

**City of Austin Conservation Program
Texas Gas Service Company
Second Request for Information – Paul Robbins
January 11, 2018
Page 1 of 3**

- 1. Regarding the Education budget, please detail what materials, reports, advertisements, programs, and projects are planned with this money, and the estimated expenditures for these various materials, reports, advertisements, programs, and projects.**

RESPONSE: Please refer to the table below for a breakdown of 2018 estimated education budget expenditure.

2018 Central Texas Energy Efficiency Program Education Budget

Expense Type	2018 Program Budget	Description
Program Management	\$173,000	Education and outreach concept development, strategy, planning, support, project management, and monthly reporting. Graphic design, translation, editing, printing and delivery of applications, forms, web content, handouts, in-store signage, promotional materials, etc. Serviced through Hahn Public Communications.
Paid Media	102,000	Direct costs for Google Ad Words, sponsored social media, digital, and print ad placement.
Regular Labor	30,000	Pro-rated labor for TGS Education Specialist.
Sponsorships	25,000	Sponsorships for Southern Partnership for Energy Efficiency as a Resource (SPEER), Austin Board of Realtors (ABOR), Home Builders Association of Greater Austin (HBA), Texas Energy Poverty Research Institute (TEPRI), Texas Restaurant Association, etc.
Annual Report	15,000	Design, creation, and printing of 2017 Annual Report.
Bill Inserts	12,000	Promotional and educational periodic bill inserts.
Paid Media Coordination	10,000	Indirect costs for paid media planning, negotiation, and optimization through Hahn Public Communications.
E-blasts	8,000	TGS coordinated email marketing.
Giveaways	7,200	TGS Energy Efficiency Program branded swag (pens, fans, reusable bags, hand sanitizer, coloring books, etc.).
Digital advertising	7,000	TGS coordinated digital advertising.
Sponsored Social Media	5,000	TGS coordinated Facebook boosted posts.
Community Events	4,000	Farmers' markets, festivals, etc.
Miscellaneous	1,800	Lunch & Learns, print ads, freight, etc.
Total	\$400,000	

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- 2. I am requesting copies or samples of the materials, reports, and advertisements for the 2017 program year, as well as descriptions of programs and projects. Also, detail the estimated or actual expense for each of these for 2017.**

RESPONSE: Samples of education materials, advertisements, and the 2016 annual report have been provided as Robbins 2-2 Attachment. Please refer to the table below for a breakdown of 2017 education budget expenditure.

2017 Central Texas Energy Efficiency Program Education Expenditure

Expense Type	2017 Program Cost	Description
Program Management	\$134,500	Education and outreach concept development, strategy, planning, support, project management, and monthly reporting. Graphic design, translation, editing, printing and delivery of applications, forms, web content, handouts, in-store signage, promotional materials, etc. Serviced through Hahn Public Communications.
Paid Media	80,200	Direct costs for Google Ad Words, sponsored social media, digital, print, and radio ad placement.
New Campaign Development	68,300	Development of new campaign print ads, digital ads, gifs, radio ads, and videos through Hahn Public Communications. Content used for three years.
Sponsorships	30,500	Sponsorships for Southern Partnership for Energy Efficiency as a Resource (SPEER), Austin Board of Realtors (ABOR), Home Builders Association of Greater Austin (HBA), Texas Restaurant Association, etc.
Paid Media Coordination	16,900	Indirect costs for paid media planning, negotiation, and optimization through Hahn Public Communications.
Annual Report	15,500	Design, creation, and printing of 2016 Annual Report.
Regular Labor	15,300	Pro-rated labor for TGS Education Specialist.
Bill Inserts	5,700	Promotional and educational periodic bill inserts.
Giveaways	3,300	TGS Energy Efficiency Program branded swag (pens, fans, reusable bags, hand sanitizer, coloring books, etc.).
Miscellaneous	2,060	TGS coordinated email marketing, Lunch & Learns, social media paid campaigns, etc.
Total	\$372,260	

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- 3. In the past, TGS has produced an annual report on its conservation programs. If the company still publishes this, I assume that it will be covered in Requests 1 and 2. In any case, this request specifically asks for a copy of the 2017 report, as well as its printing and production costs, if the report exists.**

RESPONSE: The 2017 annual report is not available yet. Pursuant to Rate Schedule CAC, the prior fiscal year annual report is to be filed 120 days following the December 31 fiscal year end.

- 4. In the TGS Residential Furnace Tune-up Rebate, please explain the following assumptions in the Benefit/Cost analysis provided by the company.**

A. Why was a base of 0.78 AFUE used instead of 0.80 AFUE, which is the standard today?

B. What source was used for the estimated savings?

C. Why was a cost of \$91 used per tune-up? Was there any attempt to obtain Austin-area costs for this?

D. What is the source of the base consumption per customer?

RESPONSE: TGS hired third party consultant Paul Raab of energytools, llc. to perform the Benefit/Cost analysis. TGS does not determine the assumptions used in the analysis. Please refer to the direct testimony of Paul Raab, previously provided as Robbins 1-7 Attachment, for detail on the assumptions and sources used in the studies. TGS provides actual monthly cost of gas, actual volumes, rate schedules, rebate amounts, rate of return, and participation levels for the test year to Mr. Raab.

