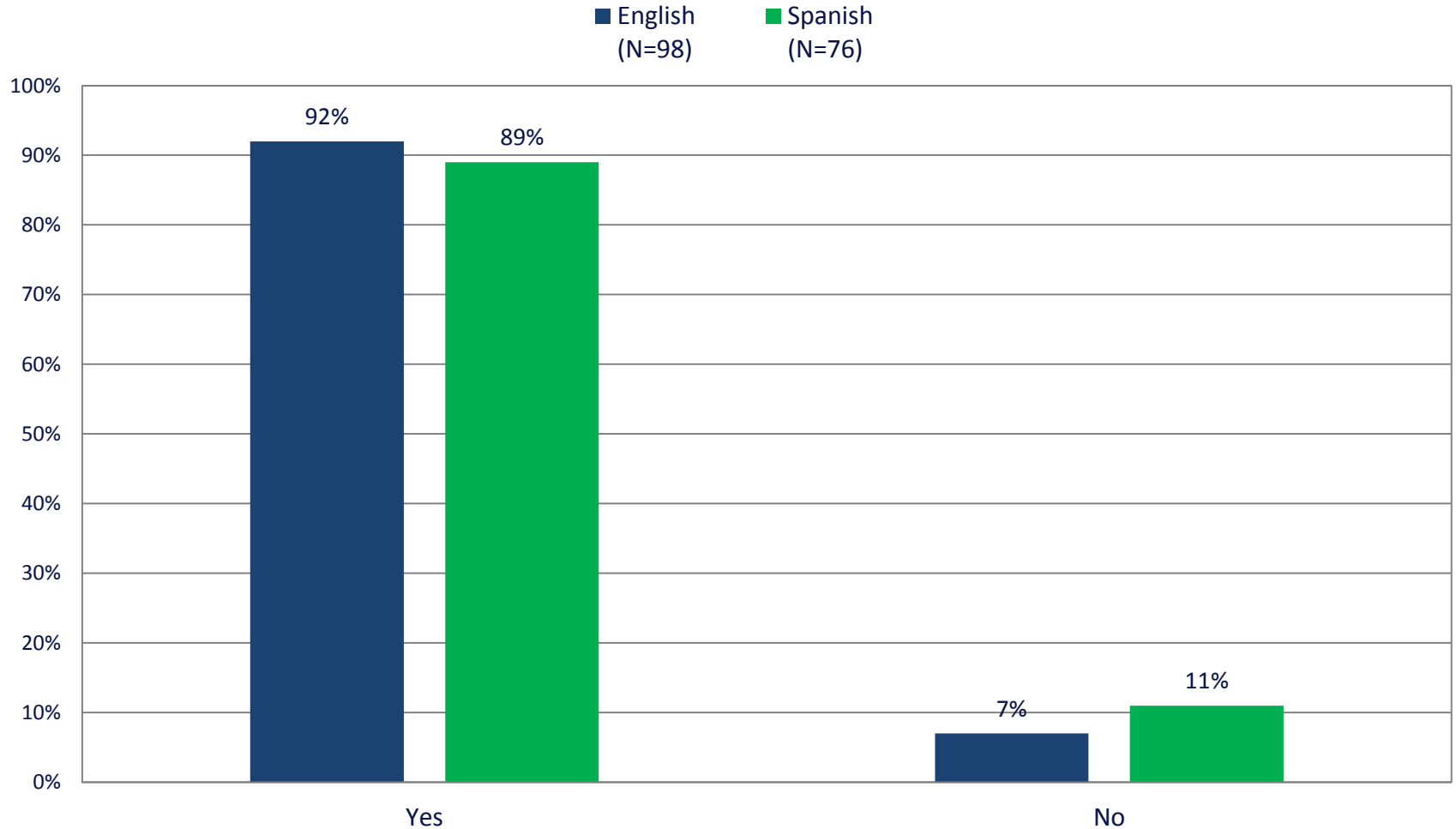




# Customer Service Representative's Ability to Resolve Issue at Time of Visit

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



Residential Customers





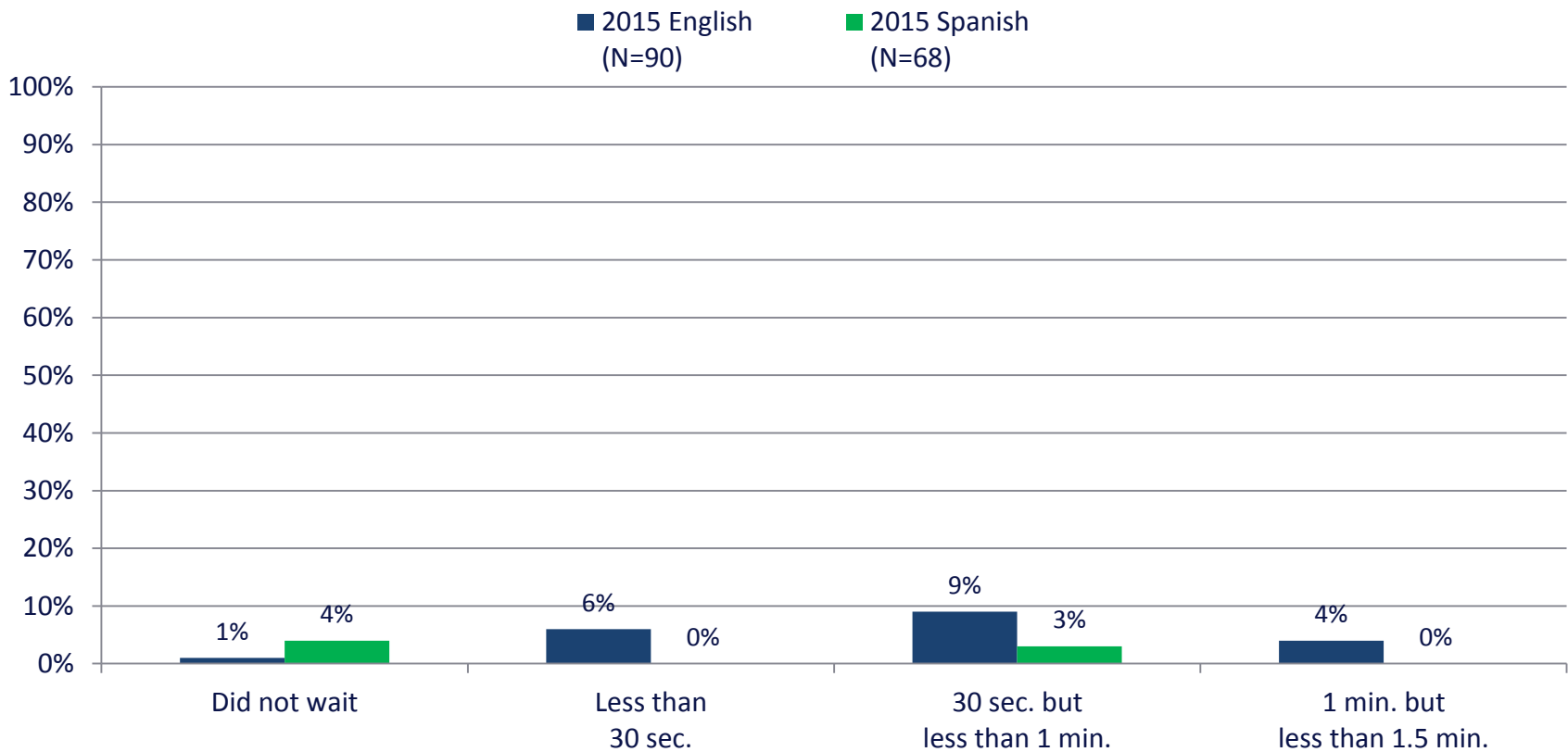
# Length of Time Customer Service Representative Took to Resolve Issue

Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.

Average Wait Time	English	Spanish
	2015	2015
	5.26	6.54

Chart 1 of 2



Residential Customers





# Length of Time Customer Service Representative Took to Resolve Issue

Note: New question asked in 2015.

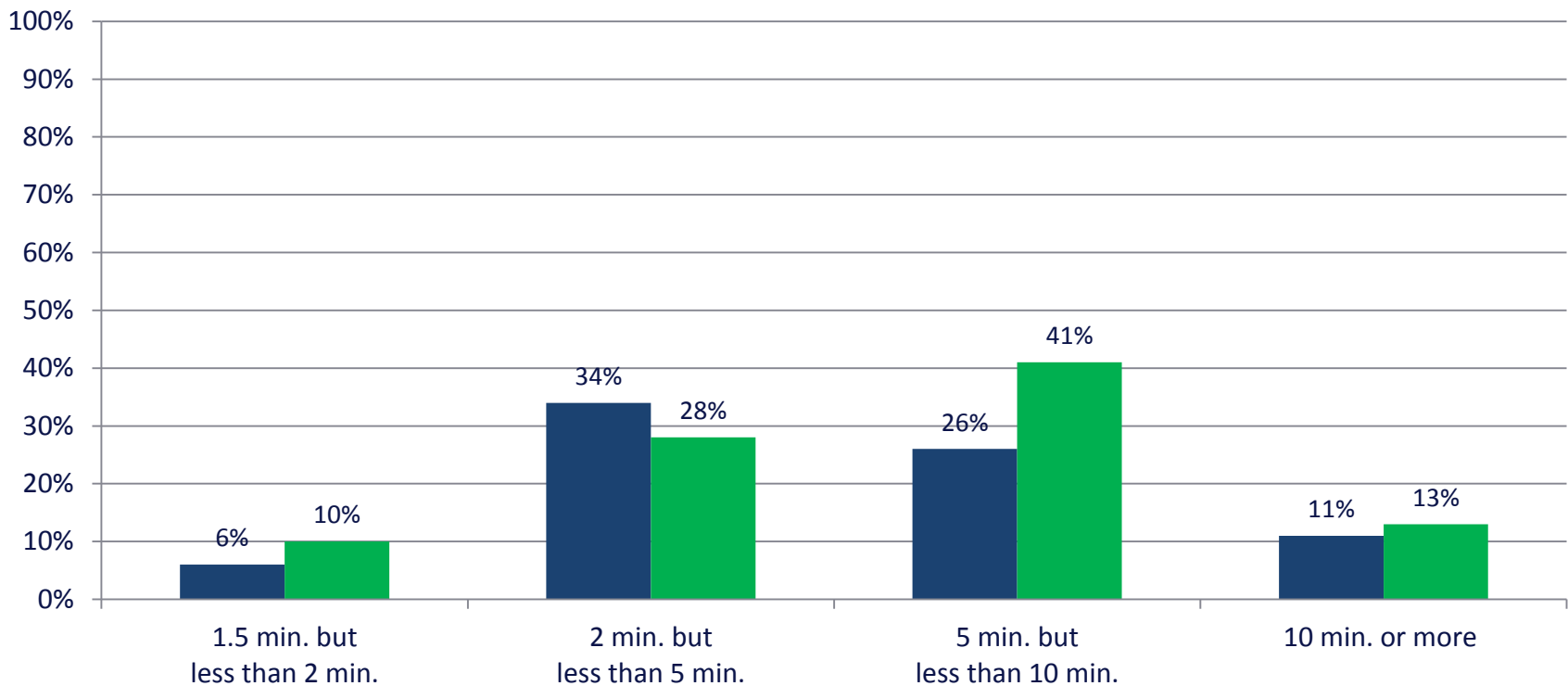
Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.

Chart 2 of 2

Average Wait Time	English	Spanish
	2015	2015
	5.26	6.54

■ 2015 English  
(N=90)

■ 2015 Spanish  
(N=68)



Residential Customers

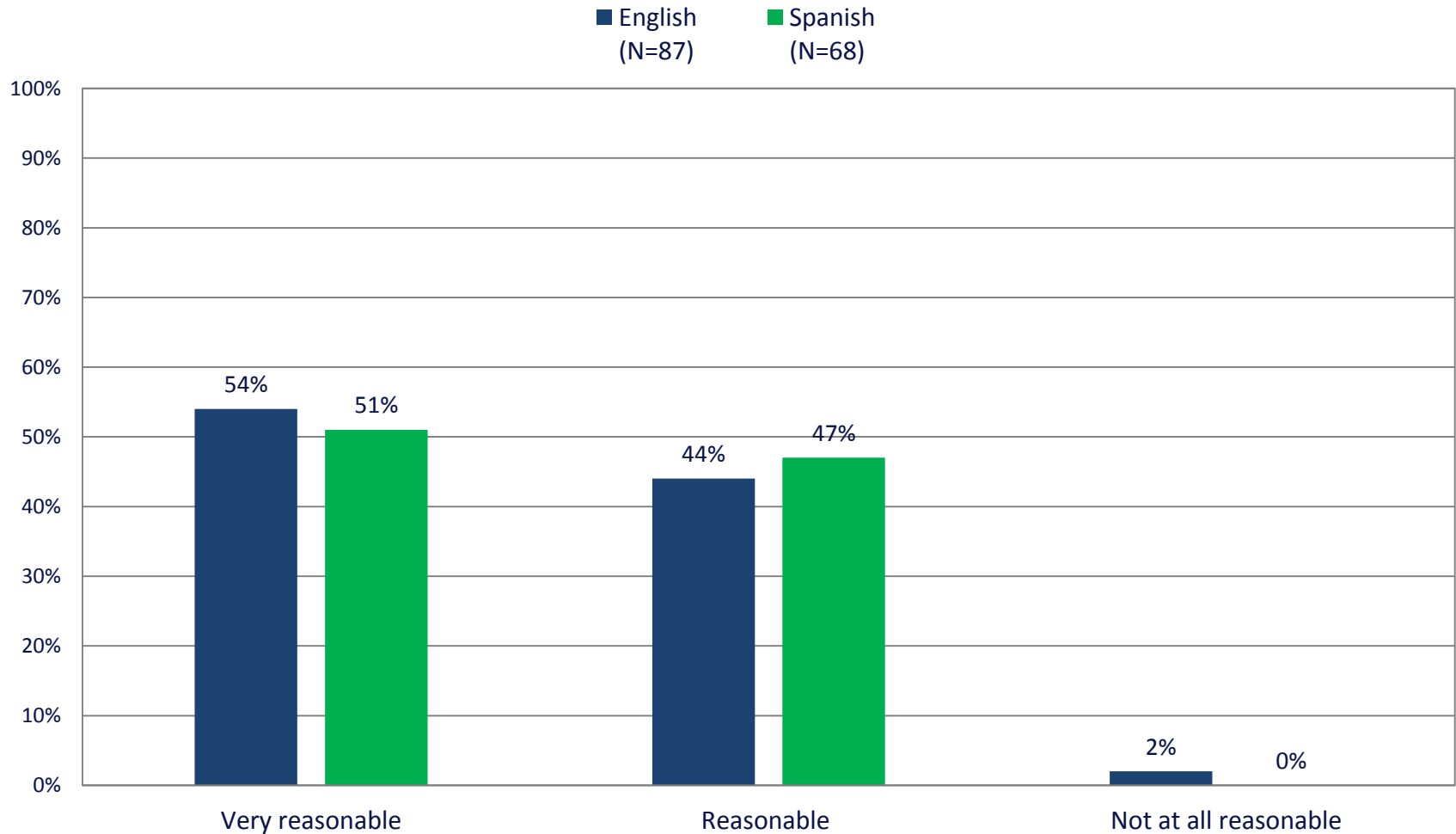




# How Reasonable Was Wait Time to Resolve Issue

Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.



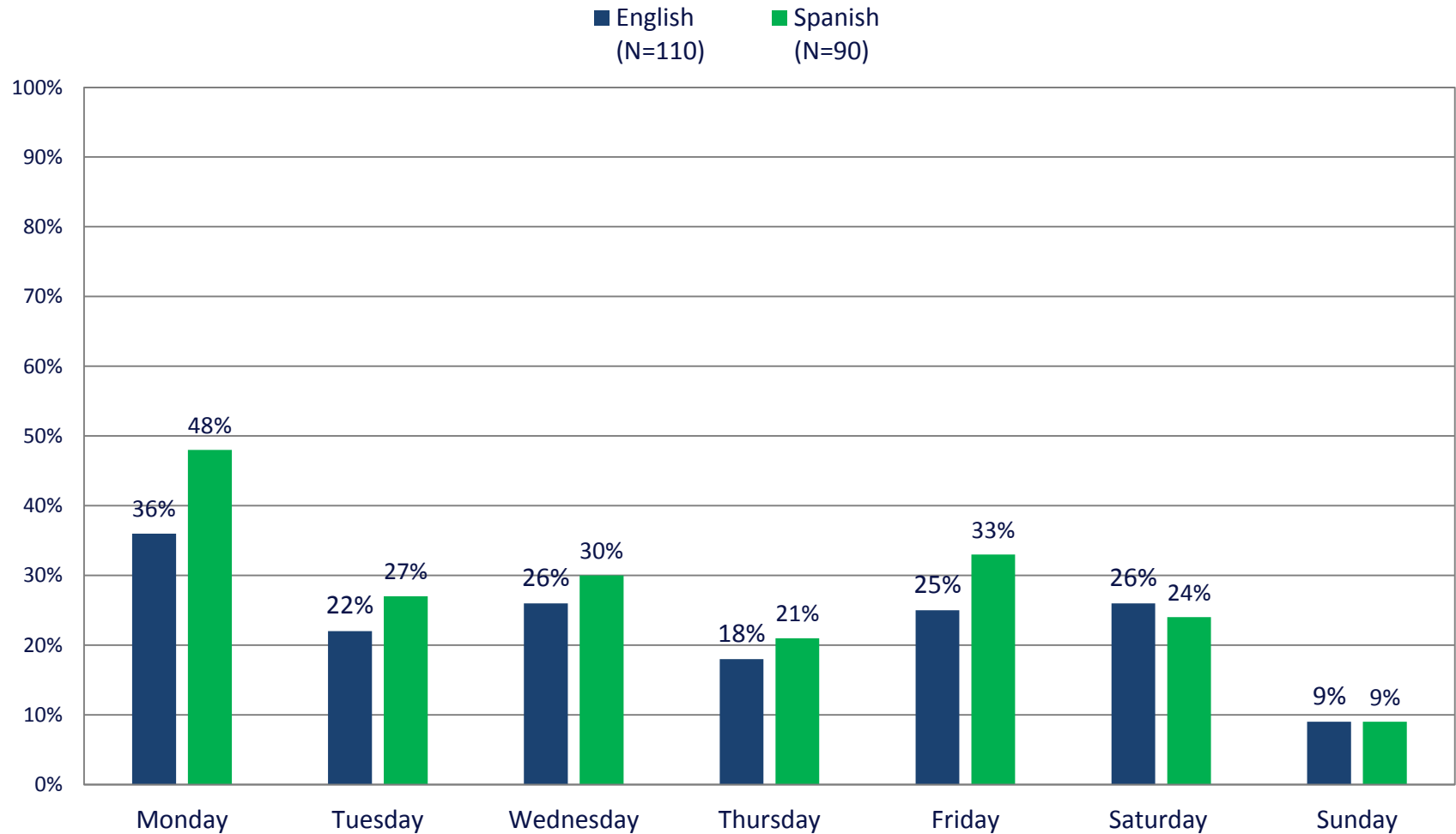
Residential Customers



# Service Center Day Prefer To Do Business

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.



Residential Customers



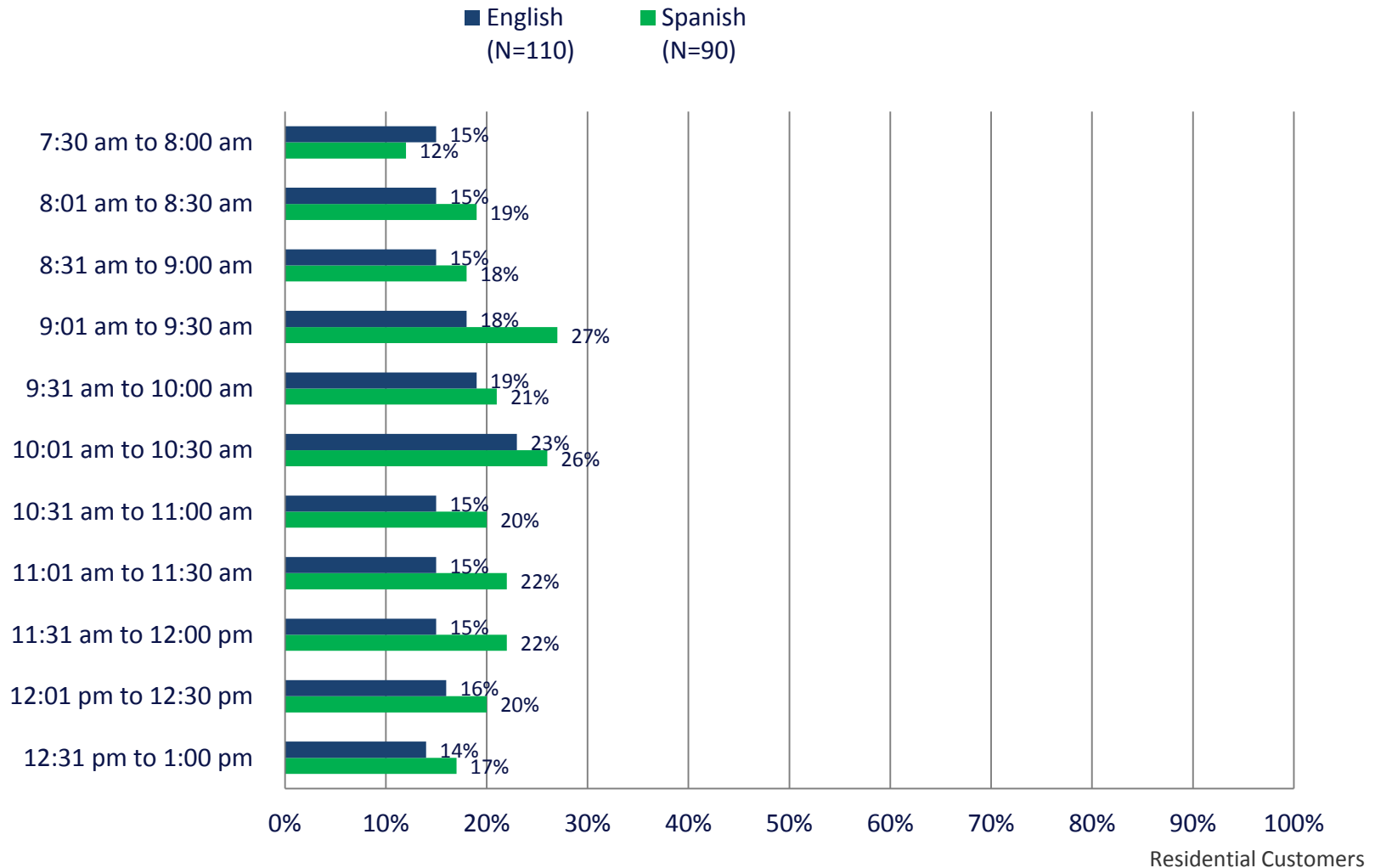


# Service Center Time Prefer To Do Business

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

Chart 1 of 2

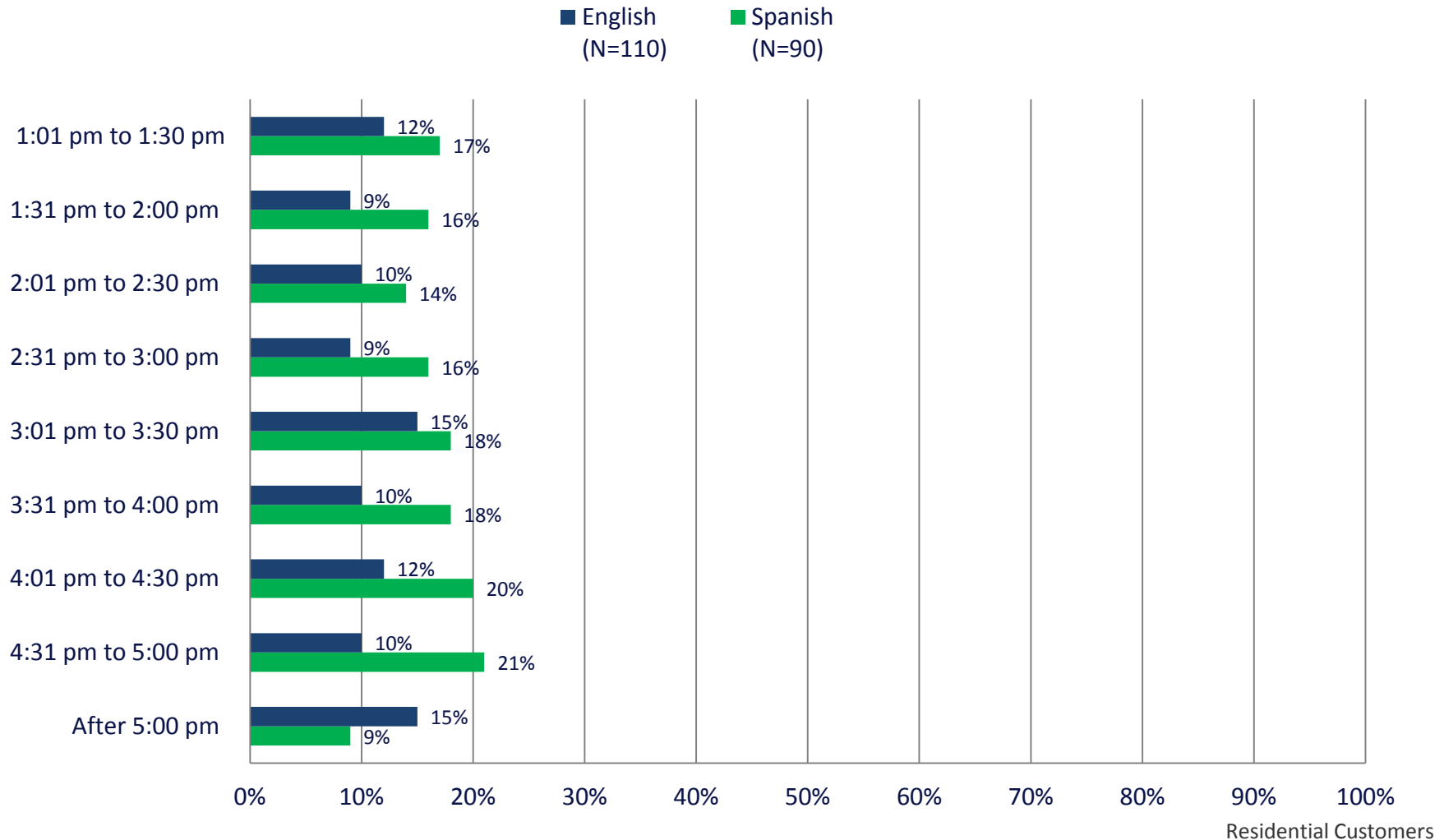




# Service Center Time Prefer To Do Business

Note: New question asked in 2015.  
Note: Percentages add up to more than 100% due to multiple responses.

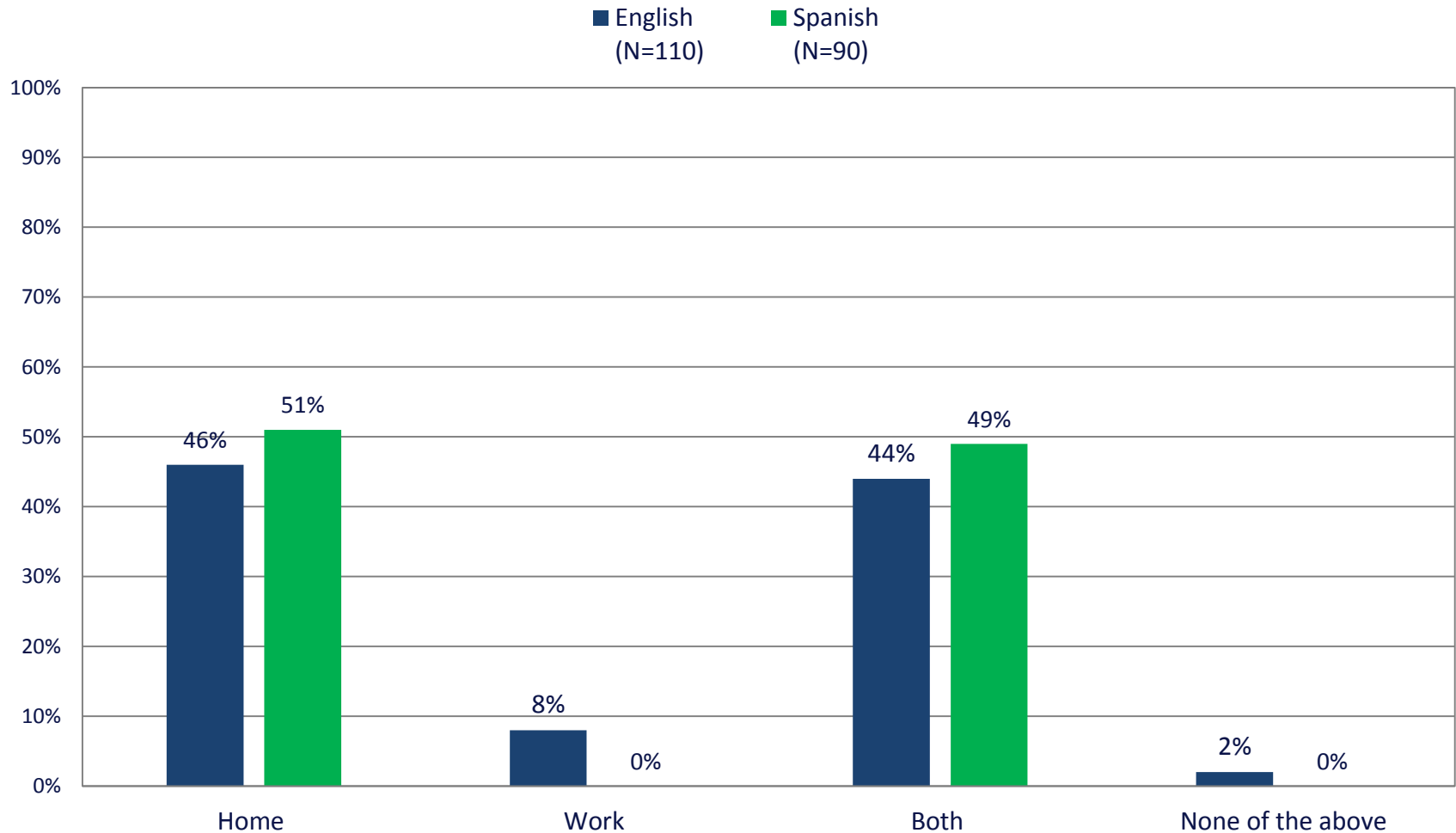
Chart 2 of 2





# Preference of Service Center Location

Note: New question asked in 2015.



Residential Customers







# Service Center TV Monitor Awareness

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

	English	Spanish
<b>Have Noticed TV Monitors</b>		
Yes	49%	61%
No	41%	29%
<b>Base: Those who spoke to a Customer Service Representative.</b>	<b>98</b>	<b>76</b>
<b>Find Information on TV beneficial or learned anything new about Austin Energy's energy saving programs</b>		
Yes	35%	54%
No	38%	9%
<b>Base: Those who noticed TV monitors located at the Utility Customer Service Center.</b>	<b>48</b>	<b>46</b>



	English	Spanish
<b>Program Topics</b>		
Save energy, energy conservation	4	15
Energy-efficiency improvements, home improvements	7	4
Programs available	4	3
Save money	3	2
Water conservation	2	0
Alternative energy (wind, solar, etc.)	1	0
<b>Base: Those who learned something beneficial or new on the Utility Customers Service Center TV monitors.</b>	<b>17</b>	<b>25</b>

Residential Customers



13. When visiting the Utility Customer Service Center, did you notice the TV monitors located at the Utility Customer Service Center?201

14. Did you find the information on the television beneficial or learn anything new about Austin Energy's energy saving programs?

15. Please explain what was beneficial to you or what you learned.



# Service Center TV Monitor Awareness

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Have Noticed TV Monitors</b>				
Yes	49%	63%	49%	58%
No	41%	25%	41%	33%
<b>Base: Those who spoke to a Customer Service Representative.</b>	<b>49</b>	<b>40</b>	<b>49</b>	<b>36</b>
<b>Find Information on TV beneficial or learned anything new about Austin Energy's energy saving programs</b>				
Yes	42%	68%	29%	38%
No	33%	4%	42%	14%
<b>Base: Those who noticed TV monitors located at the Utility Customer Service Center.</b>	<b>24</b>	<b>25</b>	<b>24</b>	<b>21</b>



	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Program Topics</b>				
Save energy, energy conservation	4	12	0	3
Energy-efficiency improvements, home improvements	5	3	2	1
Programs available	1	1	3	2
Save money	1	0	2	2
Water conservation	1	0	1	0
Alternative energy (wind, solar, etc.)	1	0	0	0
<b>Base: Those who learned something beneficial or new on the Utility Customers Service Center TV monitors.</b>	<b>10</b>	<b>17</b>	<b>7</b>	<b>8</b>

Residential Customers



13. When visiting the Utility Customer Service Center, did you notice the TV monitors located at the Utility Customer Service Center?202

14. Did you find the information on the television beneficial or learn anything new about Austin Energy's energy saving programs?

15. Please explain what was beneficial to you or what you learned.



# Usefulness of Service Center Brochures

Note: New question asked in 2015.

	English	Spanish
<b>Find Brochures Useful</b>		
Yes	52%	68%
No	22%	17%
<b>Base: Those who were aware of the brochures provided at the Utility Customer Service Center.</b>	<b>98</b>	<b>76</b>

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Find Brochures Useful</b>				
Yes	57%	60%	47%	78%
No	16%	25%	29%	8%
<b>Base: Those who were aware of the brochures provided at the Utility Customer Service Center.</b>	<b>49</b>	<b>40</b>	<b>49</b>	<b>36</b>

Residential Customers





# Energy Saving Improvements

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

	English	Spanish
<b>Made Energy Savings Improvements To Home</b>		
Yes	34%	69%
No	63%	24%
Don't remember/unsure	4%	7%
<b>Base:</b>	<b>110</b>	<b>90</b>



	English	Spanish
<b>Energy Saving Improvements Made</b>		
Improved air-conditioning, thermostat control	10	21
Turn off lights when not in use	4	26
Changed light bulbs	10	16
Improved insulation, weatherstripping, etc.	8	6
Unplugged appliances	3	12
New, energy efficient appliances	4	4
Improved windows	4	0
Energy program audit	4	1
Added window coverage	2	1
Improved water heater	1	0
Changed behavior	0	1
<b>Base: Those who made energy-efficiency improvements to their home.</b>	<b>37</b>	<b>62</b>

Residential Customers





# Energy Saving Improvements

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Made Energy Savings Improvements To Home</b>				
Yes	33%	62%	35%	76%
No	64%	27%	62%	22%
Don't remember/ unsure	4%	11%	4%	2%
<b>Base:</b>	<b>55</b>	<b>45</b>	<b>55</b>	<b>45</b>



	North Branch		East Branch	
	English	Spanish	English	Spanish
<b>Program Topics</b>				
Improved air-conditioning, thermostat control	5	10	5	11
Turn off lights when not in use	3	8	1	18
Changed light bulbs	3	8	7	8
Improved insulation, weather-stripping, etc.	1	5	7	1
Unplugged appliances	1	6	2	6
New, energy efficient appliances	2	1	2	3
Improved windows	2	0	2	0
Energy program audit	3	0	1	1
Added window coverage	1	0	1	1
Improved water heater	0	0	1	0
Changed behavior	0	0	0	1
<b>Base: Those who made energy-efficiency improvements to their home.</b>	<b>18</b>	<b>28</b>	<b>19</b>	<b>34</b>

Residential Customers





# Energy Saving Improvements Annual Savings

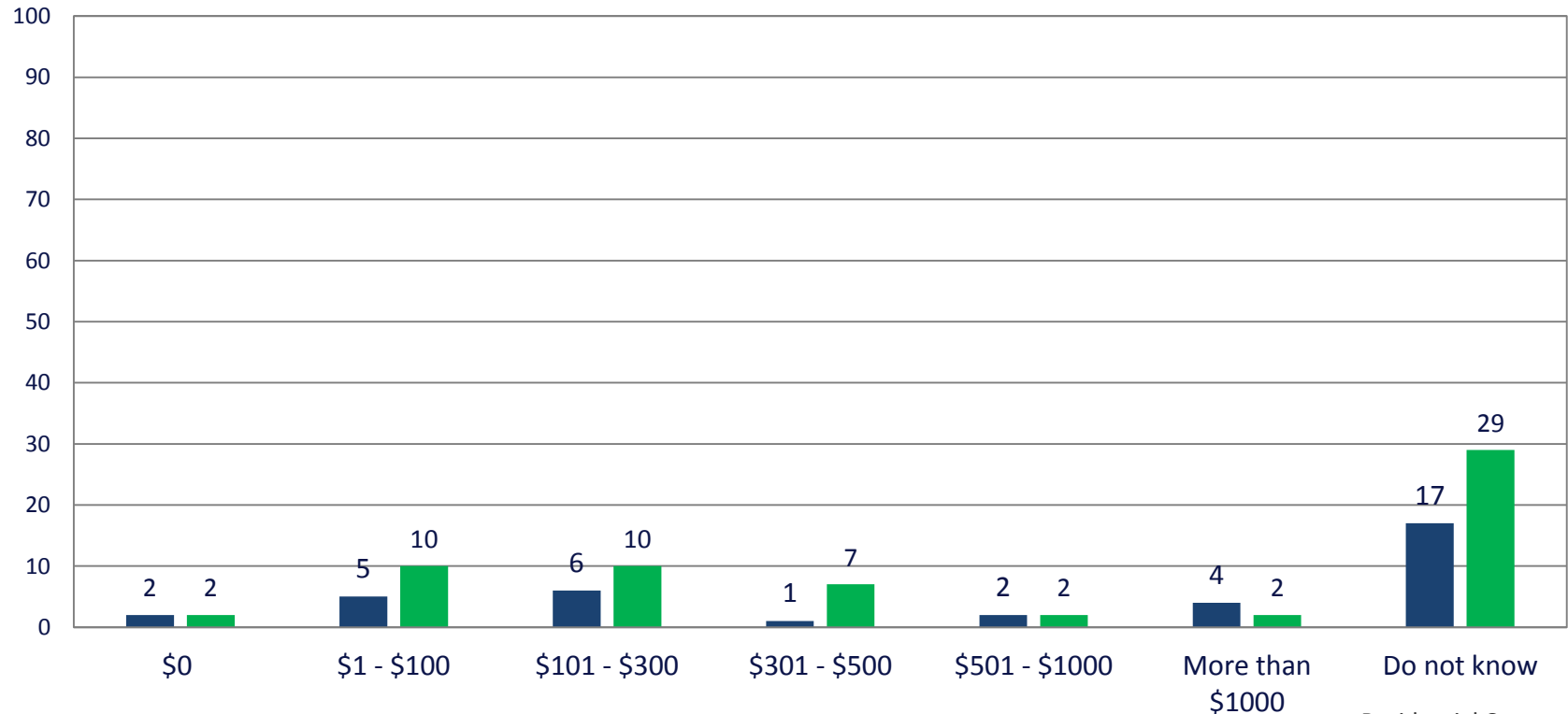
Note: New question asked in 2015.

Base: Those who made energy-efficiency improvements to their home.

Average Savings	North Branch	East Branch
	2015	2015
	\$467.68	\$297.23

English  
(N=37)

Spanish  
(N=62)



Residential Customers

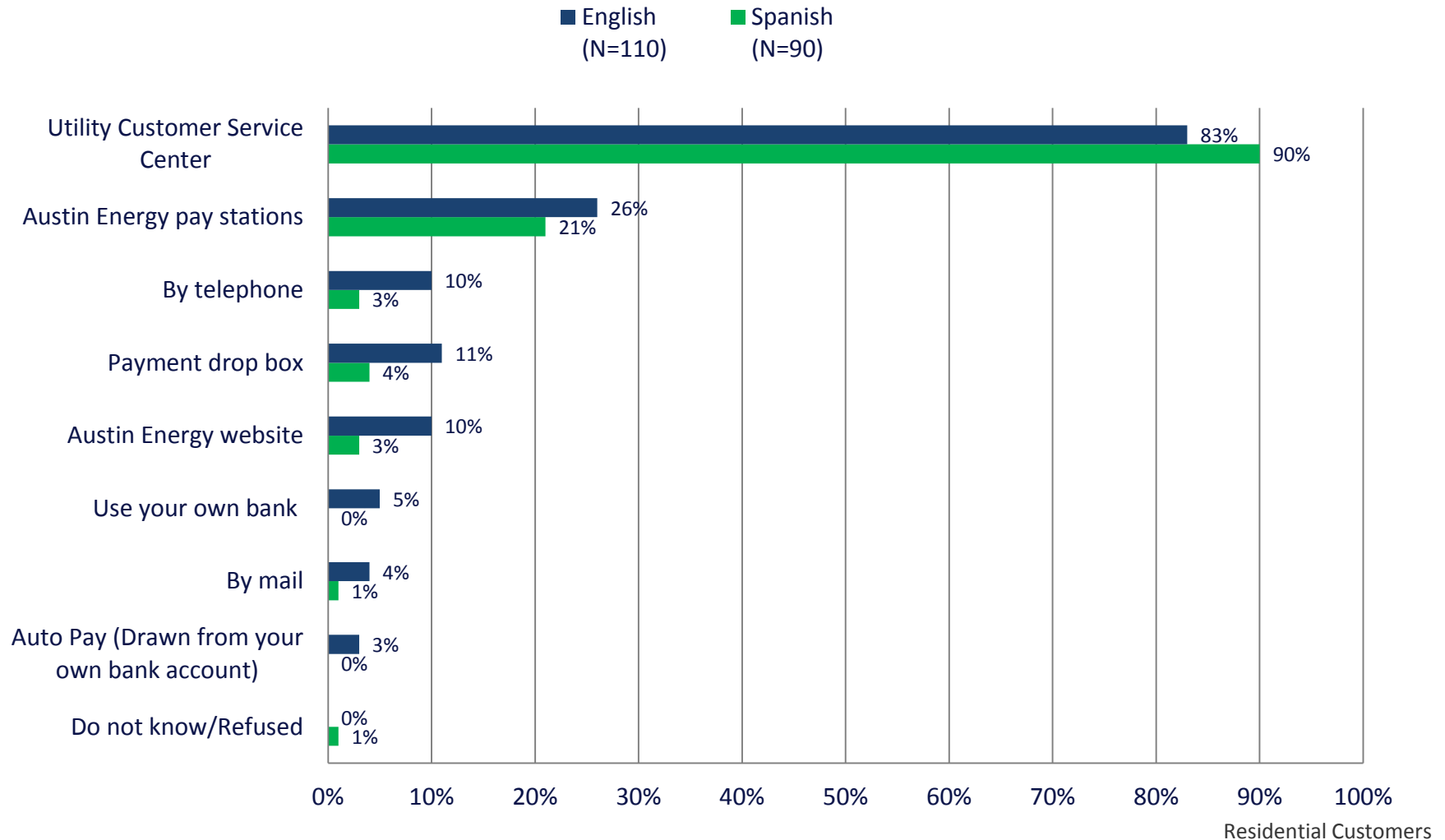




# Payment Option Usually Used

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

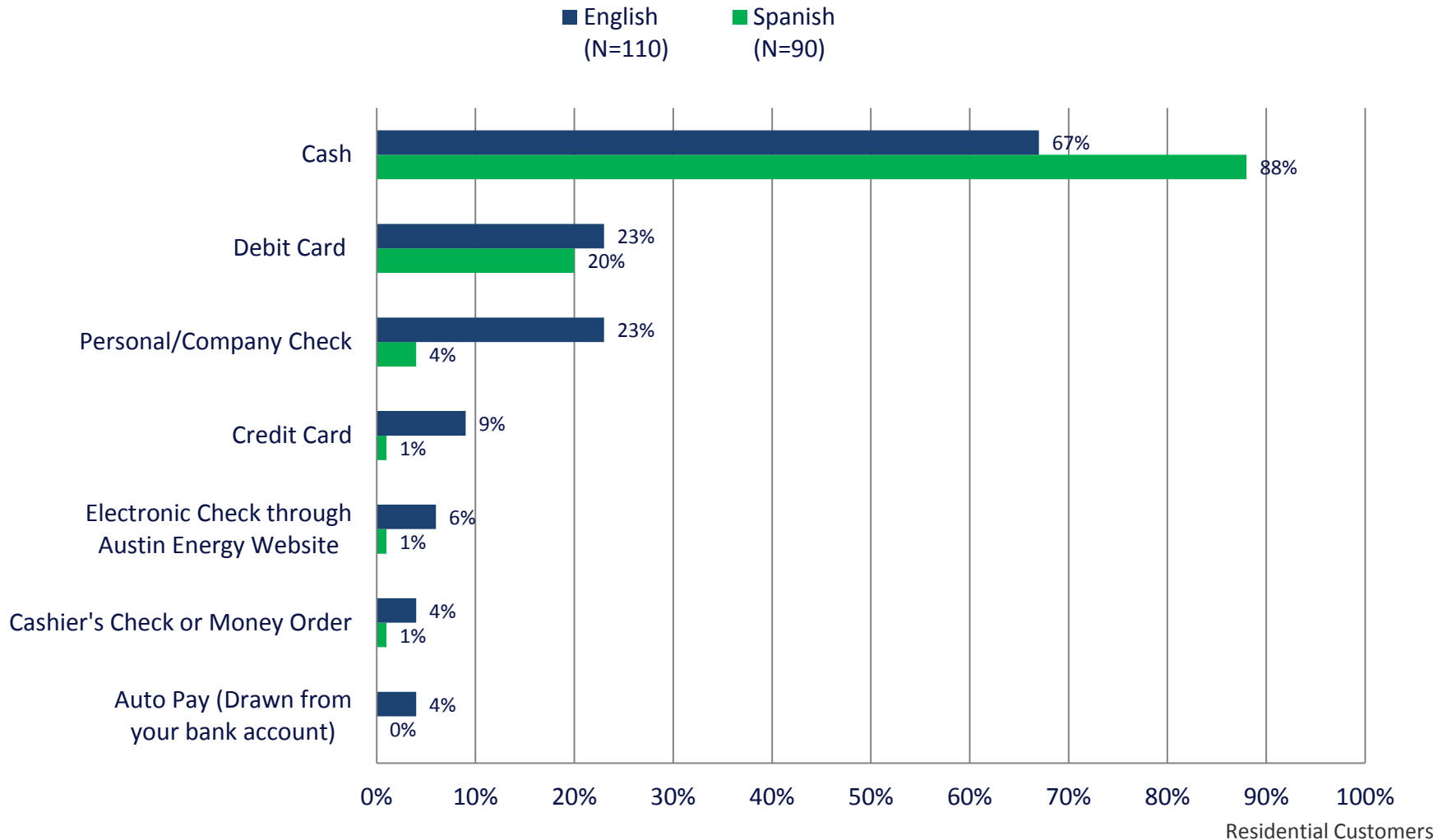




# Payment Method Currently Used to Pay Bill

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

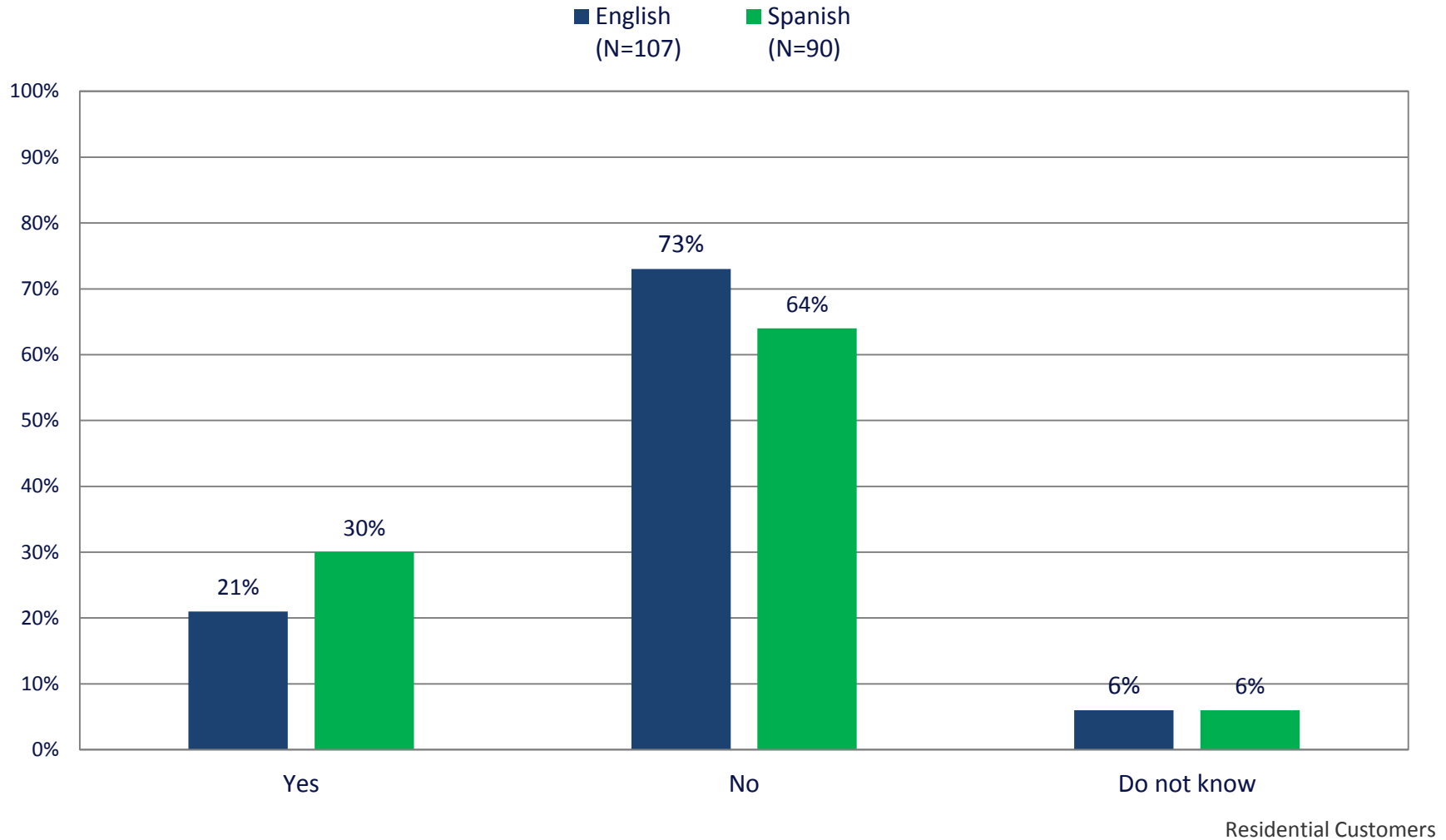






# Consider Sending Funds Directly from Personal Bank to Pay Utility Bill

Note: New question asked in 2015.  
Base: Those who did not mention using Auto Pay.

