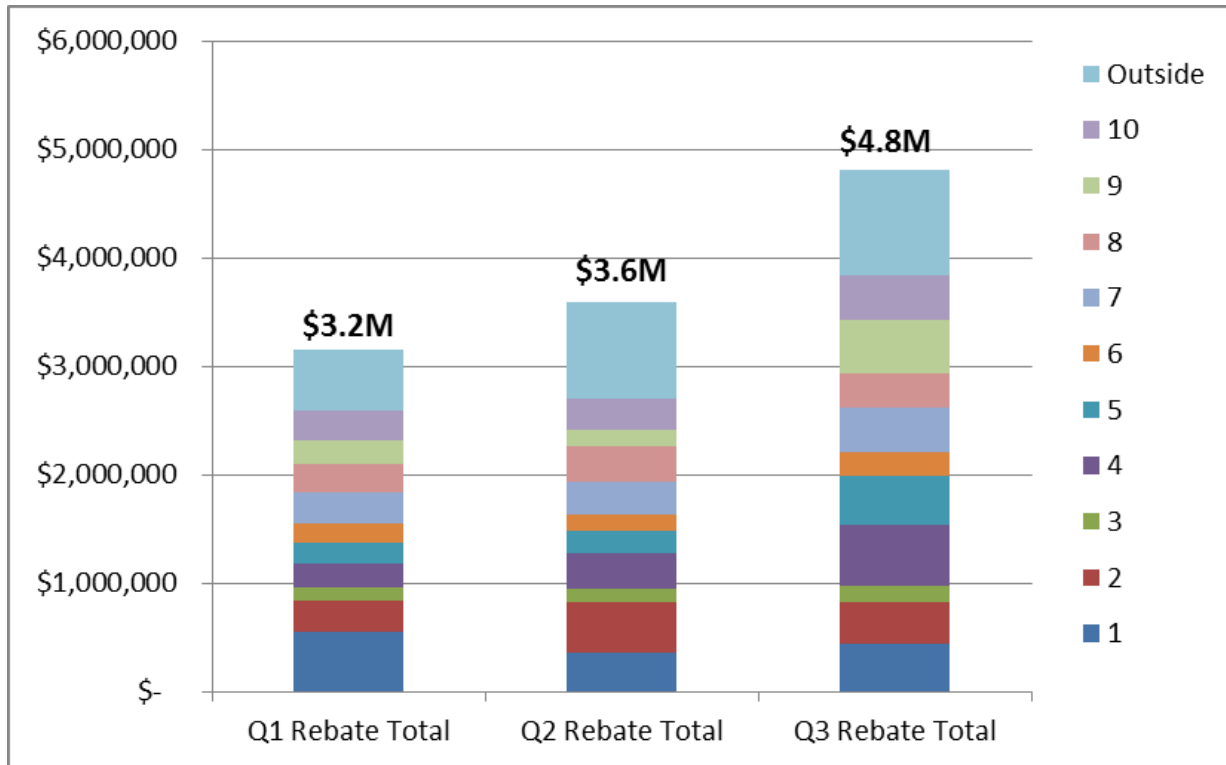


Customer Energy Solutions
Quarterly Report
As of 06/30/2017

Quarterly Rebates by District and Outside of COA



Solar PBI included in Q3. Rebates paid may not align with AE Finance eCombs system as of 06/30/17. Dollars are unaudited.

Quarter 3 Highlights

Energy Efficiency Services

Residential Programs

Weatherization Assistance Program (WAP)

- New Contract kicked off May 1st
- Due to an exceptionally hot summer, contractors are unable to work for long hours in the attic.
- Customer Care has called over 7,000 potential customers to recruit into the program.
- Long term: Solix agreement to help qualify and call more clients. To be launched in August 2017.
- As of June 23rd, 2017, Family ElderCare has distributed 272 Direct Install bags.
- AC Tune-up Program - Timeline: To be launched with the new contract. Estimated launch date of July 2017.
- Weatherization AC Rebate and Loan Program - Timeline: To be launched in July 2017.