- 5. Please provide the aggregate Residential consumption, by month, for the past 10 years, for the TGS Central/South Texas service area that includes Austin. Excel format it preferred.**

RESPONSE: This request seeks information that is overbroad as to time and scope for the subject matter of this filing, which is the 2018 Conservation Program. This request also necessitates the preparation of a compilation or summary from TGS's documentation. Because such documentation would be similarly burdensome, TGS offers the 2017 actual incorporated residential consumption by month for the Central Texas Service Area, provided as Robbins 2-5 Attachment.

2017 Central Texas Energy Efficiency Program
Printed Material Samples

NATURAL GAS SAVES ENERGY

Electric clothes dryers require 111 percent more energy than natural gas clothes dryers, based on actual residential use patterns.

Tankless natural gas water heaters use less electricity than a single 60-watt light bulb.

Source: Pecan Street, Vol. 2, No. 6

For information and a complete list of rebates and restrictions:

TexasGasService.com/Rebates
Conservation@TexasGasService.com
512-370-8256

Texas Gas Service customers inside the Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills and Yoakum city limits can participate.

FREE EQUIPMENT PROGRAM

The Energy Efficiency Program partners with local assistance programs to provide free, high-efficiency natural gas equipment to low-income, elderly and mobility-challenged customers, eliminating up-front costs and lowering utility bills long-term.

Over the last seven years, the Free Equipment Program provided and installed more than 1,200 free natural gas water heaters, furnaces, and ranges to Austinites in need.

To see if your home qualifies, contact the following weatherization assistance programs for more information:

Austin Energy 512-974-7827
Meals on Wheels and More 512-476-6325

For other home improvement assistance information:

**Neighborhood Housing
and Community Development. 512-974-3100**

NATURAL GAS VERSUS ELECTRIC

DOLLAR FOR DOLLAR, NATURAL GAS IS THE BEST ENERGY CHOICE.



NATURAL GAS SAVES MONEY

Natural gas appliances have lower operating costs than their electric counterparts, saving money on monthly energy bills.

ESTIMATED ANNUAL SAVINGS WITH NATURAL GAS

RANGE

\$18



CLOTHES DRYER

\$31



WATER HEATER

\$170



FURNACE

\$31



TOTAL: \$250

Sources: National Renewable Energy Laboratory, U.S. Department of Energy and U.S. Energy Information Administration

OUT WITH THE OLD. IN WITH THE REBATE.

Heating Programs

\$40 Annual Natural Gas Furnace Tune-Up

\$125 Hydronic Heating

\$675 Natural Gas Furnace (AFUE \geq 92%)

Vehicle Programs

\$1,000 Pre-Owned Vehicle Converted by
to **\$2,000** Previous Owner

\$2,000 New OEM Natural Gas Vehicle

\$2,000 Natural Gas Home Refueling Unit

\$3,000 Newly Converted Natural Gas Vehicle

Home Improvement Programs

Up to \$1,500 Attic Insulation, Duct Sealing, Duct
Insulation and Duct Replacement

Dryer Programs

\$225 Natural Gas Dryer with Moisture Sensor

\$300 Installation of New Natural Gas Dryer Stub
in Laundry Area

Water Heating Programs

\$100 High-Efficiency Natural Gas Water Heater
(EF .67–.81 or TE 67–81%)

\$750 Tankless or Super High-Efficiency Natural
Gas Water Heater (EF \geq .82 or TE \geq 82%)

\$750 Solar Water Heater with Natural Gas
Backup

DON'T LET YOUR MONEY GO DOWN THE DRAIN.

If you're a Texas Gas Service Commercial Rate customer,
our technicians can install energy- and water-saving upgrades
at no cost to you to help you save money and energy.



Low-flow aerators
reduce water use
by approximately
50 percent.



Energy-efficient
showerheads
can save over
\$100/year.



Pre-rinse spray
valves can save up to
\$200/year
for each valve
installed.



Weatherstripping
can save over
\$100/year
per door.

These devices save energy by reducing the need to heat water, so your
business or facility must use a natural gas water heater to be eligible.

GET FREE UPGRADES FOR YOUR BUSINESS TODAY.

For more information about this and other Commercial Rate rebate
programs (see reverse), visit TexasGasService.com/Rebates
or call Jennifer Moran at 512-370-8265.

Your business is also eligible* for commercial equipment rebates.

COMMERCIAL REBATES

Water Heating Programs

- 14%** of equipment costs Water Heating System > 75,000 BTU (EF 0.82-0.86 or TE 82-86%)
- 20%** of equipment costs Water Heating System > 75,000 BTU (EF \geq 0.87 or TE \geq 87%)
- \$600** Tankless or Super High-Efficiency Natural Gas Water Heater (EF \geq 0.82 or TE \geq 82%)
- Up to 20%** of installed cost Solar Water Heater with Natural Gas Backup

Vehicle Programs

- \$1,000 to \$2,000** Pre-Owned Vehicle Converted by Previous Owner
- \$2,000** New OEM Natural Gas Vehicle
- \$2,000** Commercial Refueling Unit
- \$3,000** Newly Converted Natural Gas Vehicle

Food Service Equipment Programs

- 10%** of equipment costs ENERGY STAR® Convection Oven, Fryer, Griddle or Steam Cooker
A list of qualified models can be found at www.energystar.gov/cfs.