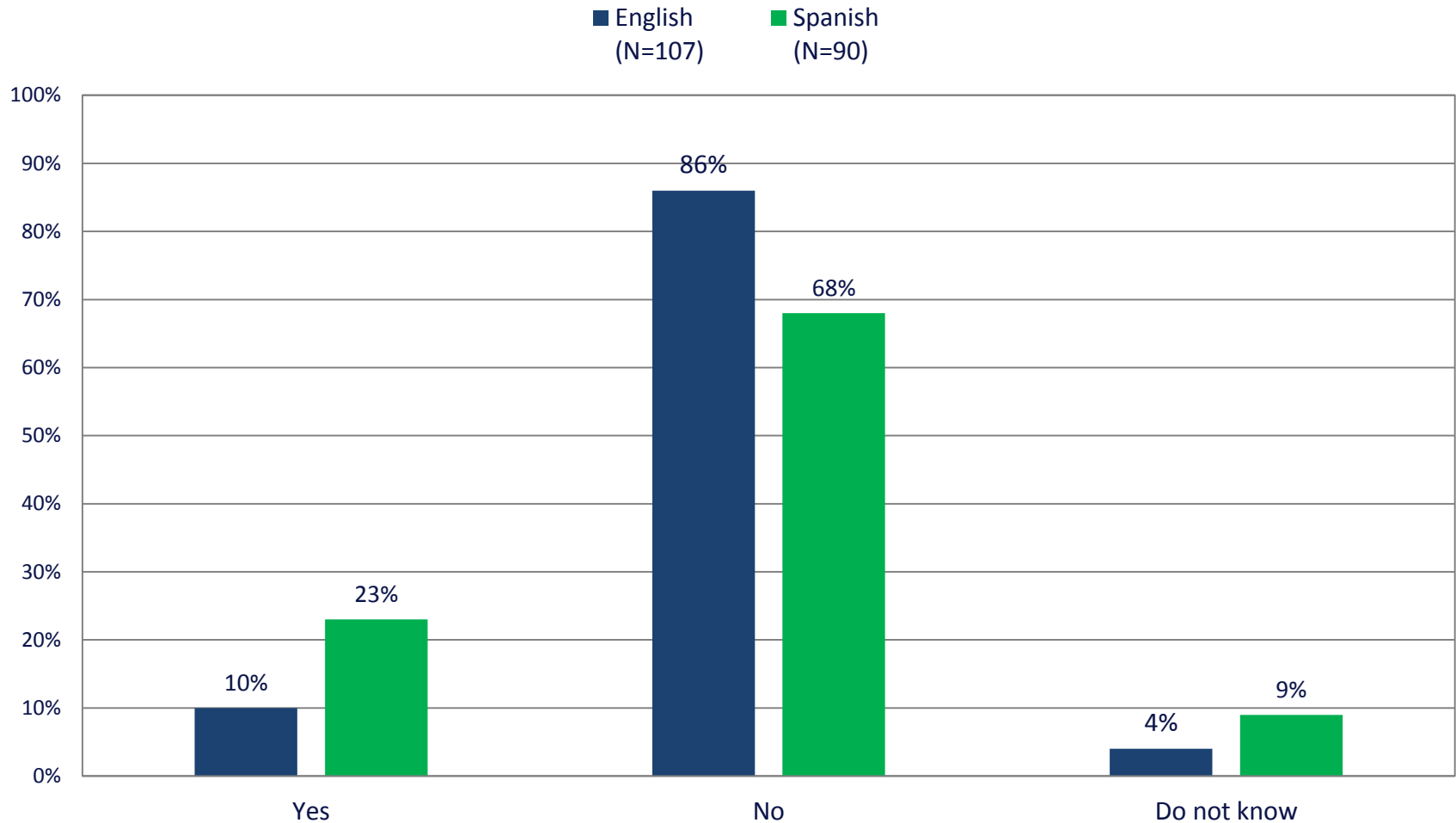




# Consider Using Auto Pay to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Auto Pay.



Residential Customers

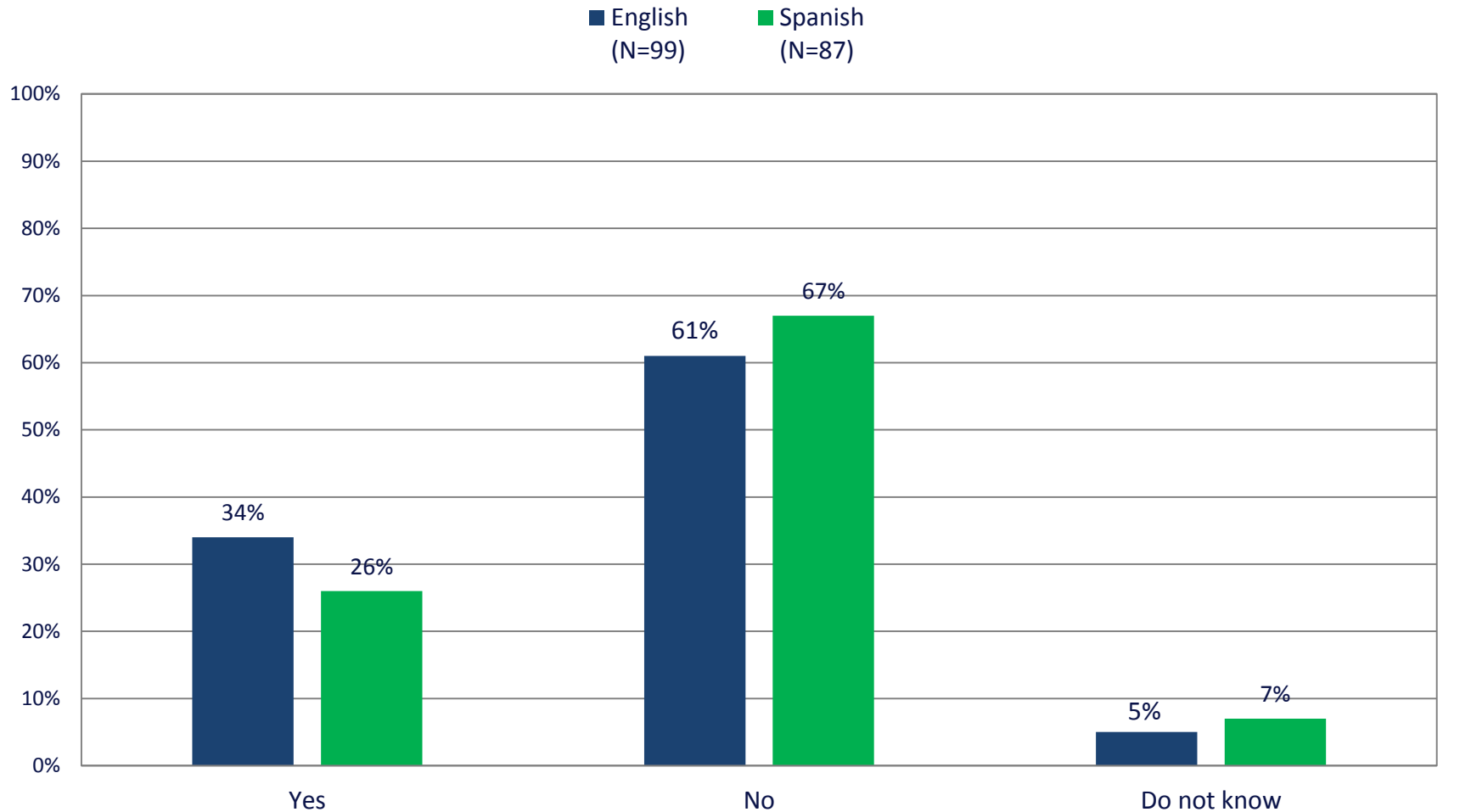




# Consider Using Austin Energy Website to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Austin Energy website for bill payment.



Residential Customers

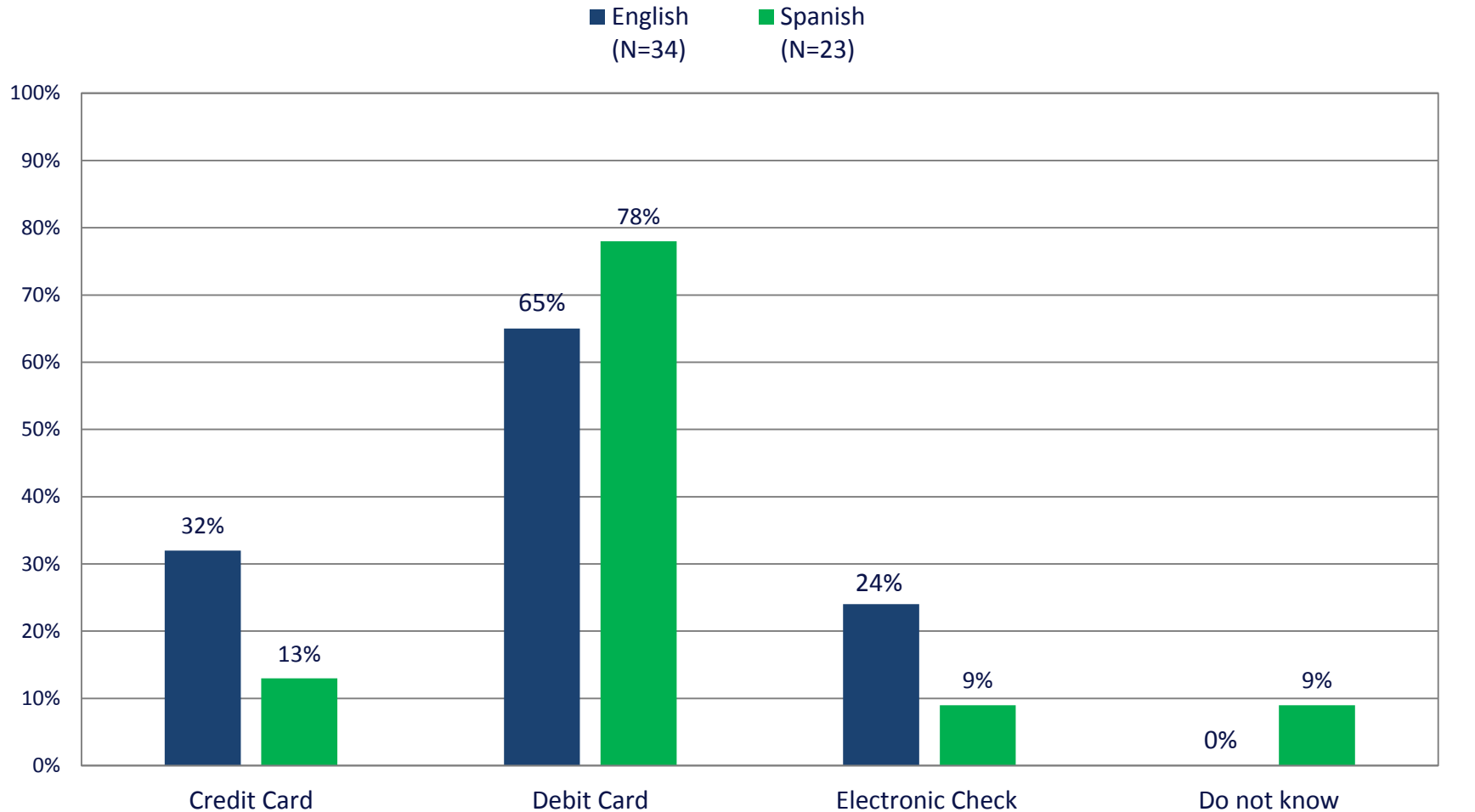


# Preferred Payment Method Through The Austin Energy Website

Note: New question asked in 2015.

Note: Percentages add up to more than 100% due to multiple responses.

Base: Those who would consider using the Austin Energy website for bill payments.



Residential Customers



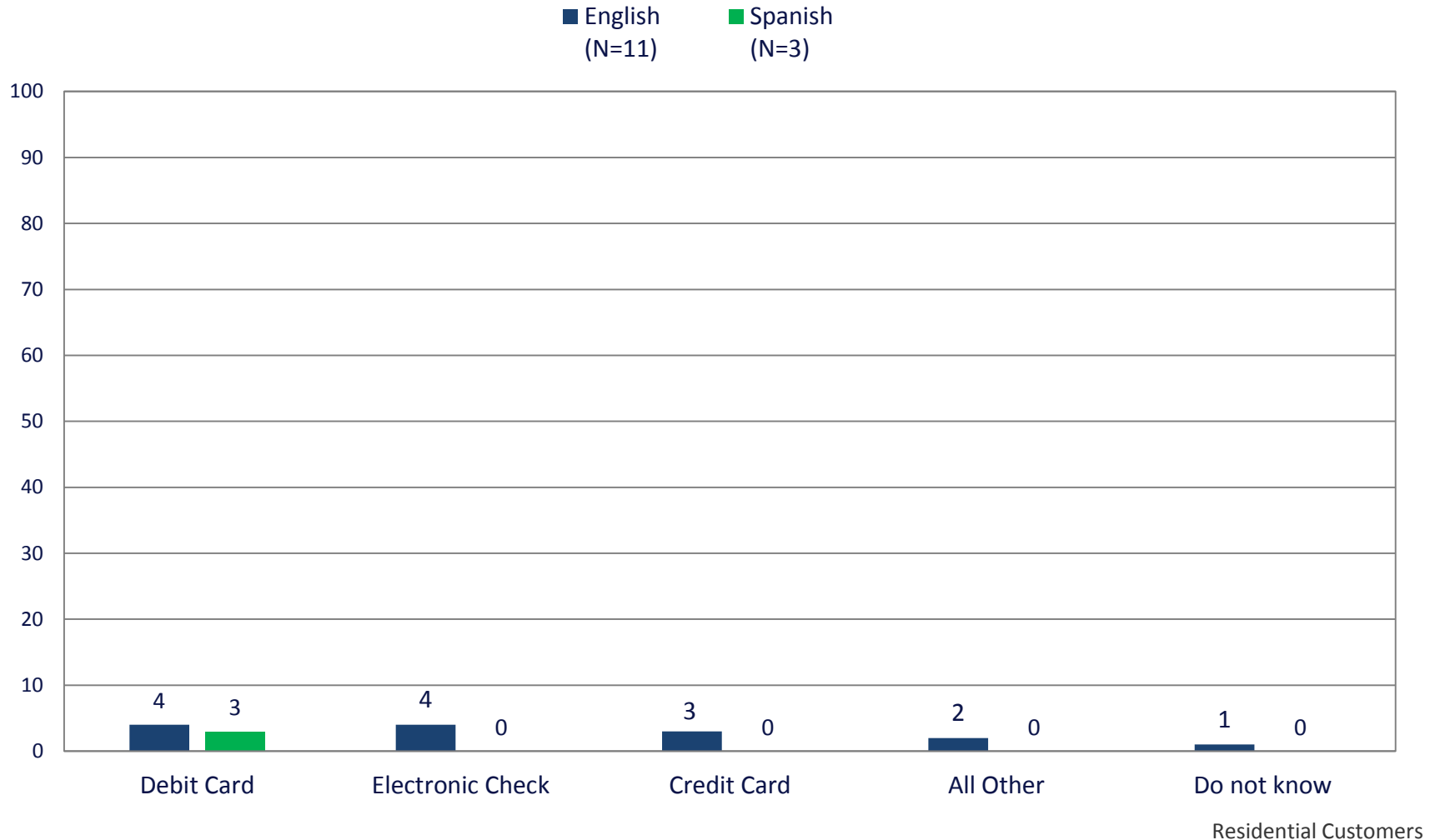


# Payment Method Currently Using Through Austin Energy Website to Pay Utility Bill

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.

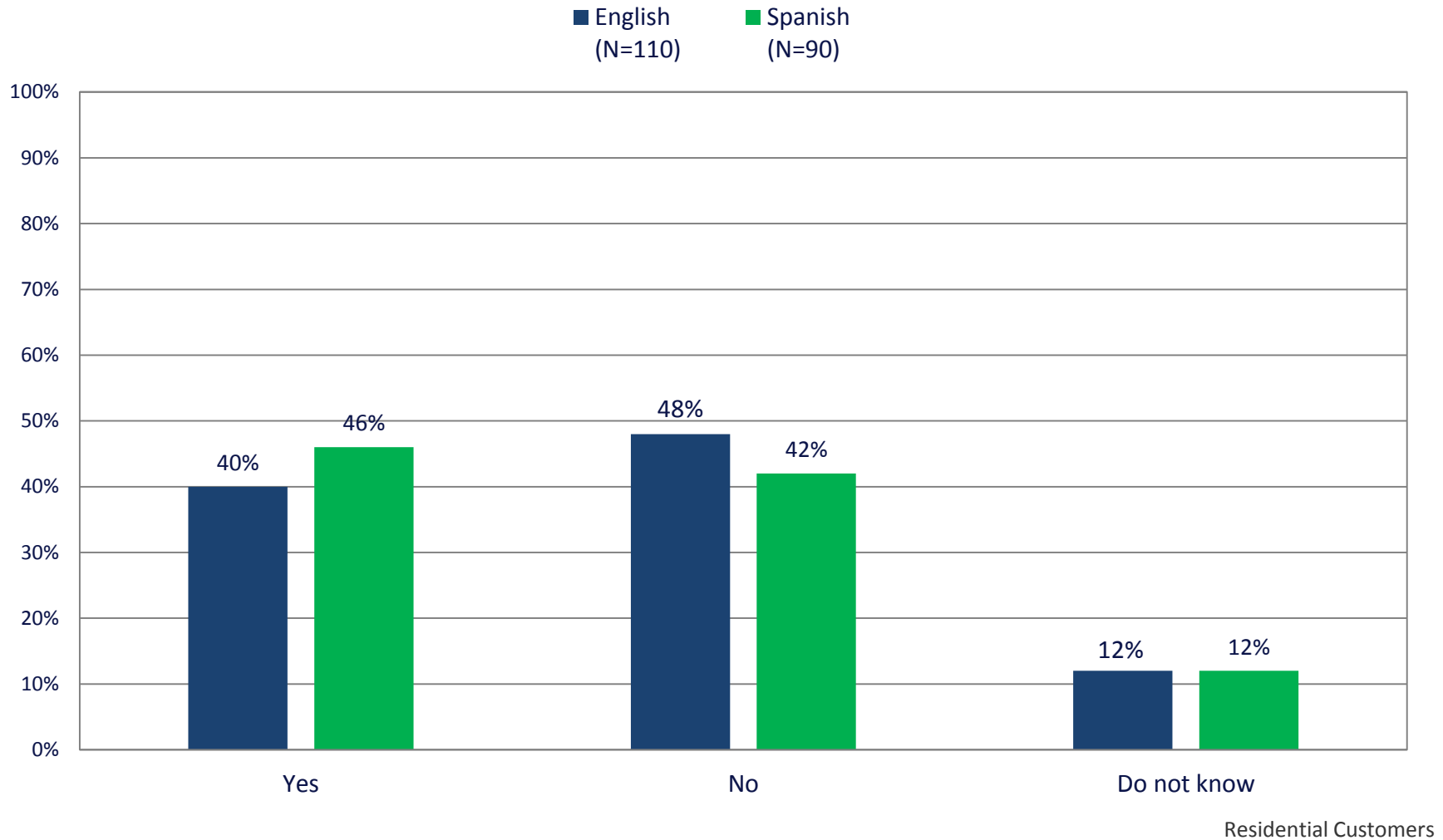
Base: Those who currently use the Austin Energy website for bill payments.





# Consider Using Kiosk Terminals If Available

Note: New question asked in 2015.

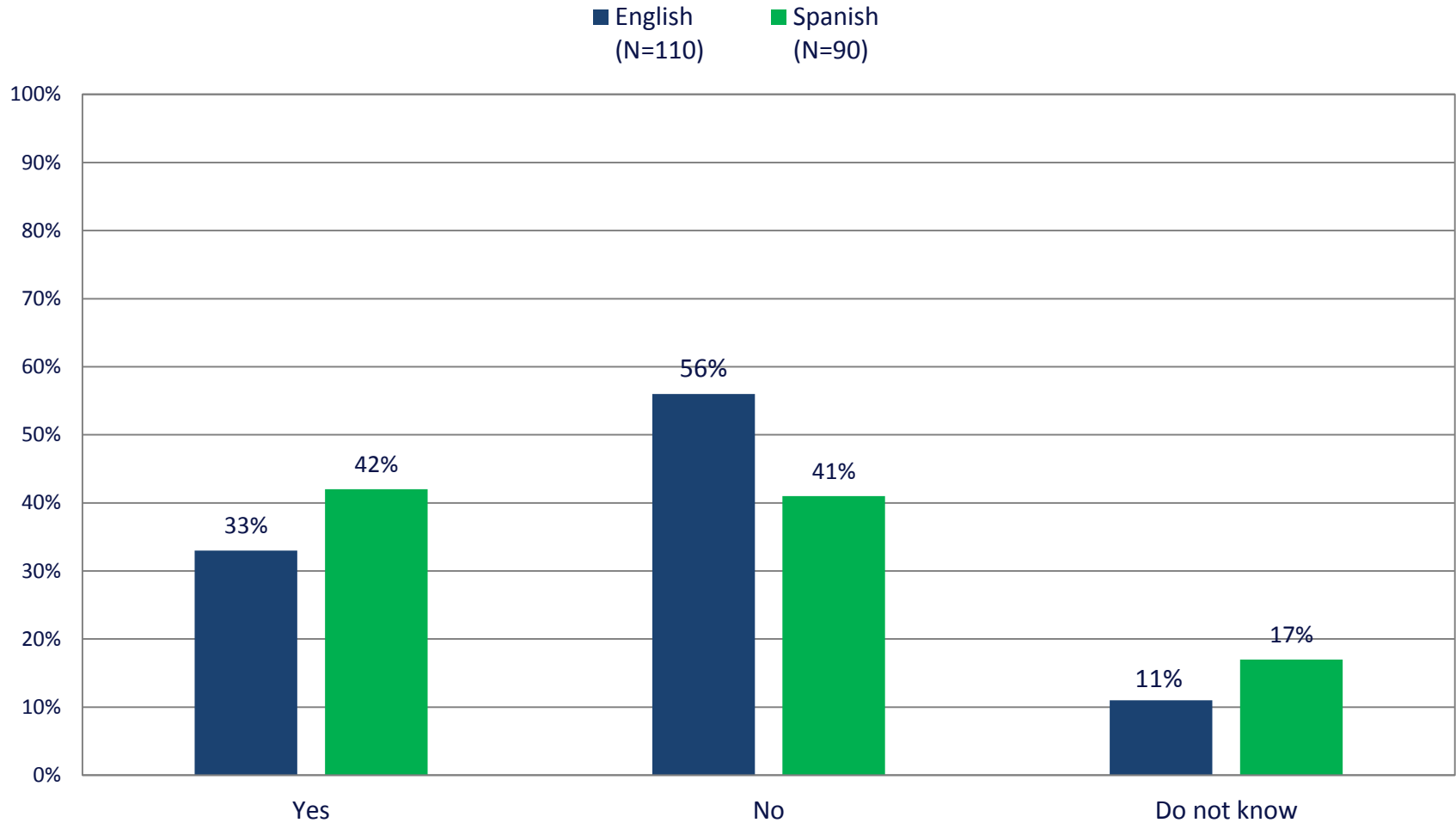




# Consider Prepaying for Electricity as a Way to Manage Bill Payments If Available

AE's Response to ICA RFI No. 5-6  
Attachment 2  
Page 115 of 166

Note: New question asked in 2015.



Residential Customers



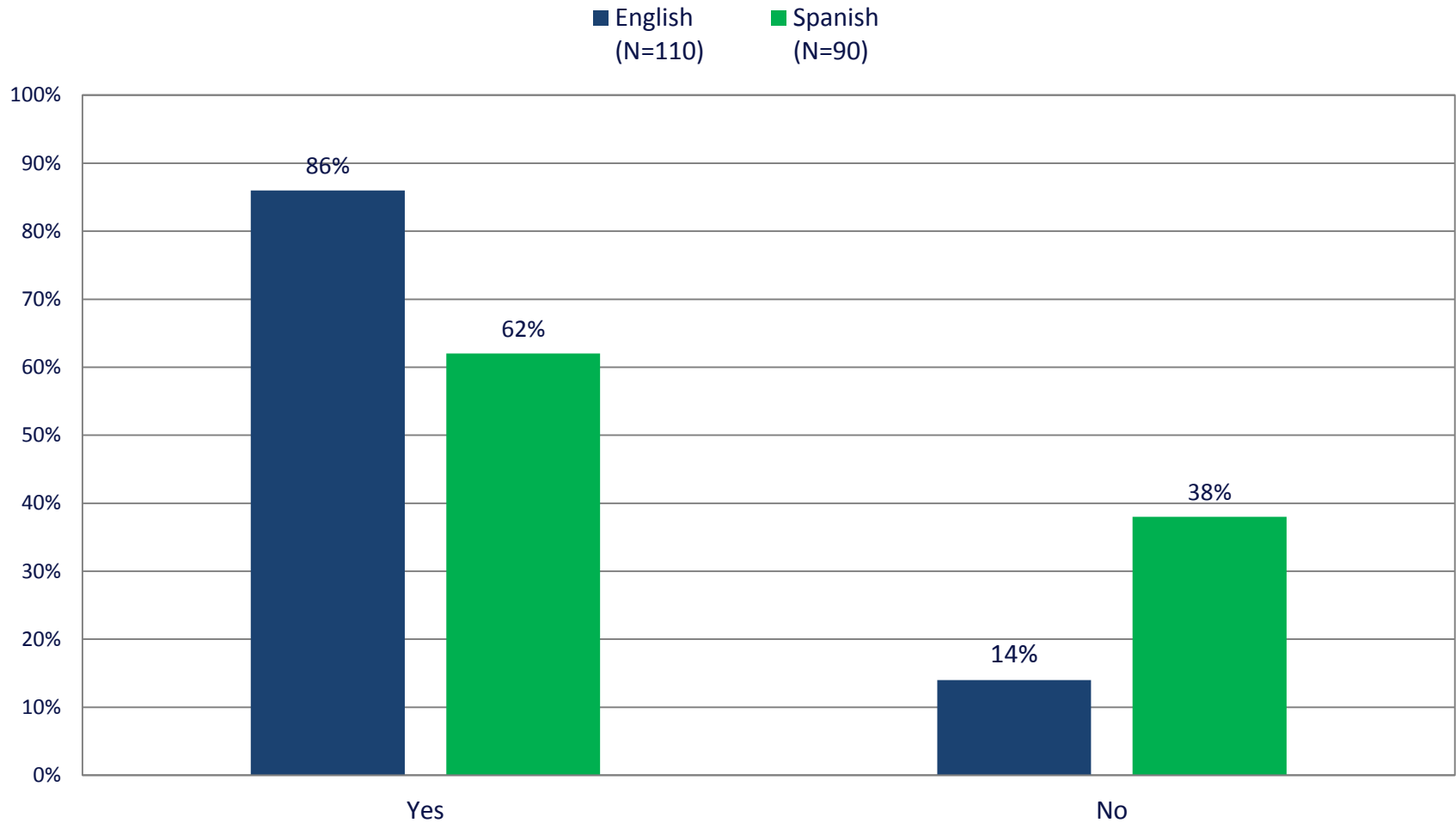
20. If available as a payment option, would you like to use a payment method that would allow you to prepay for electricity as a way to manage your utility bill payments?

215



# Have Access To or Own a Computer, Smart Phone, or iPad

Note: New question asked in 2015.



Residential Customers



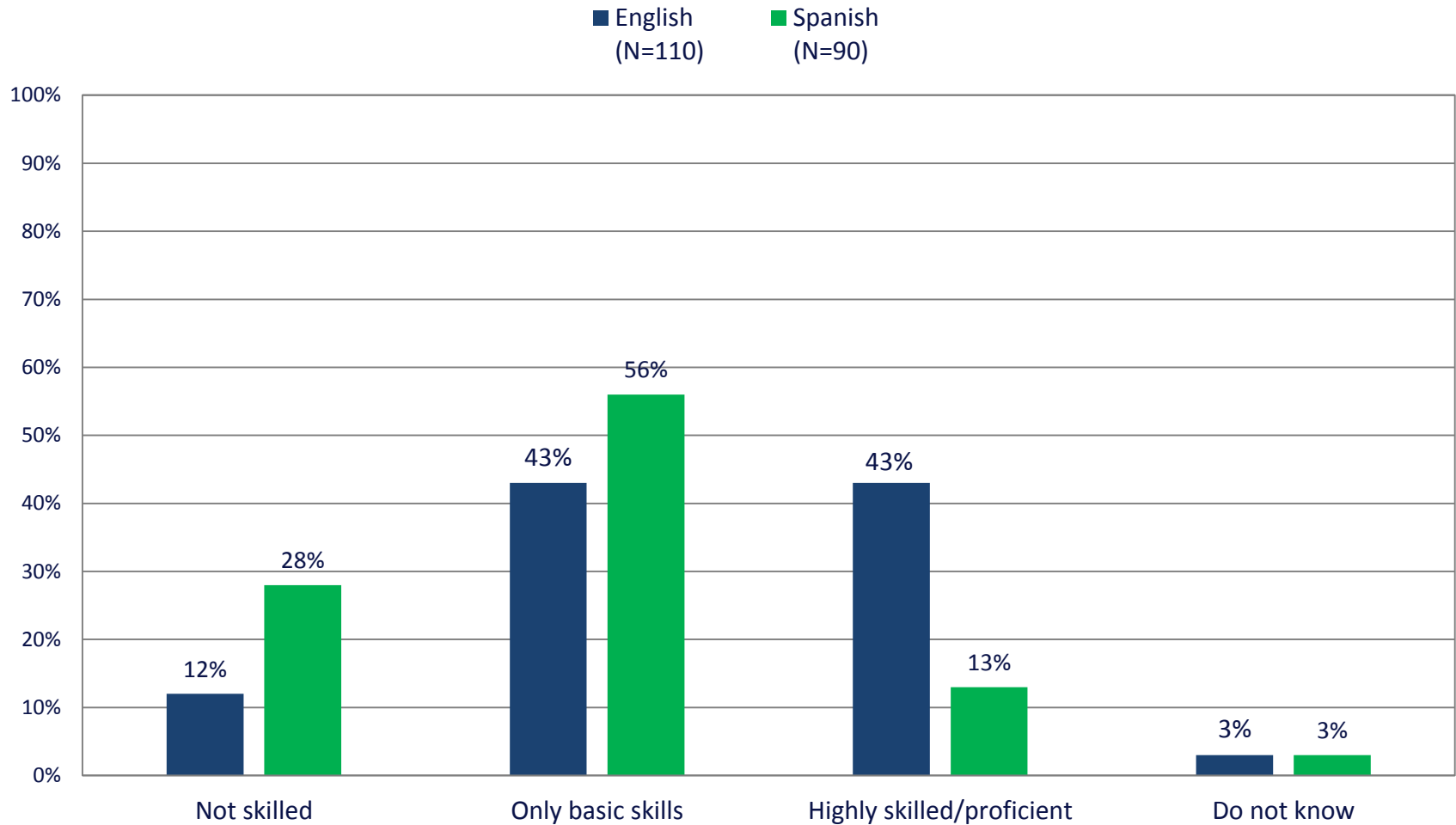




# Skill Level with Computers, Smart Phone, and iPad

AE's Response to ICA RFI No. 5-6  
Attachment 2  
Page 117 of 166

Note: New question asked in 2015.



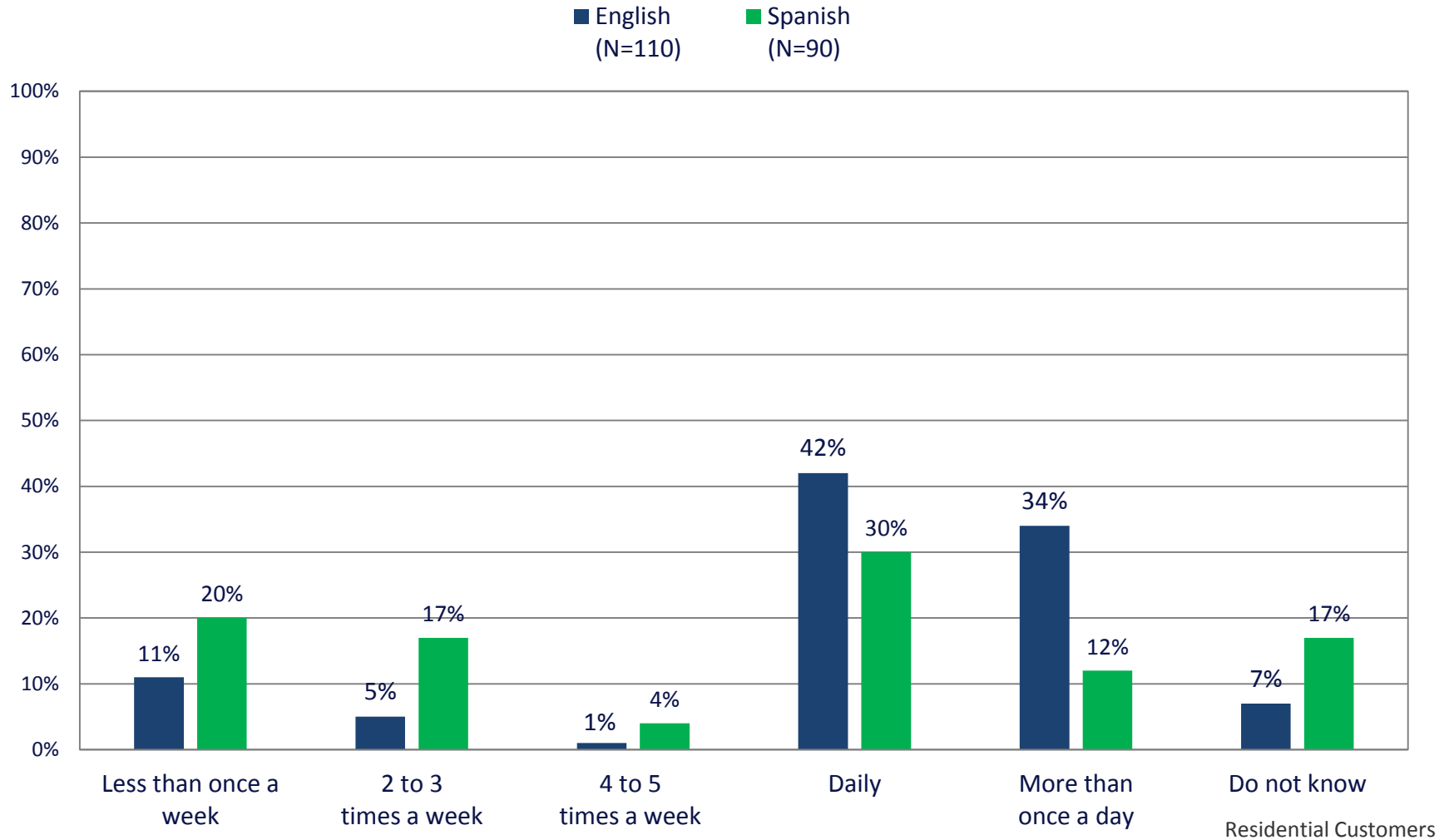
Residential Customers





# Frequency of Using Computer, Smart Phone, and iPad Not Including Phone Calls

Note: New question asked in 2015.





# Demographics

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Gender</b>						
Male	44%	44%	38%	32%	38%	33%
Female	56%	56%	62%	68%	62%	67%
<b>Length of Time Lived in Austin Metro Area</b>						
Less than one year	9%	4%	6%	6%	7%	3%
1 to 5 years	13%	13%	11%	8%	7%	23%
6 to 10 years	7%	8%	9%	36%	33%	28%
11 to 15 years	4%	12%	5%	24%	18%	19%
16 to 20 years	6%	6%	12%	12%	9%	20%
21 to 30 years	15%	10%	14%	8%	9%	3%
31 to 40 years	17%	13%	19%	4%	7%	2%
41 to 50 years	6%	17%	11%	2%	4%	0%
More than 50 years	24%	17%	13%	0%	5%	1%
<b>Average</b>	<b>28 years</b>	<b>28 years</b>	<b>26 years</b>	<b>13 years</b>	<b>16 years</b>	<b>11 years</b>
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>



# Demographics

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Own or Rent Residence</b>						
Rent	63%	54%	70%	82%	78%	83%
Own	37%	46%	28%	18%	22%	14%
<b>Type of Residence</b>						
Single-family home	41%	56%	54%	24%	31%	22%
Apartment	35%	38%	33%	56%	42%	48%
Townhouse/duplex	19%	2%	8%	10%	15%	16%
Mobile home/trailer	2%	0%	0%	8%	11%	0%
Condo	0%	2%	5%	0%	2%	0%
Other	4%	2%	1%	2%	0%	14%
<b>Number in Household</b>						
Average	2.5	2.7	N/A	3.8	3.9	N/A
<b>*Average Distance Home is Away from Service Center</b>						
In miles	N/A	5.0	N/A	N/A	4.2	N/A
In minutes	N/A	10.9	13.3	N/A	10.1	10.0
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>





# Demographics

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Marital Status</b>						
Single	46%	37%	47%	42%	29%	34%
Married	28%	46%	40%	46%	56%	53%
Divorced	15%	12%	7%	2%	4%	1%
Widowed	6%	4%	3%	2%	0%	4%
Separated	6%	2%	1%	8%	9%	3%
<b>Employment Status</b>						
Employed full-time	33%	35%	57%	38%	33%	43%
Employed part-time	7%	17%	8%	28%	20%	17%
Unemployed	15%	12%	15%	14%	11%	14%
Retired	26%	31%	10%	2%	15%	2%
Student	17%	4%	1%	4%	2%	2%
Homemaker	0%	0%	5%	12%	20%	19%
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>





# Demographics

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Ethnicity</b>						
Hispanic	43%	33%	41%	100%	100%	97%
African American	30%	42%	22%	0%	0%	1%
White	19%	21%	20%	0%	0%	1%
Asian	9%	2%	5%	0%	0%	0%
<b>Education</b>						
Some high school	7%	12%	15%	48%	47%	50%
Graduated high school	35%	33%	32%	30%	40%	14%
Some college	31%	40%	24%	10%	5%	8%
Graduated college	19%	10%	15%	4%	4%	4%
Post-graduate work	7%	2%	11%	2%	2%	8%
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>





# Demographics

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Total Family Income</b>						
Under \$10,000	20%	19%	12%	8%	9%	27%
\$10,000 to \$25,000	17%	17%	30%	30%	51%	40%
\$25,001 to \$40,000	17%	31%	19%	10%	11%	12%
\$40,001 to \$50,000	11%	8%	10%	4%	2%	4%
\$50,001 to \$60,000	2%	0%	5%	2%	0%	1%
\$60,001 to \$75,000	2%	2%	3%	2%	0%	0%
\$75,001 to \$100,000	2%	6%	5%	0%	0%	0%
More than \$100,000	0%	2%	5%	0%	0%	0%
Unsure/refused	30%	16%	11%	44%	27%	15%
<b>Average</b>	<b>\$25,920</b>	<b>\$30,680</b>	<b>\$34,600</b>	<b>\$23,480</b>	<b>\$18,880</b>	<b>\$17,740</b>
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>





# Home ZIP Code

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Home ZIP Code</b>						
74748			0%			1%
76759	2%					
78448			0%			1%
78556			0%			1%
78617	2%		8%	4%		2%
78623					2%	
78653		2%				
78702	9%	13%	5%	12%	2%	9%
78704		2%	4%			2%
78705	2%			4%		
78717			1%			0%
78721	6%	12%	5%	6%	4%	0%
78722		2%	2%			0%
78723	6%	2%	5%	4%	4%	3%
78724	7%	4%	2%	2%	9%	9%
78725					2%	
78727	4%	4%	2%			0%
78728					2%	
78729			2%		2%	0%
78731	2%	2%	3%			0%
78734	4%					
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>







# Home ZIP Code

	English			Spanish		
	2013	2014	*2015	2013	2014	*2015
<b>Home ZIP Code</b>						
78735			0%		2%	2%
78736			1%			0%
78741	9%	2%	7%	10%	2%	11%
78742			0%	2%	2%	2%
78744	2%	4%	8%	4%	4%	12%
78745			3%		4%	1%
78746		2%				
78747			2%			0%
78748	2%	2%	4%			0%
78749			3%			0%
78750		4%	2%			2%
78751	6%		2%	2%		0%
78752	4%	4%	5%	2%	4%	4%
78753	9%	15%	5%	16%	15%	9%
78754	4%		1%	2%		2%
78755				2%		
78757	7%		5%	2%		7%
78758	9%	13%	11%	12%	20%	13%
78759	4%	2%	5%			1%
78785				2%		
87758				2%		
Refused	2%	10%	1%	10%	24%	3%
<b>Base:</b>	<b>54</b>	<b>52</b>	<b>110</b>	<b>50</b>	<b>55</b>	<b>90</b>



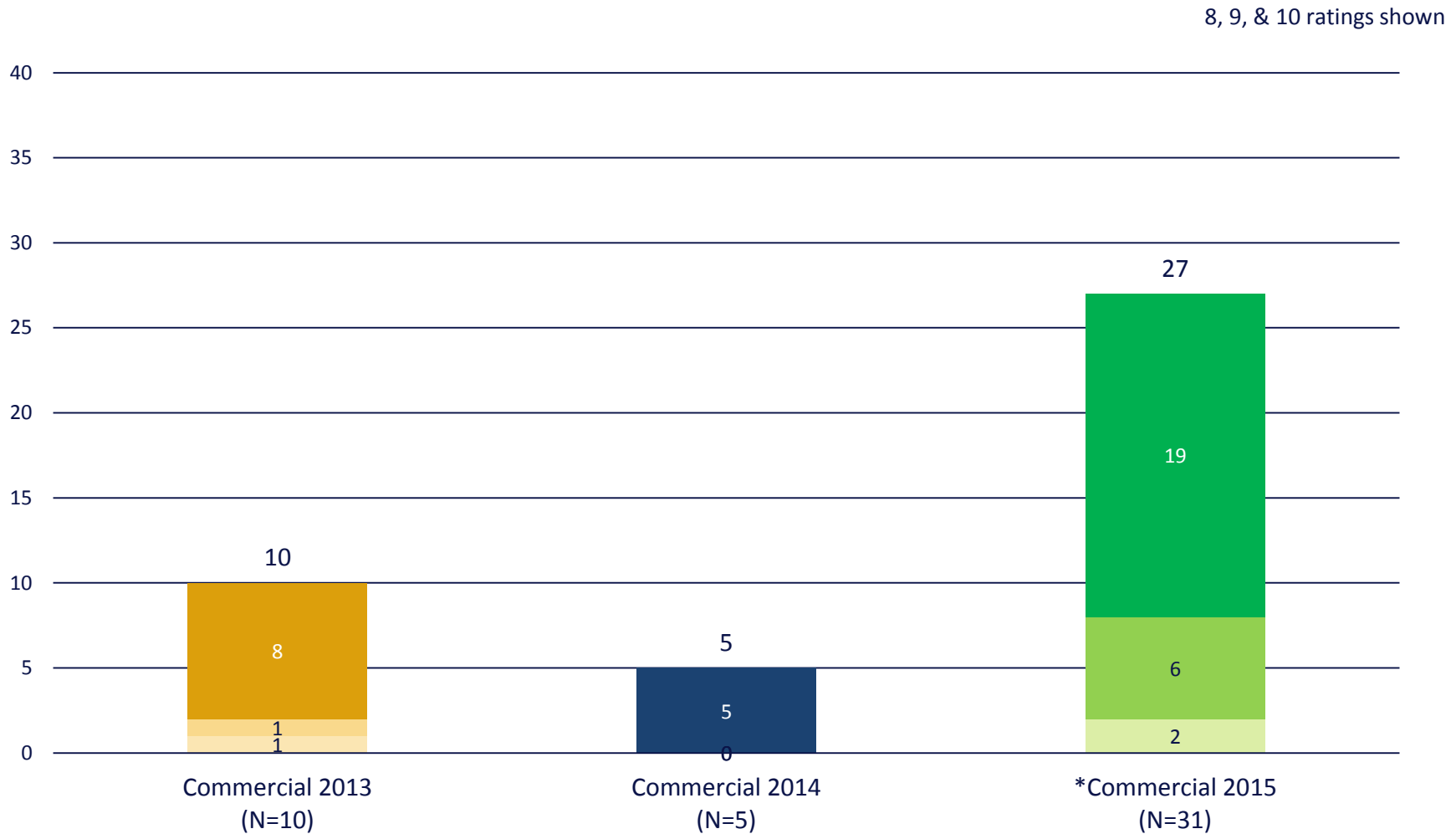
# Commercial Survey Results

Due to small base size (N<31) numbers are shown instead of percentages in the commercial section.