Appliance Efficiency Program

- Contractors, who are registered in EECF, our online rebate processing tool, who do both programs are encouraged to “up-sell” their customers from AEP to HPwES, when the home qualifies and needs the improvements
 - 141 registered contractors participated in past 12 months
- Increased efficiency of enrollment reviews; simplified HVAC-sizing standards; development of a concise document with revised program standards and procedures

Home Performance w/Energy Star (HPwES)

- In FY16, the top 8 contractors did 76% of the jobs
 - Those contractors, in order of quantity performed, are: Stan’s, Service Experts/Strand, Conservation Services, McCullough, Green Collar, Fox Service, Dan White’s Screens, and Energy Guys
- Low Interest Loans with HPwES
 - ~25% of HPwES participants received a loan (135 FY17 thru May 31, 2017)

Strategic Partnership between Utilities and Retailers

- Our field representative holds in-store events to encourage positive interaction and energy use education with Austin Energy customers. 18 events were held this quarter.
- As of May 2017, 17 participating retailers at 52 locations are in the Austin Energy service area:
 - 10 have point-of-purchase instant discounts
 - 12 hang Heat Pump Water Heater (HPWH) &/or Wi-Fi Thermostat program signage
 - 12 locations - hang HPWH signage for AE's HPWH mail in rebates
 - 30 locations – hang Power Partner Thermostat signage AE’s PPT incentive
- New Program Products: Do-It-Yourself Products including entry door top and side seals, heat control window film, and air filters
- Develop new marketing strategies for FY17

Multifamily & Multifamily Weatherization Program Rebates Program

- MF Low Income Weatherization Program now accounts for 90% of all MF rebates issued Program requirements
- After Tenants Guide list exhausted, added HACA provided list of properties that receive federal, state, county, or City assistance.
- Updated Attic Insulation to Texas Reference Manual 4.0

Commercial Programs

Commercial Rebates Program

- 30% Bonus for Lighting Projects
- Training sessions (i.e., Trane, ASHRAE Training, AAFAME, State and County EECF Training, etc.)
- Accompaniments of Key Account Managers on Audits, High Bill Complaints, and Educational Visits;
- Booths at trade associations (i.e., Austin Independent Business Association, ABOR Round up, PMLA Conference, BizNow, Capitol Area Maintenance and Operation, AAFAME, etc.)

Small Business Rebates Program (SBLP)

- Program qualifications changed:
 - Now include houses of worship
 - Have a peak demand of less than 300kW from June through September, or facility is less than 30,000 sq. ft.
- Rebates
 - Rebates may be as high as 80% of installed cost
 - Rebates are set at \$700/kW saved for SBLP
- Accompaniments of Key Account Managers on Audits, High Bill Complaints, and Educational Visits

Demand Response Programs

Power Partner Thermostat

- Four participating vendors: Nest, Ecobee, EnergyHub (includes: Alarm, Emerson - Sensi, Filtrete, Lux, Radio and Vivint) and Energate-Holhom and Holhom Green
 - Energate working to sign up. Pilot participants testing before portal is launched. Still in pilot phase but is signing up participants.
- Adding efficiency rebate of \$25 per thermostat for multi-family devices for property owners.
- Configuring seven more thermostat options into Power Partner Thermostat program.
- A study of the legacy thermostats in 2016 indicated approximately 20,500 thermostats are still in the community providing demand response resources effectively.

Load Coop

- 2017: All customers will receive bill credits. Only designated vendors will receive a check.
- 50 customers participating with ~370 active accounts
- Added 12 customers with +100 new sites
- Implement Auto DR at Round Rock ISD.
- Increased participation with new accounts for Austin ISD, State and various other customers by 3.5%.

Shared Services

Customer Information Group

The Inquiries Handled by Conservation Services Group Volume data comes from Salesforce. This data includes incoming phone calls handled, voicemails returned, Conservation & ECAD mailbox emails returned, and other inquiries handled by the team. The Enrollments Processed by Conservation Services Group Volume data comes from EECF. These numbers represent the quantity of enrollments processed by the team. The quantities below will differ from total rebates paid as some enrollments are cancelled.