Dryer Programs

- \$225** Natural Gas Dryer with Moisture Sensor

Heating Programs

- \$125** Hydronic Heating

*Please note a change in the customer's natural gas supplier or rate code could render the customer ineligible for Commercial Rate rebates.

Rebates are available to qualifying Commercial Rate customers inside the city limits of Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills and Yoakum. For a complete list of rebates, terms, eligibility requirements, forms and natural gas facts, visit TexasGasService.com/Rebates, email Conservation@TexasGasService.com or call us at 512-370-8256.

Natural gas is safe and reliable.

In addition to saving you money each month on utility bills, natural gas is also a safe and reliable energy source. Texas Gas Service encourages customers to follow proper natural gas usage and safety tips.

- Keep all natural gas appliances clean and properly vented.
- Do not store any flammable materials (towels, curtains, calendars, mops, brooms, laundry, newspapers, gasoline, etc.) in, on top of, or near natural gas appliances.
- Never use your oven or stovetop to heat your home or dry your clothes.
- When lighting any match-lit burners or ovens, always light the match before turning on the natural gas.
- Clean away any grease, oil or debris from the area around burners to help prevent fires.
- Follow the manufacturer's instructions in the owner's manual or use the care guide for maintenance and use of your appliances.
- Do not use a natural gas appliance that has yellow flames. Natural gas appliances should have a burner flame that is clear blue or a flame that is mostly blue with a tiny tip of yellow. The only exception is a natural gas fireplace, which has been designed to have yellow flames. In other appliances, a yellow flame signals a problem.
- Never try to repair or install natural gas appliances yourself. Repairs and installations are jobs for licensed professionals.
- If you smell a leak, call 1-800-959-5325 immediately.

Stay safe. Call 811 before you dig.

If you have digging or excavation work to do, call 811 at least two business days in advance. Natural gas and other utility lines may be buried beneath the surface. By calling 811, utility crews can mark locations of underground lines at no charge. The markings are done in paint and will eventually wash away. Marking line locations can help prevent you or a contractor from accidentally damaging a natural gas line.

Always call 811 before you dig. It's smart, it's safe and it's the law.



Texas Gas Service Conservation Program
1301 S. MoPac, Suite 400
Austin, TX 78746

TexasGasService.com/Rebates

Phone: 512-370-8256
Fax: 512-476-4966
Email: Conservation@TexasGasService.com

Emergency Leaks: 1-800-959-5325

OUT WITH THE OLD. IN WITH THE REBATE.

HOMEOWNER'S REBATE GUIDE



Good news! Natural gas saves money.

With rebates from Texas Gas Service and lower annual operating costs, natural gas appliances are the smart choice for your home.

Natural Gas Furnace

Texas Gas Service Rebate:.....Up To \$675
Annual Savings:.....\$31
Natural gas furnaces heat your home faster using less energy.

Natural Gas Range

Annual Savings:.....\$18
Natural gas ranges and ovens offer greater cooking control and consistency than electric models.

Natural Gas Water Heater

Texas Gas Service Rebate:.....Up To \$750
Annual Savings:.....\$170
Natural gas water heaters heat water twice as fast as electric models.

Natural Gas Dryer Stub In Laundry Area

Texas Gas Service Rebate:.....\$300

Natural Gas Dryer

Texas Gas Service Rebate:.....\$225
Annual Savings:.....\$31
Electric clothes dryers require 111 percent more energy than natural gas clothes dryers, based on actual residential use patterns.*

Apply for your natural gas appliance rebates at [TexasGasService.com/Rebates](https://www.texasgasservice.com/Rebates).

*Source: Pecan Street, Vol. 2, No. 6

Rebates for Your



The Conservation Program rewards Texas Gas Service customers for making smart energy choices by choosing natural gas appliances and completing energy-efficient home improvements.

In 2015, the Conservation Program distributed more than \$2 million in rebates to residential and commercial customers.

The Conservation Program offers rebates to residential customers inside the Austin, Bee Cave, Cedar Park, Kyle, Lakeway, Rollingwood, Sunset Valley, and West Lake Hills city limits.

Learn more about rebates for your home and business:
[TexasGasService.com/Rebates](https://www.texasgasservice.com/Rebates)
Conservation@TexasGasService.com
512-370-8256

If you need to begin or transfer natural gas service, please call 1-800-700-2443.