# Overall Satisfaction with Visit to Service Center

(1 = very dissatisfied; 10 = very satisfied)



Commercial Customers





# Why 8, 9, or 10 Overall Satisfaction Rating Given

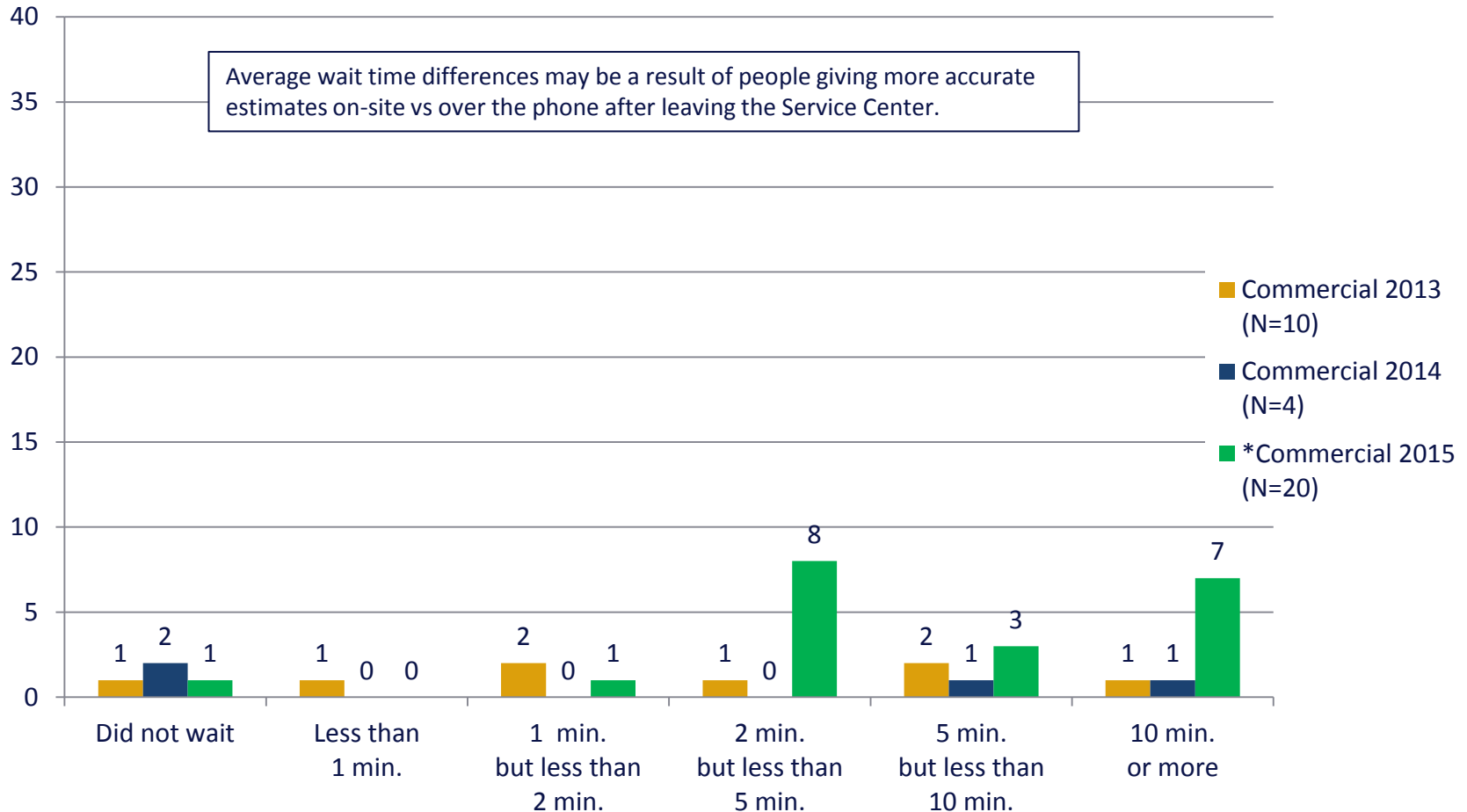
	Commercial 2013	Commercial 2014	Commercial *2015
Nice/friendly/courteous staff	5	1	8
Fast/did not have to wait long	3	1	8
Convenient location	1	0	7
Knowledgeable/helpful staff	4	2	6
Good service (unspecified)	0	1	6
Answered all questions/took care of me	2	0	4
No problems	0	0	3
<b>Base: Those who rated overall satisfaction an 8, 9, or 10</b>	<b>10</b>	<b>5</b>	<b>27</b>

Note: Number of mentions adds to more than base due to multiple responses.



# Wait Time

Average Wait Time		
2013	2014	*2015
1.33	5.00	6.96



Commercial Customers



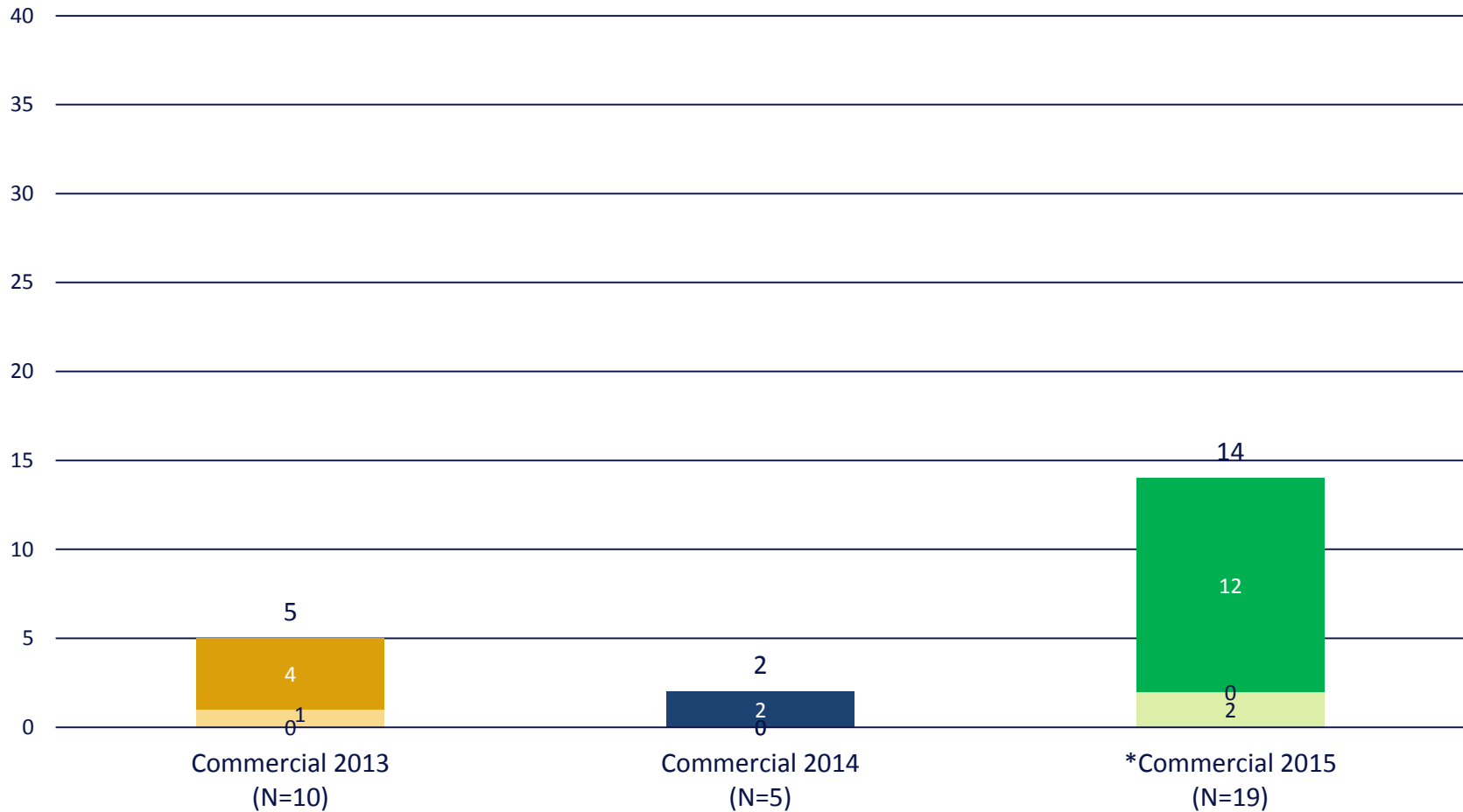


# How Reasonable Was Wait Time

(1 = very unreasonable; 10 = very reasonable)

Base: Those who waited to speak to Customer Service Representative.

8, 9, & 10 ratings shown



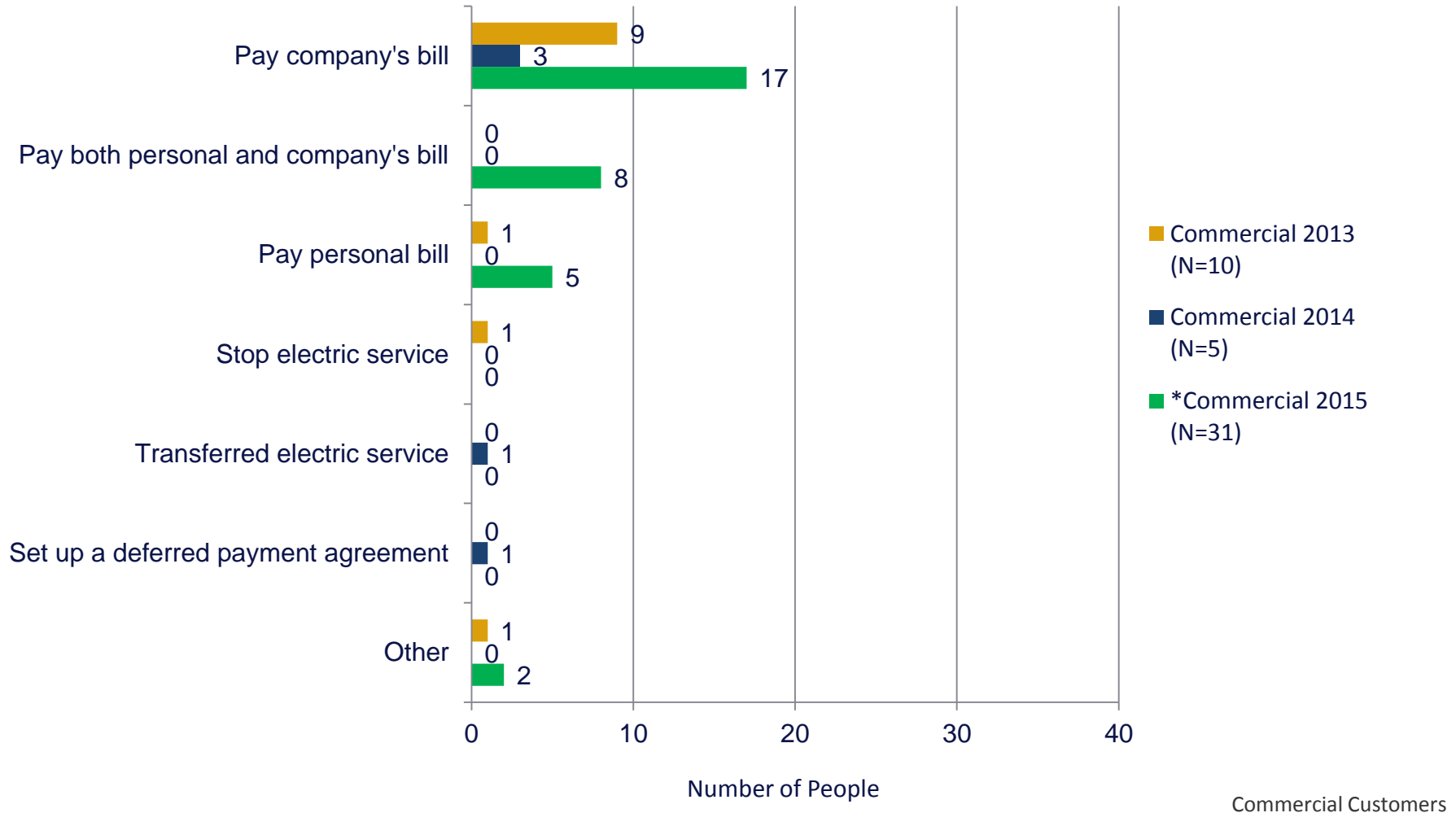
Commercial Customers





# Reasons for Visiting Service Centers

Note: Number of mentions adds to more than base due to multiple responses.



Commercial Customers





# Service Center Staff Ratings

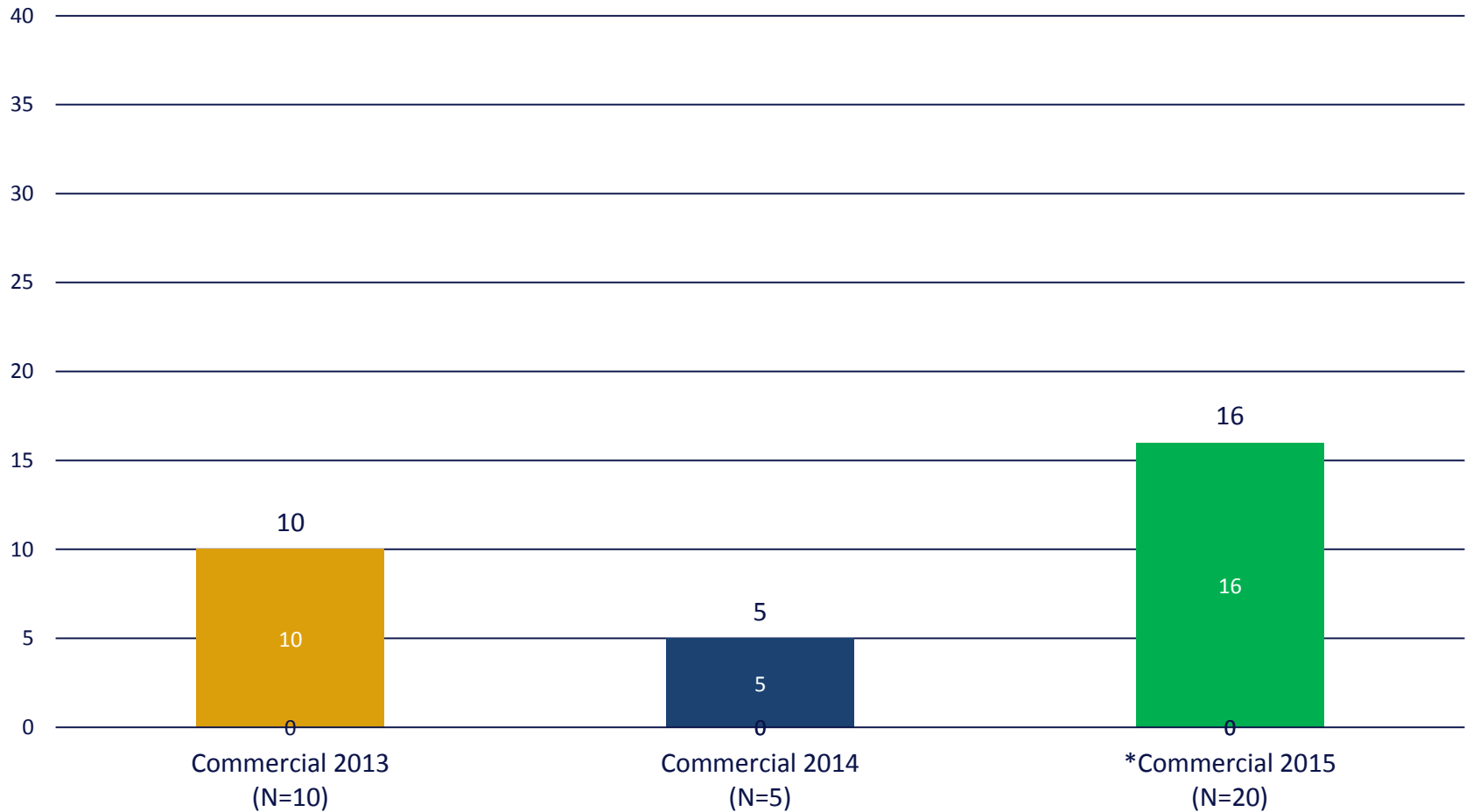
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 1 of 5

## Friendliness of the Staff

8, 9, & 10 ratings shown



Commercial Customers







# Service Center Staff Ratings

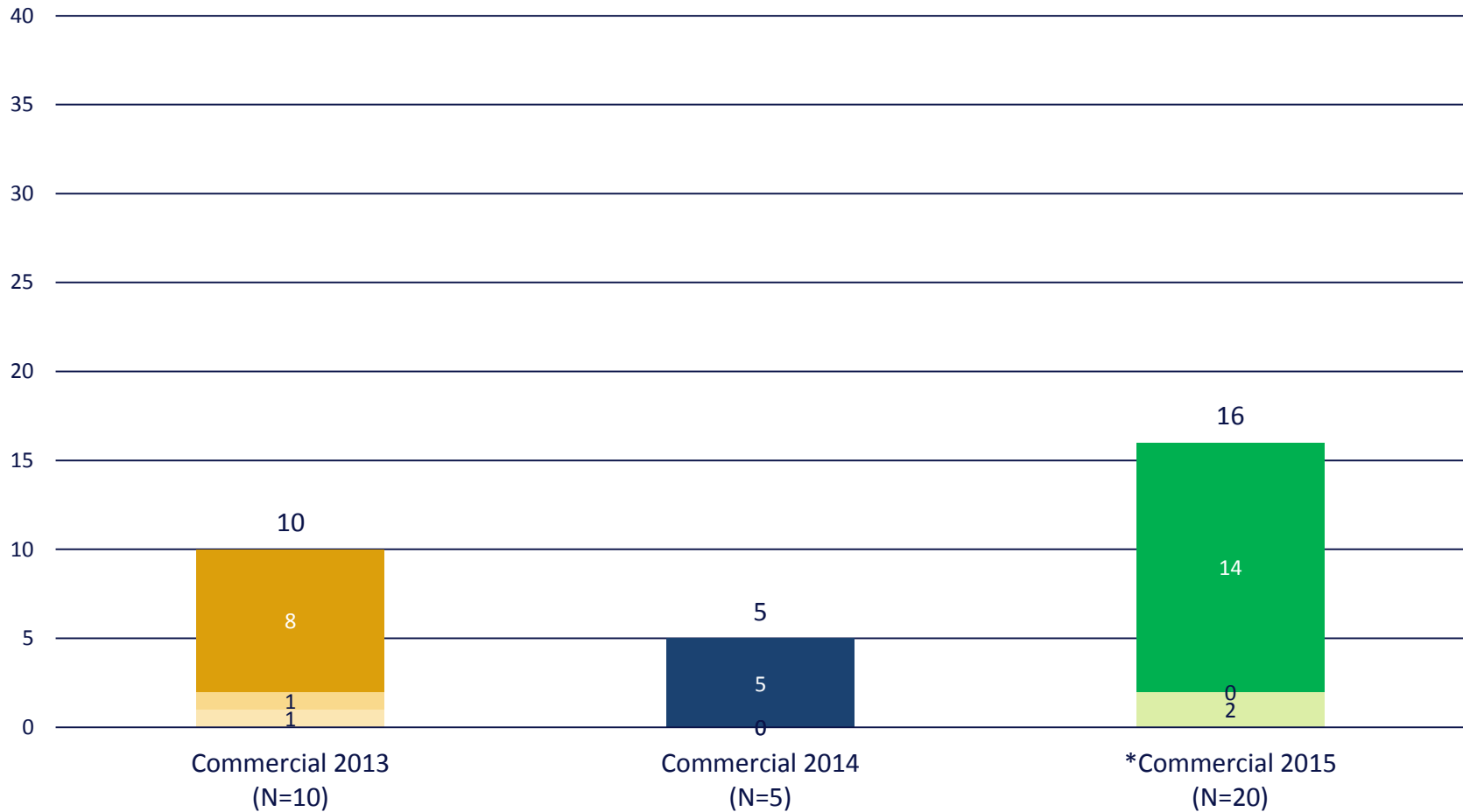
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 2 of 5

## Ability of Staff to Answer your Questions

8, 9, & 10 ratings shown



Commercial Customers





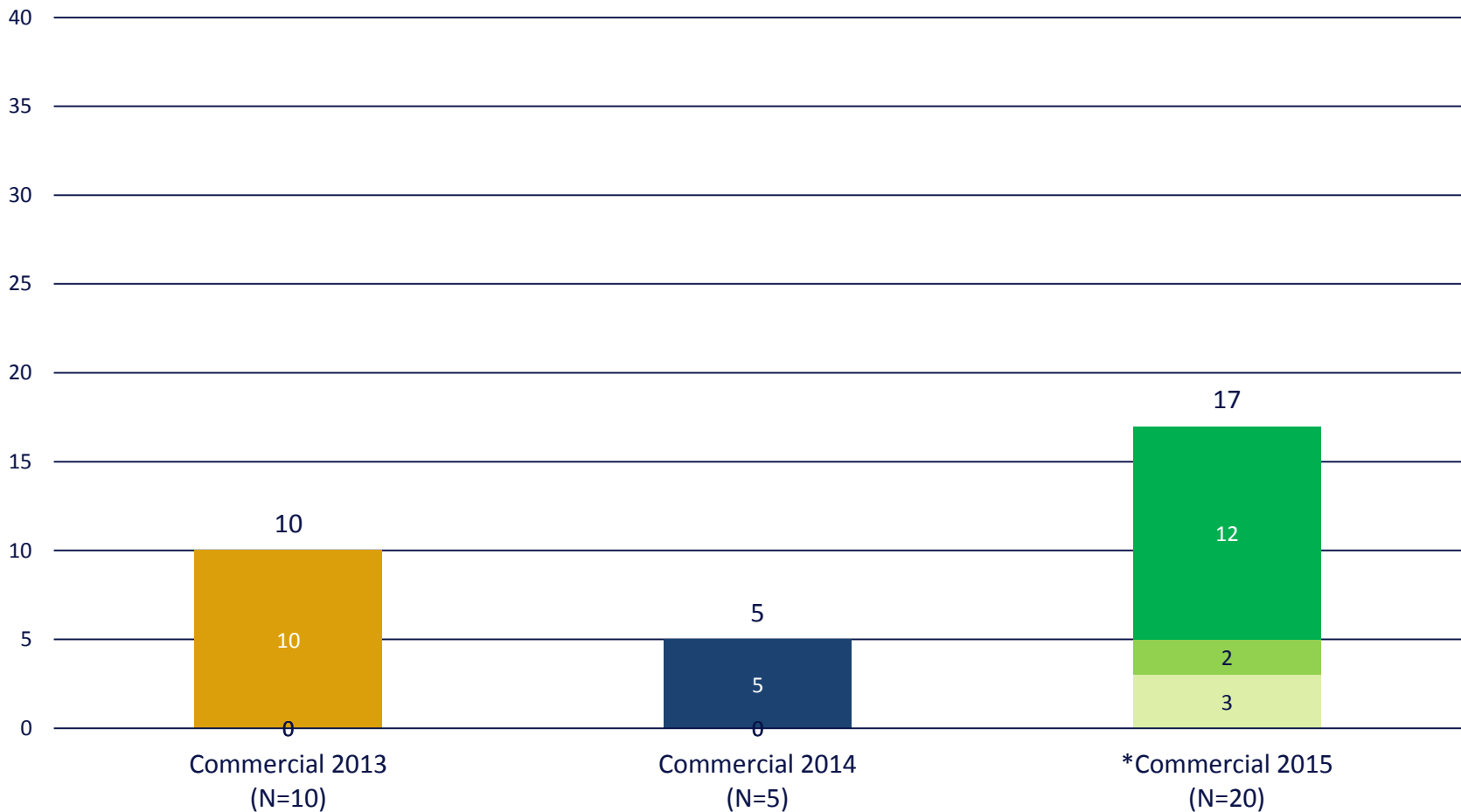
# Service Center Staff Ratings

(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Communicates in an Easy to Understand Way

Chart 3 of 5  
8, 9, & 10 ratings shown



Commercial Customers





# Service Center Staff Ratings

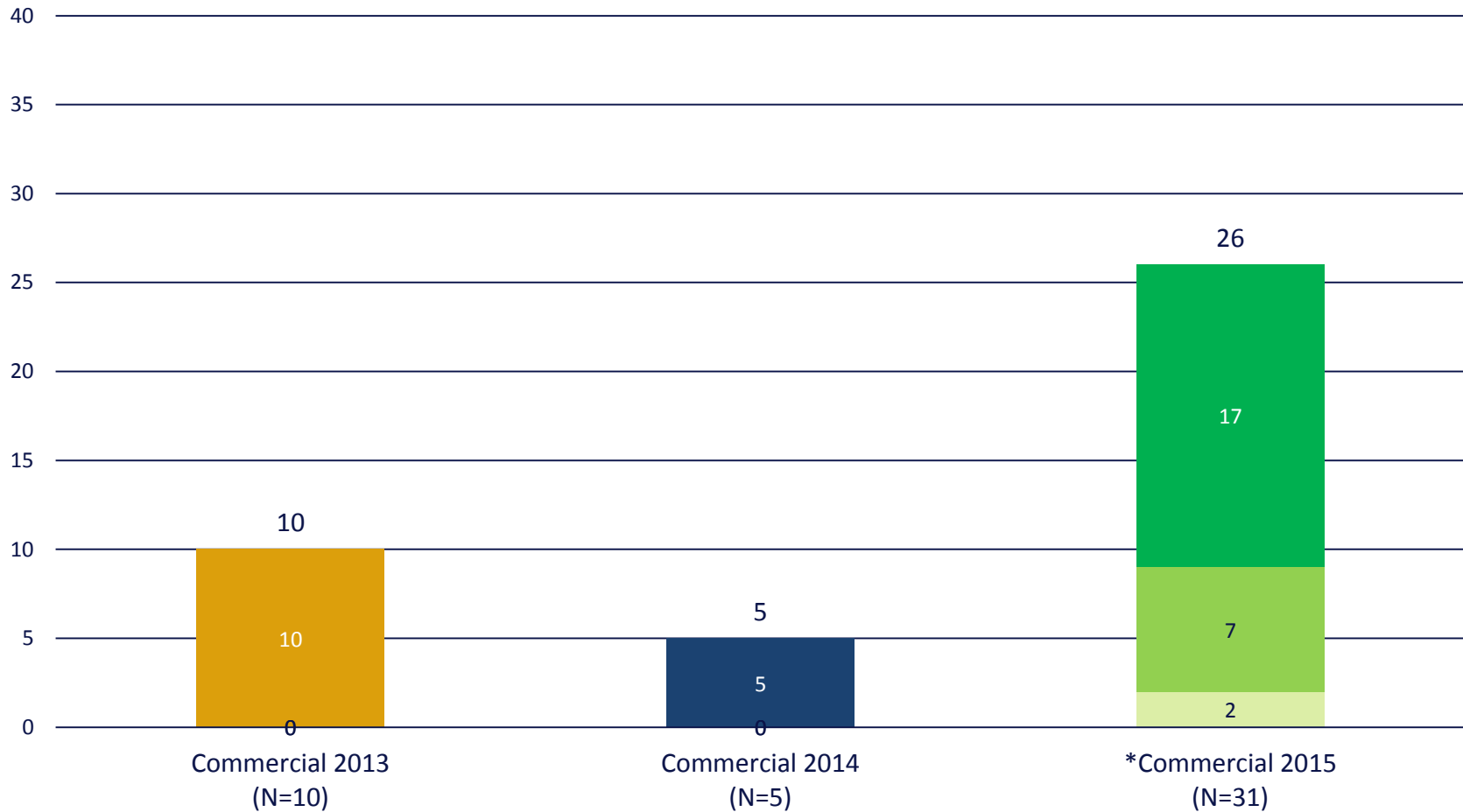
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

## Promptness of Service Overall

Chart 4 of 5

8, 9, & 10 ratings shown



Commercial Customers





# Service Center Staff Ratings

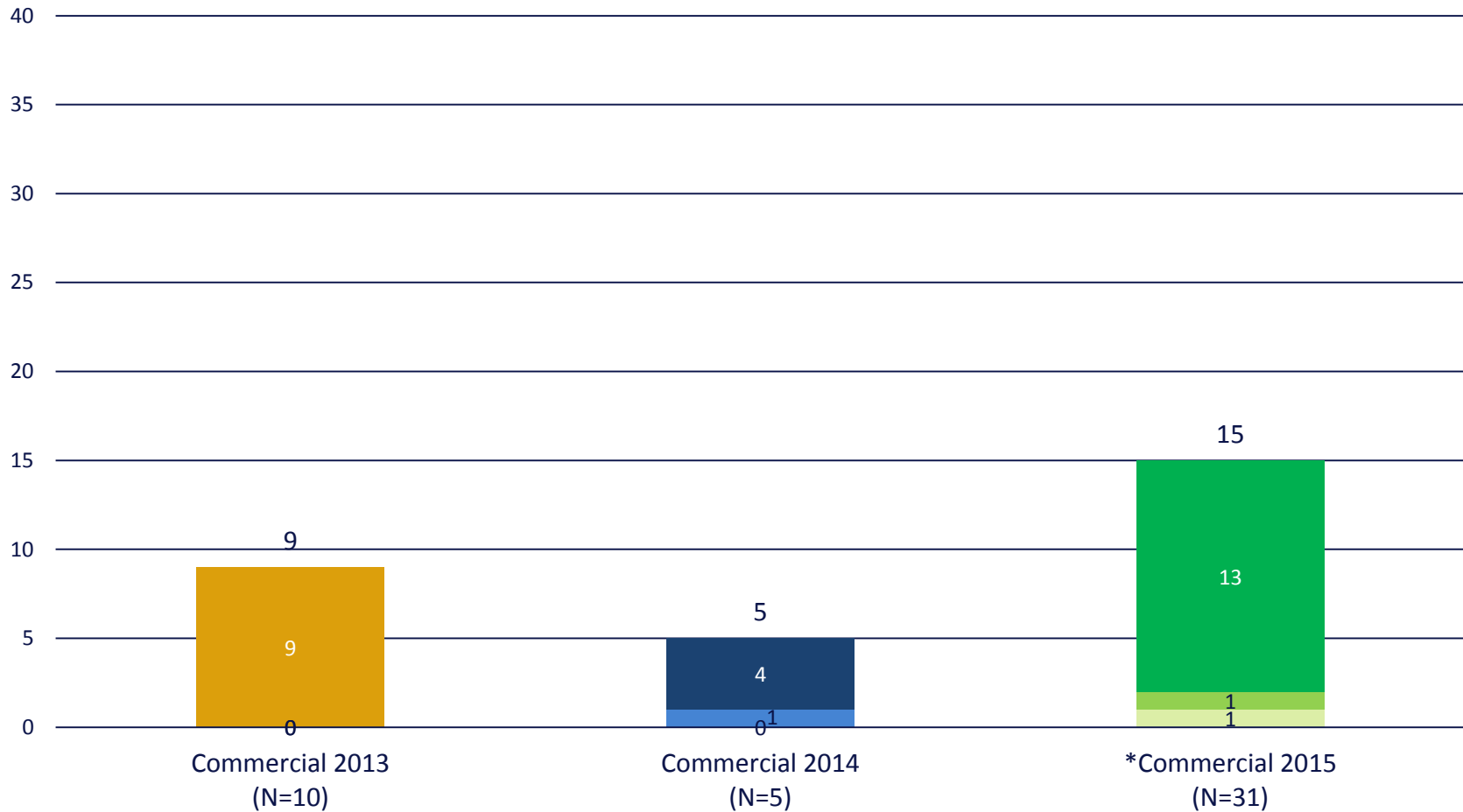
(1 = very poor; 10 = very good)

Base: Those who spoke with a Customer Service Representative.

Chart 5 of 5

## Willingness of Staff to Go the Extra Mile

8, 9, & 10 ratings shown



Commercial Customers



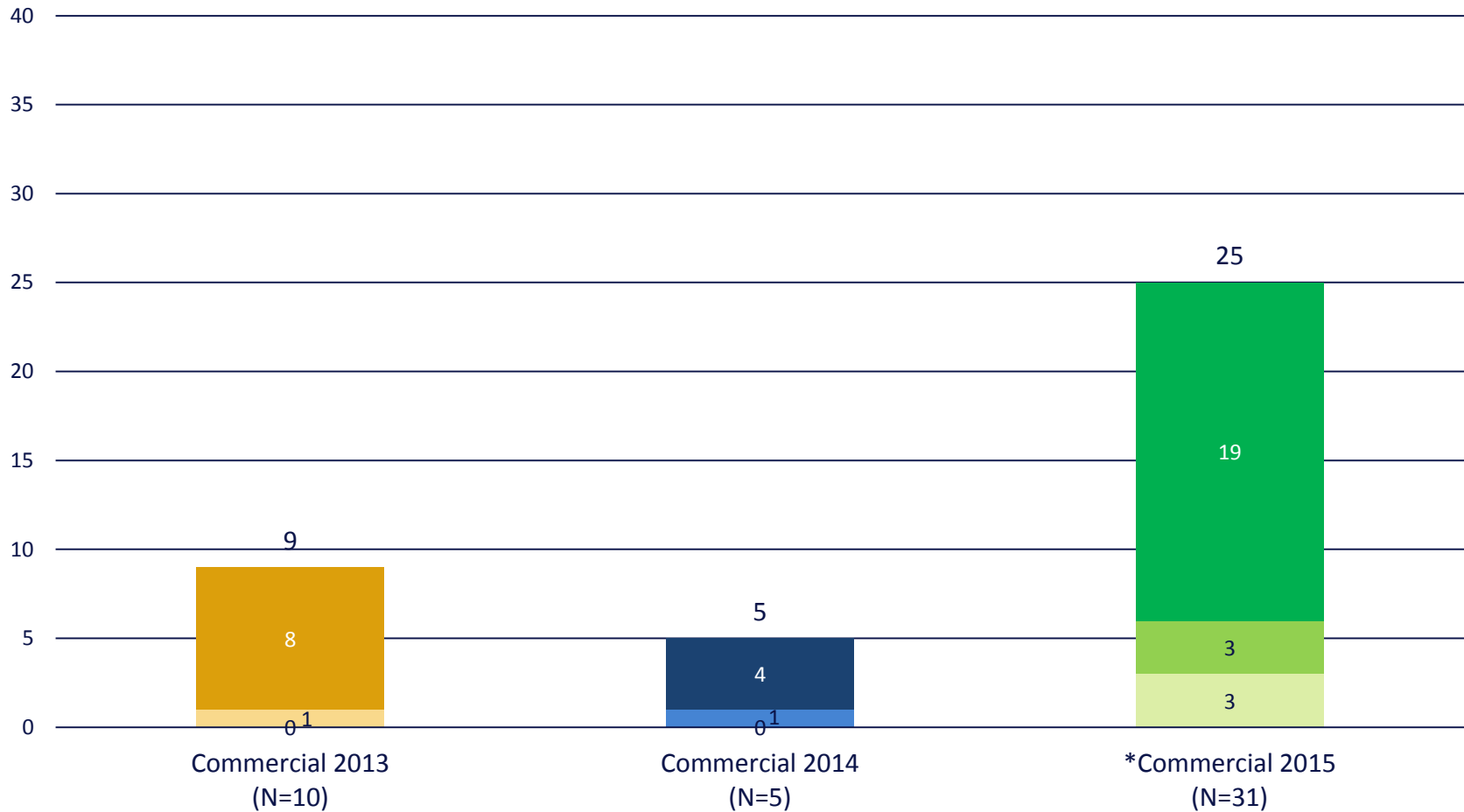


# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Services Available at the Facility

Chart 1 of 3  
8, 9, & 10 ratings shown



Commercial Customers





# Service Center Facility Ratings

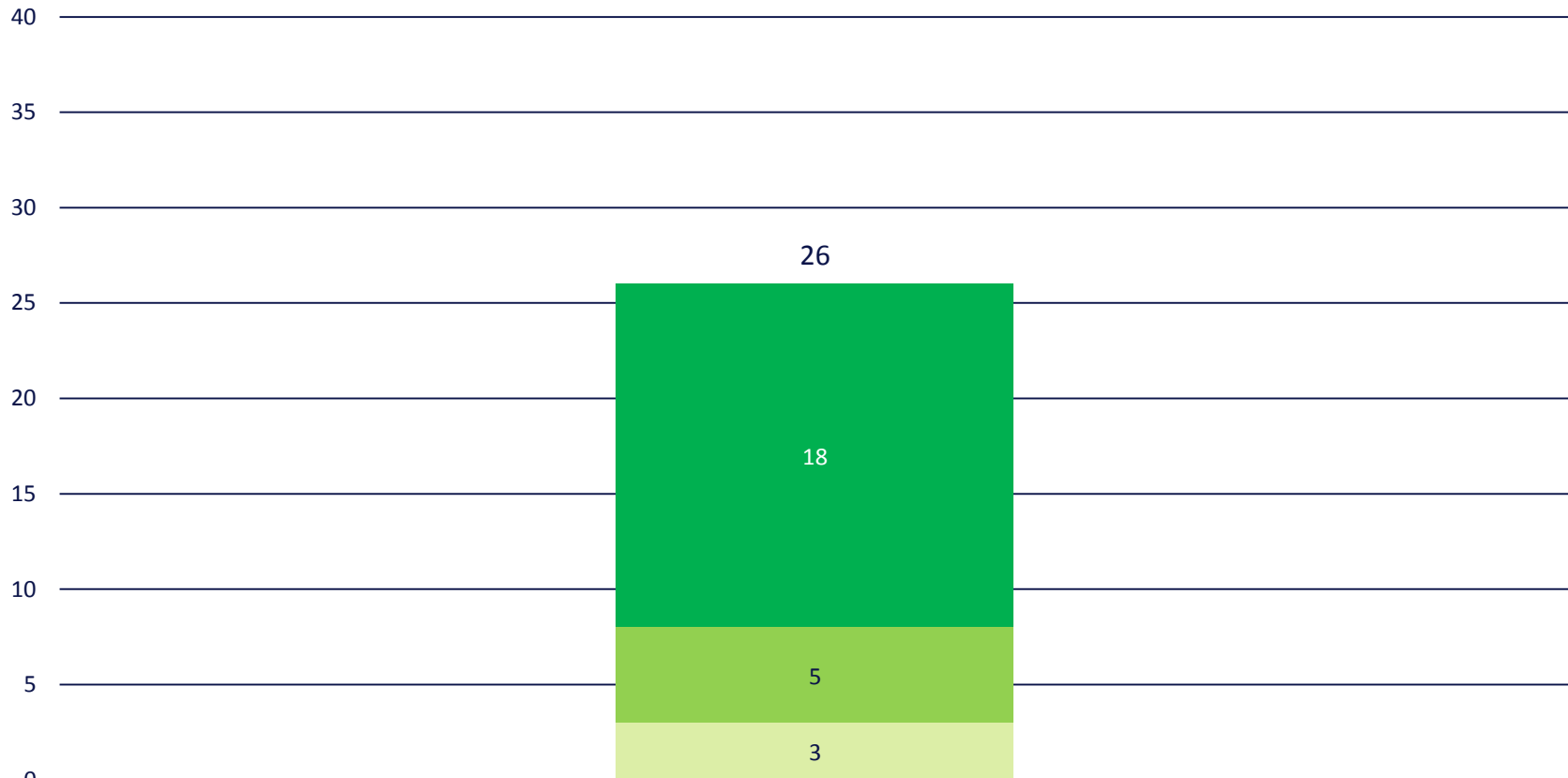
(1 = very poor; 10 = very good)

Note: New question asked in 2015.

## Convenience of Days of Operation

Chart 2 of 3

8, 9, & 10 ratings shown



\*Commercial 2015  
(N=31)

Commercial Customers



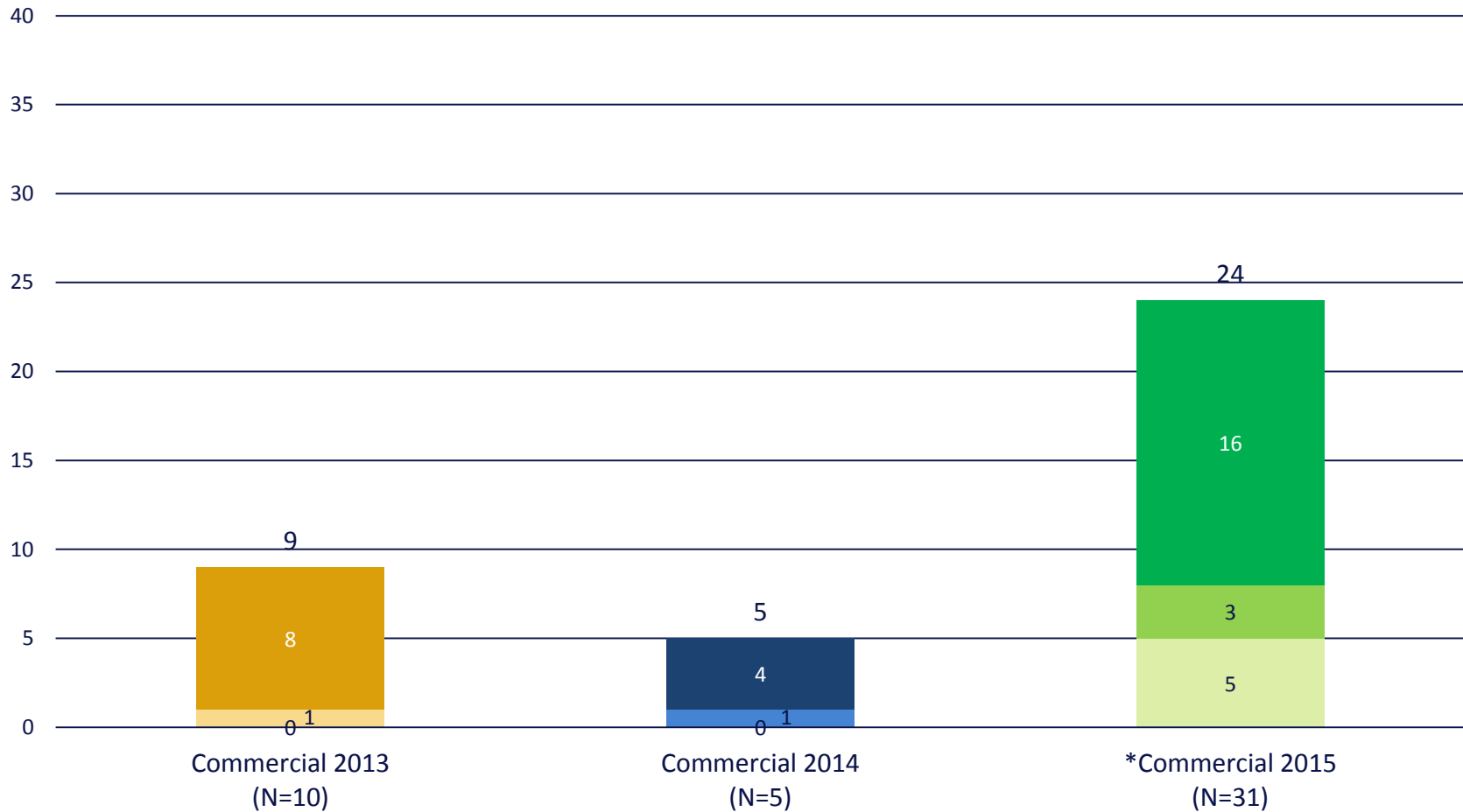


# Service Center Facility Ratings

(1 = very poor; 10 = very good)

## Convenience of Hours of Operation

Chart 3 of 3  
8, 9, & 10 ratings shown



Commercial Customers

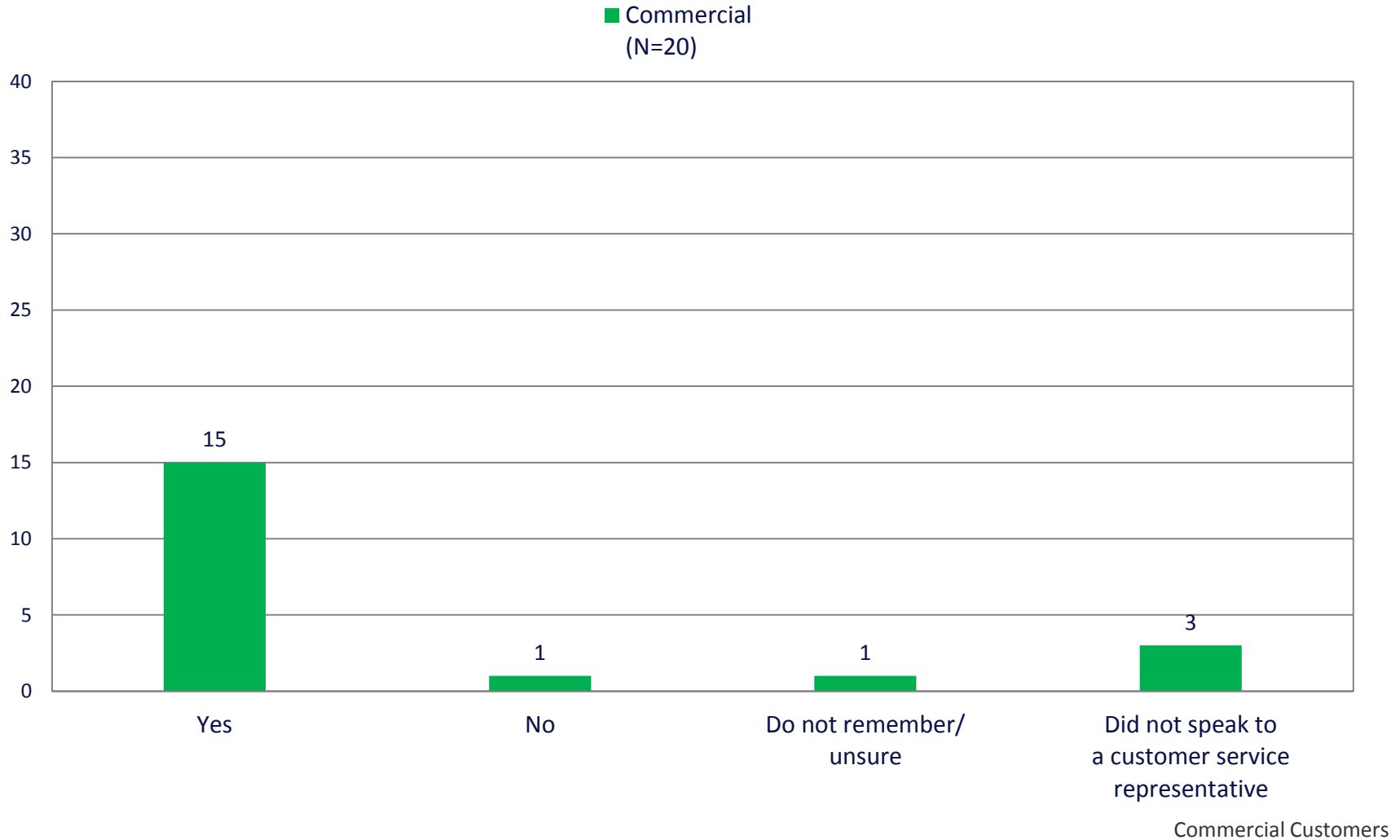




# Customer Service Representative's Ability to Understand Issue or Concern

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



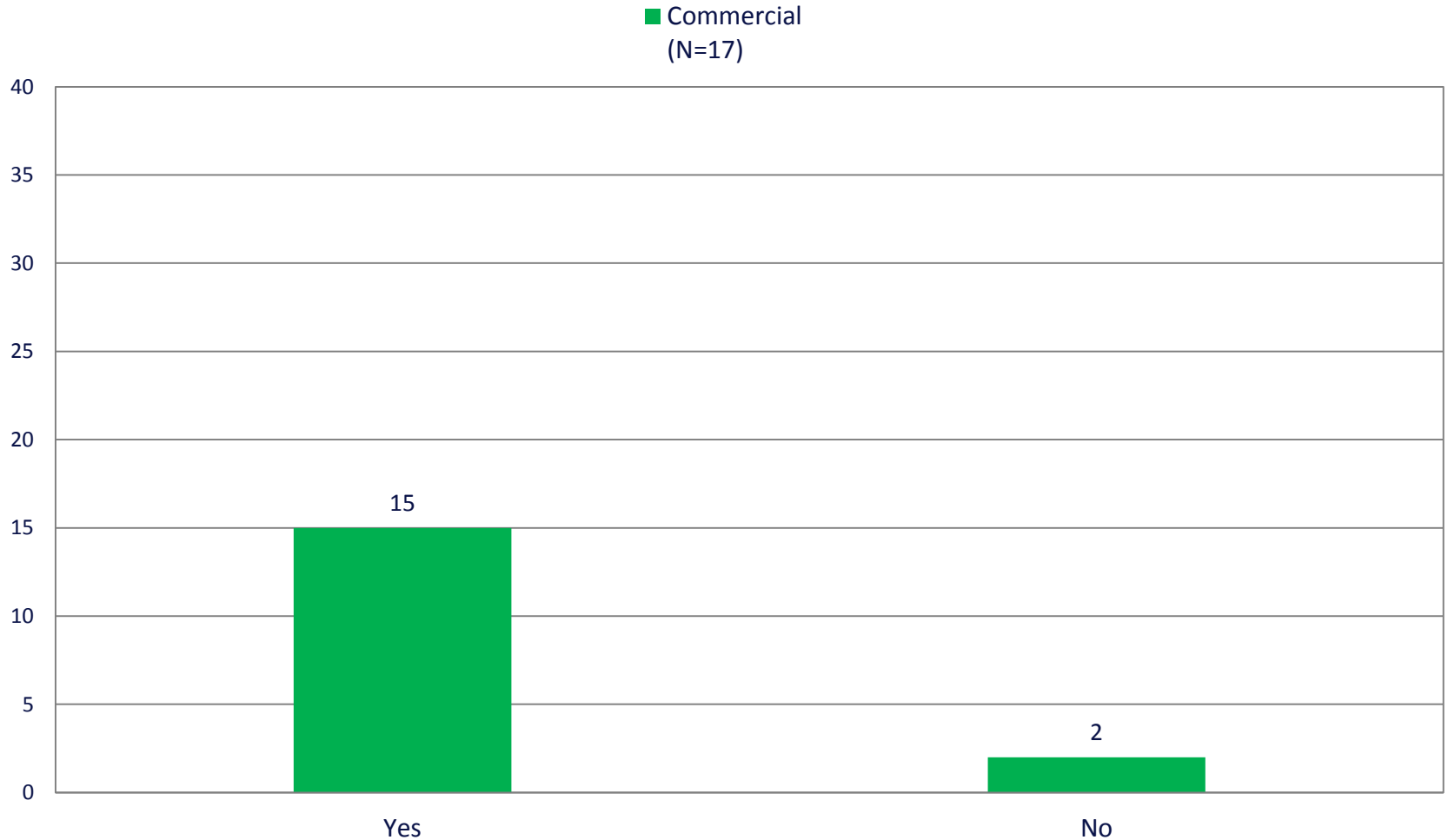




# Customer Service Representative's Ability to Resolve Issue at Time of Visit

Note: New question asked in 2015.