	Inquiries Handled by Conservation Services Group	Enrollments Processed by Conservation Services Group
Q1 FY17	1753	1758
Q2 FY17	2374	1713
Q3 FY17	3364	2344
YTD FY17 Total	7491	5815

ECAD

Education & Outreach

- “Blues on Green” community evening events at Zilker Park. – Single Family (SF)
- Austin Board of REALTORS (ABOR) “Head Quarters” and New Member Orientation and Graduate Realtor Institute (GRI) events. - SF
- Approved FY2017 marketing and education collaborative agreement with ABOR. -SF
- A special project for over 1,400 communities to expand community outreach goals, educate onsite leasing staff and property owners with benefits of ECAD multifamily Energy Guides and provide updated Austin City Code documents. –Multifamily (MF)
- Austin Apartment Association (AAA) invited ECAD staff to participate at upcoming events to educate property owners and management companies on ECAD MF compliance. -MF
- AAA Annual Tradeshow “*May the Fourth Be with you*” event. -MF
- ECAD team member participated at BOMA event and AAFAME event. –Commercial (Com)
- ECAD team and AE marketing group are collaborating to promote Austin’s status as 2017 ENERGY STAR TOP CITY. DOE provided awardees a promotional package to City staff. –Com

Compliance

- Team member provided Energy Auditor Orientation session on April 26th and May 18th. -SF
- Collaboration with Austin Board of Realtors (ABOR) staff to support ECAD Energy Professionals request to be considered under MLS rules to gain keyed access in order to view a property listed in MLS. ABOR provided City of Austin information on the registration process and required Austin City Code rules for professional energy auditing certification credentials. -SF
- Provided ECAD Energy Auditor Orientation session for multifamily energy auditors. -MF
- Cross-Program collaboration with DR & WHT program staff to promote AE rebates available to all visited mf communities. - MF
- ECAD team processed over 150 utility data aggregation requests to support ENERGY STAR Portfolio Manager compliance. -Com
- Collaboration with AE marketing to improve visibility of ECAD Commercial reporting link and other simple website navigation. - Com

Solar

- The Austin Energy App has been enhanced to allow alert functionality to notify customers if their PV system stops producing energy for three consecutive days.
- Foundation Communities installed a 90 kW solar system at their Bluebonnet Studios property.
- The residential solar rebate stepped down to the last level in the capacity-based ramp down, moving from \$0.60/W to \$0.50/W. Remaining capacity can be tracked at www.austinenergy.com/go/currentsolar.

Green Building

Outreach

- Coordinated 8 monthly Professional Development Seminars attracting 475 attendees, including a New Urbanist walking tour of the Domain NORTHSIDE
- Conducted the Green by Design public workshop on home design and lifestyle for 43 attendees
- Co-produced the annual Cool House Tour with the Texas Solar Energy Society featuring AEGB rated homes and information from other CES and COA conservation programs
- Recognized customer AEGB Commercial Rating achievements through plaque ceremonies at Domain Northside, Gables Park Tower, Central Texas Food Bank and Padron Elementary School
- Co-hosted the Austin Sustainable Building Materials Forum with Austin Resource Recovery to promote design, construction and the Circular Economy
- Facilitated stakeholder forum in conjunction with annual customer event to gather input on future focus
- Published map of AEGB Commercial and Multifamily rated projects on the City of Austin Open Data Portal
- Published AEGB program metrics from FY2007 through FY2016 on City of Austin Open Data Portal

Single Family Rating

- Awarded 5-Star ratings to 29 of the 458 homes rated. Nearly 10% of participants voluntarily achieved a 4-Star or 5-Star rating illustrating a strong commitment to sustainability.
- 70% of the 458 AEGB rated homes are in SMART Housing developments in the Austin Energy service area
- Through the Extended Area Raters, 55% of the 309 AEGB rated homes are in SMART Housing developments outside the Austin Energy service area.

Multifamily Rating

- Awarded 5-Star rating to the Foundation Communities Bluebonnet Studios multifamily SMART Housing development. This is the second 5-Star Foundation Community development and the fifth 5-Star rating awarded in the history of the Multifamily program.
- 40% of the 1,083 AEGB rated multifamily dwelling units are in the 4 AEGB rated SMART Housing developments

Commercial Rating

- Awarded 4-Star ratings to Gables Park Tower and John Gaines Park and Amenities Center for demonstrating sustainability well exceeding the minimum mandatory green building requirements of the respective development agreements.
- Awarded 3-Star rating to Central Texas Food Bank, a non-profit organization and voluntary AEGB participant
- Collaborated with a program participant to publish a guidance document on commissioning multifamily properties rated with the Commercial Rating

Integrated Modeling Incentive

- Conducted training to qualify 15 Energy Consultant companies
- Accepted application for 80 Rainey, a mid-rise mixed-use office building

Energy Code

- Facilitated stakeholder input and adoption by Council of a local Solar Ready amendment to the 2015 International Energy Conservation Code proposed by the Resource Management commission, becomes effective October 1, 2017