Residential Water Heating Programs

- \$100** High-Efficiency Natural Gas Water Heater (EF .67-.81 or TE 67-81%)
- \$750** Tankless or Super High-Efficiency Natural Gas Water Heater (EF ≥ .82 or TE ≥ 82%)
- \$750** Solar Water Heater with Natural Gas Backup

Residential Heating Programs

- \$40** Annual Natural Gas Furnace Tune-Up
- \$125** Hydronic Heating
- \$675** Natural Gas Furnace (AFUE ≥ 92%)

Residential Dryer Programs

- \$225** Natural Gas Dryer with Moisture Sensor
- \$300** Natural Gas Dryer Stub Installation in Laundry Area

Home Improvement Programs

- UP TO \$1,500** Attic Insulation, Duct Sealing, Duct Insulation and Duct Replacement

Vehicle Programs

- \$1,000 TO \$2,000** Pre-Owned Vehicle Converted by Previous Owner
- \$2,000** New OEM Natural Gas Vehicle
- \$2,000** Natural Gas Home Refueling Unit
- \$3,000** Newly Converted Natural Gas Vehicle

2017 Central Texas Energy Efficiency Program Bill Insert Samples

GOOD NEWS! GET AN EXTRA \$100 REBATE.

You can get a \$225 rebate* from Texas Gas Service when you purchase a new natural gas dryer and an additional \$300 rebate if you need to install a new natural gas connection in your laundry room.

Visit us during one of the following events to receive a voucher for an **extra \$100 mail-in rebate*** on a new natural gas dryer with a moisture sensor purchased between May 27 and June 4, 2017.

Saturday, May 27, noon to 2 p.m.

Sears Barton Creek
2901 S. Capital of Texas Hwy.
Austin, Texas 78746

Monday, May 29, noon to 2 p.m.

Best Buy Cedar Park
11066 Pecan Park Blvd.
Cedar Park, Texas 78613

For a complete list of rebates, terms, eligibility requirements, forms and natural gas facts, visit TexasGasService.com/Rebates.

*Qualified residential customers within the city limits of Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills and Yoakum can receive this rebate.



This insert is not a voucher for the extra rebate.



¡BUENAS NOTICIAS! OBTENGA UN REEMBOLSO DE \$100 EXTRA.

Usted puede obtener \$225 de reembolso* de Texas Gas Service al comprar una nueva secadora de ropa a gas natural, y un reembolso adicional de \$300* si necesita instalar una nueva conexión de gas natural en su lavandería.

Visítenos durante uno de los siguientes eventos para recibir **un vale por \$100 extra de reembolso por correo*** al comprar una nueva secadora de ropa con sensor de humedad a gas natural, entre el 27 de mayo y el 4 de junio de 2017.

Sábado, 27 de mayo, de 12 a 2 p.m.

Sears Barton Creek
2901 S. Capital of Texas Hwy.
Austin, Texas 78746

Lunes, 29 de mayo, de 12 a 2 p.m.

Best Buy Cedar Park
11066 Pecan Park Blvd.
Cedar Park, Texas 78613

Visite TexasGasService.com/Rebates para obtener una lista completa de los reembolsos disponibles, las condiciones, los requisitos de elegibilidad, los formularios e información general acerca del gas natural.

* Este reembolso es para los clientes residenciales que califiquen dentro de los límites de las ciudades de Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills y Yoakum.



Este folleto no es un vale para el reembolso adicional.





Queremos escuchar sus *comentarios!*

Obtenga \$100 de reembolso extra al completar una encuesta sobre el Programa de Eficiencia Energética.

Este fin de semana de Acción de Gracias (Thanksgiving) ahorre aún más al obtener un cupón por \$100 extra de reembolso por correo, adicional al reembolso de \$225 de Texas Gas Service cuando compre una nueva secadora de ropa a gas natural que califique, entre el 24 y el 26 de noviembre de 2017.

Para obtener su cupón de reembolso por correo* por favor visite la página de internet TexasGasService.com/Events, escoja la pestaña de Central Texas Events, y complete nuestra encuesta para clientes.

Para obtener una lista completa de reembolsos, términos, requisitos de elegibilidad** y más, visite la página de internet texasgasservice.com/rebates.



*El cupón por \$100 extra aplica en la compra de una secadora de ropa que califique por cada cuenta activa de Texas Gas Service. Este aviso no es el cupón para obtener el reembolso de \$100 extra.

**Este reembolso es para los clientes que viven dentro de los límites de las ciudades de Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills y Yoakum que califiquen.

We want to hear from *you!*

Get an extra \$100 rebate voucher when you complete a survey about the Energy Efficiency Program.

This Thanksgiving weekend, save even more with an extra \$100 mail-in rebate in addition to the \$225 rebate from Texas Gas Service when you purchase a qualifying new energy-efficient natural gas dryer between Nov. 24-26, 2017.

To get your extra rebate voucher*, please visit TexasGasService.com/Events, select Central Texas Events and fill out our customer survey.

For a complete list of rebates, terms, eligibility requirements** and more, visit texasgasservice.com/rebates.



*Extra \$100 voucher applies to one qualifying dryer purchase per active Texas Gas Service account. This insert is not a voucher for the extra rebate.

**Qualified residential customers within the city limits of Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills and Yoakum can receive this rebate.