Base: Those who went inside/did not use the drop box and spoke to a CSR during visit to the Utility Customer Service Center.



Commercial Customers





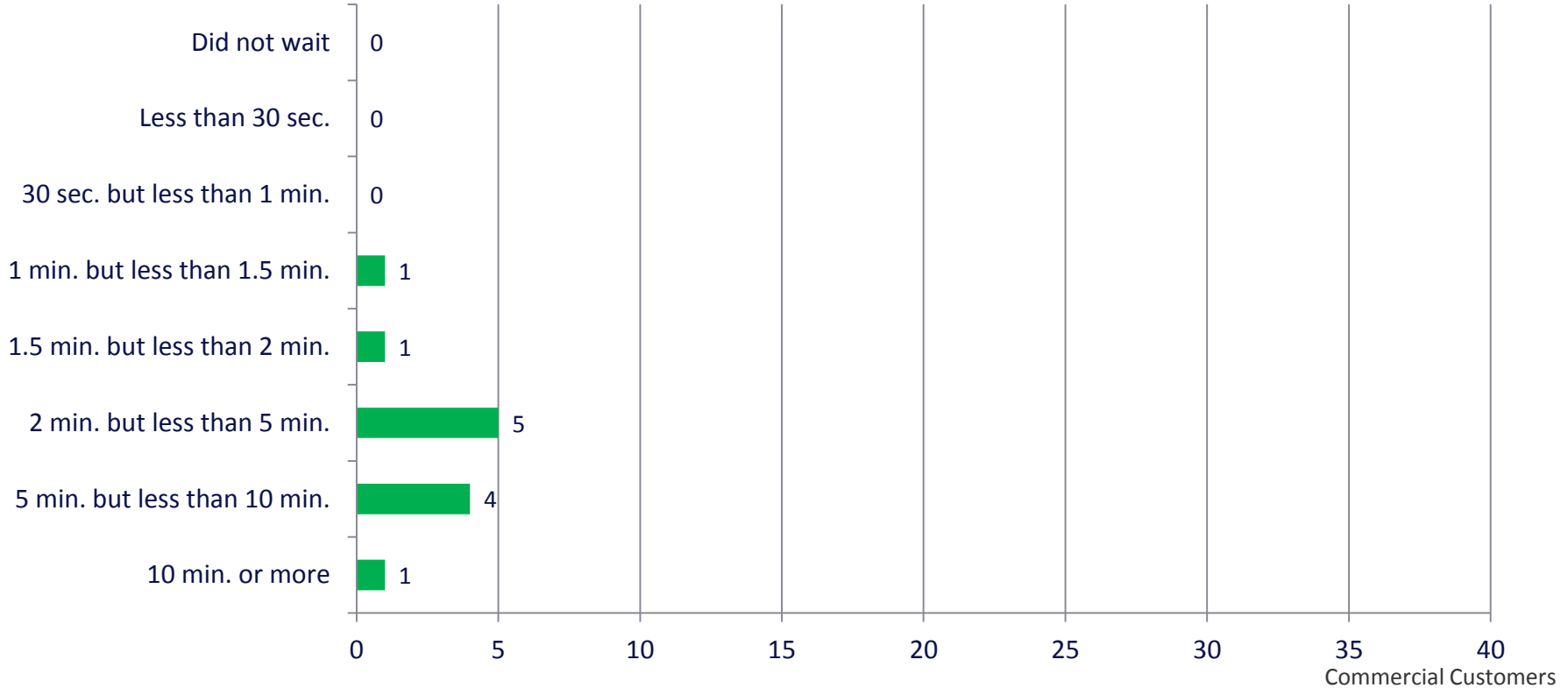
# Length of Time Customer Service Representative Took to Resolve Issue

Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.

Average Wait Time
2015
5.46

■ Commercial  
(N=15)

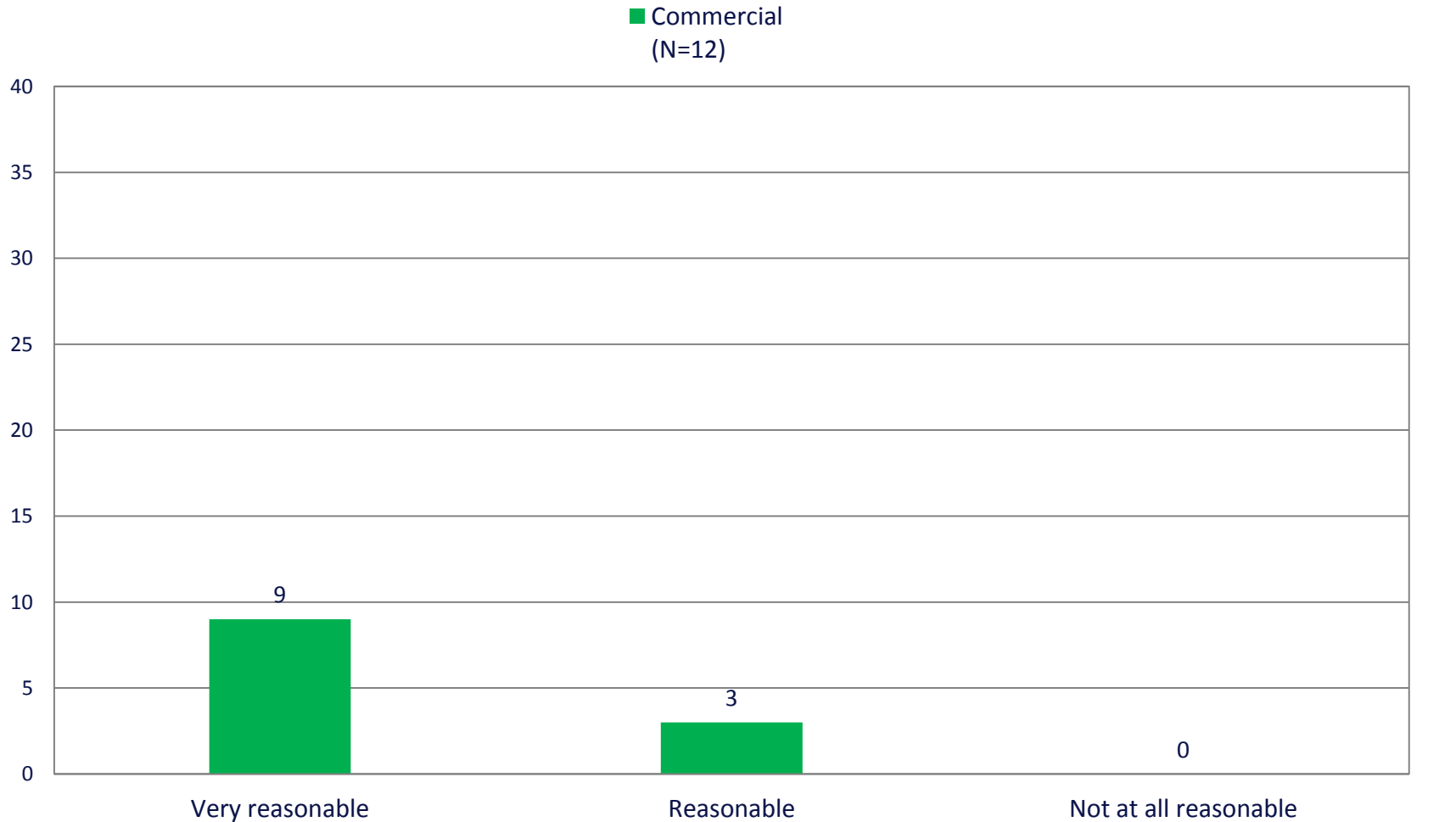




# How Reasonable Was Wait Time to Resolve Issue

Note: New question asked in 2015.

Base: Those who spoke to a CSR during visit to the Utility Customer Service Center and had issue or concern resolved.



Commercial Customers

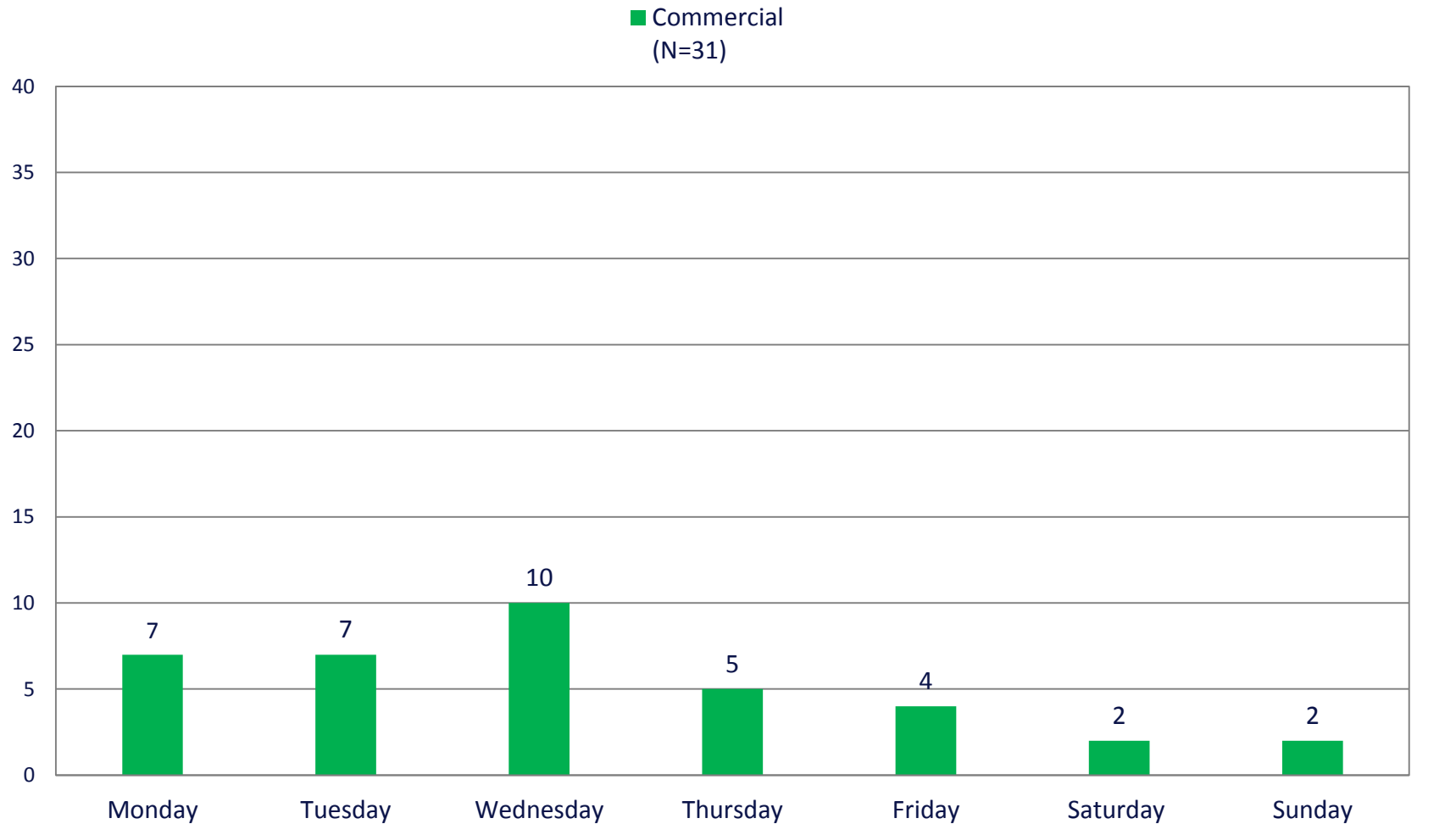




# Service Center Day Prefer To Do Business

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.



Commercial Customers



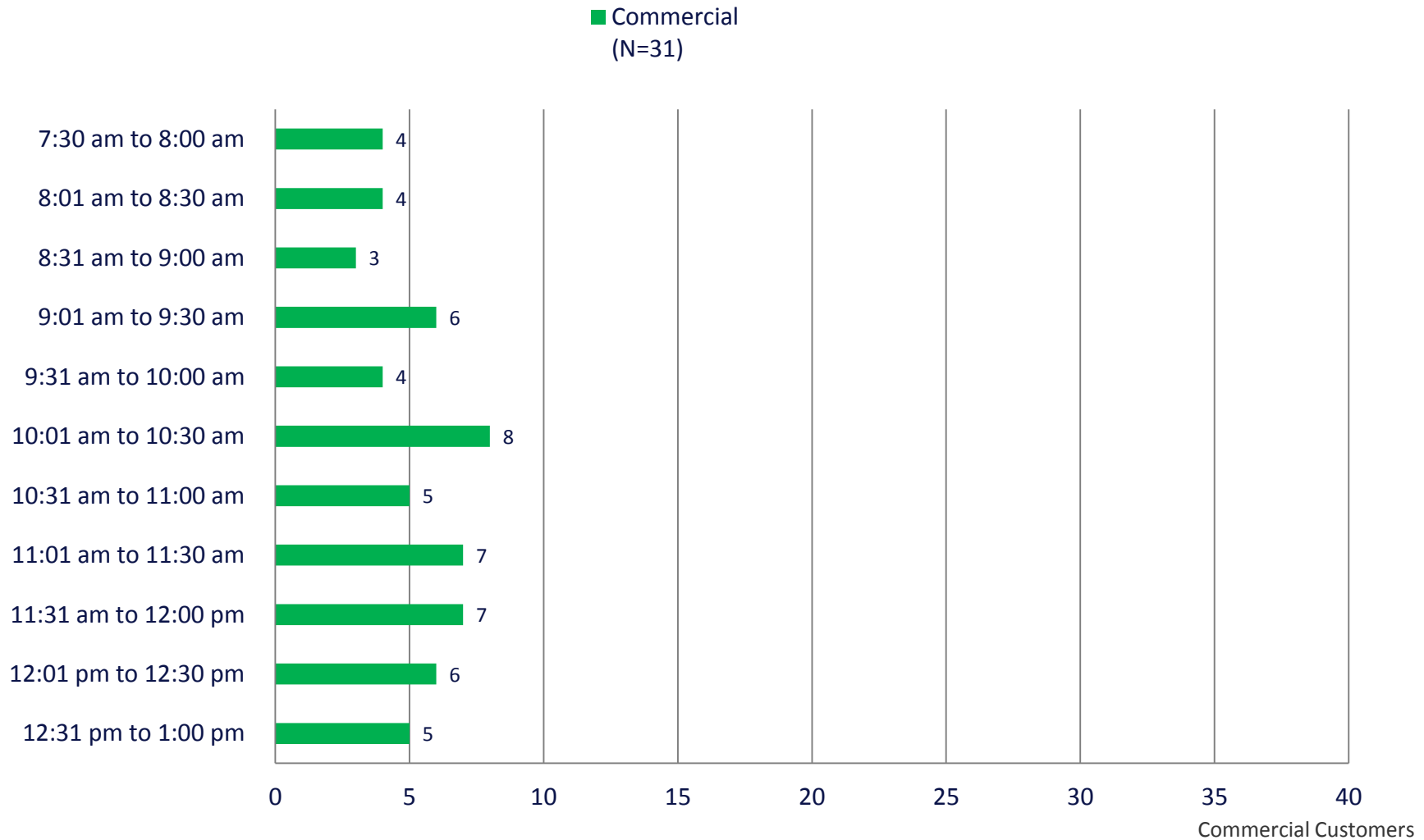


# Service Center Time Prefer To Do Business

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.

Chart 1 of 2



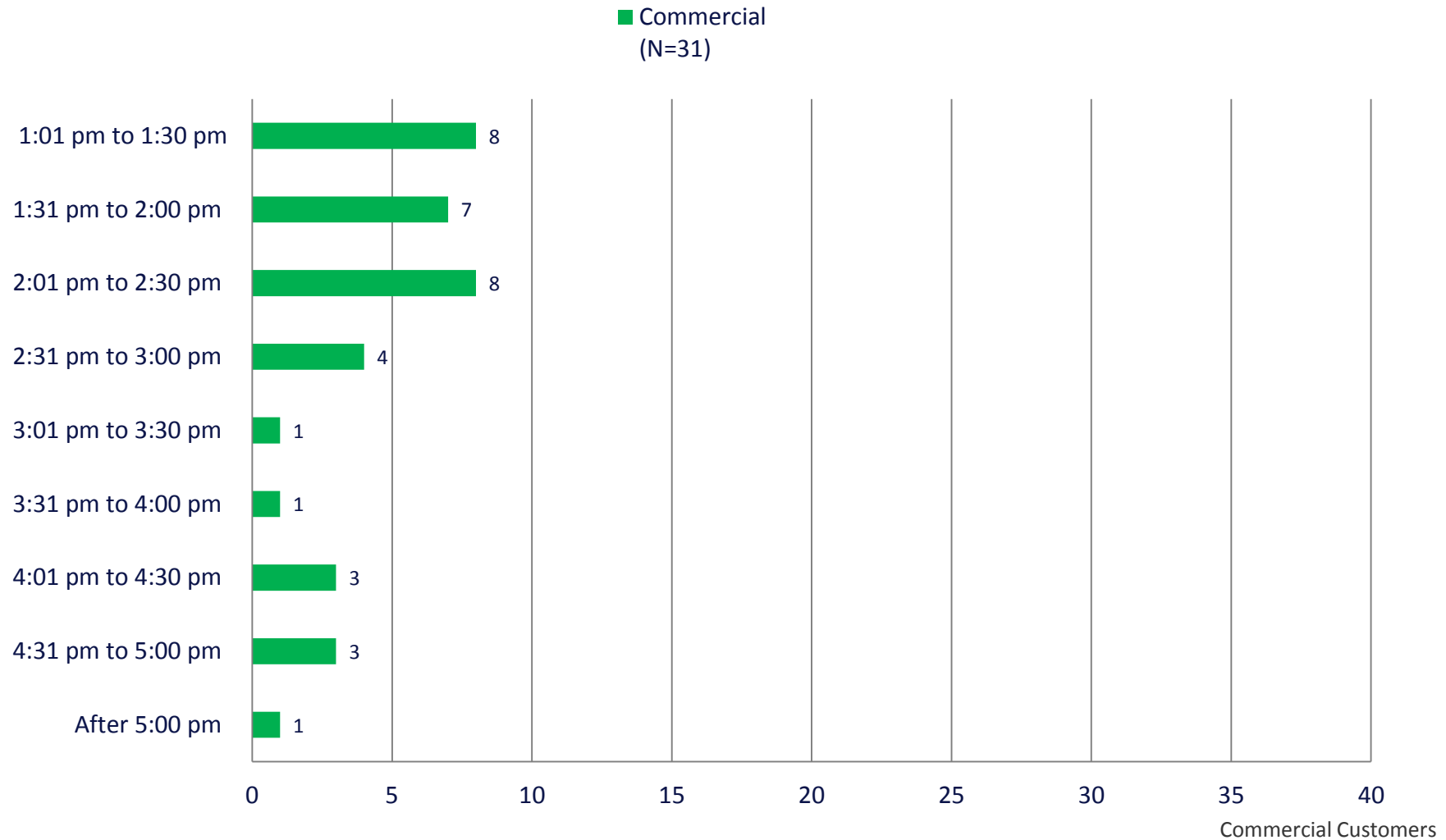


# Service Center Time Prefer To Do Business

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.

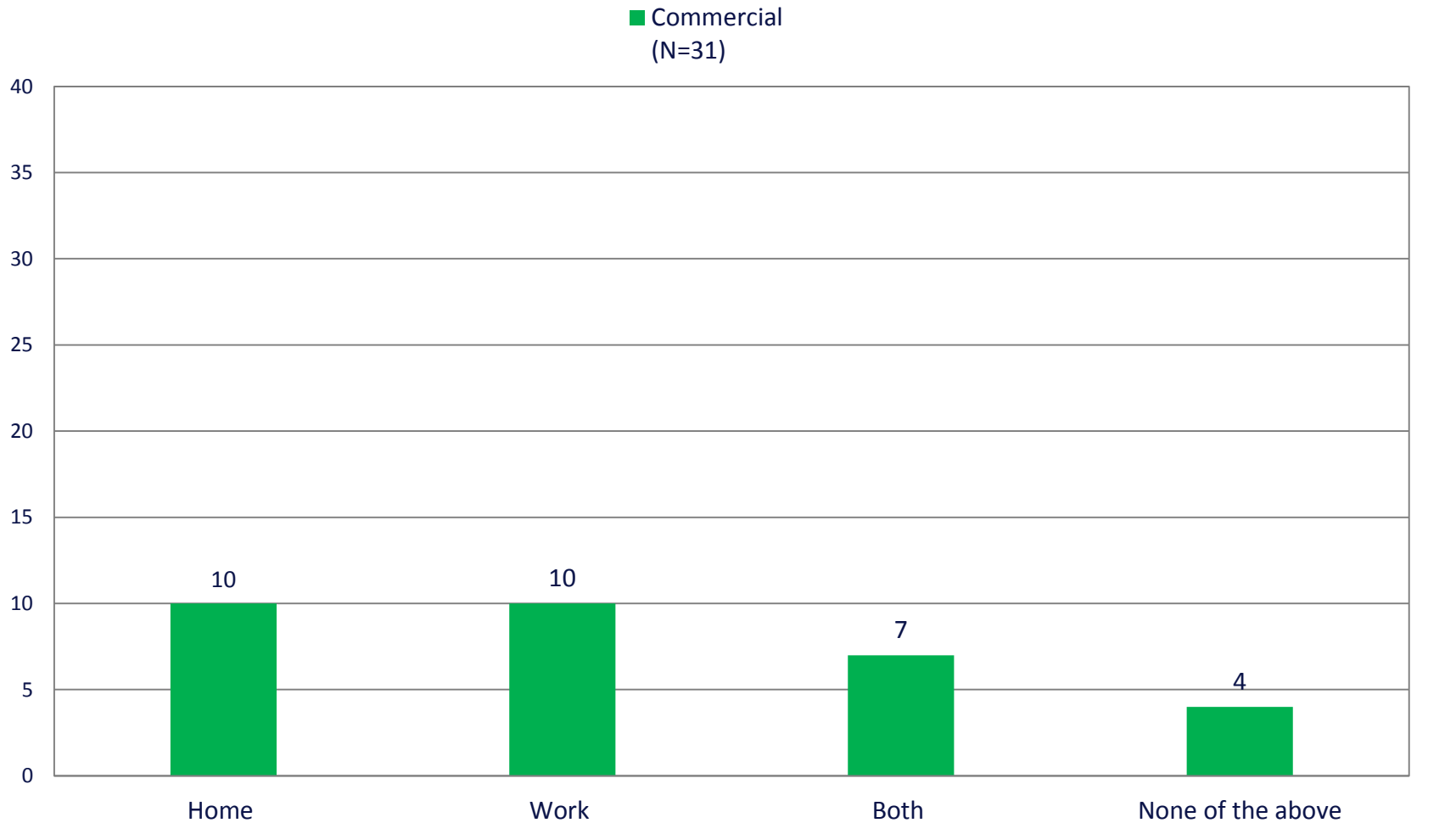
Chart 2 of 2





# Preference of Service Center Location

Note: New question asked in 2015.



Commercial Customers





# Service Center TV Monitor Awareness

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.

	Commercial 2015
<b>Have Noticed TV Monitors</b>	
Yes	11
No	5
<b>Base: Those who spoke to a Customer Service Representative.</b>	<b>17</b>
<b>Find Information on TV beneficial or learned anything new about Austin Energy's energy saving programs</b>	
Yes	5
No	2
<b>Base: Those who noticed TV monitors located at the Utility Customer Service Center.</b>	<b>11</b>



	Commercial 2015
<b>Program Topics</b>	
Save energy, energy conservation	2
Energy-efficiency improvements, home improvements	0
Programs available	0
Save money	1
Water conservation	0
Alternative energy (wind, solar, etc.)	0
All other	2
<b>Base: Those who learned something beneficial or new on the Utility Customers Service Center TV monitors.</b>	<b>5</b>

Commercial Customers



13. When visiting the Utility Customer Service Center, did you notice the TV monitors located at the Utility Customer Service Center? 248

14. Did you find the information on the television beneficial or learn anything new about Austin Energy's energy saving programs?

15. Please explain what was beneficial to you or what you learned.





# Usefulness of Service Center Brochures

Note: New question asked in 2015.

	Commercial 2015
<b>Find Brochures Useful</b>	
Yes	5
No	5
<b>Base: Those who were aware of the brochures provided at the Utility Customer Service Center.</b>	<b>17</b>

Commercial Customers

249

16. Are the brochures the Utility Customer Service Center provides useful to your company?





# Energy Saving Improvements

Note: New question asked in 2015.

Note: Number of mentions adds to more than base due to multiple responses.

	Commercial 2015
<b>Made Energy Saving Improvements To Home</b>	
Yes	10
No	20
Don't remember/unsure	1
<b>Base:</b>	<b>31</b>



	Commercial 2015
<b>Energy Saving Improvements Made</b>	
Changed light bulbs	5
Improved insulation, weatherstripping, etc.	3
Improved air-conditioning, thermostat control	2
Turn off lights when not in use	2
New, energy efficient appliances	1
Improved windows	1
Improved water heater	1
Unplugged appliances	0
Energy program audit	0
Added window coverage	0
Changed behavior	0
<b>Base: Those who made energy-efficiency improvements at their company.</b>	<b>10</b>

Commercial Customers





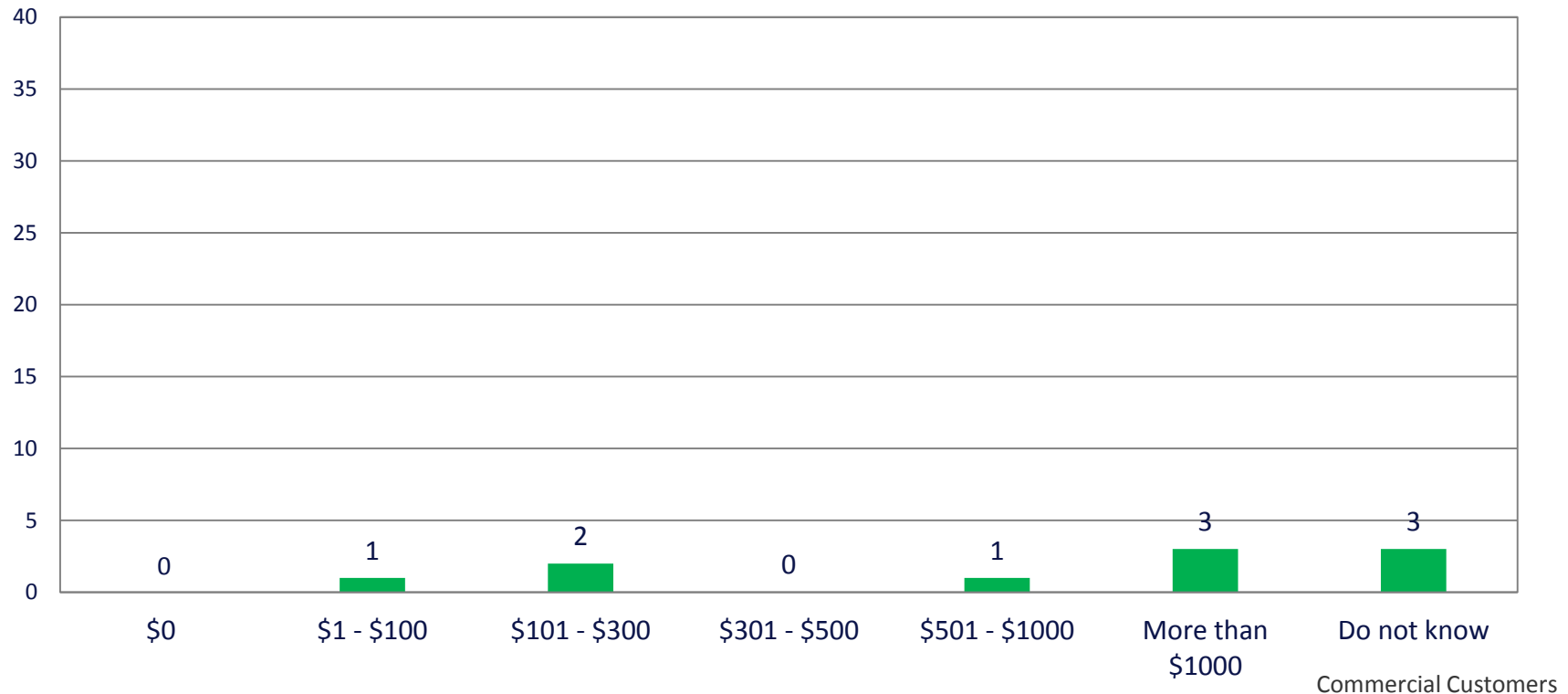
# Energy Saving Improvements Annual Savings

Note: New question asked in 2015.

Base: Those who made energy-efficiency improvements at their company.

Average Savings	Commercial
	2015
	\$814.43

■ Commercial  
(N=10)



Commercial Customers

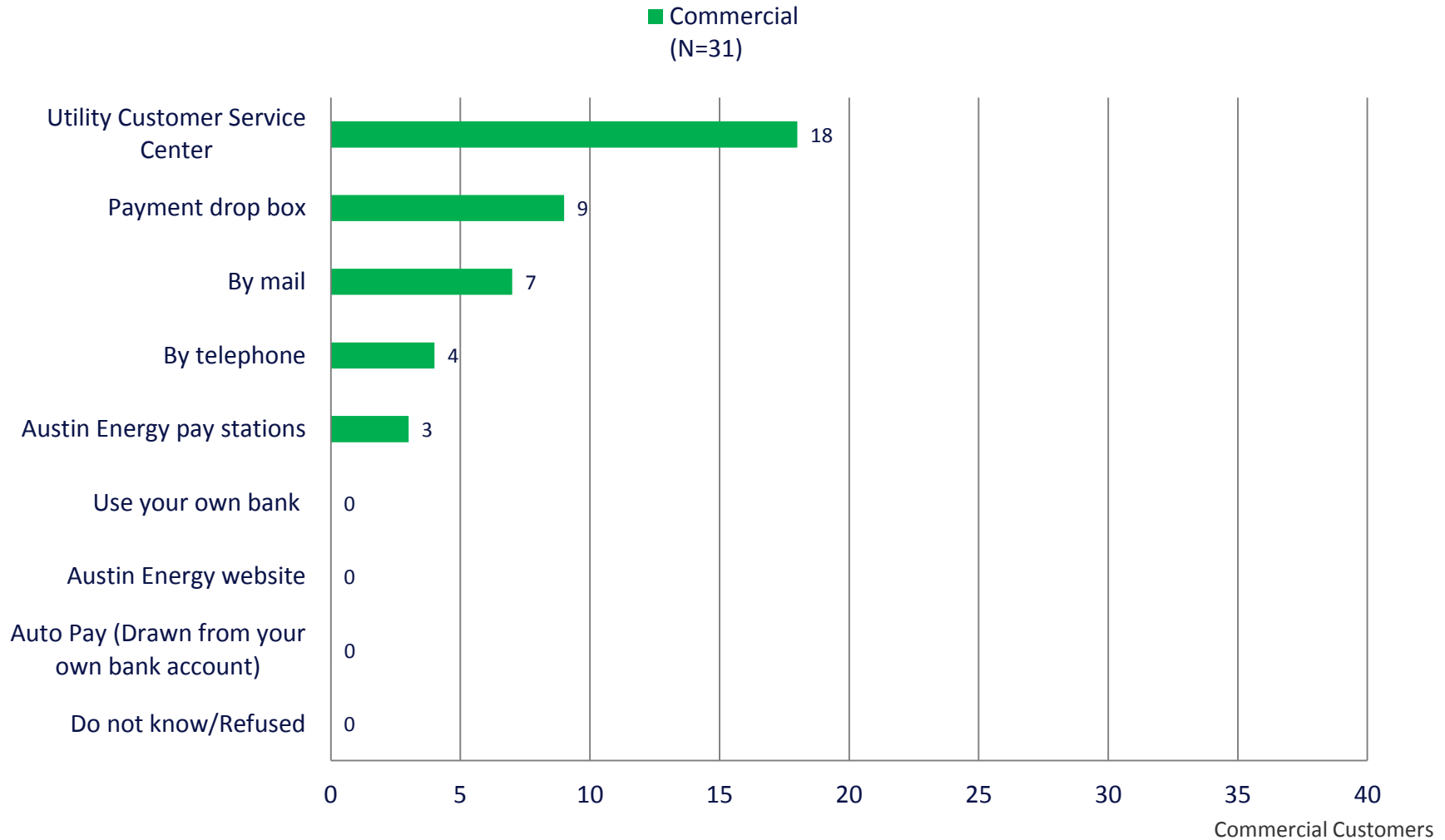




# Payment Option Usually Used

Note: New question asked in 2015.

Note: Responses adds up to more than base due to multiple mentions.

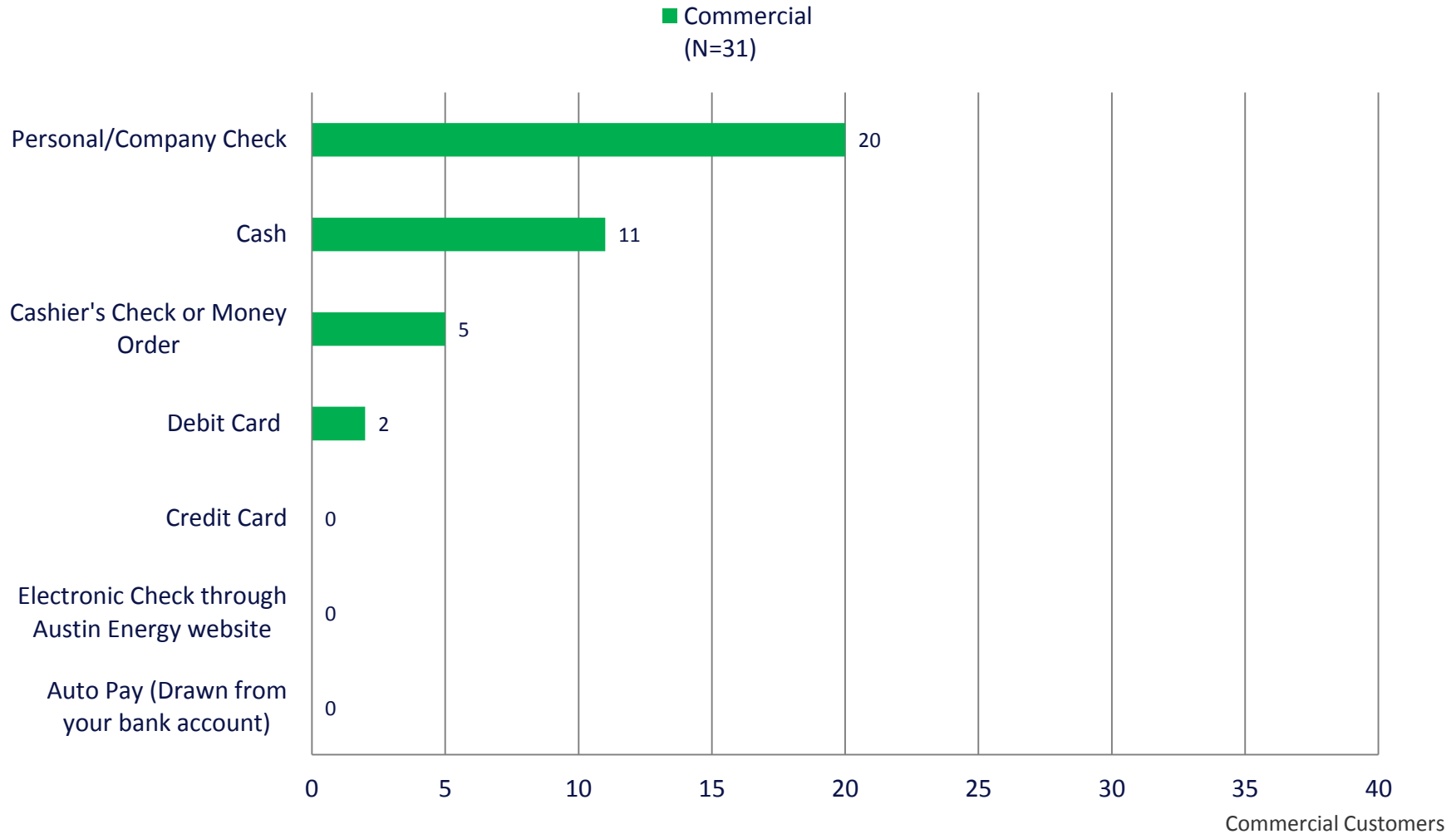




# Payment Method Currently Used to Pay Bill

Note: New question asked in 2015.

Note: Responses adds up to more than base due to multiple mentions.

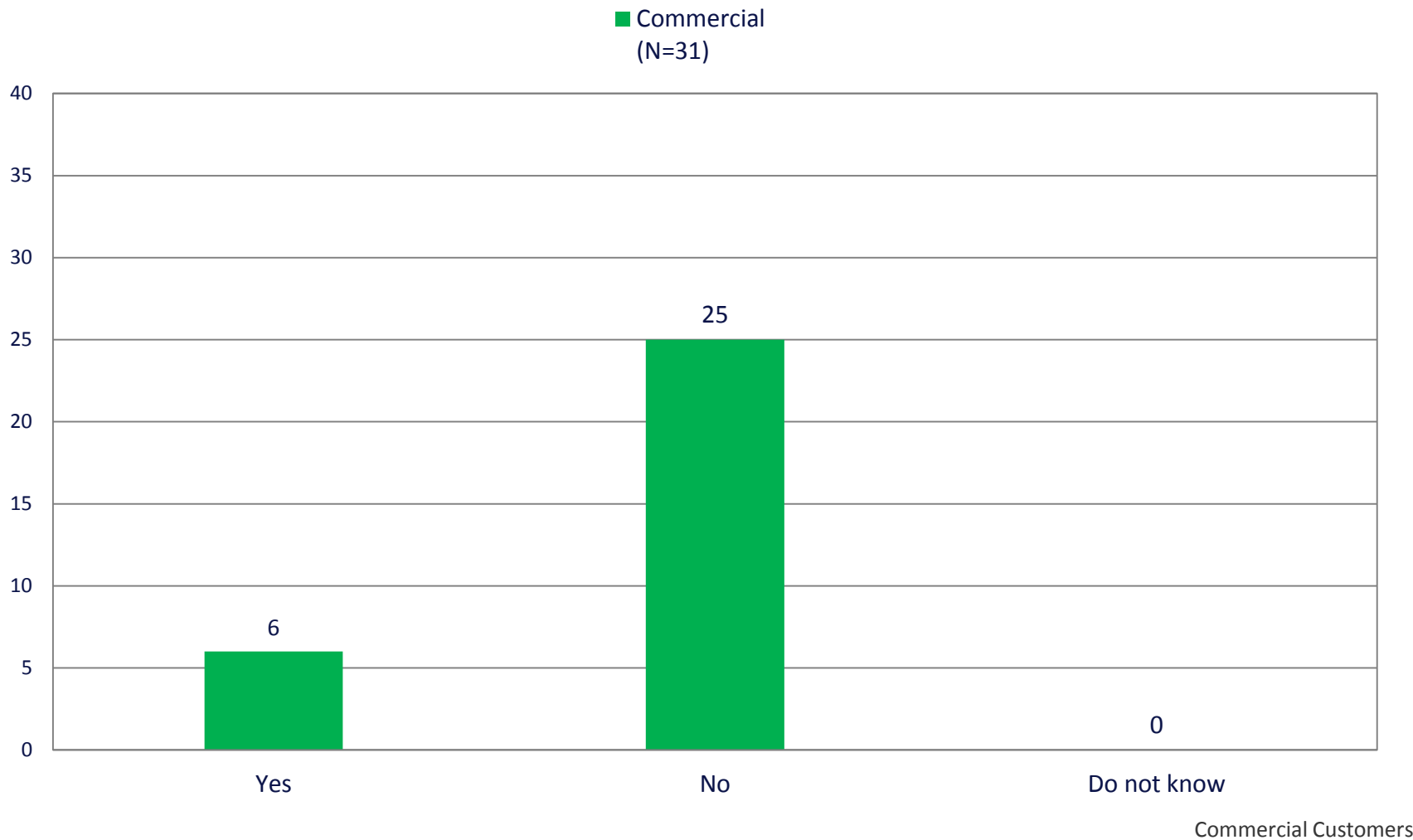




# Consider Sending Funds Directly from Company Bank to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Auto Pay.

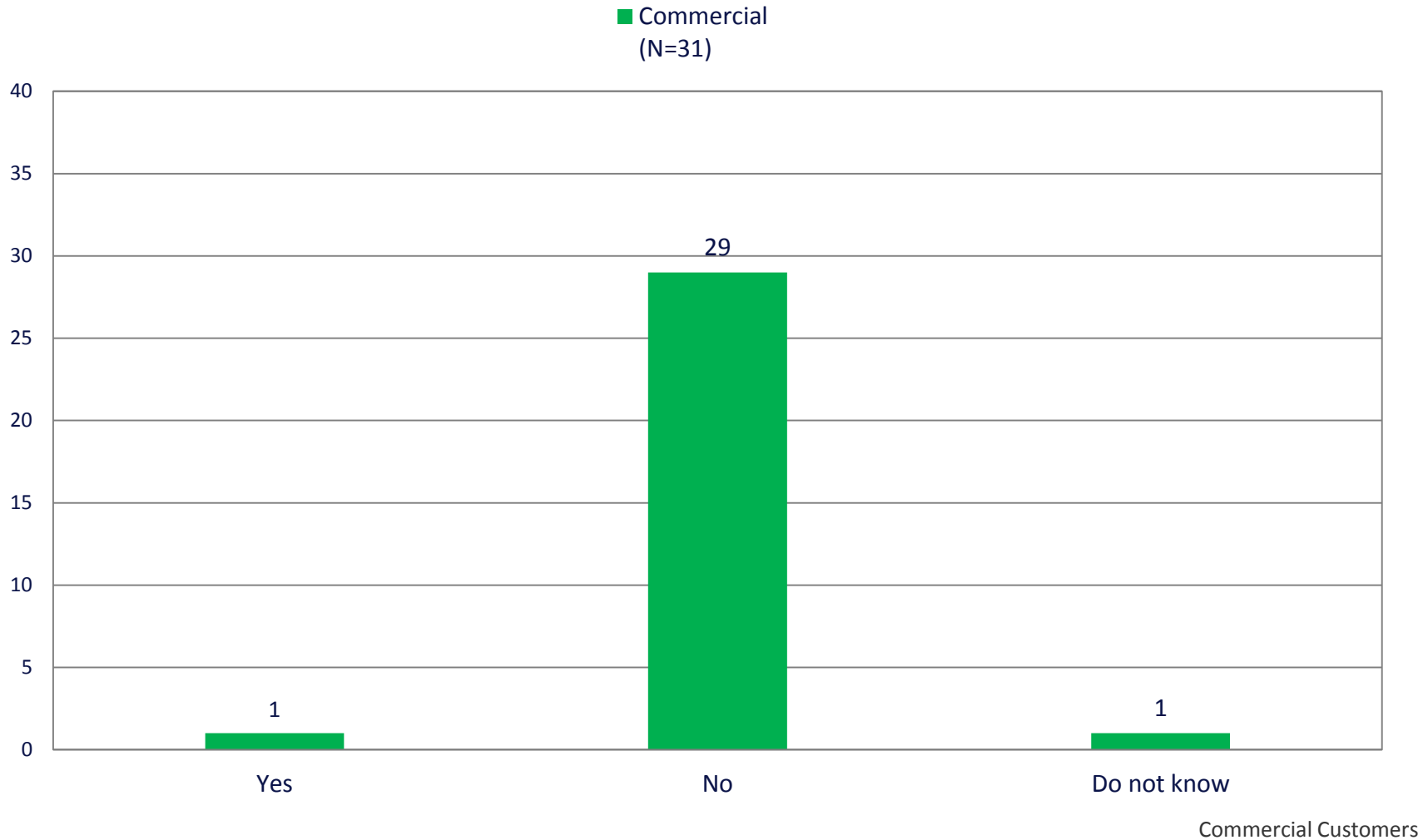




# Consider Using Auto Pay to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Auto Pay.

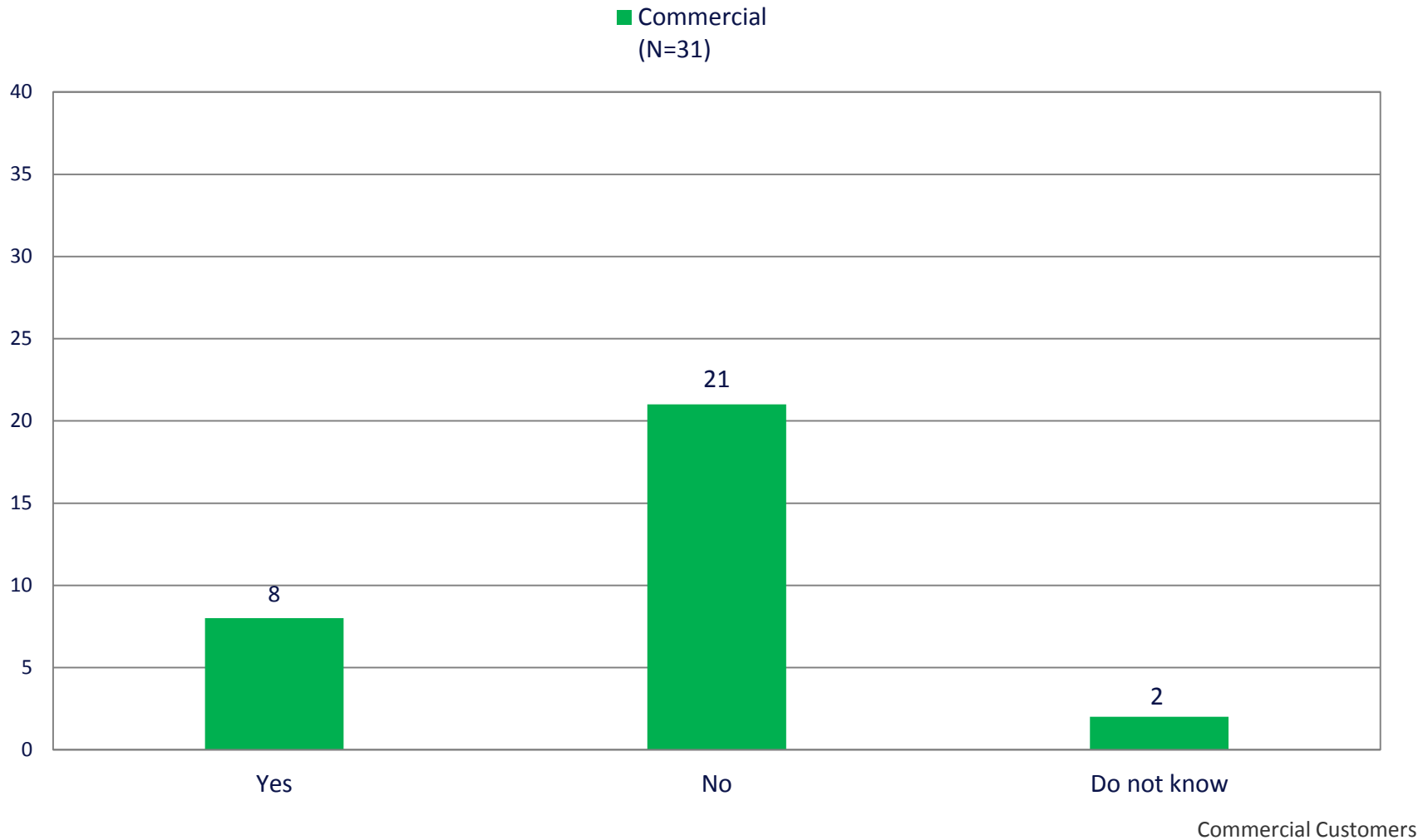




# Consider Using Austin Energy Website to Pay Utility Bill

Note: New question asked in 2015.