2017 Central Texas Energy Efficiency Digital Marketing Samples



gas dryer rebates



All

Shopping

News

Images

Videos

More

Settings

Tools

About 63,400 results (0.50 seconds)

Get a \$225 Dryer Rebate - Texas Gas Service - texasgasservice.com

(Ad) www.texasgasservice.com/ ▼

Save when you purchase a qualified natural **gas dryer**.

Natural Gas Dryer Rebates · Apply Now For Money Back · Gas Stub Install Rebates

Highlights: Energy Experts, Provides Safe & Reliable Service

[Payment Options](#)

[Download Mobile App](#)

[Transportation Services](#)

Special Offers and Rebates from ENERGY STAR Partners | EPA ...

<https://www.energystar.gov/rebate-finder> ▼

Home » Certified Products » **Rebate** Finder » Special Offers and **Rebates** from ENERGY STAR Partners.

... Find Product **Rebates** & Other Special Offers. ... Enter your zip code in the box below to find **rebates**

and other special offers available in your area.

[Special Offers and Rebates ...](#) · [Utility rebates](#) · [Pool Pump Rebates](#)

Clothes Dryer Rebates - Special Offers and Rebates from ENERGY ...

<https://www.energystar.gov> » Certified Products » Rebate Finder ▼

63 Records - Product **Rebate** Finder - Enter your zip code to find **rebates** and other special offers on

ENERGY STAR certified products available in your area. ... **Gas** Storage Water Heaters (18) ... Visit

website to learn more Alameda Municipal Power offers an online **rebate** on the purchase and

installation of clothes **dryers**.

Residential - Texas Gas Service

https://www.texasgasservice.com/Rebates_Austin-Residential_Rebates ▼

Free Equipment Program. Texas **Gas** Service provides a number of free services for customers on fixed

or moderate incomes, as well as the elderly and those with disabilities. Services include free installation

of new and replacement wall or central furnaces, natural **gas** water heaters, natural **gas dryers** and

ranges.



CultureMap Austin

May 25 at 10:26am · 🌐

April showers bring May savings.



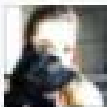
Promo Alert: Texas Gas Service

TEXASGASSERVICE.COM

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10

Top Comments ▾



Write a comment...



Judi L Lou I like this!!!

Like · Reply · May 26 at 2:57pm

Post Details

Reported stats may be delayed from what appears on posts



Texas Gas Service

Written by Marianne Margaret [?] · May 26 at 9:01am ·

Get up to \$325 in rebates when you purchase a new natural gas dryer May 27-June 4.



Get an Extra \$100 Rebate

TEXASGASSERVICE.COM

Learn More

20,792 People Reached

7 Likes, Comments & Shares

6 Likes	5 On Post	1 On Shares
---------	-----------	-------------

0 Comments	0 On Post	0 On Shares
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1 Shares	1 On Post	0 On Shares
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367 Post Clicks

0 Photo Views	360 Link Clicks	7 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

copenhagen

NO INTEREST OR NO TAX*
MAY 26-29



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copenhagen


NO INTEREST OR NO TAX*
FRIDAY THROUGH MEMORIAL DAY




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TRAFFIC
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THINGS TO DO
[BY DATE](#) [BY LOCATION](#)



copenhagen

NO INTEREST OR NO TAX*
4 DAYS ONLY • MAY 26-29



VIEW SHOWROOM

BREAKING NEWS

Ride-hailing service Lyft returns to Austin Monday

IN THE NEWS

APRIL SHOWERS BRING MEMORIAL DAY SAVINGS



Ride-hailing service Lyft, Uber return to Austin Monday

LATEST FROM CENSUS: Why the suburbs are outpacing Austin

Watch the Texas House pass nine bills in two minutes

SPONSORED
April Showers Bring Memorial Day Savings

NEW RIGHT NOW

FORECAST: Heat returns today, storms possible over Memorial Day weekend...

Man apparently dies from natural causes while exercising at UT, authorities...

Montana congressional candidate Greg Gianforte allegedly body-slammed a...

Planes clip each other on ground at Austin-Bergstrom airport, officials...

Lawsuit: Austin boy, 10, crushed by driveway security gate

Texas Senate approves priority House bills to address foster care woes...

Jeff Sessions reportedly failed to disclose his meetings with Russian officials...

Senate moves to bar guns from state psychiatric hospitals

List dubs Alamo 'worst tourist trap' in Texas

[SEE MORE](#)

Search the Austin City Council's votes.



TAKE A BREAK

 [BOOKING MUGSHOTS](#)

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U2 pushes a message of unity at dazzling Texas tour debut in Houston



Hyde Park High junior wins scholarship, gives it to cancer survivor

2017 Central Texas Energy Efficiency Program
Email Marketing Samples

THERE ARE SO MANY WAYS TO SAVE THIS WEEKEND



APPLY FOR YOUR REBATE

Presidents Day is the first big shopping holiday of the year and a great time to get a deal on a new [natural gas](#) dryer. It works twice as fast and uses half the energy, saving you time and money.