Base: Those who did not mention using Austin Energy website for bill payment.







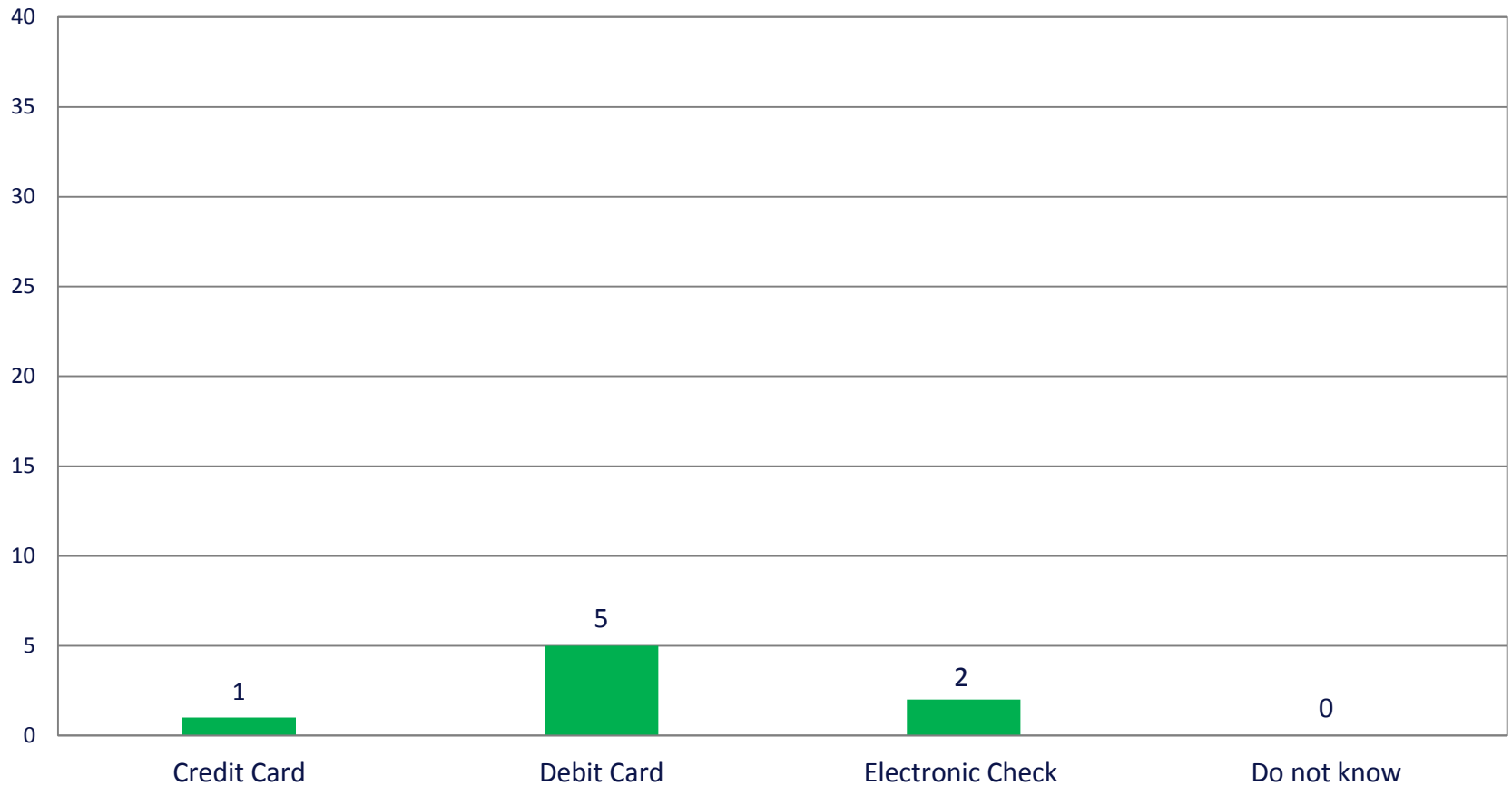
# Preferred Payment Method Through The Austin Energy Website

Note: New question asked in 2015.

Note: Responses adds up to more than base due to multiple mentions.

Base: Those who would consider using the Austin Energy website for bill payments.

■ Commercial  
(N=8)



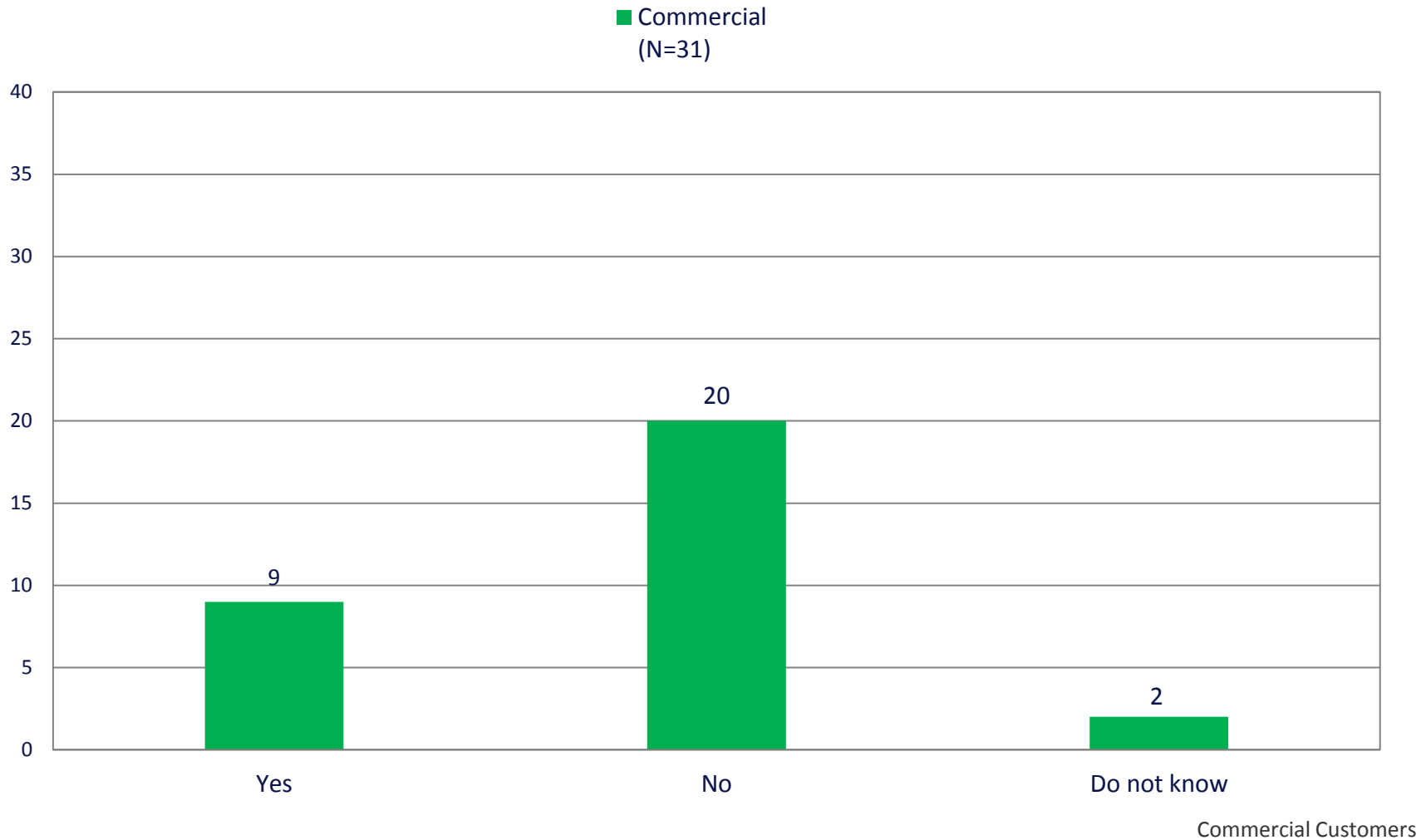
Commercial Customers





# Consider Using Kiosk Terminals If Available

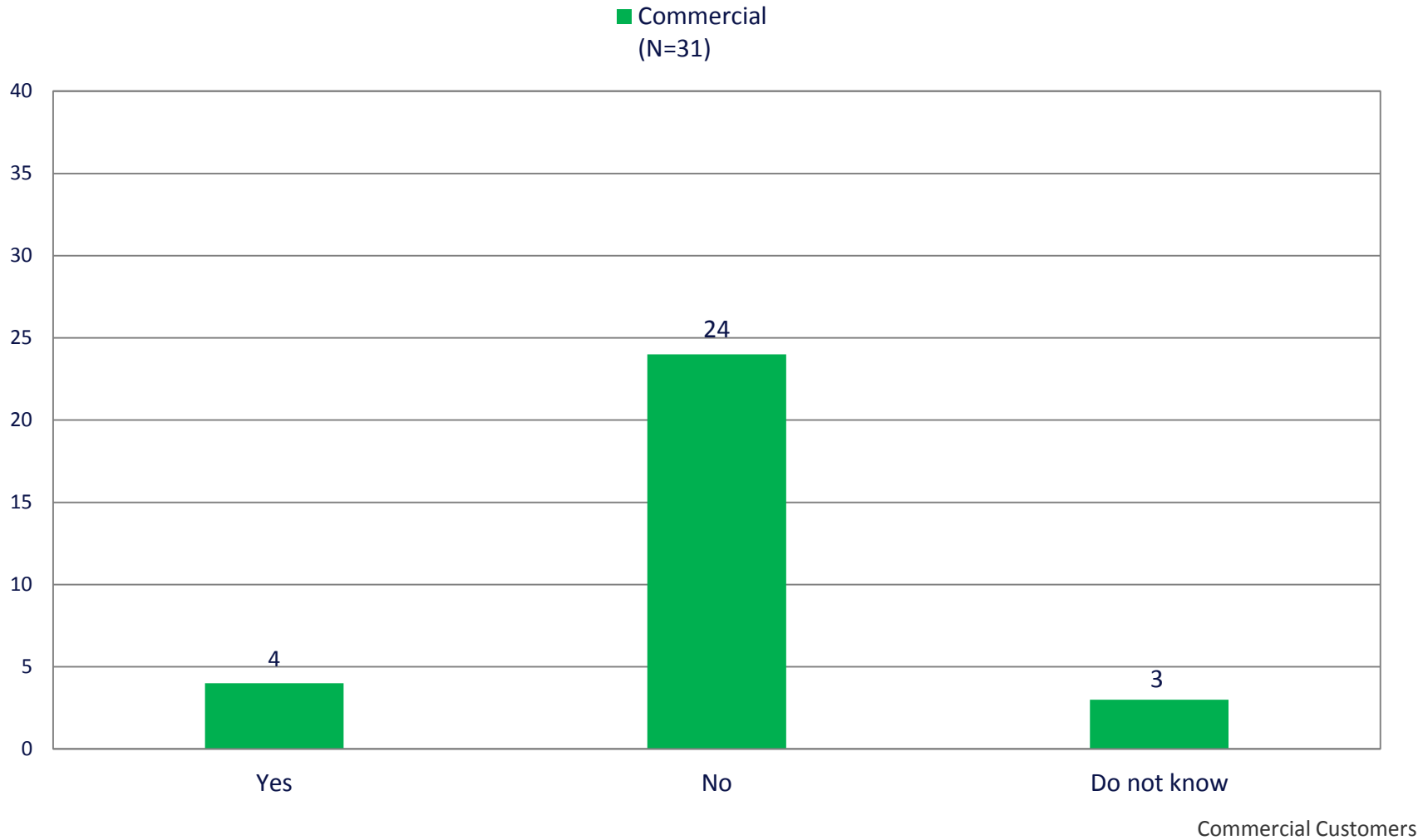
Note: New question asked in 2015.





# Consider Prepaying for Electricity as a Way to Manage Bill Payments If Available

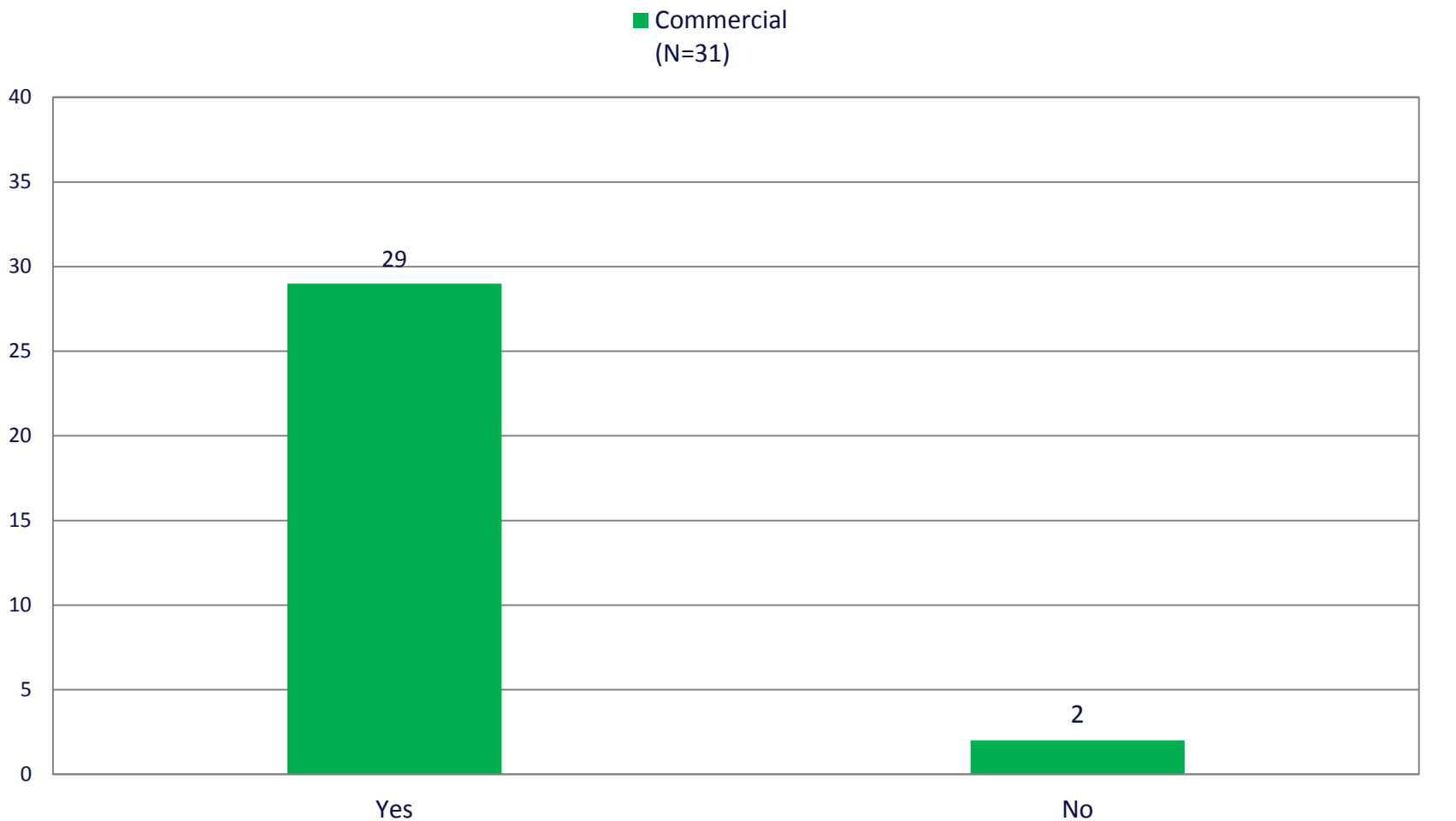
Note: New question asked in 2015.





# Have Access To or Own a Computer, Smart Phone, or iPad

Note: New question asked in 2015.

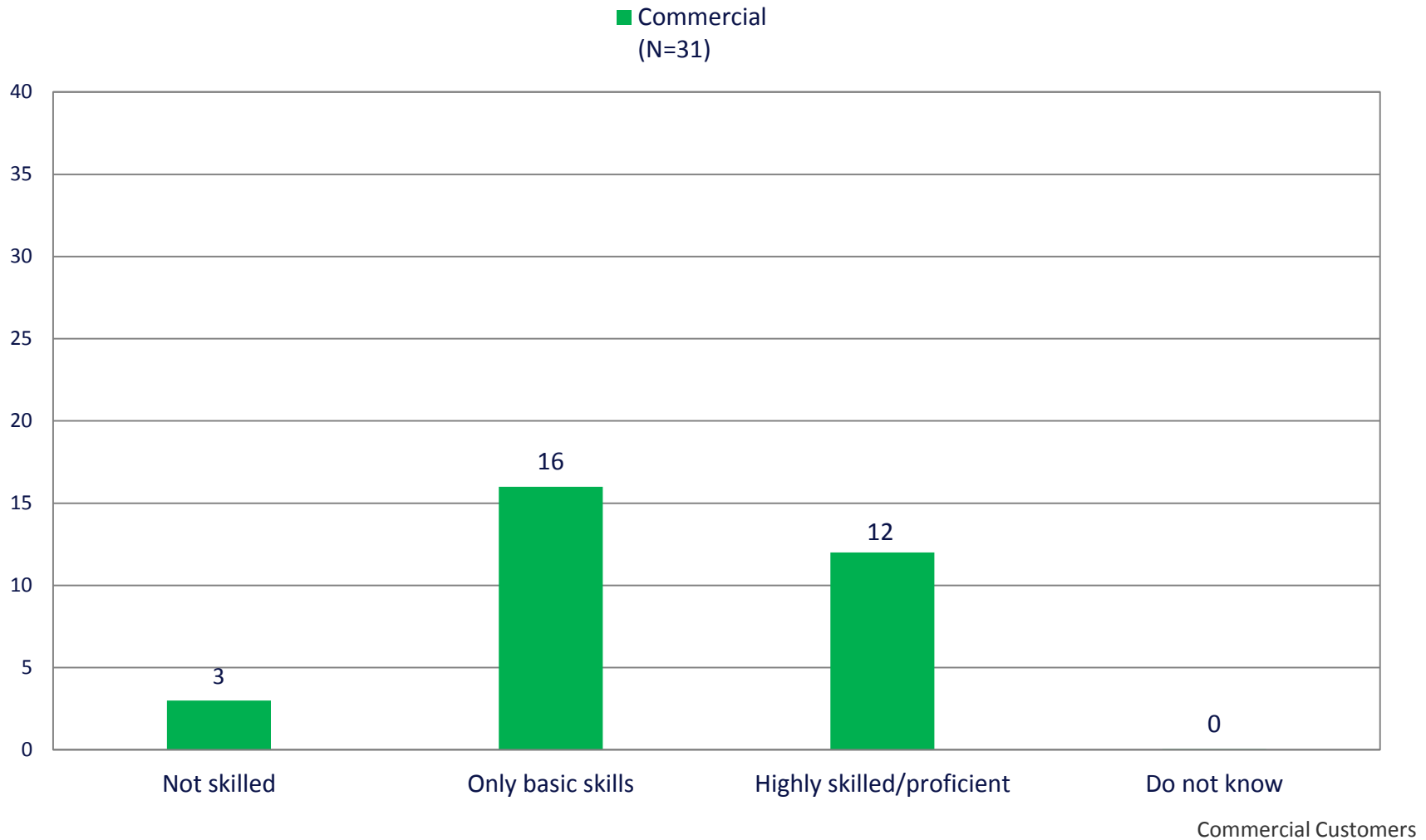




# Skill Level with Computers, Smart Phone, and iPad

AE's Response to ICA RFI No. 5-6  
Attachment 2  
Page 161 of 166

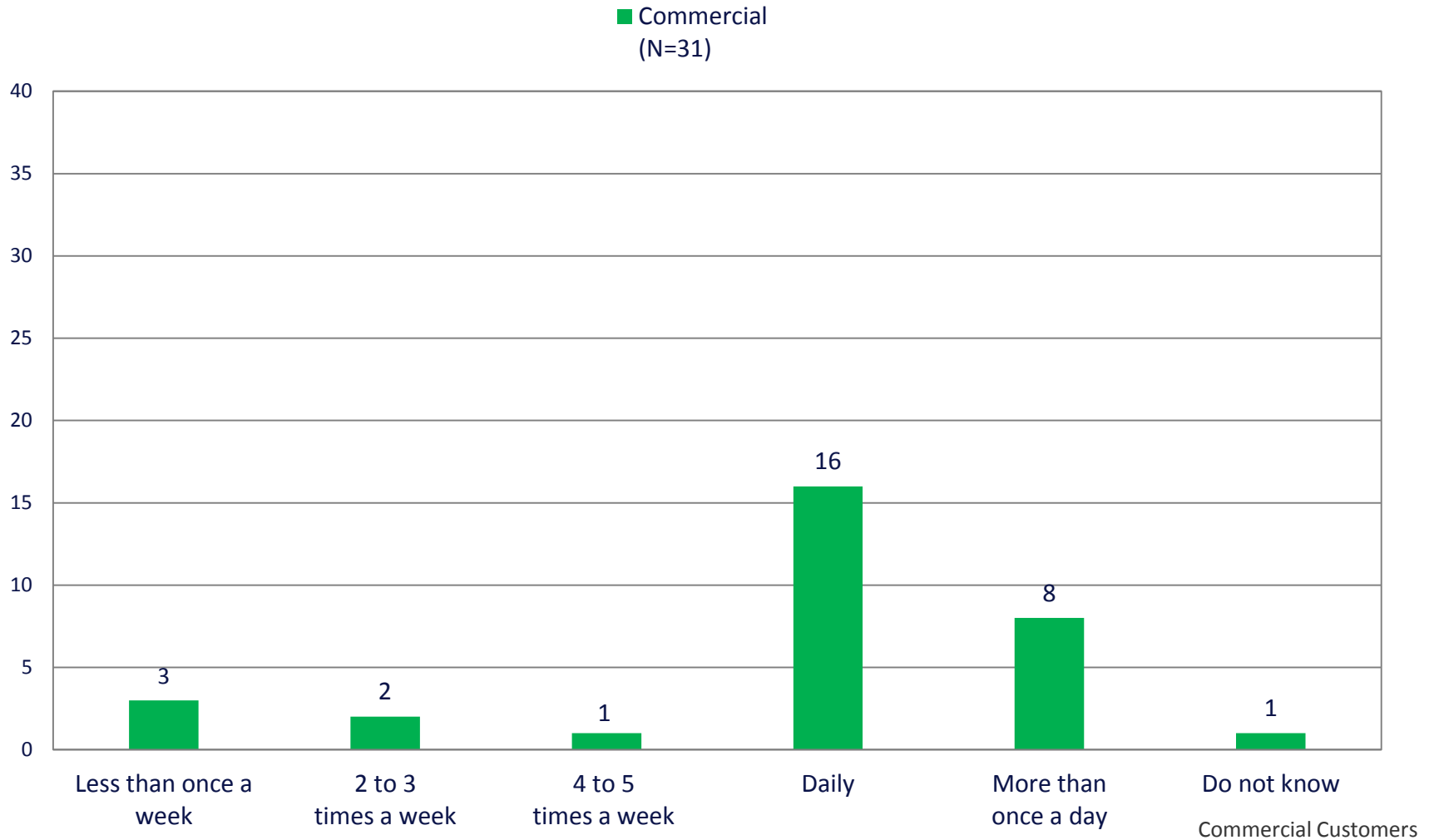
Note: New question asked in 2015.





# Frequency of Using Computer, Smart Phone, and iPad Not Including Phone Calls

Note: New question asked in 2015.





# Demographics

	Commercial 2013	Commercial 2014	Commercial *2015
<b>Length of Time Doing Business in Austin</b>			
Less than 5 years	2	3	2
5 years to less than 10 years	3	1	7
10 years to less than 20 years	2	0	5
20 years to less than 30 years	2	1	5
30 years or longer	1	0	10
<b>Average</b>	<b>16.3 years</b>	<b>8.0 years</b>	<b>24.4 years</b>
<b>Base:</b>	<b>10</b>	<b>5</b>	<b>31</b>





# Demographics

	Commercial 2013	Commercial 2014	Commercial *2015
<b>Number of Full Time Employees</b>			
None	2	0	2
One	0	1	5
Two	3	1	5
Three	2	1	5
Four	0	1	2
Five	1	0	3
Seven	0	0	1
Ten	0	0	1
Twenty-Two	0	0	1
Twenty-Three	0	0	1
Thirty	0	0	1
<b>Average</b>	<b>3.2</b>	<b>4.2</b>	<b>4.7</b>
<b>Base:</b>	<b>10</b>	<b>5</b>	<b>31</b>





# Demographics

	Commercial 2013	Commercial 2014	Commercial *2015
<b>Title</b>			
President	2	1	0
Employee	2	0	0
CEO	1	2	1
General Manager	1	0	2
Office Manager	1	0	3
Owner	1	1	19
Assistant Manager	1	0	0
Bookkeeper	1	0	0
Supervisor	0	1	0
Other	0	0	6
<b>Base:</b>	<b>10</b>	<b>5</b>	<b>31</b>





# Company ZIP Code

	Commercial 2013	Commercial 2014	Commercial *2015
<b>Company ZIP Code</b>			
75062			1
78174		1	
78701	1		1
78702	1	2	5
78721	2		2
78723			2
78724			1
78727	1		
78729	1		1
78741		1	
78745	1		
78746			1
78752			6
78753			4
78757			2
78758	3	1	5
<b>Base:</b>	<b>10</b>	<b>5</b>	<b>31</b>



# Austin Energy Residential Customer Rebate Program

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**Page exit logic:** Page Logic**IF:** Question "Have you made energy efficiency improvements to your residence in the last 12 months?" #1 is one of the following answers ("Yes, I completed the improvements myself", "Yes, I used a participating contractor to complete the improvements")  
**THEN:** Jump to [page 3 -](#)

## 1) Have you made energy efficiency improvements to your residence in the last 12 months?

- ☐ Yes, I completed the improvements myself
  - ☐ Yes, I used a participating contractor to complete the improvements
  - ☐ No, there have not been any improvements in the last 12 months
- 

**Page exit logic:** Page Logic**IF:** Question "Did you know Austin Energy provides rebates for eligible energy efficiency improvements?" #2 is one of the following answers ("Yes", "No")  
**THEN:** Jump to [page 17 -](#)

## 2) Did you know Austin Energy provides rebates for eligible energy efficiency improvements?

- ☐ Yes
  - ☐ No
-

**Page exit logic:** Page Logic**IF:** Question "Did the improvements made to your residence qualify for Austin Energy rebates?"  
" #3 is one of the following answers ("Do not know") **THEN:** Jump to [page 4 -](#)

**Page exit logic:** Page Logic**IF:** Question "Did the improvements made to your residence qualify for Austin Energy rebates?"  
" #3 is one of the following answers ("No") **THEN:** Jump to [page 17 -](#)

**Page exit logic:** Page Logic**IF:** Question "Did the improvements made to your residence qualify for Austin Energy rebates?"  
" #3 is one of the following answers ("Yes") **THEN:** Jump to [page 5 -](#)

**3) Did the improvements made to your residence qualify for Austin Energy rebates?**

- ☐ Yes
  - ☐ No
  - ☐ Do not know
- 

**Page exit logic:** Page Logic**IF:** Question "Did you know Austin Energy provides rebates for eligible energy efficiency improvements?" #4 is one of the following answers ("Yes","No")  
**THEN:** Jump to [page 17 -](#)

**4) Did you know Austin Energy provides rebates for eligible energy efficiency improvements?**

- ☐ Yes
- ☐ No

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**5) Who received the Austin Energy rebate for the energy efficiency improvements?**

- ☐ I received and kept the rebate
  - ☐ I received the rebate and signed it over to the contractor
  - ☐ Contractor received a rebate
  - ☐ Rebate was not worth it
  - ☐ Do not know
- 

**6) How did you first learn that Austin Energy provides rebates to help with the cost of purchasing and installing energy efficient products?**

- ☐ Austin Energy web site
  - ☐ Billboards
  - ☐ Utility Bill inserts
  - ☐ Social Media
  - ☐ Contractors
  - ☐ Mail advertisement
  - ☐ Newspaper advertisement
  - ☐ Radio
  - ☐ TV
  - ☐ Word of mouth
  - ☐ Other, please specify: \_\_\_\_\_
- 

**Page exit logic:** Page Logic**IF:** (Question "Who received the Austin Energy rebate for the energy efficiency improvements?" #5 is one of the following answers ("Rebate was not worth it") AND Question "Who did you first contact about obtaining rebates for making energy

efficiency improvements?" #7 is one of the following answers ("A participating contractor", "Did not contact", "Other, please specify")) **THEN:** Jump to [page 17 -](#)

**Page exit logic:** Page Logic**IF:** Question "Who did you first contact about obtaining rebates for making energy efficiency improvements?" #7 is one of the following answers ("A participating contractor", "Did not contact", "Other, please specify") **THEN:** Jump to [page 9 -](#)

**7) Who did you first contact about obtaining rebates for making energy efficiency improvements?**

- ☐ A participating contractor
- ☐ An Energy Efficiency workshop representative
- ☐ E-mailed Austin Energy
- ☐ Contacted a utility call center representative
- ☐ Contacted Austin 311
- ☐ Contacted the conservation/energy efficiency group
- ☐ Did not contact
- ☐ Other, please specify: \_\_\_\_\_

**8) Was your interest in Austin Energy rebate programs related to:**

- ☐ A business or work location
  - ☐ A residential location
  - ☐ Both residential and business locations
- 

**Page exit logic:** Page Logic**IF:** Question "Who received the Austin Energy rebate for the energy efficiency improvements?" #5 is one of the following answers ("Rebate was not worth it") **THEN:** Jump to [page 17 -](#)

**9) On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how would you rate the information that was provided to you by the Austin Energy staff member you spoke with about your energy efficiency needs?**

☐ Very Dissatisfied 1      ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ Very Satisfied 10

**10) Please explain why you gave that rating.**

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**Page exit logic:** Page Logic**IF:** Question "Did you use an authorized contractor to complete the energy efficiency improvements?" #11 is one of the following answers ("No", "Do not know")  
**THEN:** Jump to [page 11 -](#)

**11) Did you use an authorized contractor to complete the energy efficiency improvements?**

☐ Yes  
☐ No  
☐ Do not know

**12) On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with your contractor for the following?**

	Very	2	3	4	5	6	7	8	9	Very
--	------	---	---	---	---	---	---	---	---	------

	<b>Dissatisfied 1</b>									<b>Satisfied 10</b>
Ability to communicate	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Knowledge of the Austin Energy rebate and loans	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Professional behavior	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Prompt, on time service	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Cleaning up after the job	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
Staying within the cost estimate / agreed upon price	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )

**13) On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the contractor who completed the energy efficiency improvements at your residence?**

( ) Very Dissatisfied 1      ( ) 2    ( ) 3    ( ) 4    ( ) 5    ( ) 6    ( ) 7    ( ) 8    ( ) 9    ( ) Very Satisfied 10

**14) Please explain why you gave that rating.**

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**Page exit logic:** Page Logic**IF:** Question "Did your energy efficiency improvements require an inspection by Austin Energy Staff?" #15 is one of the following answers ("No","Do not know")  
**THEN:** Jump to [page 13](#) -

**15) Did your energy efficiency improvements require an inspection by Austin Energy Staff?**

- ☐ Yes  
☐ No  
☐ Do not know
- 

**16) On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the Austin Energy Inspector who approved the energy efficiency improvements that were completed at your residence?**

	<b>Very Dissatisfied 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>Very Satisfied 10</b>
Ability to communicate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the Austin Energy rebates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prompt, on time service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**17) Would you recommend Austin Energy rebates or energy efficiency improvements to others?**

- ☐ Yes  
☐ No  
☐ Unsure

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**18) On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the Austin Energy rebate experience?**

- ☐ Very Dissatisfied 1      ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ Very Satisfied 10

**19) Please explain why you gave that rating.**

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**20) On a 1 to 10 scale, where 1 is not likely and 10 is very likely, how likely would you have been to complete this energy efficiency improvement if you had not received the rebate to help reduce the cost of the improvements?**

☐ Not Likely 1      ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ Very Likely 10

**21) Please explain why you gave that rating.**

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**22) How familiar are you with your monthly electric usage or service?**

- ☐ Very familiar  
☐ Familiar  
☐ I am not familiar with my electric usage

**23) On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the amount of energy savings you are seeing on your bill since your energy efficiency improvements were completed?**

☐ Very Dissatisfied 1      ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ Very Satisfied 10    ☐ Too Soon To Assess    ☐ Do Not Know

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**24) On a scale from 1 to 10, where 1 is not important at all and 10 is very important, how important is it to you that Austin Energy offer its customers rebates to help with the cost of energy efficiency improvements?**

☐ Not Important at All ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ Very Important 10

**25) Please explain why you gave that rating.**

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**26) Austin Energy programs are designed to help customers with the cost of purchasing and installing energy efficient products and services. How could Austin Energy improve its rebate programs?**

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**27) If there was one single energy efficiency improvement you would suggest, what would it be?**

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**28) On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with Austin Energy?**

☐ Very Dissatisfied 1      ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ Very Satisfied 10

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**29) Do you rent or own the residence where the energy efficiency improvements were completed?**

☐ Rent  
☐ Own

**30) In which City of Austin Council District is the residence located?**

☐ Council District 1  
☐ Council District 2  
☐ Council District 3  
☐ Council District 4  
☐ Council District 5  
☐ Council District 6  
☐ Council District 7  
☐ Council District 8  
☐ Council District 9  
☐ Council District 10  
☐ Do not know  
☐ My residence is not located in a City of Austin Council District

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**31) What is the zip code of the residence?**

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**32) Which of the following best describes the residence?**

- ☐ Townhouse
  - ☐ Condo
  - ☐ Duplex, Triplex, Fourplex
  - ☐ Apartment
  - ☐ Single-family home
  - ☐ Other, please specify: \_\_\_\_\_
- 

**33) Approximately how old is the residence?**

- ☐ Less than 1 year
- ☐ 1 year to 5 years
- ☐ 6 to 10 years
- ☐ 11 to 15 years
- ☐ 16 to 20 years
- ☐ 21 to 30 years
- ☐ 31 to 40 years
- ☐ 41 to 50 years
- ☐ More than 50 years
- ☐ Do not know

**34) What is the approximate total square footage of the residence? Include only indoor or enclosed space.**

- ☐ Less than 500 square feet
- ☐ 501 to 999 square feet
- ☐ 1,000 to 1,999 square feet
- ☐ 2,000 to 2,999 square feet
- ☐ 3,000 to 3,999 square feet
- ☐ 4,000 to 4,999 square feet
- ☐ 5,000 to 5,999 square feet
- ☐ 5,000 to 5,999 square feet
- ☐ 6,000 or more square feet
- ☐ Do not know

**35) Are you**

- ☐ Male
  - ☐ Female
- 

**36) Please tell me which of the following categories includes your age.**

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 59
- ☐ 60 to 64
- ☐ 65 years of age or older
- ☐ Prefer not to answer

**37) Which of the following best describes your race or ethnic background?**

- ☐ White

- ☐ African American
  - ☐ Hispanic
  - ☐ Asian, Pacific Islander
  - ☐ Aleutian, Eskimo, or American Indian
  - ☐ Other, please specify: \_\_\_\_\_
- 

**38) Which of the following categories best describes your total family income for 2015, before taxes?**

- ☐ Under \$10,000
  - ☐ \$10,000 to \$25,000
  - ☐ \$25,001 to \$40,000
  - ☐ \$40,001 to \$50,000
  - ☐ \$50,001 to \$60,000
  - ☐ \$60,001 to \$75,000
  - ☐ \$75,001 to \$100,000
  - ☐ \$100,001 or more
  - ☐ Prefer not to answer
- 

**39) What is the highest level of education you have completed?**

- ☐ Some high school
- ☐ Graduated high school
- ☐ Some college
- ☐ Graduated college
- ☐ Post-graduate work

**40) What is your marital status?**



- ☐ Single
- ☐ Married
- ☐ Separated
- ☐ Divorced
- ☐ Widowed
- ☐ Living with domestic partner
- ☐ In transition
- ☐ Other, please specify: \_\_\_\_\_

**41) Do you have anyone under the age of 18 living in your residence?**

- ☐ Yes
  - ☐ No
- 

**42) If you are interested in sharing your experiences with other Austin Energy customers, please provide us with your email address. Your email address will not be shared with others.**

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**Thank You!**

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Data Analytics and Business Intelligence  
811 Barton Springs Road Austin Texas 78704

Austin Energy Residential Customer Rebate Program

Q4 FY2015 Summary Report – January 2016

CONFIDENTIAL

Please note, the Q4 FY2015 Residential Rebate Survey included participants in the Power Partner<sup>SM</sup> Thermostat program (PPT). Reported averages for some questions appear different from Q3 percentages because of the unique program design and customer experience of the PPT program that differs significantly from the other programs included in this report. A comprehensive review has been completed that determined there are no significant changes in satisfaction or program performance from Q3 to Q4. Individual program performance reports are available for review. In other words, differences seen in this report are a function of including PPT results which were not in the first report and not a result of any dysfunction within the programs or rebate process.

### Summary

Overall, 80% of residential survey participants were satisfied to very satisfied with the Austin Energy rebate experience. This was higher than the satisfaction ratings for Austin Energy. This is a critical finding to share as external stakeholders often focus on only the overall satisfaction score.

93% of survey participants reported they would recommend Austin Energy rebates to others. The rebate is very important in encouraging the completion of energy efficiency improvements. This high rating supports the use of testimonials in future marketing campaigns.

54% of survey participants reported it likely that they would not have completed the improvements if rebates did not defray the cost. Future outreach could include cost reductions as a benefit of the rebate program.

87% of survey participants stated it was important to very important for Austin Energy to offer customers rebates to help defray the costs of energy efficiency improvements. This type of confirmation could be shared in outreach as evidence of how our programs benefit the community.

As with the first survey, these findings are very encouraging. The programs are viewed as a value to customers and as a necessity to promote energy efficiency.

While most respondents did not have suggestions for improvement, reporting that they were pleased with the programs, they did offer suggestions that

primarily included increasing the advertising and outreach related to the programs, increasing the types of measures eligible for rebates and improving application processes and rebate disbursement. These suggestions are provided in detail within the comments in the attached report.

### Highlights

50% of survey participants used a participating contractor to complete improvements. This number is lower than the previous survey due to the inclusion of the PPT program.

36% of survey participants completed the improvements themselves. This number is greater than the previous survey due to inclusion of the PPT program.

89% of survey participants received and kept the rebate. This number is greater than the previous survey due to inclusion of the PPT program.

3% of survey participants reported the contractor received the rebate. This number is lower than the previous survey due to the inclusion of the PPT program.

Austin Energy's website and participating contractors were the most frequently reported channels where customers first learned about the rebate programs (26%, 33%), with social media, radio, and television being the least commonly reported (3.2 %, 0.5%, 0.3%).

This is the first quarter Power Partner<sup>SM</sup> Participants were included in the survey sample. Approximately 4% of participants stated they learned about the program directly from Nest. We will continue tracking this number to remain mindful of the relationship between our customers and our vendors.

Participating contractors were the most frequently reported first point of contact by participants (49%) and Austin 311 being the least frequently reported first point of contact (0.5%).

Overall, customers were satisfied with their respective contractor on a range of attributes. The average across attributes was 87%.

On average, for those participants requiring an inspection, 85% were satisfied to very satisfied with the inspector.

Customers suggested Austin Energy add more rebates for weatherization including insulation, doors and windows.

## Recommendations

Based on the positive feedback from rebate program participants, programs should maintain operations. Investigating additional marketing opportunities is recommended. Survey feedback should be provided to contractors. This survey will continue on a quarterly basis to provide feedback to programs.

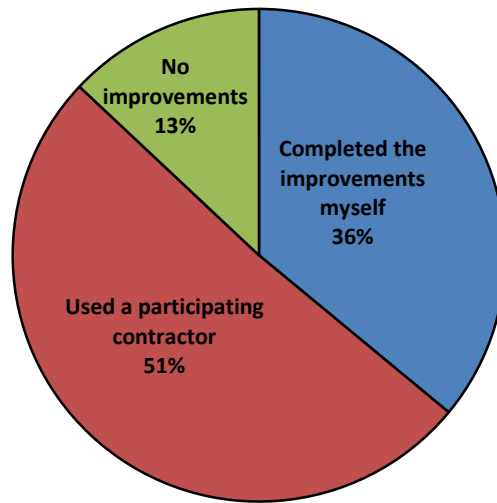
## Methodology

Electronic survey invitations were sent to residential rebate customers that participated in Austin Energy's energy efficiency rebate programs (Home Performance with Energy Star, Appliance Efficiency Program, and Power Partner) June thru September 2015. The email invitations were sent during the period beginning November 9, 2015 and ending November 24, 2015.

Approximately 411 completed surveys were received, a 14% response rate which is a standard expected response rate. Note survey counts will be based on response routing.

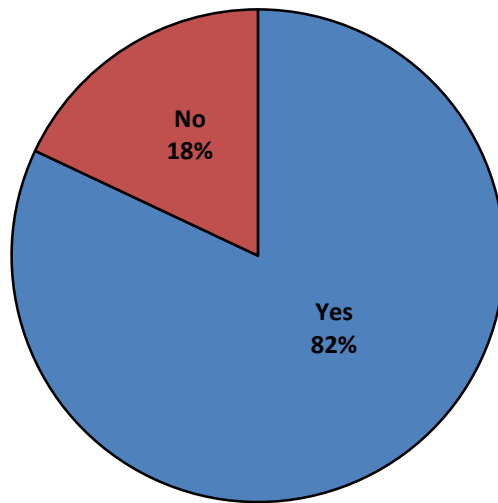
Survey demographics are provided at the end of the survey report and reflect the demographics of residential rebate program participants. This report is confidential and for internal use only.

1. Have you made energy efficiency improvements to your residence in the last 12 months?



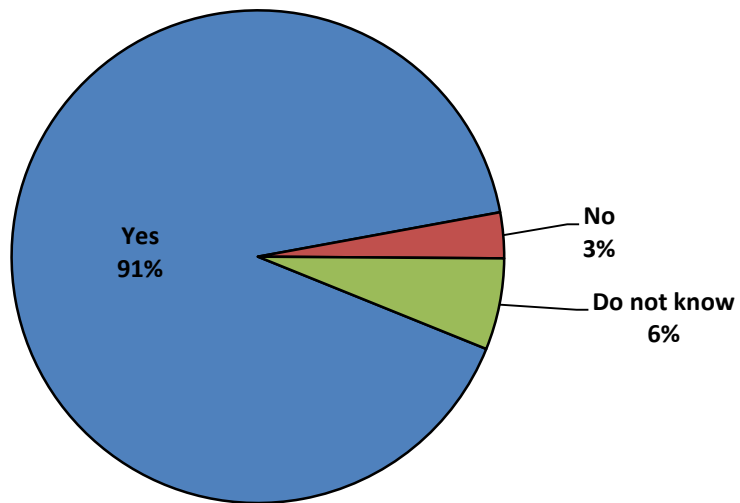
Total responses	411
Yes, I completed the improvements myself	148
Yes, I used a participating contractor to complete the improvements	210
No, there have not been any improvements in the last 12 months	53

2. Did you know Austin Energy provides rebates for eligible energy efficiency improvements?



Total responses	57
Yes	47
No	10

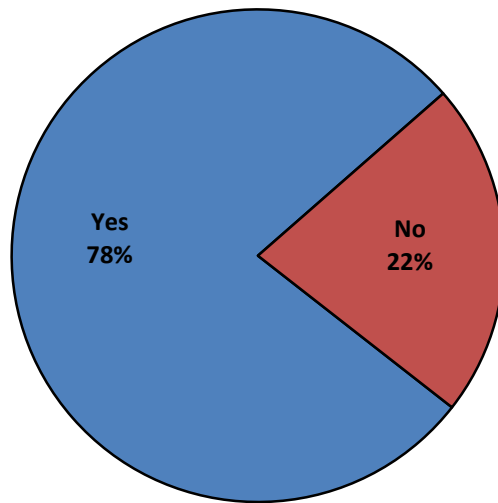
3. Did the improvements made to your residence qualify for Austin Energy rebates?



Total responses	358
Yes	327
No	11
Do not know	20



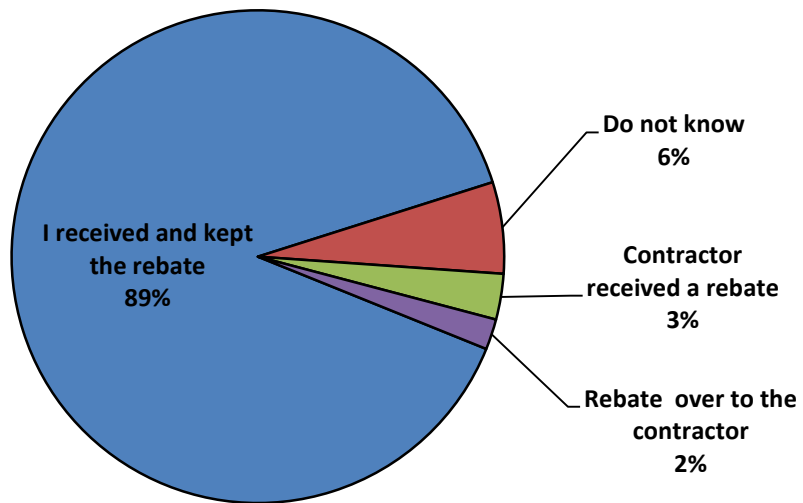
4. Did you know Austin Energy provides rebates for eligible energy efficiency improvements?