Here are a few tips to help you get the most bang for your buck while you're shopping this weekend:

- **Do your research.** Browse dryers in-store or online ahead of time to identify the features you're looking for. Sites often feature reviews from other customers that can point you in the right direction.
- **Make a list.** There's nothing wrong with an impulse buy or two, but making a list can help you prioritize your purchases and stick to a budget.
- **Check your email.** Many retailers send sales information ahead of time and some even include extra savings coupons for rewards program members.
- **Apply for rebates.*** In addition to retailer discounts, eligible Texas Gas Service customers can get up to \$225 in rebates for purchasing a new natural gas dryer with a moisture sensor and up to \$300 in rebates for installing a new natural gas dryer connection.

Happy shopping!

**Texas Gas Service rebates are available to qualified residential customers within the city limits of Austin, Bee Cave, Cedar Park, Kyle, Lakeway, Rollingwood, Sunset Valley, and West Lake Hills.*

trending on culturemap



Austin-based health food chain suddenly closes all locations



Popular Austin chef teases new Houston restaurant plans



Where to drink in Austin right now: 15 sexiest bars in the city

SEE ALL NEWS

know what we know
austin.culturemap.com



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From: Texas Gas Service Conservation Program
<conservation@texasgasservice.com>

[Print preview](#)

[HTML](#)

[Plain text](#)

Subject: Save money with free energy upgrades for your business.

No Images? [Click here](#)

DON'T LET YOUR MONEY GO DOWN THE DRAIN.

If you're a Texas Gas Service Commercial Rate customer, our contract technicians can help you save time and money. They'll be in your area November 13 through 17, installing energy- and water-saving upgrades at **no cost to you**. Contact us to book an appointment by November 10 to take advantage of these free upgrades (see below for more information).

Your business is also currently eligible for our [Commercial Rate equipment rebates](#) when you purchase and install natural gas water heaters, furnaces, food service equipment, clothes dryers and vehicles.

SCHEDULE A FREE UPGRADE FOR YOUR BUSINESS NOVEMBER 13-17.

[Contact Us Today](#)

To schedule an installation or for more information about the Commercial

DON'T LET YOUR MONEY GO DOWN THE DRAIN.

If you're a Texas Gas Service Commercial Rate customer, our contract technicians can help you save time and money. They'll be in your area November 13 through 17, installing energy- and water-saving upgrades at **no cost to you**. Contact us to book an appointment by November 10 to take advantage of these free upgrades (see below for more information).

Your business is also currently eligible for our [Commercial Rate equipment rebates](#) when you purchase and install natural gas water heaters, furnaces, food service equipment, clothes dryers and vehicles.

SCHEDULE A FREE UPGRADE FOR YOUR BUSINESS NOVEMBER 13-17.

Contact Us Today

To schedule an installation or for more information about the Commercial Direct Install program and Commercial Rate rebates, call Jennifer Moran at 512-370-8265 or email Jennifer.Moran@txgas.com.



Low-flow aerators reduce water use by approximately 50 percent.



Energy-efficient showerheads can save over \$100/year.



Pre-rinse spray valves can save up to \$200/year for each valve installed.



Weatherstripping can save over \$100/year per door.

These devices save energy by reducing the need to heat water, so your business or facility must use a natural gas water heater to be eligible for the spray valves and aerators. Appointments must be scheduled by November 10.



GET \$325 IN REBATES WHEN YOU PURCHASE A NEW NATURAL GAS DRYER!

[TELL ME MORE!](#)

The Texas Gas Service Energy Efficiency Program offers rebates* on the purchase and installation of new energy-efficient natural gas appliances. We're excited to announce the program is now available to customers in the Cuero, Dripping Springs, Gonzales, Lockhart, Luling, Nixon, Shiner and Yoakum city limits!

You can get a \$225 mail-in rebate when you purchase a new natural gas dryer and an additional \$300 mail-in rebate if you need to install a new natural gas connection in your laundry room.

Visit us during one of the following events to receive a voucher for an **extra \$100**

mail in rebate on a new natural gas dryer with a moisture sensor purchased between May 27 and June 4, 2017.

Saturday, May 27
noon to 2 p.m.

Sears Barton Creek
2901 S. Capital of Texas Hwy.
Austin, Texas 78746

Monday, May 29
noon to 2 p.m.

Best Buy Cedar Park
11066 Pecan Park Blvd.
Cedar Park, Texas 78613

Voucher quantities are limited and will be distributed on a first-come, first-served basis.

For a complete list of rebates, terms, eligibility requirements, forms and natural gas facts, visit TexasGasService.com/Rebates.

For more information about upcoming events, visit TexasGasService.com/Events.

*Qualified residential customers within the city limits of Austin, Bee Cave, Cedar Park, Cuero, Dripping Springs, Gonzales, Kyle, Lakeway, Lockhart, Luling, Nixon, Rollingwood, Shiner, Sunset Valley, West Lake Hills and Yoakum can receive this rebate.



 **Forward**

Texas Gas Service
1301 Mopac, Suite 400
Austin, Texas 78746
(512) 370-8256

[Preferences](#) | [Unsubscribe](#)

2017 Central Texas Energy Efficiency Program
In-Store Signage Samples

**TEXAS GAS SERVICE
CUSTOMERS CAN GET A
\$325 REBATE
ON THIS NATURAL GAS
DRYER THIS WEEKEND!**

Ask a sales associate for details.

TexasGasService.com/Rebates



**Texas
Gas Service®**

A Division of ONE Gas

OUT WITH THE OLD. IN WITH THE EXTRA \$100 REBATE.

Dryer shown is for illustrative purposes only.



REBATE OF
\$225
PLUS
\$100
EXTRA REBATE VOUCHER
ONE DAY ONLY MAY 27

You can get an **extra \$100 mail-in rebate*** in addition to a \$225 mail-in rebate* from the Texas Gas Service Energy Efficiency Program when you purchase a new natural gas dryer with a moisture sensor between May 27 and June 4, 2017.

Join Texas Gas Service and Sears Barton Creek at 2901 S. Capital of Texas Hwy. on **Saturday, May 27, from noon to 2 p.m.** to receive your extra \$100 mail-in rebate voucher.

You can also get an additional \$300 mail-in rebate if you need to install a new natural gas connection in your laundry room.

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sears®

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2016 Central Texas Energy Efficiency Program Annual Report

2013
2014
2015
2016
2017

ENERGY EFFICIENCY PROGRAM ANNUAL REPORT

Overall Program Results – FY2016

14,736 REBATES AWARDED

453,000+

dekatherms of energy expected to be saved over the lifetime of the new equipment*

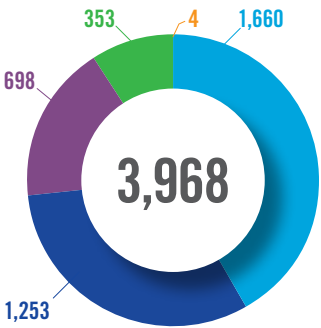
\$2.6 MILLION+

distributed to customers

\$1,133,135

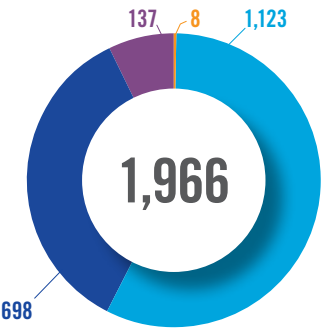
expected total savings for customers on their energy bills over the lifetime of the new equipment*

Texas Gas Service delivers safe, reliable and affordable natural gas to nearly 250,000 Central Texas homes and businesses every day. Our Energy Efficiency Program enables customers to take advantage of rebates today while reducing energy use in the future, delivering savings you can enjoy.



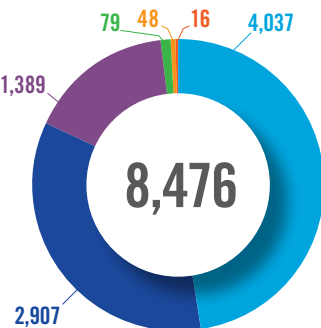
Residential
Retrofit Rebates

- Weatherization
- Dryers and Dryer Stubs
- Heating Systems
- Water Heaters
- Natural Gas Vehicles



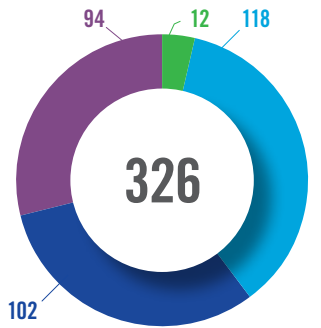
Residential New
Construction Rebates

- Water Heaters
- Dryers and Dryer Stubs
- Heating Systems
- Whole Home Program



Commercial
Rebates

- Door Weatherstripping
- Low-Flow Faucet Aerators
- HE Fixed Showerheads
- HE Handheld Showerheads
- Commercial Equipment
- Pre-Rinse Spray Valves



Free Equipment
Program

- Water Heaters
- Ranges
- Furnaces
- Dryers

*Source: 2016 TGS Energy Measurement and Verification (EM&V) Analysis, EnergyTools, Inc.