Total responses	23
Yes	18
No	5

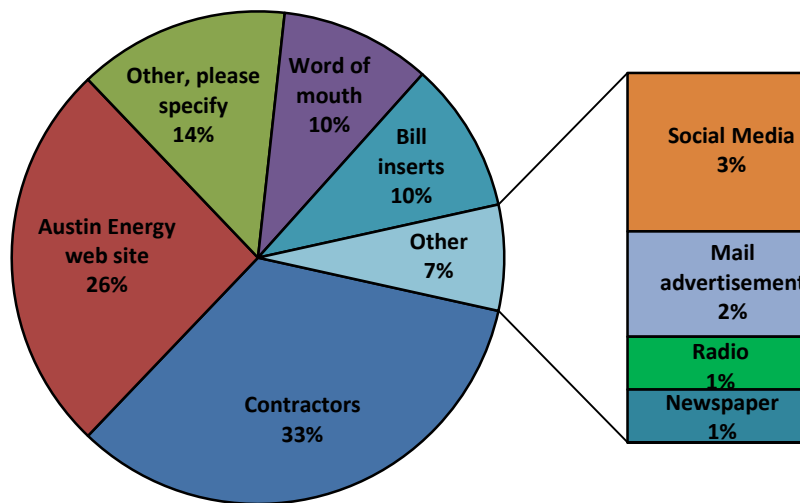
Only the respondents that received this question were those that answered that they did not know that they did not know rebates are provided.

5. Who received the Austin Energy rebate for the energy efficiency improvements?



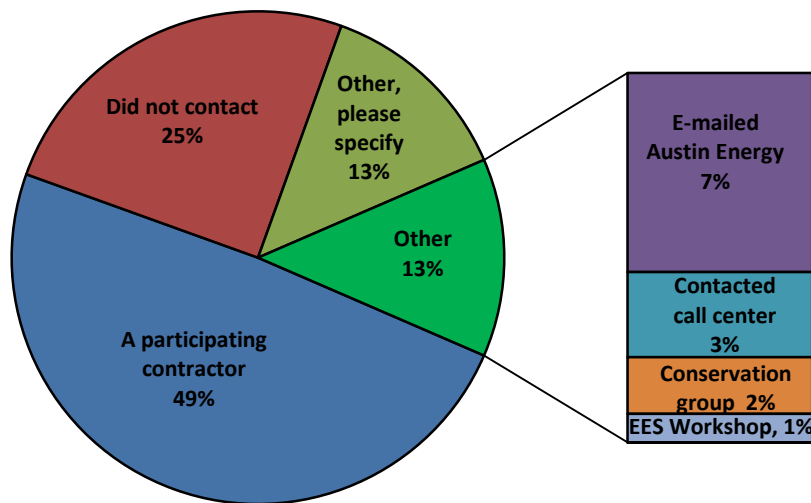
Total responses	325
I received and kept the rebate	289
Do not know	21
Contractor received a rebate	9
I received the rebate and signed it over to the	6
Rebate was not worth it	0

6. How did you first learn that Austin Energy provides rebates to help with the cost of purchasing and installing energy efficient products?



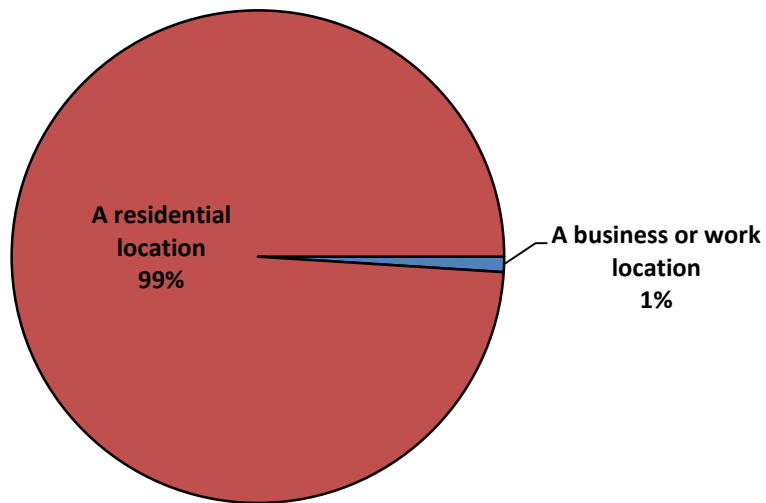
Total responses	326
Contractors	111
Austin Energy web site	85
Other, please specify	45
Word of mouth	33
Utility Bill inserts	32
Social Media	10
Mail advertisement	5
Radio	2
Newspaper advertisement	2
TV	1
Billboards	0

**7. Who did you first contact about obtaining rebates for making energy efficiency improvements?**



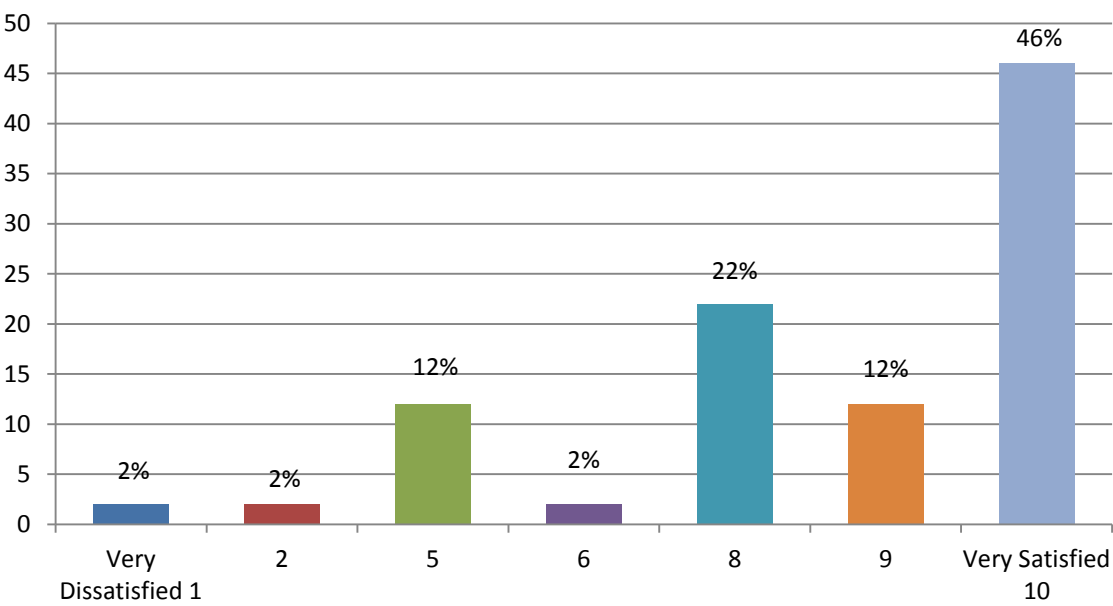
Total responses	325
A participating contractor	160
Did not contact	82
Other, please specify	42
E-mailed Austin Energy	23
Contacted a utility call center representative	9
Contacted the conservation/energy efficiency group	6
An Energy Efficiency workshop representative	2
Contacted Austin 311	1

8. Was your interest in Austin Energy rebate programs related to:



Total responses	322
A business or work location	2
A residential location	320
Both residential and business locations	0

9. On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how would you rate the information that was provided to you by the Austin Energy staff member you spoke with about your energy efficiency needs?



Total responses	41
Very Dissatisfied 1	1
2	1
3	0
4	0
5	5
6	1
7	0
8	9
9	5
Very Satisfied 10	19

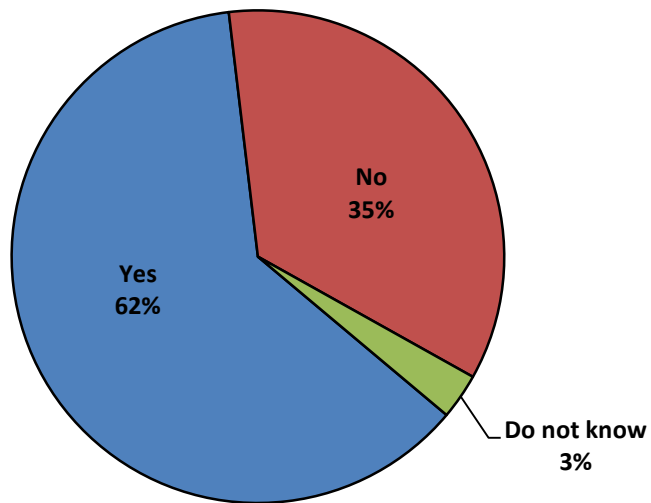
10. Please explain why you gave that rating.

Responses by like type	Count
Total	28
Happy with information provided	17
Some level of unhappiness with experience	6
Little or No Opinion	3
Received information by other source	2

For full comments detail on this question, please refer to the appendix.

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11. Did you use an authorized contractor to complete the energy efficiency improvements?



Total responses	325
Yes	202
No	113
Do not know	10

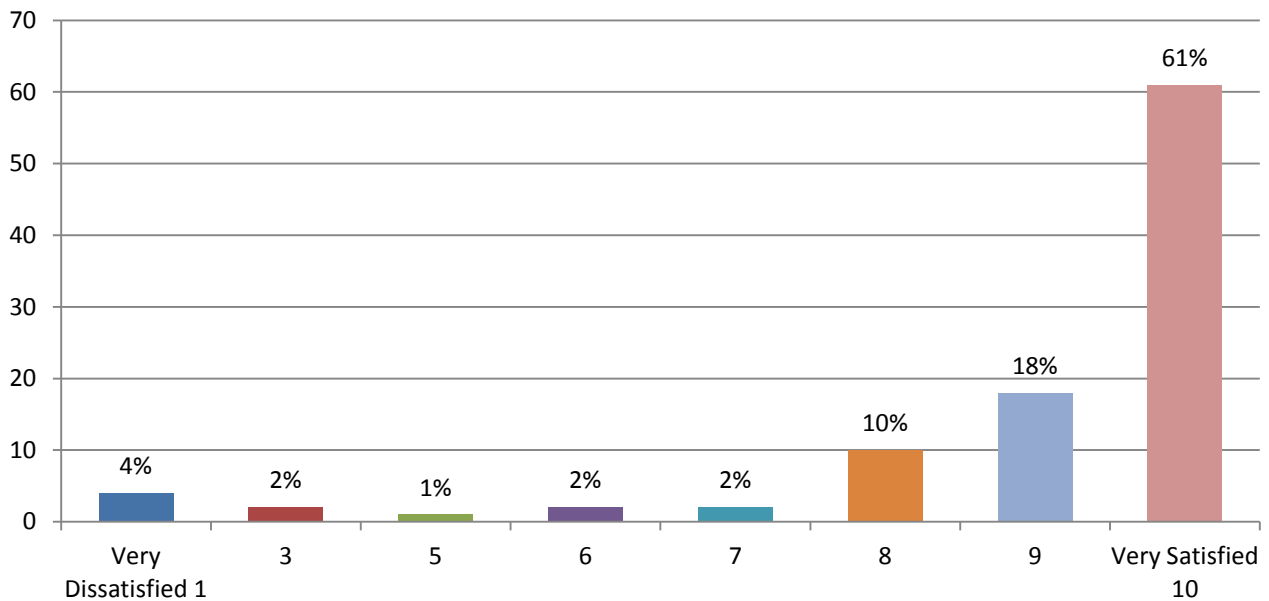


12. On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with your contractor for the following?

	Very Dissatisfied 1	2	3	4	5	6	7	8	9	Very Satisfied 10	Responses
Ability to communicate	3.90%	0.50%	1.00%	1.00%	3.40%	1.50%	4.90%	8.90%	15.80%	59.10%	203
Knowledge of the Austin Energy rebate and loans	5.00%	1.50%	0.50%	1.50%	4.50%	1.50%	4.50%	8.00%	12.00%	61.00%	200
Professional behavior	2.50%	1.00%	0.50%	1.00%	2.50%	2.00%	2.00%	6.90%	13.40%	68.30%	202
Prompt, on time service	2.50%	2.00%	0.50%	0.50%	2.50%	0.50%	2.50%	8.90%	12.90%	67.30%	202
Cleaning up after the job	2.50%	0.50%	0.50%	1.00%	1.50%	0.50%	5.50%	7.00%	13.40%	67.70%	201
Staying within the cost estimate / agreed upon price	4.00%	0.50%	0.50%	0.00%	1.00%	1.00%	1.50%	4.50%	13.10%	73.70%	198

Only the respondents that received this question were those that answered that they used a contractor.

13. On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the contractor who completed the energy efficiency improvements at your residence?



Total responses	203
Very Dissatisfied 1	8
2	0
3	4
4	0
5	2
6	4
7	4
8	21
9	36
Very Satisfied 10	124

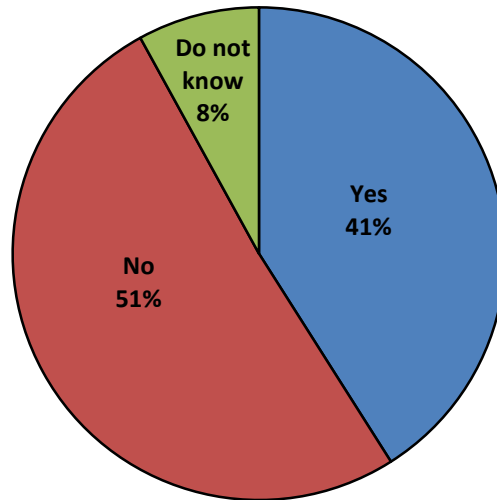
14. Please explain why you gave that rating.

Responses by like type	Count
<b>TOTAL</b>	<b>138</b>
Happy with the contractor and the work	92
Some level of unhappiness with the contractor	43
Other	3

For full comments detail on this question, please refer to the appendix.

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15. Did your energy efficiency improvements require an inspection by Austin Energy Staff?



Total responses	326
Yes	134
No	167
Do not know	25

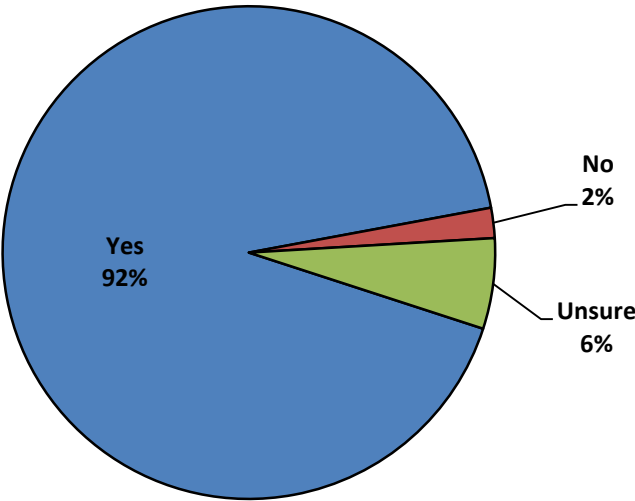
16. On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the Austin Energy Inspector who approved the energy efficiency improvements that were completed at your residence?

	Very Dissatisfied 1	2	3	4	5	6	7	8	9	Very Satisfied 10	Responses
Ability to communicate	0.80%	0.00%	0.00%	0.00%	8.60%	5.50%	3.10%	8.60%	10.90%	62.50%	128
Knowledge of the Austin Energy rebates	0.80%	0.80%	0.00%	0.00%	8.80%	4.00%	1.60%	10.40%	11.20%	62.40%	125
Professional behavior	1.60%	0.80%	0.00%	0.80%	4.80%	1.60%	2.40%	7.90%	15.10%	65.10%	126
Prompt, on time service	0.80%	0.80%	1.60%	2.40%	5.60%	4.80%	0.80%	4.80%	11.10%	67.50%	126
Friendliness	0.00%	0.80%	0.00%	1.60%	6.40%	1.60%	4.80%	10.40%	11.20%	63.20%	125

Respondents received this question if they indicated they used an Inspector

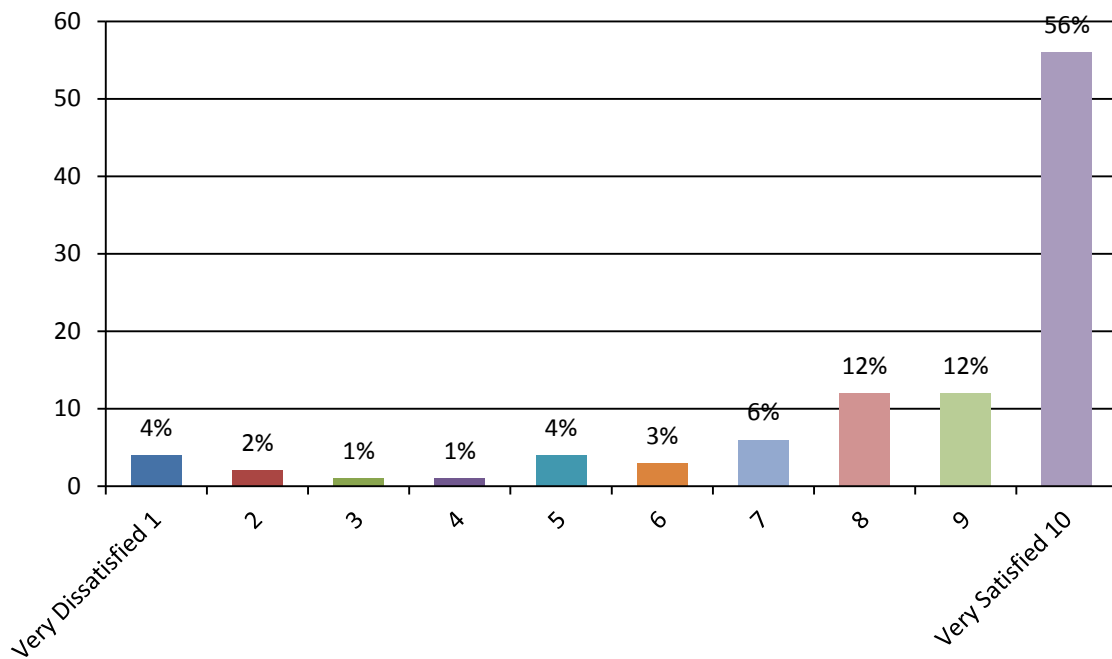
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17. Would you recommend Austin Energy rebates or energy efficiency improvements to others?



Total responses	324
Yes	300
No	6
Unsure	18

18. On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the Austin Energy rebate experience?



Total responses	325
Very Dissatisfied 1	13
2	5
3	3
4	3
5	12
6	9
7	18
8	39
9	40
Very Satisfied 10	183

19. Please explain why you gave that rating.

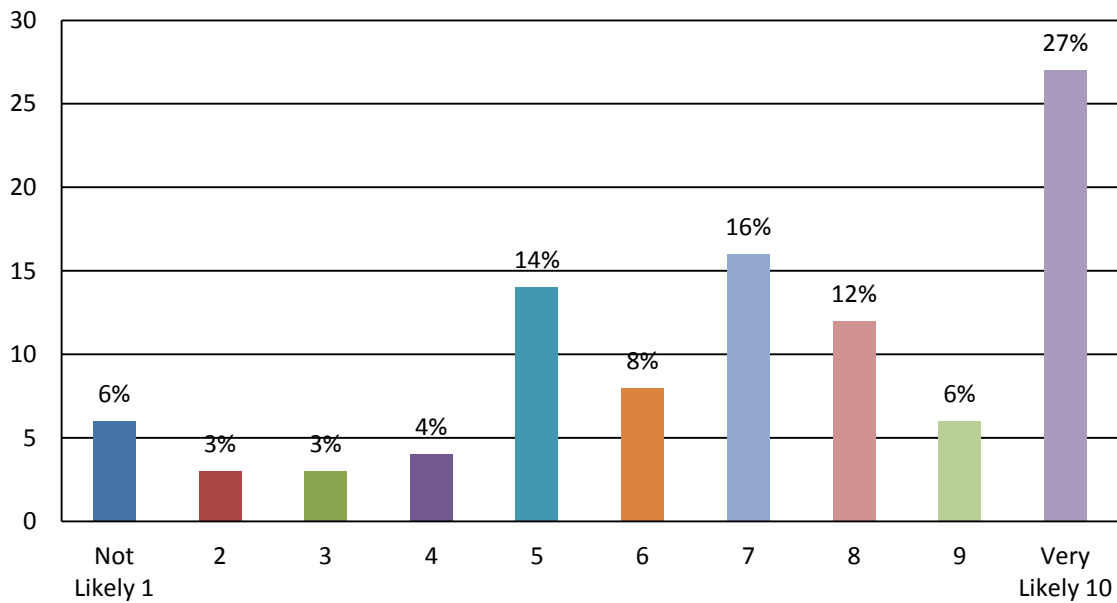
Responses by like type	Count
<b>TOTAL</b>	<b>200</b>
Liked the rebate process	125
Some element of dissatisfaction	44
Other	17
No Rebate/Not Received Yet	14

For full comments detail on this question, please refer to the appendix.

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20. On a 1 to 10 scale, where 1 is not likely and 10 is very likely, how likely would you have been to complete this energy efficiency improvement if you had not received the rebate to help reduce the cost of the improvements?



Total responses	319
Not Likely 1	19
2	9
3	10
4	13
5	44
6	27
7	52
8	38
9	20
Very Likely 10	87

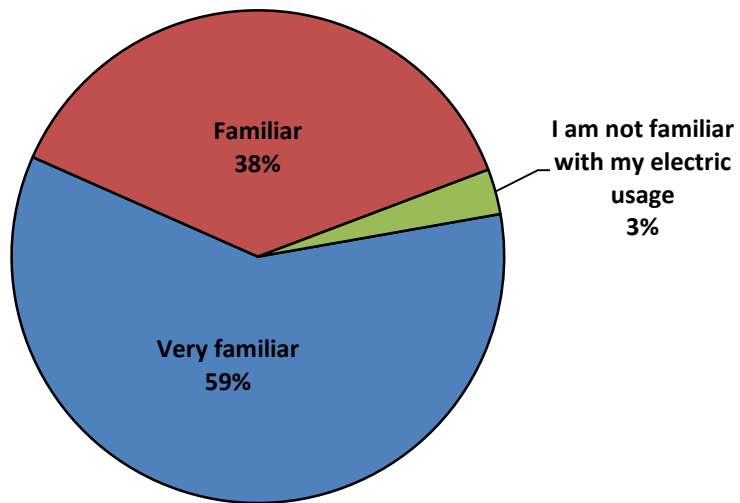
21. Please explain why you gave that rating.

Responses by like type	Count
<b>TOTAL</b>	<b>183</b>
Rebate influenced decision	109
Immediate need or replaced failing system	42
Other	16
Not a deciding factor	10
Have not received rebate	3
N/A	3

For full comments detail on this question, please refer to the appendix.

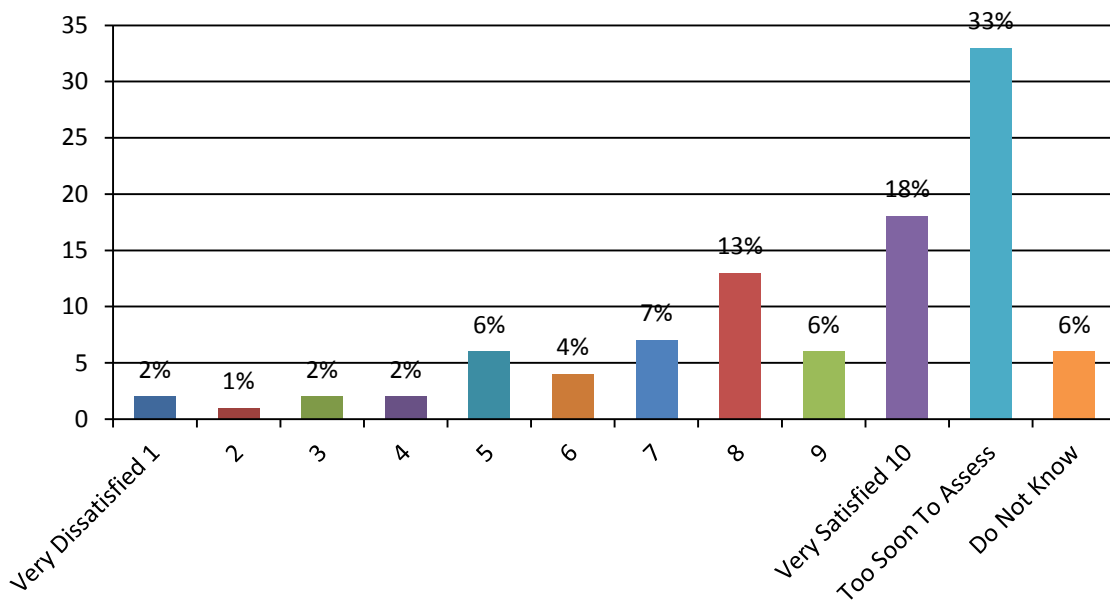
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22. How familiar are you with your monthly electric usage or service?



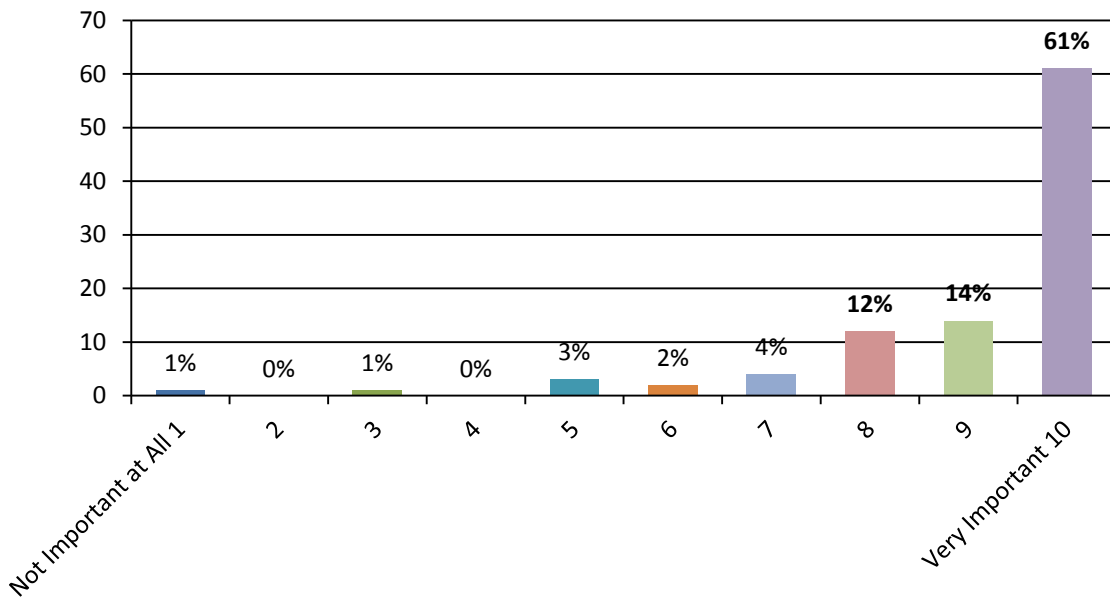
Total responses	320
Very familiar	191
Familiar	121
I am not familiar with my electric usage	8

23. On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the amount of energy savings you are seeing on your bill since your energy efficiency improvements were completed?



Total responses	324
Very Dissatisfied 1	6
2	3
3	6
4	5
5	20
6	13
7	24
8	43
9	18
Very Satisfied 10	59
Too Soon To Assess	107
Do Not Know	20

24. On a scale from 1 to 10, where 1 is not important at all and 10 is very important, how important is it to you that Austin Energy offer its customers rebates to help with the cost of energy efficiency improvements?



Total responses	410
Not Important at All 1	6
2	1
3	5
4	2
5	14
6	7
7	15
8	51
9	58
Very Important 10	251

25. Please explain why you gave that rating.

Responses by like type	Count
<b>TOTAL</b>	<b>198</b>
Rebates are important	106
Energy Conservation is important	37
Other	37
Important to fixed/limited income households	8
Not a deciding factor	6
No Opinion	4

For full comments detail on this question, please refer to the appendix

26. Austin Energy programs are designed to help customers with the cost of purchasing and installing energy efficient products and services. How could Austin Energy improve its rebate programs?

Responses by like type	Count
<b>TOTAL</b>	<b>178</b>
Increase marketing and outreach	42
Expand programs and loosen requirements	41
Improve the online application experience	20
Speed up issuing rebate checks	14
Increase rebate amounts	13
Like the program as is	8
Prequalify applications	6
Improve quality control of approved contractors	5
Offer Point of Sale Rebates and interest free loans	5
N/A	16
Don't know	22
Other	24

For full comments detail on this question, please refer to the appendix.

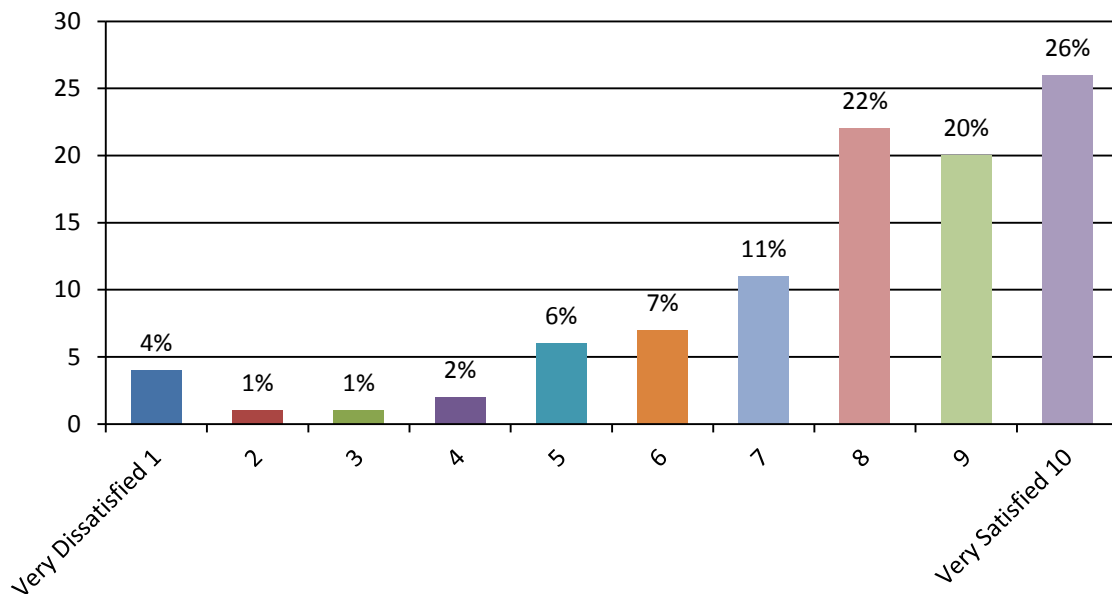
27. If there was one single energy efficiency improvement you would suggest, what would it be?

Responses by like type	Count
<b>TOTAL</b>	<b>227</b>
Weatherization Programs to include windows, doors, and insulation	57
Solar	30
Smart thermostats (Nest)	23
A/C Systems	21
LEDs	7
Expand programs and loosen requirements	6
Trees/Xeriscaping/Water conservation/gray water	6
Water heat pump/water heater rebate	5
Improve outreach and education	5
Offer free energy audits	3
Create rewards programs for conserving energy	2
N/A	2
Don't know	22
Other	38

For full comments detail on this question, please refer to the appendix.

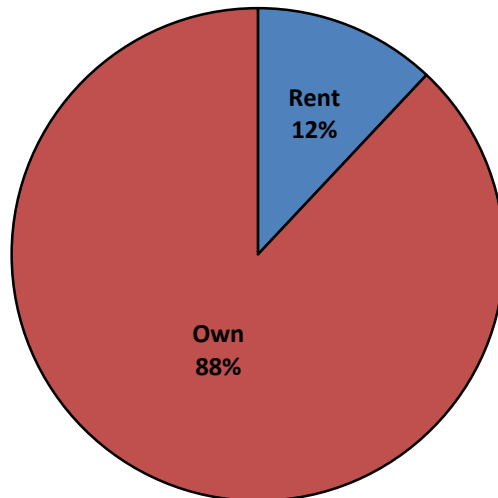


28. On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with Austin Energy?



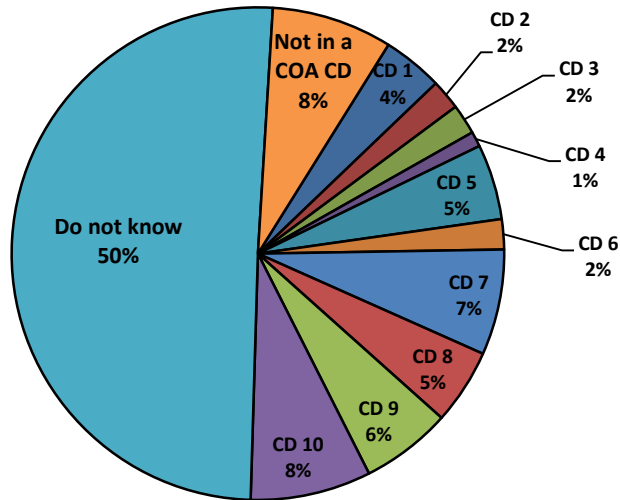
Total responses	407
Very Dissatisfied 1	16
2	4
3	6
4	8
5	26
6	29
7	43
8	90
9	81
Very Satisfied 10	104

29. Do you rent or own the residence where the energy efficiency improvements were completed?



Total responses	408
Rent	49
Own	359

### 30. In which City of Austin Council District is the residence located?



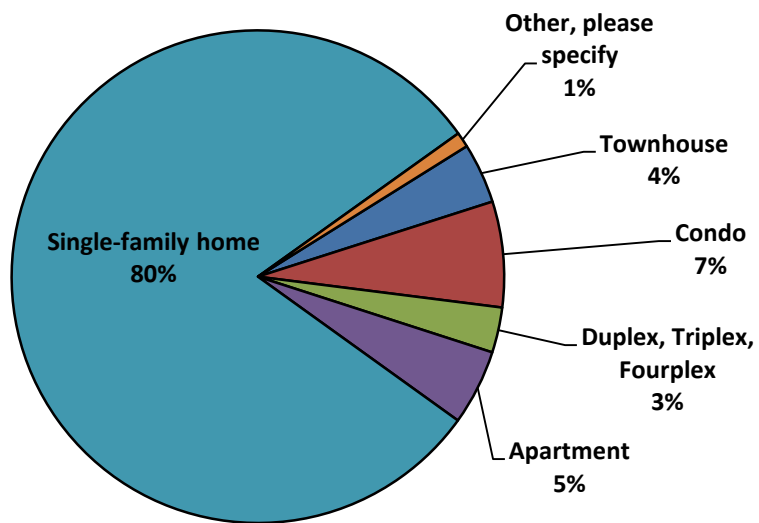
<b>Total responses</b>	<b>397</b>
Council District 1	16
Council District 2	8
Council District 3	6
Council District 4	5
Council District 5	18
Council District 6	9
Council District 7	27
Council District 8	19
Council District 9	22
Council District 10	33
Do not know	204
My residence is not located in a City of Austin Council District	30

31. What is the zip code of the residence?

Count	Response
1	78617
8	78660
1	78680
2	78701
16	78702
12	78703
20	78704
6	78705
5	78721
6	78722
5	78723
3	78724
2	78725
17	78727
3	78728
18	78729
6	78730
13	78731
8	78732
6	78733
7	78734
7	78735

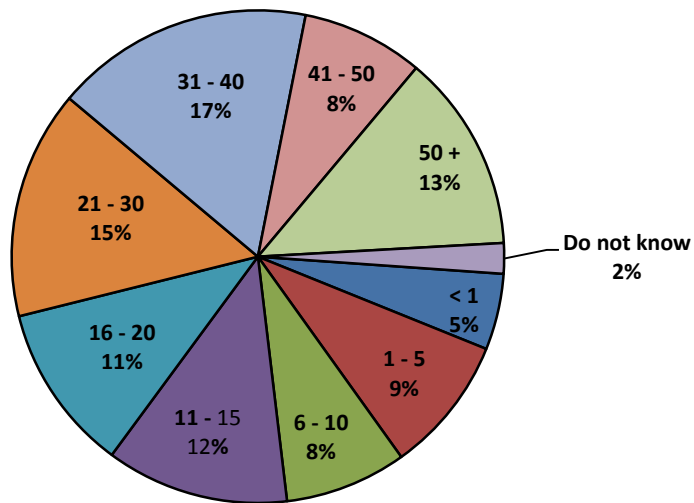
Count	Response
4	78736
5	78738
8	78741
1	78743
5	78744
24	78745
15	78746
4	78747
20	78748
32	78749
10	78750
5	78751
3	78752
14	78753
6	78754
8	78756
19	78757
14	78758
32	78759
1	78769
1	79730

32. Which of the following best describes the residence?



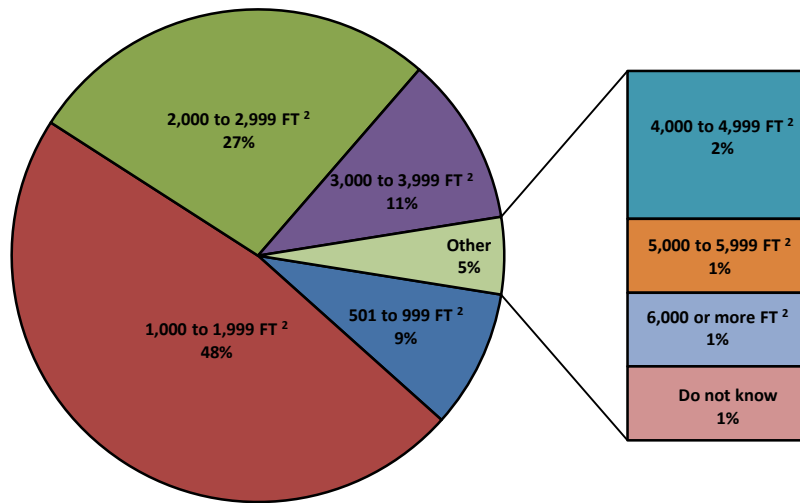
Total responses	407
Townhouse	15
Condo	28
Duplex, Triplex, Fourplex	11
Apartment	22
Single-family home	330
Other, please specify	4

### 33. Approximately how many years old is the residence?



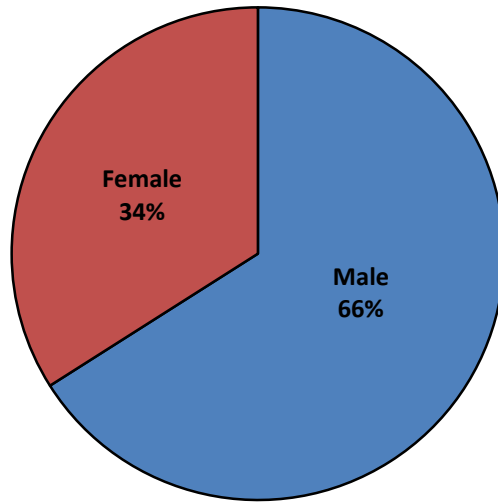
<b>Total responses</b>	<b>406</b>
Less than 1 year	19
1 year to 5 years	36
6 to 10 years	33
11 to 15 years	50
16 to 20 years	43
21 to 30 years	60
31 to 40 years	71
41 to 50 years	32
More than 50 years	54
Do not know	8

34. What is the approximate total square footage of the residence? Include only indoor or enclosed space.



Total responses	406
Less than 500 square feet	0
501 to 999 square feet	38
1,000 to 1,999 square feet	191
2,000 to 2,999 square feet	109
3,000 to 3,999 square feet	46
4,000 to 4,999 square feet	10
5,000 to 5,999 square feet	3
6,000 or more square feet	3
Do not know	6

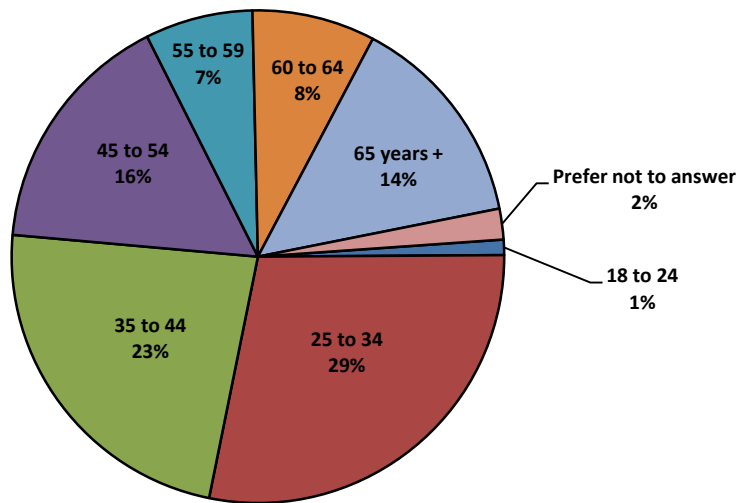
35. Are you male or female?



Total responses	402
Male	265
Female	137

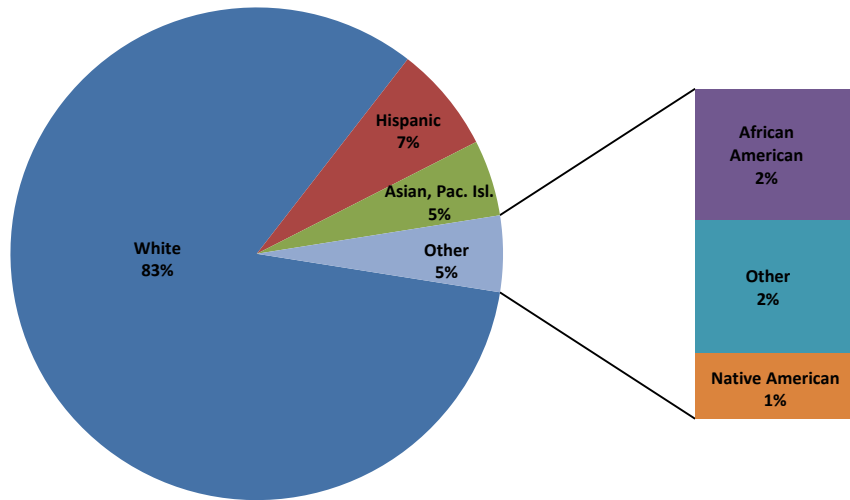


36. Please tell me which of the following categories includes your age.



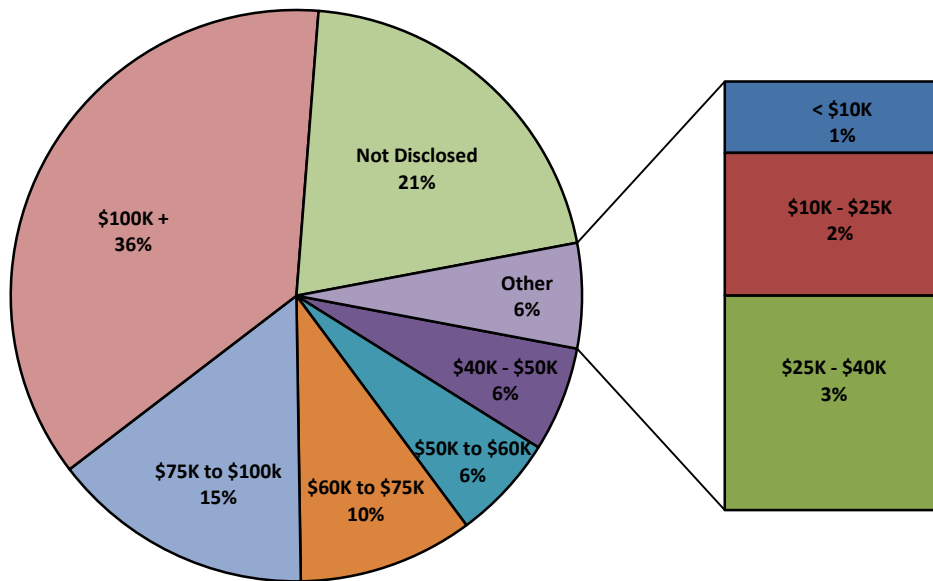
Total responses	408
18 to 24	6
25 to 34	113
35 to 44	94
45 to 54	64
55 to 59	30
60 to 64	34
65 years of age or older	59
Prefer not to answer	8

37. Which of the following best describes your race or ethnic background?



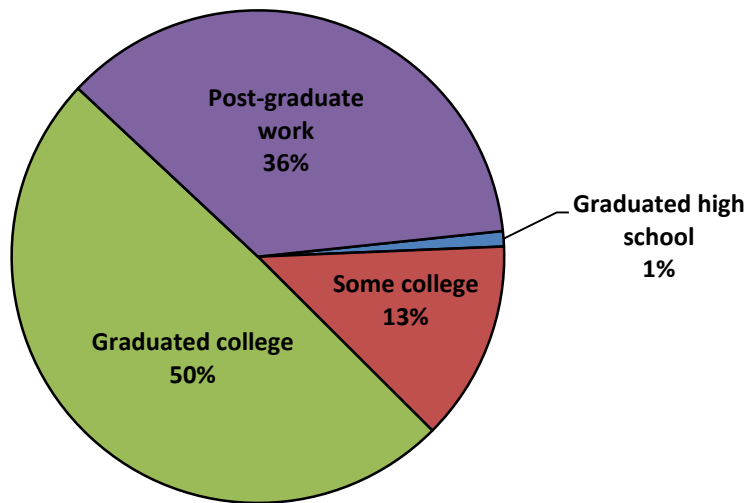
Total responses	398
White	331
African American	9
Hispanic	26
Asian, Pacific Islander	20
Aleutian, Eskimo, or American Indian	3
Other, please specify	9
Responses "Other, please specify"	Count
American	1
Biracial	1
East Indian	1
Martian	1
Middle Eastern (Iranian)	1
Mixed	1
Undefined. From South America.	1
Black	1

38. Which of the following categories best describes your total family income for 2014, before taxes?



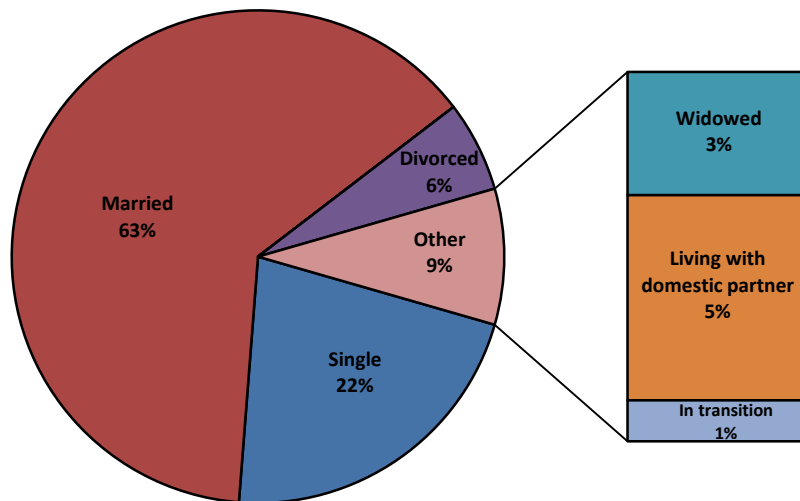
Total responses	399
Under \$10,000	3
\$10,000 to \$25,000	7
\$25,001 to \$40,000	13
\$40,001 to \$50,000	22
\$50,001 to \$60,000	23
\$60,001 to \$75,000	39
\$75,001 to \$100,000	59
\$100,001 or more	149
Prefer not to answer	84

39. What is the highest level of school you have completed?



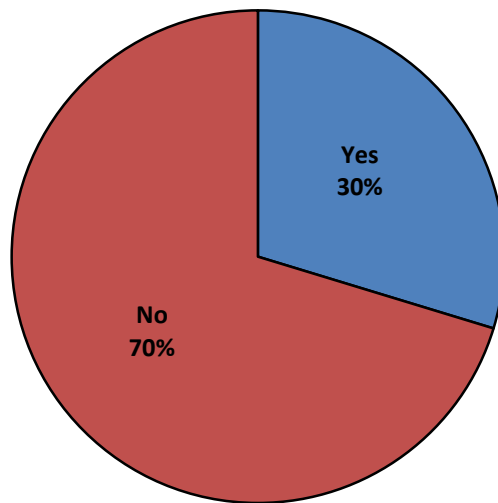
Total responses	403
Some high school	0
Graduated high school	6
Some college	54
Graduated college	198
Post-graduate work	145

#### 40. What is your marital status?



Total responses	400
Single	89
Married	255
Separated	1
Divorced	24
Widowed	11
Living with domestic partner	18
In transition	2
Other, please specify	0

41. Do you have anyone under the age of 18 living in your residence?



Total responses	400
Yes	118
No	282

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## APPENDIX

### Question 6:

How did you first learn that Austin Energy provides rebates to help with the cost of purchasing and installing energy efficient products?

Responses "Other, please specify"	Count
Air conditioning company	1
Austin Energy Email	1
Facebook	1
From Nest	1
From Nest.com	1
I worked doing support for Nest - I learned at work!	1
Internet search	1
NEST	1
NEST	7
NEST Thermostat	1
NEST Website	2
NEST advertisement	1
NEST email	1
NEST registration process	1
NEST thermostat website, retail displays at home improvement stores	1
NEST website	6
NEST.com	1
Online	1
Other internet	1
Our landlord did it	1
Product itself	1
Salesman	1

Sears	1
Treehouse	1
Via the NEST website	1
From NEST	1
General web searching	1
My neighbor who is a contractor	1
NEST	1
NEST.com	1
Notified during installation of product	1
The HVAC company said they would file this for us, but we never rec'd a rebate...	1
Www.NEST.com	1

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**Question 7:**

**Who did you first contact about obtaining rebates for making energy efficiency improvements?**

Responses "Other, please specify"	Count
A/C unit died, contractor confirmed house was likely rebate eligible	1
Austin Energy Website	1
Austin Energy website	2
Austin energy website	1
Built new house requested NEST thermostat	1
Checked the NEST website	1
Family Member	1
I used the NEST website	1
Looked at rebates on Austin energy website	1
Mailed documentation to Austin Energy	1
Needed to replace old air conditioner. Contractor mentioned the possibility	1
NEST	3
NEST Website	1
NEST website	1
NEST website eligibility page	1
NEST website link to rebate application	1
NEST.com	1
Purchased NEST device	1
Sears	1
Signed up through NEST thermostat website	1
Solar Installer referral	1
The Austin Electric website	1
Through NEST website	1

Through the product	1
Treehouse	1
Treehouse (store)	1
Vendor/Seller	1
Went to Austin Energy website.	1
Austin energy website	1
Contractor submitted for me	1
Direct from Ecobee	1
Manufacturer - Ecobee	1
NEST reports	1
Visited the website	1
Was part of the installation process of product	1
Web site	1
Website	1
Website link	1

**Question 10:**

**Please explain why you gave that rating. (Refers to Question 9 - On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how would you rate the information that was provided to you by the Austin Energy staff member you spoke with about your energy efficiency needs?)**

Count	Response
1	Cannot recall details good or bad.
1	Clear and concise, not to mention accurate, answers.
1	Clear requirements and information on how to proceed.
1	Contractor gave info not Austin energy
1	I have a very neutral feeling about it
1	I have lower my electric bill by over \$100.00 per month
1	I received a response very quickly. When there was a problem, it was also taken care of quickly.
1	Knowledgeable
1	No hassles, easy
1	Really there was very little interaction with Austin Energy
1	The first form supplied to me was not the one currently being used
1	The info was accurate and easily understood.
1	The steps needed to qualify were very customer driven
1	They answered all our questions and we received the rebate. Very helpful.

1	Answered my question about the rebate
1	Easy info
1	Easy to apply! Thank you.
1	Easy to sign up for Rush Hour savings on website
1	NEST rebate program is great.
1	I contacted them about 3 months after the work was done because I forgot about the rebate. Then the worker that had my case retired and it fell thru the cracks. I get the rebate after calling again 6 months later
1	I purchased and installed Neat in my home. Mailed in the requisite paper work and promptly got the rebate. You guys did what you said hassle free.
1	I got an email about a rebate for installing the best thermostats. I called to ask some questions and they said they would send me a check. Pretty easy!
1	Did not speak with an Austin Energy staff member. I completed the "Rush Hour" NEST rebate online.
1	The person I talked to was more than helpful when I had problems with the form to fill out she helped from the start to the end. She walked me through it when the problem was with the form. I couldn't ask for any more. She is a credit to the city.
1	The rep I spoke with on the phone gave me generally good information, but it was a bit confusing about the different rebate options, and whether it was me or the contractor that would receive the rebate directly.
1	I used a state licensed A/C installer to do the installation, and now you are making people use you "approved installer list" which is a joke because of how much they are price gouging. Also, I could not get anyone from the Austin energy rebate program department to return my calls. I called every day for two weeks and only got someone to call me back when I called the city manager's office. Horrible experience!
1	I had to contact Austin Energy several times because they were transitioning to an on-line system to file for the rebate and there was a difference of opinion between Austin Energy and the Company that installed our units.

1	There should not only be a rebate for getting a smart thermostat, but there should also be a recurring monthly rebate for continued participation in the program.
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CONFIDENTIAL

**Question 14:**

**Please explain why you gave that rating. (Refers to question 13 - On a 1 to 10 scale, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the contractor who completed the energy efficiency improvements at your residence?)**

Count	Response
1	A few small issues eventually resolved.
1	ABC Deserved it.
1	ABC Home was extremely responsive and professional. I had an exceptional experience with them.
1	ABC is the best
1	ABC was very professional, did the work when promised and kept a very clean work site.
1	All was done as promised on time and in budget.
1	Because I trust Arise Services' honesty and their excellent work.
1	Because they did what they were supposed to in a timely manner.
1	Completed professional
1	Contractor did a great job...
1	Contractor installed solar panels. They did an excellent job and were on time and on budget.
1	Did all the work that we contracted for and in the time frame agreed to!!!
1	Did the job, explained it well. Follow up was a little confusing. Overall pretty good.
1	Efficient and informative

1	Every person Fox sent out was extremely professional and knowledgeable.
1	Everything went as well as possible.
1	Excellent company to work with.
1	Excellent contractor
1	Excellent service throughout the process
1	Excellent work at a competitive price.
1	Fast, efficient, knowledgeable, cost effective service.
1	For all of you asked above.
1	Great service. Great Product. Follow-up excellent.
1	He basically took care of everything and explained how it would work.
1	He was prompt and they did a good job.
1	He was unprofessional and securely overcharged me
1	Honest, reliable, professional, pleasant
1	I still do not have the rebate. New A/C was installed over 4 months ago.
1	It went as agreed upon
1	Job well done
1	Liked the work
1	My problem is not with the contractor, the biggest problems were with Austin Energy.

1	Never followed up with getting removable solar screens for my southern facing windows
1	Never gave me my rebate
1	New air conditioner was installed the next day.
1	No one is perfect.
1	No problems
1	Our utility bills are much lower and our comfort is much greater after the improvement
1	Professional and honest
1	Prompt follow up on rebate request.
1	Prompt, knowledgeable and professional.
1	Quick, Clean, Efficient, on Time, Honest
1	Schedule was an issue with one contractor. The work was high quality from both contractors.
1	See question #8.
1	Self-explanatory
1	Showed up on time, did the work, cleaned up.
1	Significant energy savings.
1	Since job completion, the cost of our electric bill has diminished substantially.
1	Stan's Heating and Air always does everything in a very positive and professional way
1	System and service provided promptly and as quoted.



1	The company was very professional and performed quality work in a timely manner.
1	The contractor was great. Faught air conditioning.
1	The job was well done and the rebate process was handled well.
1	They did everything that was promised in a timely manner.
1	They were always on time and explained things effectively. Very professional company.
1	Thought the contractor was very good and did a good job.
1	Took care of the A/C replacement units in a timely manner and made me aware of the rebate program.
1	Very good customer service.
1	Very knowledgeable, professional, thorough, prompt and a turnkey operation.
1	Very professional
1	We have received excellent service over several years from this contractor
1	Work was done on time and was easy to schedule with. Team was very professional
1	Because I had no complaints
1	Clean up problems
1	Did not inform me of any rebate
1	Did not take long to install and assisted me to help setup my NEST thermostat
1	Everything went exactly as projected. No surprises
1	Great service and product. Gave me wrong info about the rebate though

1	Have no complaints
1	One of the forms was not filled out correctly and we played a little bit of phone tag
1	Prompt, courteous, professional
1	They did a great job
1	Very knowledgeable and professional. Excellent communication. No surprises.
1	Very professional, respectful of my residence, quality product and service
1	It was an entirely pleasant experience. Professionally done installation by knowledgeable person; Sales person involved was also very helpful.
1	Team arrived as scheduled and completed the project in less time than estimated. All were neat, courteous and competent. No problems with system since installation.
1	The company itself was great and provided good alternatives even when not purchasing the pool pump directly from them. The guy who actually did the work was even better and just very helpful all around.
1	They were extremely attentive, efficient and clean and seemed to know what they were doing. I had a good experience with the PM/Salesperson and the technicians.
1	The final inspection process wasn't completed until months later after me reaching out a couple times.
1	My rating of a 5 is due to the lack of rebate which I have still yet to receive! I had to wait 6 weeks to have an inspector come out in order to get approval for this rebate. After not passing the inspection due to a minor oversight by the contractor I became very discouraged since I was selling the residence and moving across the country in less than 2 months. After the contractor failed to make the repair despite several attempts to reach out to them I gave up. I blame both the contractor and Austin Energy for this poor service. It is unreasonable to have to wait 6-8 weeks just to have someone complete an inspection (this was also in February/March so it wasn't even the busy season).
1	The contractor was not up to date with the rebate process so it took several attempts to complete the application correctly.

1	They installed the variable speed pump for my pool. It works fine and my electric bill is much lower, will probably be break even in 3 years from purchase; expect pump to run for 10 years.
1	Contractor was great. I never saw any rebate from Austin energy. Texas Gas Services- yes. Austin Energy - NO.
1	I have an outstanding bill. I was under the impression that the loan would be total cost. I received rebate from Texas Gas and deposited check into my personal account as I thought loan covered cost. I received call from contractor stating I had an outstanding balance. I then received check from Austin Energy and signed over to contractor. I am still receiving calls for outstanding balance that exceeds the amount of loan plus rebates.
1	I have dealt with this contractor for many years, though the service has changed hands--but still same friendly, efficient service. I have a service contract, but still impressed with their efforts to give emergency service during off-hours.
1	The contractor was misinformed on the amount of the rebate but he adjusted his price accordingly when I did not get as much as he thought I would.
1	He did the job well, came back to correct a detail. That was in August---I still do not have the rebate.
1	They failed to correct for the fuse discrepancy despite the inspector calling them, they failed to give me an invoice, they kept the owner's manuals, it took multiple calls to get them to replace the fuse and give me my owner's manuals and I still do not have an invoice other than an email with their name, my name and address and a date of service. They insisted that they fill out the rebate applications and made so many mistakes that they were initially refused by the manufacturer as well as Texas Gas Service. Please do not recommend Radiant.
1	My contractor did a great job of installing our new A/C unit and getting me all the proper paperwork to file the rebate
1	Not much to say, the old pool pump was showing its age, improperly installed, and far from efficient. The new one is wonderful, on a speed/time schedule, and does a much better job for less monthly cost. The contractor installed everything correctly, otherwise not much to it.
1	It just took too long. Paperwork not complete, delay because someone was on vacation and no one knew what to do.

1	We had a glitch in finally getting the \$400 hvac rebate. AE was transitioning to a new process for the rebate submission so I don't know if the delays were caused by the contractor or AE or both to some extent. But in the end some nice people at AE helped me finally get the rebate that we deserved.
1	He was all those things listed above. I was very pleased with him and will use him again and recommend him to others.
1	The thermostat did not work correctly, & took 3 months to fix. Their quality control inspector said it was the worst install he had seen in 5 years, provided a list of deficiencies. They did not complete the list and I failed the 1st City of Austin inspection. The installation should have been done in 6 days; it took 4 months to do everything.
1	I would never use or recommend 1800 solar USA. Took them over 9 months to complete the work. They never knew who was in charge of the project. Very difficult to contact this company. If I had to do it again I would go with a local company.
1	Clean Cool Air was probably the best HVAC contractor I've worked with over 10 houses/rental properties in the past 25 years.
1	I had new A/C and heating put in my home and used Arrow. They were very honest about everything from suggestions to explaining what would be done. The final cost was on target with the estimate I was given. NO EXTRA OR SURPRISE CHARGES!
1	Despite unsightly damage of hole in sheetrock while installing the thermostat and no follow-up on that issue, everything else was OK.
1	They were knowledgeable on additional rebate work I originally didn't account for in my initial consultation.
1	They were very knowledgeable about airflow and what improvements would be the most beneficial in our home. They knew about quality of various products. They were reliable--no hard sales tactics--and explained everything and answered all questions posed to them.
1	Communication was excellent. We knew what to expect, when to expect it, etc. When there was a problem after the initial programming, a service rep came by at night to take care of it. They were always very responsive to our questions & calls
1	It took two tries and I had to call the city to figure out the wiring with the previous Austin Energy Thermostat

	before the new thermostats were installed. But, the new thermostats did get installed. It just took a while.
1	I would have used Arise Air without the rebate. I bought the Air unit without knowing there was a rebate. The city could take some lessons from consumer competition. You don't care what we think because we have NO choice. They care because we do!
1	Poor quality control, i.e. Installer failed to complete QC sheet and asked me to sign a blank form (!) General disregard for proper HVAC sizing calculations; Manual J calcs were performed by a third-party at my cost to protect myself from oversizing. It's simply a fox-guarding-the-hen-house situation.
1	Disappointed that the finished system was sloppy and unprofessional. Contractor made it right immediately after I brought it to their attention. Had some follow up installation issues with the A/C unit but contractor worked with me over the phone (at my request) to resolve it.
1	Complete analysis, price competitive quote, handled all paperwork, professional staff, and excellent installation experience.
1	Everything was explained and went as we expected. The contractor did an excellent job and we are very happy with our new A/C/heating system.
1	The workers poured an oily substance on my lawn which killed my grass when they removed my old outdoor A/C unit and left some small pieces of trash on my lawn, as well. They did not level the platform the new unit sat on or raise it up above grade until after an inspector told them to. On another note, the salesman who gave me the quote acted like he did not want to be here, and I feel like I got really gouged on the price of the new unit (23 SEER). On a more positive note, their office staff who handles all of the scheduling and non-technical questions has consistently been very polite and accommodating. If I were to do it again, I would get more than one quote, but I was in a pickle with my old unit going out during the heat of the summer.
1	The work in general was good and the contractor was cooperative and helpful. The sales person gave us incorrect information about the entitled amount of the rebate. We did not qualify for the amount quoted by the salesperson.
1	We did not receive our rebate. Apparently, the A/C unit that they installed was too big for our house. They upsold us a product with the promise that we would receive a rebate from energy. We were denied.
1	They did what they said they would do when they said they would do it. I had used this contractor before.

1	They did a great job, but we still have not heard anything about getting our rebate after 3 months...
1	We were satisfied, but we still do not understand why we only received a rebate for the A/C portion of the two new hvacs that we put in. The website showed that we should have received almost double of what we did get.
1	Contractor was very knowledgeable and good at explaining our options. Contractor also made us aware of potential issues which might, but ultimately did not; result in extra work and therefore a higher cost. Contractor made follow up visits to double check items ahead of the city inspection and also to confirm that our improvements were working as expected.
1	Project completed on time and on budget. They were also very patient with us as we weighed our options with other contractors and financial arrangements.
1	Contractors submitted all required paperwork to COA so that I got my rebate check without having to do anything. They always took care of everything.
1	I used McCullough heating and air. They did a great job. Their estimates were, the documentation, were top notch. They also beat won on price. The installation went very smoothly. Great job from estimate to finish.
1	Mccullough was very professional, straightforward and honest. They processed the rebate on our behalf (which we received later) and we are very satisfied with the installation and new Carrier HVAC system.
1	There was constant communication. They were friendly and explained the procedures and construction as they were doing it. They came back and wanted to ensure I was happy and satisfied every step of the way.
1	Contractor did not adequately anticipate heat capture issues present in a newly insulated upstairs area.
1	They handled it for us and made sure it was taken care of and processed correctly. They even followed up to make sure everything was working properly and that we had in fact gotten our rebate.
1	They did exactly what they said they would do & even arrived early to get the job started. They finished in a shorter time than was quoted. The men who did the work were very professional, yet very friendly.
1	Freedom Solar was very professional & did excellent quality work when installing the latest sunpower solar panels & monitoring system

1	The contractor took too long in completing the information needed for the rebates and didn't put the outside units in the agreed upon spot. Also, there appeared to be no communication link between the sales person and the installation crew.
1	I used Awesome Air and they turned out to be awful. They did not deliver all the services as promised and 3-4 months after installation, I discovered a major air leak where the new inside unit (coil) joined the plenum. When confronted, the contractor sent the same crew out to fix the leak and the repair did not seal the leak. The owner agreed to send the same crew out again but refused to come out to the job site to inspect the work himself. I ended up going with another contractor for the fix and will never use Awesome Air again. I do not feel that Awesome Air stands behind their contract.
1	My Strand Bros. Rep was confused by which Austin Energy rebate I was applying for. He only knew of one option, even though the AE web site lists more than one. As a result, he did not file the correct paperwork, and I'm still trying to sort it out. Gary Ingram of AE called once to help me sort it out. He said he'd investigate and return my call, but he has not. I've left him multiple voicemails and emails to ask for his help, but he has not replied.
1	Had some issues with the install, but contractor rectified. Took a few visits but they made things right. Salesman didn't say much about rebates when I asked and the team that showed up didn't bring any paperwork they said the salesmen usually provide it all filled out. Office followed up later and took care of everything however.
1	The rebates changed slightly from the time we got the estimate to the time of installation, but the contractor was able to have it honored under the better rate.
1	ABC was great throughout the entire process of replacing my whole hvac system. I would recommend them to anyone.
1	I feel like I was not told that the energy efficient unit we purchased would make so much noise and not cool as much as the one we previously had. Also, we were told a new unit would bring energy savings and we have not seen that at all in our monthly bill even though our home living patterns and energy usage have not changed.
1	The contractor came to give an estimate, walked outside and inside my house. A very professional, friendly, and honest person. He knows his job. After the job was done he called to make sure everything was working properly. Thank you
1	Strand Brothers did a great job and made sure that I was satisfied with the improvements before I had to

	pay.
1	The radiant contractors were all very knowledgeable, trustworthy, professional and efficient. All work was completed as promised.
1	Energy Guys did a really great job and even made suggestions for future projects that qualified even if I wasn't ready for them now. No hard sell and really focused on the best bang for the buck solution to higher energy bills. I really had a great experience.
1	The contractor was prompt, knowledgeable, and courteous and had the skills to complete the job to my satisfaction and there have been no issues after the service was performed.
1	They did not turn in the paperwork for my rebate, which caused major delays. I had to call several times.
1	He has done a lot of heating/A/C work for me for years and always tries to keep costs down and tell me about rebates.
1	The contractor incorrectly implied that we wouldn't be eligible for the rebates if we did the improvements ourselves, but that didn't affect our choice to use them. They were professional and work was completed with efficiency and excellence.



**Question 19:**

**Please explain why you gave that rating. (Refers to question 18 - On a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the Austin Energy rebate experience? )**

Count	Response
1	A bit slow in receiving the rebates.
1	All went smoothly from start to finish
1	Appreciate rebate for energy star A/C purchase.
1	Austin Energy is always on top of things.
1	Austin Energy was very slow in getting rebate out and unresponsive to calls.
1	Austin energy personnel was very friendly and informative.
1	Austin energy staff was prompt and polite, and rebate was processed quickly.
1	Check came as promised
1	Contractor made it easy and the rebate was substantial making it worthwhile.
1	Contractor stole my rebate
1	Convenience and fast.
1	Ease and efficiency
1	Easy process
1	Easy to apply and hassle free

1	Easy to claim the rebate and rebate check received quickly.
1	Easy to use
1	Easy, automatic
1	Extremely slow. No information provided. I finally called to find out the status.
1	Fast, professional and approved the installation.
1	Free money to upgrade my household!
1	Good email contact about rebate process
1	Got the rebate in a timely fashion
1	Great program that convinced me to make much needed energy improvements.
1	Great program.
1	Hassle free, rebate arrives as expected.
1	Have not received rebate yet
1	Have not yet received rebate check or had inspection, so can't give full rating.
1	Haven't actually received the rebate.
1	Helped when my rebate check did not arrive.
1	I am grateful because the rebate was generous and unexpected.
1	I am still waiting on rebate after 3 months
1	I did it all online pretty much hassle free through the NEST website and Austin Energy website

1	I didn't know about the rebate until some friends told me.
1	I got a check back.
1	I had no problem receiving the rebate.
1	I have not received any rebate.
1	I haven't received the rebates as of yet
1	I like incentives to lower my bills and decrease my overall usage of electricity.
1	I received rebate but no info from Austin energy
1	I was not present when AE rep came by.
1	I'm not sure what the benefits are yet
1	If rebate had been higher, I would have given a 10.
1	It didn't take much at all from me, and the check arrived in good time.
1	It has been over 3 months and I have not yet actually received the rebate!
1	It made the improvements affordable
1	It saved me money. They check showed up when I expected it.
1	It was a nice one-time kickback, but I didn't see a change in my monthly bill.
1	It was a pretty was process to get the rebate going installing my NEST thermostat
1	It was a very easy process.
1	It was an easy and useful experience.

1	It was convenient and fast.
1	It was easy and it saves me money.
1	It was easy to sign up.
1	It was easy to submit and the rebate arrived quickly.
1	It was easy, and I appreciated the rebates.
1	It was free money.
1	It was months ago. Have not received the rebate.
1	It was pretty easy to sync my NEST!
1	It was very simple to get signed up for the program, and required very little extra effort.
1	It worked
1	It worked as Arise Air told me it would.
1	Just fill in a form online and Viola!
1	Just got the check. Called and ask an Austin Energy rep and was transferred around a little bit.
1	Marta went above and beyond to help us get it Done.
1	N/A
1	No comment.
1	No rebate. No explanation why not.
1	Not the first time I have used it. Worked well each time.

1	Obtaining rebate was simple and easy through provider (NEST thermostat)
1	On electrify. This is a very good program in getting appliances that save
1	Pretty satisfied, got the rebate quickly, but it could always be more \$\$ :)
1	Professional and prompt.
1	Prompt and quick inspection and disbursement of rebate.
1	Prompt service. No hiccups.
1	Provided me with some money.
1	Quick and easy
1	Quick and easy NEST thermostat rebate
1	Quick and easy to receive rebate for new smart thermostat
1	Quick and easy. Of course wish it was even more savings.
1	Quick check in the mail
1	Quick processing of payment once online form was completed
1	Rebate system was straight forward, thanks to Fox, and the rebate itself arrived promptly.
1	Rebate was received in a timely fashion.
1	Rebate was simple to understand and I got it with no hassle
1	Received the rebate quickly after submitting paperwork.
1	Relatively easy to obtain. Price was worth the effort.

1	Rush hour ended up costing us more money with the NEST
1	See above
1	See reason above about the confusion between Strand Bros and AE's Gary Ingram.
1	Seem to be fair
1	Simple, worked as indicated, quick.
1	Smooth process and very professional experience.
1	Smooth, no negative comments at all.
1	The contractor did all the work and I just cashed the rebate check!
1	The delay to get the rebate was frustrating. See earlier comments
1	The inspector was fine.
1	The rebate allowed me to spend the extra money on a better unit, for me and the environment.
1	The rebate system is great.
1	The rebate was returned promptly.
1	Took a while for AE to respond.
1	Very professional program
1	Very quick payment.
1	Very simple and helped to make my energy efficiency upgrades more affordable - very important!
1	We got money back!

1	We got our rebate check even sooner than expected.
1	When do I get my rebates???????
1	Wish it was more. ;-)
1	Worked well and easy
1	Worthwhile energy improvements
1	Would like it to have been greater \$\$\$. Used for both new A/Cs and Solar installation.
1	Would like just a higher amount to cover the full NEST.
1	Difficult to track status, but otherwise things went quickly/smoothly
1	Easy
1	Easy and generous
1	Easy to complete the information to receive the rebate
1	Easy to sign up for and Rush Hour wasn't too uncomfortable
1	Got my rebate
1	Great incentive to make improvement and realize savings
1	It was very easy and still saving!!
1	It's a good program; made an expensive purchase less painful
1	Lack of educational info shared with me
1	No complaints, everything was timely

1	No effort required
1	No hassle process with timely payment
1	No trouble at all
1	Rebate came within 2 weeks of submission.
1	Rebate is still outstanding
1	Rebate was more timely than expected
1	See previous answer
1	Smooth timely process.
1	The rebate was reasonable and I received the rebate check pretty quickly
1	We still have not hear anything and it's been 3 months since we replaced our HVAC system
1	Installed. NEST thermostat. It was very easy to receive the rebate as NEST connects with the City of Austin though the Internet.
1	We try to be good stewards of energy for our community. The A/C equipment was a huge financial hit, but the rebate certainly helped with cash flow. We greatly appreciate the shared commitment with AE.
1	Took a long time to get the inspection and then also the re-inspection. From completion of work to receiving the rebate took 4 months!
1	Only because of the confusion on cost but really this is not a rebate issue. As far as rebate alone very satisfied.
1	The rebate helped with the cost of the improvement. Beyond that, our contractor took care of the rest.



1	Definitely a good start to a program, but would think that there's room for considering different incentives. For example, rebating the homeowner seems to inflate contractor/installer costs. But what if the rebate was tied to actual \$ saved by the homeowner and keep the contractor in the game? By having a vested interest in the homeowner's actual savings, wouldn't it make sense to offer the rebate to the *contractor* as a function of the amount saved by the *homeowner*? In such a case, wouldn't the homeowner be comforted with the fact that the contractor would earn more by making a more thoughtful recommendation to the homeowner than adding profit to the job as a one-time rebate? Food for thought...again, it's a good start.
1	Very satisfied with the ultimate result. We just didn't like not knowing whether we would qualify for the rebate until after the work was done.
1	The rebate took quite a while and there was no information available about it from Austin Energy. I found out from the NEST website.
1	Despite having trouble with the on-line application, I was able to find help by calling the office. The staff was friendly and professional.
1	The NEST rebate was quick and easy to file, and the rebate arrived much faster than expected. It was a very pleasant experience overall.
1	The rebates could be slightly higher to entice more participation. Long wait times on receiving the rebates.
1	Convolutd process where they got my name wrong and so I had to re-submit the request. Turned out fine, though.
1	All in all quite satisfied. The Austin Energy rebate information was initially a little difficult to find, however. I ended up using links provided from Ecobee's website rather than trying to navigate the Austin Energy site.
1	A nice program, somewhat hard to find/decode all the info (e.g. What applies to whom, Labor Day discount).
1	Again, we only received half of what we thought we were getting. Austin energy website said we were eligible for 2K\$ in rebates for replacing 2 x hvacs. We only got half of that, Not sure why. Seems like a bait and switch of some sort.

1	I installed a Wi-Fi thermostat that gave remote control to Austin Energy. The website said that they would change the temperature by 4 degrees for 4 hours a few times a week. It ended up being 7-8 degrees for 6-8 hours every day. My girlfriend works from home and was pissed that it was WAY too hot in the house over the summer, despite the fact that we spent extra money to get a better thermostat.
1	I started making improvements on my house before learning of the extent of the rebates. Many of the things I improved would have qualified for rebates; however, I did them on my own and not through a "qualified contractor". I was very disappointed that there was not another option to pursue the rebates as I made extensive energy upgrades to my 1950s home. It was a significant investment, and we did it on our own because of the markup on hiring the contractor.
1	Rebate great, check came very quick. Felt the inspection process was a waste of time for all parties involved.
1	Overall very please, but as mentioned there was a bit of confusion about who would receive the rebate. I would have preferred it went directly to the contractor versus me getting a check, having to deposit it, write the contractor a check, etc. Also, the timelines did not sync up. My first payment was due to the contractor before I received the rebate.
1	None of the tracking links in the emails worked. The emails were sent from an address I couldn't reply to, and I wasn't provided with any contact info for customer support.
1	The rebate should be higher. There should be a recurring rebate or credit to my electricity bill for participating in the program.
1	We received a check in a prompt way. And I received email notifications that let me know where we were in the process.
1	It was easy. And the rebate showed up within a few weeks (less than a month) after submitting form.
1	My contact with Austin Energy was limited but all very positive. There seemed to be a long time requirement for the final inspection due to workload.
1	My contractor was unable to help me with the approval of my rebate. She did not get any responses from Austin Energy when she called or emailed. I had to call myself to find out if I was approved for a rebate. I was not approved because of incorrect information and I had to speak to a supervisor. I spoke with the person who initially turned down my application. He reviewed it again and approved it. It should not have taken this much work to get the rebate.

1	Austin Energy website was not working correctly when I accessed it to verify my eligibility. My first phone call did not result in a response. My first email did not result in a timely response. My 2nd phone call resulted in a GREAT response!!!
1	Very poor communication and status update. I still don't know as I'm writing this as to what the current status is. Also, what I was told at the inspection was totally different than what was written on the report.
1	Very satisfied with the Austin Energy rebate experience. Unhappy with the sales person's information about the rebate value. Fortunately the contractor's company made it right.
1	Lots of work to do. Hours and hours of phone calls and paperwork over more than a month. We didn't want to let the rebate go, especially when we are trying to do the right thing, but at the same time, it does not seem like a big enough financial incentive to do it again or in every situation.
1	It seems like the program was not set up to easily accommodate houses with high ceilings. The formula only looked at square feet. My contractor had to fill out a lot of extra paperwork to get the rebates approved. And my house is not that unusual.
1	It took months for the inspector to come to the residence for the inspection. The inspector was professional and was kind of friendly.
1	Austin Energy closed my file without issuing check, I had to call several times, repeat story to several different people, refax and scan my rebate paperwork several times before they finally issued my rebate check.
1	We have used the rebates for various things over the years and have always been very happy with the process.
1	All the points evaluated give testament to the quality of Austin Energy's customer service provided. I recognize and appreciate great customer service when it presents itself....
1	I wish the rebate for the NEST learning thermostat would have been bigger. In other parts of the US, people are getting both the thermostat for free AND lower rates for using it.

1	This was probably the worst customer experience I have ever had with any reputable company. I was willing to forfeit \$450 just because the process was so frustrating. Whoever designed this bullshit rebate program should be terminated, or sent to read meters and deal with the weather and stray dogs. It should be a one page application, not ten. And it should not be restricted to an on line application only, this discriminates against the poor and the elderly. Besides the ten pages, I mailed the application per contractor instructions, yet AE returned the forms, claiming that the rebate was for electronic means only. When trying to apply on line, the representative requested that I fax the forms to her for verification, the very same forms that were returned by mail. Because this process consumed so much time, I had passed the 60 day application requirement. AE held the paper application an additional 6 days before returning them, which added to the 60 day requirement. 5 months after installation we still do not have our rebate.
1	It has lowered our energy bill by having the NEST thermostats AND it is all automatic. Excited to see what it does in the heat of the summer for the rolling blackouts.
1	As explained earlier, I was very unhappy with the long wait for getting an inspector to come out to my house during a non-busy time of year. This long wait led to me basically giving up on trying to get the rebate after we didn't pass the first inspection and later sold the house.
1	I gave this rating because the inspection hasn't happened yet. It was scheduled for about three months after the HVAC unit was installed. From my view, this is good because I will have had more time to check out the system performance.
1	There's not much as far as communication/pre-approval so once the work is done and rebate sent in it's just kind of hoping you get the check with no assurance.
1	It was easy, since the contractor (mccullough) took care of it for us. We eventually received a check from the City.
1	Your staff does not return phone calls. Had to get the city manager's office involved to get a return phone call.
1	The mail-in form was rejected - sent me to an online form. The online form was poorly done and inscrutable at times - the Web person who did it did not understand the terminology of the business. HOWEVER, the real, live people that I dealt with at Austin Energy were VERY helpful, friendly and courteous. Without their help I could never have completed the process. Their help and interaction raised the rating from a zero to a 5. It would have been a 10 if I only had to interface with them.

1	I purchased a NEST. Installed myself and my energy bill is a lot more reasonable. The rebate was great and I received my check shortly after getting my NEST!
1	We had a contractor handle it this time who knew what was what with respect to the rebates. When I've had to do it I of other contractors it was not so easy. There was a bit of confusion because it wasn't so clearly conveyed when I tried going to the website to sort out what forms I needed and what permissions were or were not needed beforehand.
1	The process for applying and receiving the rebate was relatively easy and the rebate amount was generous enough to make the improvement cost effective.
1	After signing up for the program and receiving a confirming email, I have yet to receive a rebate or an explanation on why I have not.
1	On my most recent project I replaced an A/C unit. I was told by contractor it would need a final inspection by AE. I scheduled a day and had to have an entire day set aside b/c they could not guarantee a shorter window without having to schedule 6 weeks out. Nobody showed up. Then I get a notice on my door 2 days later saying somebody showed up but I wasn't there. Rescheduled and had to schedule 6 weeks out so could get a specific time slot. Did not get a reminder call so I forgot and when the AE inspector showed up I wasn't there. He told me it would need to be rescheduled but nobody has contacted me. Seems like a very inefficient system to me.
1	The rebate was done very promptly, in my opinion; however, it was lower than I was hoping for, given that I was installing a 23 SEER unit. The rebate was only for the wireless thermostat unit on the wall, as far as I can recall.
1	The inspector was courteous and friendly. I only request that a call be made ahead of time so I know when to leave gate unlocked or if I wanted to be there if I had any questions.
1	Because of the inconvenience of having filed a mail-in paper application and having it returned to me and then having to file on-line.
1	Great incentive to perform work on my home that was needed and dramatically improved my living conditions.
1	Austin Energy did not process my rebate until I had to call the office to enquire about it. They told it was a mistake on their end and they would process it.

1	Again, just took a long time. Many phone calls and emails. The inspector just showed up. Was scheduled but just showed up. My son had to be at home for him since was working.
1	It was nice to get the rebate to offset part of the cost of the NEST thermostats, but I think you should rebate based on actual reduction in electricity used.
1	The rebate encouraged me to spend the money to get the new pump, to save me money in the long run.
1	It helped with the expense of the project. Of course, it would have been nice to receive a higher rebate.
1	I would have given it a ten but the city basically lost the paperwork and was redone once I called about it.
1	The customer rebate was everything it said it would be. It came in the mail sooner than I expected. The money was appreciated and put to good use.
1	Austin energy (or your 3d party contractor) was, for several weeks, to confirm my status as a customer although I've lived here continually for 14 years.
1	It would be nice to have an option to just apply a credit to my account instead of receiving a check which required a trip to the bank. A monthly discount for continuing participation in the rush hour program would be nice too.
1	Glad we got rebates - a 10 for that. It was confusing, time consuming, frustrating to actually get the rebates. I felt like we were being told things to make us go away. Didn't think we would get the gas rebate because the inspection took months to complete. There needs to be a better system to approve and inspect. We got the Austin energy rebate quickly despite there not being an inspection, Texas Gas actually required Austin energy to complete their inspection - didn't think that would happen. It did, and we got the rebate. That was good.
1	The rebate check for my NEST thermostat showed up almost immediately! It took less than 2 weeks. My house only got hot during one rush hour event. Every other event was a non-issue.
1	We needed to upgrade our system and it was expensive. But the rebate and the easy process, our contractor helped with that, made it very doable and it was a nice feeling when that rebate arrived. Thank you.

1	I would like the contractors to have the latest information on the rebates, so we know when changes will take effect.
1	We never saw or met the inspector, so I can't really say anything about that person. I am very dissatisfied, because I did not receive a rebate.
1	It was nice to get the rebate, but we were planning to do the work anyway, and it was a bit of a hassle to deal with the Austin Energy inspector.
1	I would not have bought the NEST Thermostat without the rebate. I like the idea of rush hour to help keep your load down. I would be fine if you went even further and set many more rush hour times.

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**Question 21:**

**Please explain why you gave that rating. (Refers to question 20 - On a 1 to 10 scale, where 1 is not likely and 10 is very likely, how likely would you have been to complete this energy efficiency improvement if you had not received the rebate to help reduce the cost of the improvements?)**

Count	Response
1	Needed fixing
1	A/C was not working.
1	A/C went and it was summer, we needed it
1	Air Conditioner required replacement.
1	Air conditioning system broke, must have repairs completed.
1	Any rebate I can receive is amazing. Especially with costs of energy on the rise.
1	Austin is too expensive
1	Because I am factoring in the rebate amount to my final cost.
1	Because I needed the new furnace/A/C unit regardless
1	Because I would have gotten the thermostats anyway. I got it before I knew about the rebate.
1	Can't live in Austin without an air conditioner.
1	Cost
1	Cost.



1	Cost.
1	Could not otherwise afford to
1	Energy efficiency is expensive but a necessary requirement for preserving energy resources
1	Energy savings are important to us.
1	Expected 2K, only got \$900
1	HAD to have new air conditioning system.
1	Had a mechanical equipment failure after 13 years that required a new installation.
1	Had to replace failing A/C unit.
1	Have not received rebate yet. Once I get rebate my response might be better
1	Helped the ROI by getting rebates
1	I did receive a good rebate. I was worth doing.
1	I didn't know about the rebate until my contractor told me to check
1	I don't have a lot of excess funds.
1	I feel that the cost-benefit of energy conservation investments are worth it.
1	I have wanted a smart thermostat for a long time, but they are too expensive without a rebate.
1	I just retired from work, and leaving on Social Security it is not easy. Thank you
1	I may have done it anyway, but this made it a lot easier to justify and take care of sooner
1	I might have bought a different HVAC system without the rebate

1	I needed a new A/C unit. Had to have it.
1	I needed a new Air Conditioner
1	I needed a new A/C.
1	I needed a new furnace regardless
1	I needed a new pool pump anyway; I just ended up buying a better one because of the rebate.
1	I purchased the NEST system for its ease of use, programs, and Wi-Fi capability.
1	I still needed to upgrade my current issues but having a monetary incentive made a big difference
1	I still would have had the work done, but not purchased the best equipment available.
1	I support energy conservation
1	I wanted a NEST thermostat to help save on energy bills anyways.
1	I wanted the NEST thermostat anyway; the discount was just a bonus.
1	I was able to afford a more energy efficient pool pump motor because of the rebate.
1	I was going to do it, but the rebate helped me.
1	I would have been interested in the upgrade but the rebate was enough incentive to act on it.
1	I would have done it anyway but probably purchased a lower model.
1	I would have gone for a cheaper unit
1	I would have had to do it in smaller segments. It was quite expensive.

1	Improvement involved the replacement of aged equipment that had ceased to function.
1	It certainly made replacing 3 air conditioners more financially doable.
1	It had to get do e regardless
1	It is cool that you get a rebate, but was not the motivating factor.
1	It may have influenced us to select an even more efficient system than we would have otherwise.
1	It was 50/50
1	It was a significant stretch for our budget, but the rebate sweetened the deal.
1	It was almost \$2400...
1	It was easy for us to install on our own.
1	It was icing on the cake
1	Its air conditioning in Texas.
1	Likely would have installed a less costly, less energy-efficient system.
1	Made it more cost effective for me
1	My A/C was out and I had to replace it.
1	N/A
1	Need to replace my HVAC equipment regardless of the rebate
1	NEST thermostat is expensive

1	NEST thermostat was too expensive without a rebate
1	NESTs are expensive
1	Not with the outrageous cost of a new HVAC system.
1	Old A/C was dead, Rebate was a bonus.
1	One of the two changes would have been unaffordable to me without the rebate.
1	Purchase of NESTs was driven by rebate making it affordable
1	Rebate was just icing on the cake. Not enough to motivate the action.
1	Rebates helped lower my cost and made it more affordable
1	Reduced cost of thermostat that otherwise would feel expensive
1	Replacements were needed.
1	Seems self-explanatory
1	Self-explanatory
1	Should still save us money.
1	Simply put the cost without the rebates would have been too high for me to consider.
1	Still would have been interested in NEST because it might save month-to-month bills
1	The A/C unit had to be replaced.
1	The NEST thermostats were a gift.
1	The energy efficiency improvement was necessary for years to come.

1	The NEST thermostats are expensive. The rebate program allowed me to justify the expense.
1	The old system was failing and needed to be replaced.
1	The rebate enabled me to purchase the thermostat at a reasonable price.
1	The rebate encouraged me to choose a more energy efficient system.
1	The rebate made it reasonable in cost for my home improvement.
1	The rebate really helps to justify the cost of the improvement.
1	The rebate was an incentive, though not a deciding one
1	The rebate was incentive; however the HVAC system crashed so I HAD to have a new one.
1	The rebate was less than 10% of the total cost of the improvement.
1	The system was going to be needing replacing in a few years anyway.
1	Think this is a ridiculous question.
1	This last one was necessary. Prior ones were not and the rebate made the difference.
1	This was the incentive that got me to jump into a smart, connected thermostat.
1	Time/value decision
1	To save on electrical bill
1	Wanted to make home smarter
1	Was considering it anyway, but once saw the rebate I was sold
1	We had to have a new heating and air conditioning system.

1	We had to replace the air conditioner.
1	We needed a new A/C, so we would have done it anyway.
1	We needed to replace our old, worn out, and non-functioning heater/air conditioning unit.
1	We updated our house to a NEST system and it's a great system.
1	We were remodeling so it made sense to be energy efficient.
1	We would have bought a different A/C unit.
1	We would not have chosen such a high SEER unit.
1	Website portal was long and difficult. Rebate took 3 weeks to show up.
1	When do I get my rebates?
1	Would depend on whether or not I even opened your email ;-))
1	Would have cost more than I'd choose to spend on that item (smart thermostat).
1	Would prefer to control my NEST thermostat myself if there was no Rush Hour rebate
1	Yes, because this improvement helped me control my house better
1	Air conditioner had slow Freon leak. May have delayed purchasing new system without the rebate
1	Air conditioner went out.
1	Can't live without air conditioners
1	Could not afford

1	Encouraged me to do it sooner but I had planned to install the energy efficient thermostats
1	Great programs
1	H
1	Made a big difference
1	Make greener, way to go!
1	No choice
1	Rebate made improvements affordable
1	The rebate had a limited period
1	We needed to replace the HVAC system as it was 30 years old
1	Would probably have waited until unit died
1	We needed a new A/C unit regardless but got the nicer energy efficient one knowing we were going to receive the rebate
1	Three reasons: The present unit was about 10 years old. The unit stopped working, and the cost of repairs was not justified. My existing system was losing efficiency rapidly due to wear and tear.
1	I like the concept of having a smart thermostat, but I'm not sure if I would have paid retail price for it.
1	\$300 is a very large incentive. I appreciate Austin Energy's philosophy of influencing positive behavior as well as the \$
1	I wanted a Wi-Fi thermostat I could control from elsewhere and program a schedule, but wasn't excited to spend \$250 to get one. Didn't need or want it that badly even though my old

	thermostat wasn't even programmable.
1	I did get a rebate from Lennox on the unit I purchased, which helped some. My old unit had an expensive problem to repair, so the choice was to repair or replace. I am very glad that I chose to replace, at this point, because the new unit is so much more energy efficient and works very well with multiple compressor speeds. I am very pleased with it, even though I may not keep this house long enough to merit the total expense of the unit.
1	Would have preferred the energy star A/C unit for overall lower cost of operations. The lowered net purchase cost (net of rebate) made the decision easier to purchase the somewhat more expensive unit.
1	It made sense to make some of the improvements for our own benefit; however, the cost was significant. The rebates we received helped, but it would have been nice to qualify for other rebates on work performed (see previous question).
1	While our A/C/heating unit was still functioning, it was old and straining. We may have tried to wait a while longer, which would have put us at risk of being without our unit in extreme weather or at a time of financial stress.
1	It still would have saved me money in the long run but the rebate was a good incentive to actually get it finished.
1	I did not install this energy efficiency improvement solely for the rebate but it would have been nice to have received one.
1	The rebate incited me to choose the more expensive energy efficient A/C replacement units, I would have opted for a less expensive solution if not for the rebate. But I did need to purchase new units (2) because mine failed and could no longer be repaired.
1	Our A/C went out. I would have gotten a cheaper, less efficient option if there were no rebates, but we weren't going without A/C for the summer.
1	The pool pump needed replacing, but without the rebate I probably would have gone with the less efficient pump that was considerably cheaper. The rebate didn't make the efficient pump as



	cheap, but it got it into the neighborhood of considering the future savings as part of the purchase.
1	Solar economics is marginal. With rebate, the economics improve to the point where I could justify the investment.
1	All I did was install a NEST thermostat, and it was something I wanted to do anyway to save money and monitor energy usage.
1	The decision was necessary because of the age of our units but we were not financially prepared. The rebate allowed us to complete the improvement several months sooner than otherwise.
1	I was happy that Austin energy was able to give the customer back something. I am filling this out because I appreciate what Austin energy did.
1	The rebate helped make a very costly improvement more affordable. If it had not been offered, I would have chosen a less expensive and less efficient unit.
1	We likely would have done some of the work, but possibly not everything that we completed given the subsidizing cost of the rebate.
1	My HVAC was going to need replacing no matter what. I may have gotten a slightly better/more efficient unit because of the rebate but I was getting a new unit no matter what.
1	Our existing systems were old, cheap, and nearing their end, so the replacement was inevitable. The one-time rebate softened the blow, at least.
1	The house needed the updates to meet current Austin code and better efficiency means lower energy bills.
1	We installed the NEST Learning Thermostat. We were probably going to do it anyway, but the rebate prompted us to do it sooner than we may have otherwise.
1	I would have gone for less expensive option. Rebate allowed me to get a more energy efficient

	option.
1	I honestly had forgotten about the rebate until the guy from Arrow reminded me that I would be getting one. So I was more or less prepared to put the cost on a charge card.
1	A/C went out in the summer in Texas! Going to get it fixed one way or another. It was nice to cut the price I will say that.
1	Would have done it "eventually" but since the old pump wasn't broke, probably would have let it run out its life.
1	I needed a new system, but I don't know if I would have chosen the system that I did without the rebate offer. I sure would like to receive that rebate.
1	My thermostat needed to be replaced anyway, and I wanted the additional features offered by the NEST thermostat. The rebate helped my decision to do the improvement, but I likely would have done it anyway.
1	I wanted a smart thermostat but was a little hesitant because of price. The rebate sealed the deal.
1	Part of the issue I would have had fixed (massive leak downstairs). Probably would not have done the more extensive duct replacement and additional return vent.
1	The NEST has been great for my energy ratings, but it's a pretty expensive device. The rebate offered by Austin Energy convinced me to buy the NEST over a standard cheap thermostat by reducing the price to a much more competitive level.
1	I would not have had the money to complete the energy efficiency improvements, had it not been for the rebate and loan programs.
1	We wanted the automation anyways. But I like the program that the rebate enrolled us in, Rush Hour Rewards.
1	The rebate nearly offset the cost of the installation. The thermostats were expensive enough,

	especially buying two.
1	The cost of the unit would take a significant amount of time to save me money. The rebate helped make it a financially good decision.
1	I haven't seen the positive changes yet; I'd have to wait until this summer so I'd be able to compare.
1	Needed a new heat pump and getting a more efficient was a no-brainer, if not unavoidable - the newer units are almost all more efficient than the unit I was replacing.
1	I might have replaced the pump without the rebate, but I probably would have waited until the old pump died.
1	The rebate program says to me you believe in the product & the provider. If you do, I support it too.
1	The NEST thermostat offered other benefits beside the energy rebate which are attractive but the rebate made the decision even easier.
1	Wi-Fi thermostat was \$125, rebate was \$80. We wouldn't have done it w/o the rebate, but the rebate doesn't seem even remotely worth it now
1	The out of pocket expense would have taken longer to recoup. The rebate was the right incentive to go ahead with the improvement.
1	We had no choice as to the improvement. It had to be done. But it would have been harder without the rebate.
1	I would have to replace the system, anyway. The energy rebate helped to lower the costs, and that was highly appreciated.
1	The NEST thermostat offered me a cost effective way to upgrade my hardware while reducing my monthly energy bill. The energy rebate was just an added perk.

1	We needed to replace our air conditioning system anyway; so, we would have made some improvement even without the rebate. However, the rebate encouraged us to purchase a more efficient system than we would otherwise have purchased.
1	I'm not sure I would have chosen the option for HVAC system I chose if it weren't endorsed (assumed by providing a higher rebate) by AE.
1	We needed the improvement regardless, but the rebate would not have enticed us to use specific models or contractors. It was just our luck that the contractor and model we chose entitled us to a rebate.
1	In our case, we had pressing need for a replacement HVAC system since we had leaks not worth repairing. So, we would likely have invested in a new HVAC system anyway - We knew about the rebates before, but waited until our old system was not worth fixing before we replaced it.
1	Energy efficiency improvements are generally very expensive and would normally take many years to financial recoup the costs without a rebate or price incentive. In that time, the improvement could malfunction thus wasting even more money.
1	I was going to replace my A/C unit anyways; the rebate was just part of my negotiating with the contractor.
1	I would have replaced the A/C and furnace but perhaps would not have done the insulation in the attic
1	I may make the improvement at some time but it would not 'incentivize' me to follow thru as an immediate need.

**Question 25:**

**Please explain why you gave that rating. (Refers to question 24 - On a scale from 1 to 10, where 1 is not important at all and 10 is very important, how important is it to you that Austin Energy offer its customers rebates to help with the cost of energy efficiency improvements? )**

Count	Response
1	Again seems self-explanatory
1	Any savings is important to us elderly retirees in these economic times.
1	Any sort of incentive to buy better products is good by me!
1	Anything helps.
1	As a people we must save energy.
1	Because its expensive duct work in which I didn't get any rebates
1	Because for some, money is motivating.
1	Because it's important.
1	Because on a 1 to 10 scale I think it rates an 8.
1	Becoming more aware of energy usage is important to sustainability
1	By improving the efficiency of our system, we partner with AE to be good stewards of our energy.
1	Cost
1	Energy-efficient products are expensive

1	Every little bit helps especially when you are on a limited income.
1	Everything costs a fortune. Any help for consumers is greatly appreciated.
1	For lower-income households, this is a wonderful program.
1	For me it was not the rebate that prompt the investment. It was the incentive to save money
1	Gives incentives for those who might not be able to afford - makes the city more energy efficient
1	Good for homeowner and the environment
1	HVAC systems are very expensive and a major investment in the home.
1	Helping with the cost helps to push customers to perform improvements
1	Helps people afford improvements that they may not be able to.
1	Helps people not waste electricity helping the environment and the community as a whole.
1	Helps reduce energy use
1	Helps to defray the cost of installing more energy-efficient systems.
1	Higher energy efficient systems are more expensive.
1	I believe that if there is nothing to be offered to make changes, then no one will give effort
1	I believe the incentives are for the public good.
1	I don't know how good the rebates are.
1	I don't know what to say
1	I don't repair much.

1	I have used their rebate programs before
1	I like that y'all are helping people use less energy.
1	I really like any initiative to reduce energy usage.
1	I think it's great that you're willing to help invest in energy consumption improvements.
1	I think it's important
1	I think it's important that there is a company thinking about energy conservation.
1	I was more comfortable spending money on a more efficient unit.
1	I would have bought the product regardless of if you had done the rebate though it was nice
1	I would make the improvement regardless
1	I would not have been able to have work done without the rebate.
1	I'd like more information sent to me to decide.
1	I'm indifferent
1	Improvements are expensive; rebates help.
1	Incentives are a great way to create awareness for responsible energy usage
1	Incentives help.
1	Incentives work. Partnerships encourage a "we're all in this together" sentiment.
1	It always helps to give incentives to people to make a change when it will cost them money.
1	It can make this difference in the decision making process.

1	It enables people to make energy savings investments
1	It gives incentives to be more energy efficient.
1	It gives people more incentive to save more money.
1	It helps offset the cost
1	It is hard to make to make renovations without help
1	It is very helpful for a lot of people who really can't afford it in the first place
1	It is what it is.
1	It might help people do the improvement to save them money.
1	It saves money and energy for everyone.
1	It saves us all money.
1	It shows that Austin Energy realizes the importance of energy conservation.
1	It was one of reasons why I bought the NEST.
1	It's a major incentive in thinking about energy improvements
1	It's a strong motivation
1	It's expensive to live in Austin and we pay a lot for services, so nice to get something back.
1	It's important to incentivize customers to invest in energy efficiency.
1	It's obvious
1	It's so important to conserve energy, yet a lot of people need the incentive.



1	Motivated me to afford a more efficient unit.
1	N/A
1	Provide incentives to make energy efficiency improvements.
1	Put your money where your mouth is :))))
1	Puts a dollar amount on incentivizing upgrades. Without a rebate, it's just a suggestion.
1	Rebates are always helpful when making updates.
1	Rebates do inspire the intended behavior, if they are substantial enough.
1	Rebates gives the customer more incentive
1	Rebates help cover the cost of the improvements.
1	Rebates help to make energy efficient improvements and shortens the return on investment time.
1	Ridiculous question.
1	Save money
1	Save money
1	Save money and energy.
1	Saving energy will keep energy costs low for both residents and distributors
1	Say for household incomes UNDER \$100,000
1	Self-explanatory

1	The improvements can be expensive and the rebates give extra motivation to have them done.
1	The program incentivizes important change by defraying costs.
1	The rebate helps recoup some of the very expensive work.
1	These improvements are very, very expensive and the rebates help a lot.
1	They need to save money but it's a nice benefit.
1	They're useful, but have quite a few restrictions on the choice of installers / contractors.
1	This was a lower cost system and it was still way beyond my budget.
1	Until prices from the manufacturers able to go down this is very important
1	Usually not enough to justify changes by itself. Too restrictive on how work is done...
1	Waste not, want not.
1	We should do everything we can to reduce energy waste.
1	Without the rebates, many improvements would not be worth it.
1	Would have chosen a cheaper alternative without the rebate.
1	Would not let us participate
1	Any kind of savings is important
1	Anything to cut the cost
1	Because.
1	Conservation is high on my priority list

1	Help cover cost
1	Helped me complete projects
1	Incentive
1	Incentives make it a no-brainer to become more efficient
1	It all comes with cost
1	It is for the environment
1	It's a good incentive to encourage energy efficiency
1	Many low/middle income residents could not afford energy saving programs without the rebates.
1	People love money!
1	Savings!!
1	The cost of 2 air conditioning units is ASTRONOMICAL!!!
1	The more that take advantage of it the more energy is saved. This is a good incentive.
1	The rebate can be the difference in affordability
1	Wish I knew about more of them
1	Because I was told there was a rebate on certain heating/cooling unit, I chose to purchase said unit. The rebate was denied, however. I am still baffled by that. I'd like to receive the rebate that I was told was coming to me. It would be nice.
1	Conserving energy helps the environment and community. Some energy efficiency improvements can be very expensive, so providing incentives can help residents financially. Also, the incentives help guide desirable behavior and positions Austin Energy as

	environmentally conscious.
1	Same as previous question. Rebates make the project work and the solar panels will be working for the next 30-40 years.
1	I think it is a great program. I would sure like to benefit from it and not be misled by the contractor.
1	The rebate provides a decent offset to the up-front cost of making improvements and can help more people try to reduce their energy usage. Without it, it may be out of the reach of some.
1	It is very important to offer a rebate but equally important to actually pay the rebate to the customer.
1	It's nice but I do need to be able to afford it in the first place, find the contractor, and take the initiative. I usually don't have time to spend on this. As important as this stuff is to me, there are many important things in my life and it unfortunately falls off the list.
1	Because energy efficiency is an important part of planning for future energy needs. Encouraging efficiency makes sense.
1	Every little bit helps! I appreciate the incentive to make improvements that may otherwise be put off until a later date.
1	1) It communicates that the city cares about energy consumption and related pollution. 2) it makes the upgrades affordable
1	Although I am energy conscious, I don't know that I would spend extra money to save energy on a tight budget.
1	It's one of the most important things Austin Energy can do, especially with the significant environmental constraints we are all under. Helping people make the right moves to improve our community together is absolutely what Austin Energy should be doing. I am very happy with this program.

1	Any rebate, or other incentives, available to your customer base will ease the decision to allow for the budgeting of what are, usually, costly upgrades.
1	With continued rising energy costs, it is important to identify inefficiencies in homes. Most people in this town do not have the money to make their homes very efficient, and as a city owned utility, it is AE's job to help people maintain their homes to keep costs down for everyone else.
1	I wish it was better than the \$550 I received. This is because the new system was still very costly, which required financing, and therefore, the energy rebate was very low, as compared to the full price of the system.
1	I think it's good that you offer rebates but I find myself unable to get too excited about the concept.
1	I feel Austin's Energy prices are increasing at an alarming rate. The rebate program ensures that we have incentives to help the planet.
1	Making most energy efficient improvements is very expensive; having an immediate reward for those improvements gives me more incentive to actually do them. More so than just knowing I did the right thing.
1	Rebates help to reduce the cost for expensive upgrades. They're important to get interested people to make changes.
1	Me personally...not so much...since I'm not that constrained financially...I would have done it anyway... but I can see how for others it might be 10
1	It promotes energy efficiency and incentives encourage people to consider the improvements over other projects. Energy efficiency doesn't have a high return like bathroom or kitchen improvements usually do.
1	The rebates encourage customers to make the energy efficiency improvements; otherwise it doesn't make sense financially most of the time.
1	The promised rebate was part of my decision to get the system that I did. My rebate was

	denied, with no explanation.
1	Better energy efficiency is the right thing to do and the rebates help more people make their homes more efficient
1	It's important to encourage all customers to invest in energy efficiency. Most people are not far-sighted enough to do this without extra incentives.
1	Obviously in the current state of the world reduction of consumption in all forms is necessary, but especially here in Texas people seem to avoid it unless there's an outside impetus. Nudging folks to move towards energy efficiency by making it more affordable in the short term, and very money saving in the long term is an excellent way to help.
1	I was not aware of this rebate, had it been advertised more it may have influenced me to get a new A/C unit sooner.
1	It's important because customers saving on their energy bill with smart thermostats ultimately reduce your call volume and build a better brand for Austin energy
1	New technologies which deliver the greatest energy savings can be very expensive to the homeowner who may or may not ever see the value directly recovered in energy savings or home equity increases
1	Because the cost of energy is extremely overpriced and rebates should be offered to those who need them
1	If you want to be a cutting edge green city, then rebates are a must. Just need to do a better job of giving the proper amounts.
1	I think the city should provide incentive and encouragement to residents to make energy efficiency improvements so more will do it.
1	Even a token rebate is important to show that you, the Energy Company, cares about my energy usage.

1	Not only do rebates encourage residents to upgrade to more energy efficient products when the time is right to replace them, it can help people who might not have the means to do that.
1	The transmission and distribution overhead to carry AE's power needs to be addressed at least in part by reducing the demand on the total network. As I see it, the costs of running rebate programs likely run far cheaper than continual upgrades to networks where energy efficiency on the customer end isn't somehow incentivized.
1	When making updating items in your home, it helps to pay attention to the energy efficiency labels and Austin Energy's support helps to highlight
1	The more people are encouraged to use energy efficient methods and devices, the better for all of us.
1	I look forward to making some energy updates to my house and find rebates an incentive to do so as they defray the cost a little.
1	Reduction of per capita energy usage foot print is an important goal for a more sustainable community.
1	Some people would never consider them, and some houses desperately need them. Rebate program helps promote efficiency and helps especially lower income people afford it
1	Because in order to get the rebate the contractor has to be sign up with Austin Energy, which is unfair because rebate is a rebate. Not happy with this.
1	If people need incentives to conserve energy, then it's nice that's AE is willing to nudge them along.
1	I believe the city/Austin energy should do more to encourage energy conservation or awareness of energy usage.
1	Helps encourage changes that people would possibly be hesitant to make but w a rebate they might be able to afford the changes.

1	If there are incentives for people to become more energy efficient, each household will be more energy efficient. This reduces the amount of energy needed per capita and therefore reduced demand, which should reduce my bill.
1	I rent an apartment, but if I owned a house I would take advantage of many more of your rebates. I very much want to increase my energy efficiency, but it can be expensive to do so.
1	Motivates people to put in more energy efficient appliances but process needs to be more straightforward and streamlined (be nice to check status online)
1	It's a nice benefit (that we did not receive), but saving money on my own electricity bill and having a safe and functional HVAC system is more important to me
1	Those that are making these improvements should have these incentives otherwise they won't get done for older homes.
1	You give rebates we spend and you raise rates go figure that is why I gave a 6 on both of these who knows. I like my new air unit.
1	Most people won't pay the up-front cost to make their home efficient to save money in the long run if that initial cost is too high. They will only replace systems if they absolutely have to.
1	It is an incentive for customers, which allows homes to be more energy efficient and in turn allows the COA to use less energy, conserve on energy.
1	We don't have a choice, but to use Austin Energy and other energy choices have several incentives to reduce energy costs.
1	It informs and motivates the consumer to opt for the more expensive, environmentally friendly replacement options when replacing expensive A/C units. The rebate is greatly appreciated and has the desired impact to do the right thing for Austin, the environment and the consumer. Winning combination!
1	Hope that lowering energy usage benefits the city and local utilities; made a nice but not massive difference for me.



1	Energy efficiency improvements are capital intensive. Rebates/offsets help with justifying the expense.
1	I think that people are more inclined to make the improvements with the rebate program and the energy savings are a benefit to everyone.
1	The people that who have the least efficient houses are generally those who can least afford to make those improvements.
1	For many it is enough help to allow them to make an upgrade and definitely helps to reduce the sting of necessary changes.
1	I very much appreciate the rebate process - it says something about what the city values and plans for in the future, and helps me make responsible decisions as a homeowner.
1	It is important and a good incentive. However we did not qualify for the rebate because the A/C unit that we purchased was apparently too big for our house. It was only 1/2 ton larger and our utility bill went down \$100.00 a month so I do not see why we were denied.
1	It's incredibly important to provide incentives to homeowners to upgrade to energy efficient appliance and systems, especially with the number of people who move to Austin in each year
1	There are so many people all over the Austin area who would greatly benefit from the debate offer.
1	Incentives motivate people to make different choices -- simple psychology. Incentivize the behavior you wish to see enacted and people respond.
1	Bottom line is that eventually your unit is going to need replacing. \$400 doesn't really buy you a better/more efficient unit but it does help.
1	The rebates for NEST and solar panels will enable me to afford technology that I otherwise couldn't.
1	It is most important because often the homes and residents with the worst energy efficiency are

	those who can't afford expensive upgrades. It really made a big difference for me and my bill for August was 44% lower than the previous year after the improvements!
1	I am glad that Austin Energy encouraged me to make this upgrade; but I don't know that Austin Energy should be giving these rebates unless it somehow saves Austin Energy money also.
1	If Austin wants to push customers in a certain conservation direction, the rebates need to be higher.
1	For many households, these rebates can make the difference between upgrading older, inefficient units in a timely manner that insures the safety and comfort of families or having these households wait until these units become unrepairable or dangerous.
1	It is extremely expensive to make any kind of improvement to a home, so any money saved is very helpful.
1	Utility companies should promote energy conservation to make our world a better place, and financial incentives are a good way to do that.
1	Most times it pushes people towards improvements that are not only good for them but better for the environment and betterment of society.
1	With the City Council taking \$100 Million off the top of AE profit, It's important that the people making the payments get something back before council gives it away.
1	The rebates make it easier to make improvements to my home that also positively impact the environment.
1	If customers are more able to keep up with energy efficient appliances and home systems, then they should be encouraged to do so with help from a legitimate rebate program. All people should be able to reduce their carbon footprint.
1	Since the energy prices are based on operating costs of our city-owned utility, saving energy by everyone is beneficial to all Austin customers.

1	Because of how bad the process was. Also you are requiring the use of approved contractors when all A/C installers already are licensed by the state of Texas.
1	Sometimes I'm willing to do something but don't always do it because I won't necessarily see an initial impact. The rebate help provides the push I need to follow through.
1	I think it is an important program that needs improvements to make it easier for AE customers to EASILY file the required information. That way more people can take advantage and AE will better be able to stabilize its customers' energy demands.
1	It gives people "sitting on the fence" with regards to spending the money on energy efficient improvements the nudge they need to go for it. I have been in this situation more than once, so it definitely makes it easier to go ahead and get something worthwhile done, in terms of energy efficient home improvements. I really appreciate Austin's leadership role in encouraging Austin's citizens to become more energy efficient! = )
1	We pay a lot for electricity service, allocating a portion for smart incentives gets attention & makes sense

**Question 26:**

**Austin Energy programs are designed to help customers with the cost of purchasing and installing energy efficient products and services. How could Austin Energy improve its rebate programs?**

Count	Response
1	Keep it up.
1	Add more options
1	Add more products and services, like window replacement, heating, and electric wiring.
1	Advertise more.
1	Allow DIY,
1	Be faster in the paperwork and sending out the rebate.
1	Be more transparent about the rebates.
1	Be very clear on the amount of money will be rebated. And offer multiple programs.
1	Better communication when changes to an existing program are going to occur.
1	Better contractors.
1	Better marketing to let people know what is out there as far as the incentives and rebates.
1	By actually giving the rebate in a reasonable amount of time
1	By giving rebates for ducts repairs and weatherization program
1	By not requiring a registers contractor - licensing is adequate.

1	By offering higher rebates as an incentive.
1	Can't think of any improvements needed.
1	Change rush hour. We are not a 9 to 5 family
1	Clearer qualifications
1	Communicate better on the process
1	Cut down the size of this survey
1	Develop personalized metrics & rewards that change behavior
1	Don't know
1	Don't really know
1	Easy to apply and hose installers / contractors
1	Enhanced publicity.
2	Expand
1	Expand offerings to more upgrades.
1	Expand the range of products and services
1	Extend the solar rebate deadline
1	Faster
1	Faster or guaranteed turnaround time on rebate payments.
1	Faster rebate service. Otherwise great.

1	Get with the program that you offer and stop denying the rebates
1	Give credits towards bills for continued participation in using smart thermostats.
1	Greater \$\$\$
1	Have customers be more aware of what rebates are available.
1	Higher rebates for solar.
1	Hire more inspectors to reduce the wait time for scheduling inspections.
1	I don't know
1	I don't know enough about the whole program to comment on this.
1	I don't see a way to improve.
1	I think it's pretty good. If you paid for the entire improvement, that would be awesome.
1	I would have to know about them to answer this question.
1	I'm not sure
1	If \$450 off to purchase \$7500 unit is help I would rather have you lower rates
1	If it actually worked, it would be great.
1	If this is related to the NEST, it came as a surprise! AWESOME!
1	Improve marketing efforts to let customers know the programs are available.
1	Improve the wait time for the inspection
1	Improve your website. I don't care about phone calls - I will never use them.

1	Increase customer awareness.
1	Increase rebate amounts for big ticket items.
1	Increase the rebate.
1	Increase the rebates, lower the wait time on receiving them.
1	Information about all of the rebates available to consumers.
1	It seems the rebates change frequently, so I think reminders of current rebates would be helpful
1	Its fine as it is.
1	Just get the new rebate processing system working smoothly.
1	Just keep it alive please!
1	Just more awareness of various programs and options
1	Keep promoting these programs.
1	Keep them coming.
1	Keep them coming....
1	Keep what you are doing and don't get rid of solar rebates
1	Know that I was a customer so I didn't have to provide a bill on three separate occasions. :-)
1	Larger rebate.
1	Little more info on how to upgrade for old customers
1	Make homeowner more aware of rebate options

1	Make improvements more affordable.
1	Make it more common knowledge.
1	Make it pay more.
1	Make people more aware of them.
1	Make sure people who quit or retire have their work reassigned to someone else
1	Make sure the customers receive the rebate. I have not received mine.
1	Make the steps easier to get the rebates
1	Make them more efficient. Clear standards, clear steps. Everyone needs to know the requirements.
1	Make them more widely known.
1	Making others more aware of incentives but partnering up with more vendors like NEST
1	More clear information and detail on the website.
1	More communication
1	More exposure of rebates offered
1	More money for more solar and water collection; also xeriscaping.
1	More of them.
1	More publicity.
1	More transparency



1	N/A
2	N/a
1	N/A
1	Need easier communication with the inspectors.
1	Need to Improve their website experience.
1	No improvements needed.
1	No opinion
1	No suggestions
1	None
2	Not sure
1	Not sure. It's pretty good.
1	Of course a bigger rebate would be great. :)
1	Offer bigger Rebates for high cost items like solar panels and HVACSYSTEM systems.
1	Offer electronic transfers and improve the availability of rebate options.
1	Offer more generous rebates.
1	Offer more rebates.
1	Offering more valuable rebates, and offering them on more items
1	Partner with Home Depot so I can just get the rebate at the checkout.

1	Pay what you say you are going to pay
1	Please let me know when I will get the rebate
1	Point of sale rebates. That would help me compare net prices for different appliances.
1	Providing more information in more channels and on more energy saving improvements.
1	Push for more funding for the rebates and keep them coming!
1	Rebate program seems okay - rates for electricity and water not acceptable
1	Reoccurring discounts for continued use of energy saving devices
1	Seems OK
1	Send emails or other forms of communication to make customers aware
1	Sent out email to its customers with links to the rebates.
1	Stop charging so much.
1	Telling me about them
1	The rebates could be sent out faster.
1	Tie it into other easy ways for people to get the rebates (similar to NEST).
1	To send a note in your City Of Austin bill in BIG LETTERS
1	Base some rebates on reduction in energy used
1	Be consistent
1	Be more proactive about giving information/offering rebates for solar

1	Better marketing
1	Better solar rebates
1	Bigger rebates and faster access to them
1	Can't.
1	Don't know
1	Expand the scope of products
1	Have city auditor/inspector explain/educate homeowner more
1	Have more advertisement so residents are more aware of what's available
1	I don't know
1	Lower summer rates
1	Make survey shorter
1	Make them easier to get
1	Make them more well known. Better marketing
1	More advertisement
1	More information
1	No comments
1	Offer more information about choices
1	Outreach to residents that do not have internet access or awareness of efficiency benefits.

1	Perhaps more advertising. A lot of people are not aware.
1	Perhaps offer an interest free loan program for those that can't afford the expense
1	Subsidize purchases
1	Target low/middle neighborhoods with advertising.
1	Y'all should sell them or make them easier to get installed from y'all!
1	Better educate the certified installers about the various rebate plans, not just the most popular one. Also, better educate Velocity Credit union about the plan options. It, too, only seems to be familiar with one option. When I pointed Velocity and Strand to the other options listed on AE's website, both parties were surprised, saying they had no idea there were multiple options for the rebate and loan programs.
1	Would be nice if they could inspect the job at time it is completed so that contractor is still there and if need be can fix something to make it compliant. In addition they could then approve the rebate and have the check sent to the contractor so the home owner would not have to pay extra up front and then wait for the rebate check.
1	I'd love to get rebates for purchasing LED lighting for my home. Though prices have come down recently, there are many other municipalities that offer this rebate. Would definitely help people make the switch to LED if it were slightly subsidized.
1	Make it simpler to understand which products or services have rebates and what their range is. Along side that information, it would be great to know the estimated energy cost savings over the first 2 years of the improvement. This would help with decision making on what to improve and possibly reduce the strain on Austin's grid during the summer months.
1	Better communication between AE and its approved contractors. My contractor was not aware that the mail in application was not allowed. This caused delay and consternation to me, the customer. Better quality control of the online form(s). Someone needs to review them before making them mandatory and they need to be updated in real time when new products are approved. Yes, it takes money to keep it up to date, but it also takes money for the AE

	personnel to field questions from confused customers.
1	Provide more specific, up-front information about what products qualify based on the products and the size of the home in which they are being installed.
1	It would be great if you could send a voucher or other instrument that consumers could present to the store for an immediate discount. My rebate was \$50 on a window A/C unit when my electric bill was \$300 a month. It was a hefty choice, but I hope next summer I see a reduction in my electric bill.
1	The program failed to file our rebate info after the final audit was done. We followed up to determine if it had been processed two months later and are now waiting another 4-6 weeks for our rebate check.
1	I'm not sure. There was already a NEST installed in the condo I moved into, so I'm not sure what more you all could have done.
1	Too much oversight, pre-approval, and approved contractors. Why not let the homeowners do it themselves. For me, it was more expensive to use a contractor even with the rebate.
1	Online system that tells the status of the rebate to see that it was received, is being processed, etc.
1	You could explain to homeowners why they are denied for rebates. You could pre-approve a given improvement, so the homeowner doesn't have to wonder whether it will be randomly denied later. You could return calls.
1	Although I care about climate change, a lot of people don't, so a focus on how energy efficiency also saves you money in the long run will get more people on board.
1	I've participated in the new A/C rebate plan and the smart thermostat rebate plan. They both worked perfectly. Short of giving me some more money, it would be impossible to improve.
1	I believe making the programs more knowledgeable to the public and the approximate savings is beneficial

1	As long as the contractor is license with a bond customer should not have to be penalized because they are not with the city. I paid \$6000.00 for my unit and couldn't get a rebate.
1	Be more proactive in providing information to customers on which improvements are available for their home, and directions on how to get the rebates that are offered.
1	Besides cash back, offer a credit to one's bill...could incentivize by increasing payout by 10% or something like that.
1	More incentives for solar panel installation. Or provide more transparency on information for payment methods for local installers.
1	More rebate programs/offering. An easy to read website dedicated exclusively to all programs, rebates savings opportunities!
1	Not be too picky. A change to save electricity should be more important than whether it meet the requirements. Saving electrical cost should matter instead of strict requirements.
1	My home did NOT qualify because it is 2050 sqft and the cut off for rebates is 2000 sqft, so AE could improve by allowing for homes that are a little larger.
1	People are reluctant to make improvement unless they can realize significant results. How about leasing devices (NEST) to homes to see if there's a cost benefit to homeowners. Have them sign up for 3 months (summer) and do the comparison from prior history.
1	Great program - - - unfortunately the cost of the 2 new air conditioning units is RIDICULOUSLY high!
1	I did not know about the rebate until the contractor told me. Maybe info is in the utility bills but I have not noticed it.
1	The programs tend to help and be used by the more affluent customers. It might affect me negatively, but some tiered help, based upon household income, would be a good idea (I think).
1	Go back to how it was where you didn't have an approved vendor list. Secondly, hire staff that

	will answer and return phone calls.
1	Send mail / email infographics and pamphlets to advertise benefits and process to advertise to your customer base.
1	Provide more visibility. Also make the rebate ongoing related to how much energy is saved during Rush Hour.
1	Clear communication with contractors and installers. I was informed by installer I was eligible for a rebate. Apparently rules changed. I have not received a rebate.
1	Offer more flexible rebate delivery options including account credit. Offer recurring discounts for participation in rush hour program. Offer discounts for meeting usage reduction goals.
1	Have an upper limit or require solar/energy improvements for house over \$1,000,000 (or some number)
1	Eliminate all of the prolific charges that tax the poor the most, be honest with tax payers with charges instead of hiding taxes for the city.
1	Having one person to call and come out to assess what improvements could be made would have been great. Having to call a different contractor for estimates on each item was way more work than what seemed worth it.
1	Better communication. It has to be on the level of simple and straight forward and explained like how Apple handles their marketing and roll-out of complex products.
1	While it doesn't have the same bang for the buck as insulation and duct sealing, Austin Energy should offer a rebate for window replacements. It would help defray the costs of upgrading very dated single pane windows.
1	Provide bigger rebates more correlated with how much the consumer spends on the actual equipment. Higher rated HVAC equipment costs an arm and a leg. Subsidize it.
1	I'm not sure why, but I never received a confirmation number to check on my rebate status. That

	would be helpful in the future.
1	Quicker turnaround. Also early this year, we had to send 2 applications in as 1 was misplaced. Directions on rebates need to be clearer and simple.
1	Create a rebate program that actually works. Bear in mind that not all customers have access or requisite skill to operate a computer. Make the application process clearer and less cumbersome.
1	Provide rebates for improvements made, regardless of "qualified contractor". I am an architect and made improvements to my own home, however, I later learned I did not qualify for the rebates because I did not hire a COA deemed contractor. Even if a smaller value, the rebate should be offered without hiring a specific person when making upgrades.
1	The process to go through an authorized contractor is often inconvenient for me. My regular contractor is also not an authorized contractor.
1	Carefully screen your list of approved contractors. Awesome Air does not stand behind their contract and the owner refuses to inspect the work done by his subcontractors.
1	I found majority of approved contractors have extremely inflated price. There are many equally or better qualified license contractors that are priced more reasonably.
1	You did the right thing by educating Stan's A/C representatives on the rebate programs and have them communicate it to your customers. When your A/C dies and you are in crisis mode, the first call isn't Austin Energy, so you really rely on the service contractors for information
1	An idea would be to allow customers to waive a month's payment on bill. That would allow the customer to truly see difference from before and after installation. It will be a good extra incentive.
1	Make check issuance easier. Austin Energy had a question about the square footage my A/C unit was covering and never called to ask me, just closed my file. It was frustrating having to call over and over.



1	Bigger incentives for the most efficient energy improvements. Simple process designed to be filled in online by owner and certified contractor. Realistic rebates according to different residential housing sizes.
1	Clearer instructions from the beginning with instructions about using the form. Some of the questions seemed obscure.
1	Give much more accurate changes you guys make to my home temperature via the Wi-Fi thermostat on your website. You fuckers made it wayyy to hot in my shitty rental house for 4 months.
1	Allow customers to complete some of the energy improvements themselves if they are able. Such things as making and installing sun reflective screens, window film, insulation, etc. Would be some examples. For instance I rented an insulation blower, purchased materials and spent the time to get my attic up to R58. After spending almost \$1000 on all this it would have been nice to have qualified for a rebate. Since I did the work myself I don't. Your inspectors could inspect this type of work for your Customers producing a win win for everyone.
1	Easy, quick solutions. I need to be able to spend a relatively small amount of time making a decision so I can move on with my day; otherwise I'll just leave it behind.
1	It would help much better if the rebates reflected the cost of the system. As it is, it is too low.
1	I was unable to have my rebate extended for a solar panel installation when we ran into problems with the roof truss not being designed to support the weight of solar panels and had to design a free standing structure to mount the panels on. We were unable to begin the installation before the rebate expired and the rebate was not extended.
1	I think the programs are really good. I used it with the purchase of my NEST thermostat. I think it could be advertised more. After installing mine, I've been telling friends and coworkers about the program. No one has heard about it.
1	Make the process more transparent - perhaps an app for tracking eligible rebates, rebates in process, and approved/received rebates.

1	Since this is my 1st rebate, I'm not sure how to improve it. But if you bill would make a reference on "How to lower your bill" and mention the Rebate.
1	The option of pre-approval where you could get the rebate approved prior to installation would help because I did have the slight fear that maybe it'd get rejected whether because of the fact I live in the corner of Austin that is Williamson county, or because I bought a newer pump to which the predecessor was on your online list, but this model was not. My installer/vendor promised it'd be fine, but it'd be nice to have an online written confirmation ahead of time.
1	I'm sorry, I can't think of anything right now. Knowing about projects and products that receive rebates is always helpful. But, sometime the cost is not recouped.
1	I'd like to know more about my usage relative to other factors such as outside temperature, radiant heat, and time-of-day usage.
1	Make them more public. Since I only get an electronic bill, I didn't notice this program existed until the contractor told me
1	0% or extremely low interest loans for qualified buyers? Maybe pay over an 18 month period or something like that. Also make it very easy to find out what improvements qualify for a rebate and how much it is.
1	Increase the rebates and make other service and rebate programs more prevalent in terms of marketing etc.
1	I filled out the survey you sent me. I answered the questions you send me in my email, but where's my rebate?
1	Prequalify products and services for rebates so that people know up front whether their purchases will qualify.
1	Email a web link, or physically mailing a list of all available incentive programs to all your customers. A breakdown of what energy efficient products or programs will give the greatest savings in order of the amount of energy saved would give your customers a checklist of what to change first.

1	See my previous answer regarding structuring rebates where the contractor's interest in the project extends beyond the installation. Keep the contractors in the game to preserve their access to a rebate, and they'll work much harder to make sure the job was done well and ensure they keep the customer. For the moment, however, it's virtually a low-bid environment and, well; you get what you get when that happens.
1	With the number of older homes in Austin, the cost of living, and the record temperatures in summer - I believe it is unreasonable for Austin Energy to limit the capacity to 600 SF per ton or ACCA Manual J methodology. I have a two story condo that is 900 SF and I did not receive a rebate because the 1.5 ton unit would have been insufficient to cool the 2 floors. Because I installed a 2 ton unit - I was denied a refund. The installation requirements say "minimum" not maximum

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**Question 28:**

**If there was one single energy efficiency improvement you would suggest, what would it be?**

Count	Response
1	A high efficiency HVACSYSTEM system
1	A/C
1	A/C
1	A/C units
1	A/C system
1	Air Conditioning. It's hot here.
1	Anything that helps with cooling costs
1	As long as the contractor is license and bonded that should be acceptable for the Austin Energy.
1	Attic insulation
1	Better coordination w/ the certified installers.
1	Better solar power rebate programs.
1	Better solar power system - I hear the meter readers don't read the meters well, if at all.
1	Bigger discounts on NEST thermostat
1	Changing all lightbulbs to LED's
1	Changing old style light bulbs for LED's.

1	Checking/increasing insulation for the house.
1	Continued Solar.
1	Correctly installed A/C
1	Cut the cost of electricity
1	Cutting down on air conditioning and teach kids a way to save.
1	Don't have one.
1	Don't know
1	Don't know.
1	Don't require contractor registration.
1	Double pane windows
1	Duct leakage repair
1	Duct sealing
1	Duct work rebates
1	Ease the transition to renewables for homeowners.
1	Efficient windows
1	Energy Efficient Windows and insulation
1	Energy efficient Windows.
1	Energy efficient air conditioning

1	Energy efficient windows.
1	Find another utility company. OH but we can't!
1	For homes with an electric water heater, I definitely recommend the Heat Pump Water Heater.
1	Get a NEST thermostat for your heat and a Rachio for your irrigation!
1	Get a learning thermostat such as NEST.
1	Get a smart thermostat! It's saved me lots!
1	Getting a NEST.
1	Good attic insulation
1	Gray water system for lawn care.
2	HVAC
1	HVAC replacement/upgrades.
1	Heat pumps for all electric homes.
1	High efficiency A/C/Furnace
1	Home Performance program.
1	I am not an energy efficiency expert. How would I know?
1	I do not have the breadth of knowledge to make that assessment.
1	I do not know.
2	I don't know

1	I had the contractor put in more insulation in my attic.
1	I would love solar panels, but we're in a condo.
1	Improve smart grid tech, home batteries for demand management.
1	Improved HVAC linked to improved weather stripping/sealing.
1	Improved insulation, but I think you already have rebates for that.
1	Improving/updating old thermostats inside the home
1	Increase awareness of programs.
1	Installing new A/C and heat pumps.
5	Insulation
1	Insulation!
2	Insulation.
1	LED's
1	Light bulbs
1	Live in a house that has insulation. My rental property doesn't have insulation.
1	Lower bills so people can afford City of Austin!
1	Lower rates. Stop Obama's attack on the coal industry.
1	Make solar cheaper to install!
1	More efficient A/C

1	More efficient air conditioner
1	More rewards for losing less energy.
1	N/A
1	N/A
1	NEST
1	NEST Thermostat
1	New Central air conditioners
1	New Windows.
1	New water heater
1	New window rebate.
1	New windows.
1	New, more efficient A/C Units.
1	No
1	No idea.
1	No suggestions sorry.
1	None
1	None
1	Not sure.



1	Plasma gasification waste recycling research & development. Seriously. Look into it. Please.
1	Programmable thermostat
1	Programmable thermostat
1	Programmable thermostat. A/C is the highest energy use. Tackle the biggest draw first.
1	Programmable thermostats.
1	Proper sealing of windows, doors and other exterior openings.
1	REALLY heavily subsidized solar. VERY good investment for the grid in general.
1	Rebate for Windows
1	Rebate for installing electric charging station in home garage
1	Rebate for solar panels
1	Rebates on LED lighting, preferably at point-of-sale instead of mail-in!
1	Remove cars older than 10 years from the streets of Austin.
1	Replace older systems.
1	Replacing my air conditioner.
1	Sealing structures
1	Seals around doors
2	See above
1	Simplify documentation a bit.

1	Smart thermostats.
1	Smarter metrics to pinpoint waste
2	Solar
1	Solar Panels
1	Solar in Texas
4	Solar panels
1	Solar panels to help reduce the cost of cooling in the summer.
1	Solar panels would be number one. But rain water collection is a close second.
1	Solar panels, if they are cost effective
2	Solar power.
1	Solar, especially in mostly sunny Austin
2	Solar.
1	Solar paneling, NEST thermostat (sorry, I know that's not one)
1	Storm doors/windows, solar shades
1	Substantial rebates for installation of energy efficient windows.
2	The NEST thermostat
1	Thermostat
1	Thermostat and lights

1	Thermostat replacement
1	To use smart thermostats to conserve energy!
1	Turning things off when one leaves the house.
1	Unknown
1	Use a NEST
1	Water Heater
1	Weatherproofing existing windows
1	Whatever has the best cost/benefit ratio
1	Window replacement.
2	Windows
1	Windows and insulation.
1	Windows!
1	You all are doing a great job. Thank you.
1	A thermostat, an energy audit.
1	Attic insulation
1	Be consistent
1	Door weather stripping
1	Efficient A/C

1	Everything fine
1	Free energy audit and recommendations
1	Get a smart thermostat. It is the easiest improvement with the least hassle involved.
1	Go solar
1	Grey water programs (water conservation)
1	Hmmm. Can't think of anything.
1	How to weather strip a house
1	Hvac improvement
1	I don't have one at this time
1	Insulation
1	Insulation of all kinds.
1	Insulation programs.
1	More options for condo owners.
1	More solar, both electric and hot water
1	Move beyond electricity & take the same ideas to the water side of the conversation
1	NEST thermostat, solar panels
1	New A/C heating units
1	No opinion

1	None that I can think of
1	Not sure
1	Nothing comes to mind at this time.
1	Probably more efficient systems for air conditioning.
1	Rebate for high end insulation.
1	Rebates for new windows (if you don't already to)
1	Sealing, weather proofing, insulation
1	Smart thermostat. I purchased one and can operate heat / A/C mobile. Most
2	Solar
3	Solar panels
1	Update windows
1	Water efficient landscaping
1	Water heater rebate
1	Windows
1	Windows & solar screens solar panels
1	Do something similar to the auto Junkers program: a highly visible, limited time, super incentivized initiative to make a big dent, i.e. Attic insulation.
1	Do away with net metering for solar and resort back to the way it was before. The way it's done now squeezes more money out of our pockets to help offset what you are losing by those of us

	who have put up panels. SIMPLIFY the PROCESS and return to how it was BEFORE.
1	NEST. People can afford to cost unlike A/C/heating units. Led bulbs but it would be difficult for consumers to validate savings
1	Cut all funding to anything other than Austin energy instead of funneling off money to the city of Austin
1	Return my phone calls so I don't have to waste gas driving across town to gripe at someone in person.
1	Exterior doors. I have heard that you have to have a permit to install exterior doors. My house has doors from 1946, and believe me they are NOT energy efficient. But if I have to get a permit to install a door, I do not think I will do that.
1	Require all builders to insulate new homes with closed cell foam in the walls. My walls are probably only R13 with fiberglass which means I'm losing a ton of energy through them.
1	Have different electricity rates at different times of day, in particular, a lower rate at night. I'd run my pool filtration equipment then in summer and that would lower the load on the grid.
1	Do not decouple Austin Energy electricity bills from the rest of the Austin Energy bill when someone gets solar panels.
1	As a renter of an older home, it's really hard to determine where energy waste may be occurring. And if it's major improvements, it's difficult to convince the owner/landlord to make those investments, although I'm the one actually paying the energy bill and the subsequent inefficiencies/ energy loss concerns. It'd be nice to have a guide for how to get renters and owner/landlords engaged in improvement conversations and what would be considered reasonable or not.
1	This question is unclear. To whom am I suggesting this? Is this me suggesting something for Austin Energy to do as a utility? Or something I suggest to other homeowners that they do? I have no idea what to say to #1 but as to #2 I like my smart thermostat.

1	I would really like to see solar panel options. I'm really interested in installing panels, but haven't really had time to do the research.
1	During the four months every year when we are away from Austin and our house completely shut down, our total utility bill is still in excess of \$125.00 per month--more than half of it various fees and taxes. That seems a bit ridiculous.
1	I feel like tiered billing dependent on peak hours would make people think about their energy consumption more. For many of us it'd be an easy fix, whether it be changing my pool pump hours, or paying more attention to the schedule on my A/C. Again, mores here in Texas than other places I've lived there seems to be a willfully wanton ignorance and a little forced attention to the money saving aspect of energy efficiency would go a long way. Then again at least once a day on I35 I see a truck with smokestacks and a switch to increase fuel injection to make black smoke. Meaning not only do they not give a shit but they're paying significant moola explicitly to dump more pollutants in the air so who knows.
1	Support rebates for home-automated light switches, which would save even more energy through management of home lighting.
1	A better rebate program or special contractor pricing for energy efficient replacement windows and exterior doors. Air leakage is the biggest issue with my current home and one of the costliest issues to correct.
1	Make "solar shingles" a standard on new homes? Require xeriscape yards on new homes in Austin?
1	LED light bulbs. This is a very manageable expense that can make a huge impact if households replaced the two or three bulbs used most. Not sure how to encourage this but it seems to be low hanging fruit for the average Austin Energy customer.
1	Since you are aware of the A/C units I just purchased, it would be good if you had any information regarding the actually impact in efficiency my purchase resulted in.
1	Perhaps establishing a "baseline" usage rate based on dwelling size. If customers go over the baseline, they pay. If they stay under, they get a monthly credit applicable to their next bill. I think

	this encourages conservation on a regular basis.
1	See above. And make certain that City staff respond to requests for information when a customer is denied a rebate. The email I received stated that I was a recipient of a rebate. I was not. I was denied a rebate, was offered no explanation, and was ignored when I made repeated attempts to find out why.
1	Additional attic insulation is hard to beat. I don't feel like my NEST has really saved me anything.
1	I'd like to know how energy efficient my home is. If there was some incentive for me to hire someone to come over and do an audit, I would be willing to look into it.
1	Just lower operating costs of producing electricity. Would be nice if all distribution systems could be underground, and eliminate storm-related expenses throughout the year.
1	Clear communication and follow-up. For example, why have I received this survey when I have not received a rebate?
1	Not sure - interested in solar power, but the investment is high (even with rebates) and the time to recoup expenses is long (a deterrent for older people who may not live to see the cost benefit)
1	Not sure if this is already out there somewhere, but planting trees to offset some of the direct sunlight would be a very good energy efficient improvement. What is the cost of a good full bloom tree to block sun?
1	Austin Energy should 1) make wireless monitoring more readily available (less cost of vehicles and manpower going house to house) and 2) LED lightbulb rebates even just \$1 a bulb might go a long way to helping people make the choice to LED
1	I would like to add solar panels to my home but the rebates do not yet make it economical for my budget.
1	Information in the monthly bail insert about solar panels. Thank you for the cautionary article earlier this year about checking the reputation of potential solar installers.



1	I don't know off hand which improvement brings the most bangs for the buck, but perhaps switching to a high efficiency washer and dryer set is the single best.
1	Wall insulation and windows. I put in new attic insulation in my home but the lack of insulation in the walls made it difficult to retain heat in the winter. I also replaced the windows in all but one room in my house and the temperature in that room is markedly different.
1	Insulation - it always for a more efficiency, while helping keep a home quieter to the surrounding environment.
1	Increase the energy rebate, according to the system installed, reflecting how much improvement in efficiency in the whole is provides.

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ICA 5-7      Regarding the response to ICA 2-18, has Austin Energy awarded a contract for Solicitation No. DMD0002? If so, on what date was the contract signed? Has the work under the project commenced, and if so, on what date? Has Austin Energy increased the project budget above the \$57,999 shown in the attachments?

ANSWER:

Contracts have been awarded for Solicitation No. DMD0002. There are two vendors providing services in support of the pilot: one contract was signed on March 2, 2016, and the other contract was signed on March 3, 2016. Work has begun with both vendors starting on March 14, 2016. Austin Energy has not increased the budget for the prepay pilot.

Prepared by:            JG  
Sponsored by:        Kerry Overton

ICA 5-8 Regarding the power point presentations in Attachment 4 of the response to ICA 2-18B, identify the audience for each presentation.

ANSWER:

The audience for the each presentation is shown below.

<b>Presentation</b>	<b>Audience</b>
<b>Prepaid Metering Program April 11, 2014</b>	Velvee Morell Jawana Gutierrez Robert Cullick Deborah Kimberly Marsha Cochran Dan Smith Elaine Kelly-Diaz
<b>Prepay Metering Solution February 13, 2015</b>	Ervin Nerius Jolisa Bagley Eunice Ransburg William Kelly James Harris Marsha Cochran Idara Bessard Velvee Morell Dwayne Clark Jawana Gutierrez
<b>Prepay Metering Solution January 2015</b>	Velvee Morell Jawana Gutierrez Marsha Cochran Elaine Kelly-Diaz Dan Smith Mercedes Sanchez Jennifer Wrigley
<b>Utility Bill Prepayment POC February 18, 2016</b>	Deborah Kimberly Jawana Gutierrez Robert Cullick Dan Smith Elaine Kelly-Diaz Marsha Cochran Ronnie Mendoza
<b>Understanding Prepaid Metering February 2, 2016</b>	Ronnie Mendoza Deborah Kimberly 100+ staff members of the Customer Energy Solutions organization

Prepared by: JG  
Sponsored by: Kerry Overton

ICA 5-9      Regarding the response to ICA 2-18C, is it Austin Energy's response that the City Council received no other briefings on the pilots other than in the budget documents?

ANSWER:

Austin Energy discussed the prepaid pilot tariff during the FY 2016 budget hearings. No other discussions or briefings with the City Council were held on the TOU pilot or on the Plug-In EV Charging pilot.

Prepared by:      JG  
Sponsored by:      Kerry Overton

ICA 5-10      Regarding the pilot projects referenced in ICA 2-18, were any presentations or briefings made to the Electric Utility Commission (EUC) on the proposed pilots? If so, please provide the dates and any materials provided to the EUC.

ANSWER:

No presentations on any of the pilot programs were made to the EUC.

Prepared by:            JG/JHO  
Sponsored by:        Kerry Overton/Mark Dombroski

ICA 5-11      Regarding the response to ICA 2-18, please describe the data and analysis in Attachment 1.

ANSWER:

The data in AE's Response ICA RFI No. 2-18 is a random sample of actual accounts that are both inside and outside city limits plus have usage represented in all tiers, PEV types with number of sales and charging demand, and Austin Energy's standard 5-tier rates. The analysis is taking the sample to perform a backcast of the pilots versus the standard 5-tier rates and fuel costs.

Please refer to Attachment 1 (in native format) for the flow of data in the work papers.

Prepared by:            CM  
Sponsored by:        Mark Dombroski

ICA 5-12 With regard to AE's Objections to ICA 3-21 (Energy Efficiency), to ICA 3-23 (Energy Efficiency Services), and to ICA 3-24 (Green Building), is AE stating that none of the direct or indirect costs related to these programs are included in the utility's currently pending request to change base rates? Do any employees in AE's customer service offices have part of their time assigned to these projects?

ANSWER:

- a) No.
- b) Yes with respect to key accounts and Data Analytics and Business Intelligence employees. No with respect to call center employees. Notwithstanding the foregoing, call center employees may receive calls related to these projects. These questions are generally referred to either the Energy Efficiency Services or Solar Energy Services departments. These departments are funded through the community benefits charge.

Prepared by: DK  
Sponsored by: Mark Dombroski