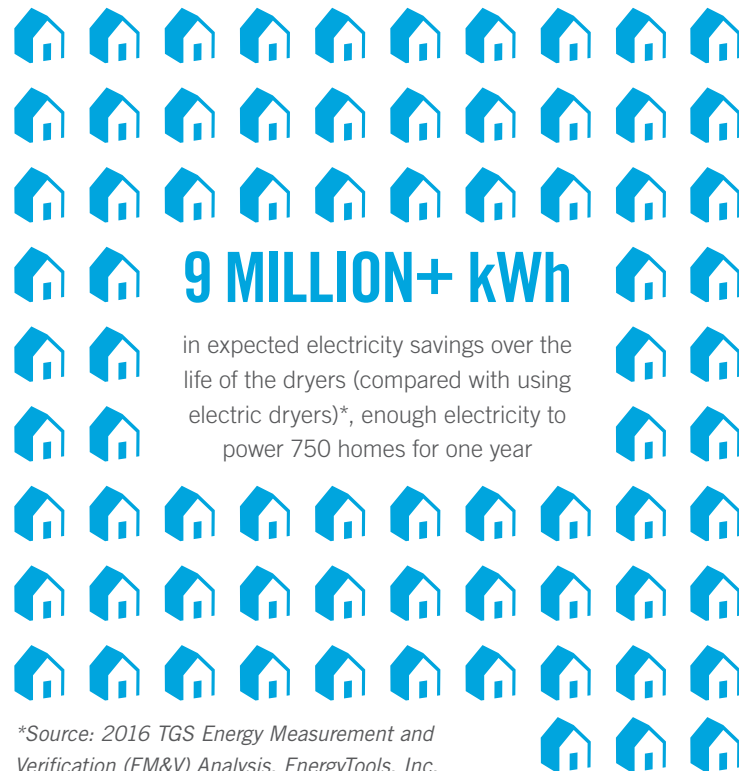
Residential DRYERS

The dryer continues to save customers time, energy and money.



\$86,000+

expected combined total energy bill savings for customers over the life of the 1,053 dryers installed (compared with using electric dryers)*



*Source: 2016 TGS Energy Measurement and Verification (EM&V) Analysis, EnergyTools, Inc.

1,053

rebates issued for energy-efficient natural gas clothes dryers installed in existing homes in FY2016

Commercial DIRECT INSTALL PROGRAM

Efficient shower heads, sink aerators and spray valves help commercial customers use less water and less energy for water heating. This year, new rebates were available for door weatherstripping, which improves insulation and helps save on heating and cooling costs.



8,428

energy- and water-saving devices installed for qualified commercial rate customers in FY2016
(vs. 4,034 in FY2015)



127,408,092

gallons of water expected to be saved over the lifetime of the equipment*, enough water to fill 193 Olympic-sized swimming pools



50,500+

total dekatherms of natural gas expected to be saved over the life of the installed devices*

Free Equipment and Weatherization

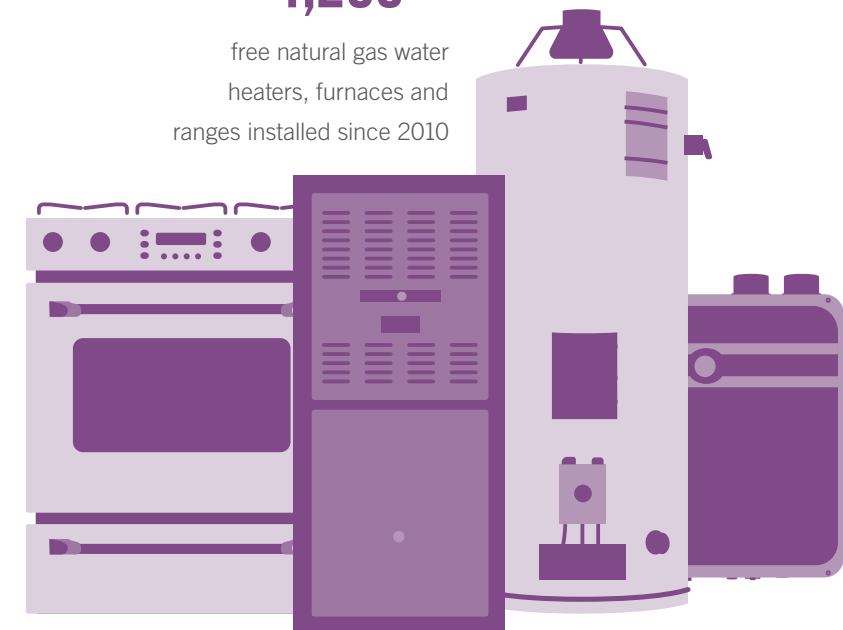
Central Texas' hot summers and unpredictable winters can leave low-income, mobility-challenged and elderly customers who have old, inefficient equipment with challenging energy costs.



natural gas appliances replaced for low-income, mobility-challenged and elderly customers

1,200+

free natural gas water heaters, furnaces and ranges installed since 2010



We are proud to collaborate with:

AUSTIN BOARD OF REALTORS

AUSTIN ENERGY

AUSTIN HOTEL AND LODGING ASSOCIATION

AUSTIN-AREA APPLIANCE RETAILERS

AUSTIN HOUSING REPAIR COALITION

CLEARRESULT

HOME BUILDERS ASSOCIATION OF GREATER AUSTIN

HOUSING AUTHORITY OF THE CITY OF AUSTIN

MEALS ON WHEELS AND MORE

PECAN STREET

REAL ESTATE COUNCIL OF AUSTIN

SUSTAINABLE FOOD CENTER

SPEER (South-Central Partnership for Energy Efficiency as a Resource)

Financials

	FY16 Actuals Surplus (Deficit)	FY16 Budget	Variance Surplus (Deficit)	FY17 Budget
BALANCE - 12/31/15	\$843,500			
REBATES AND EXPENSES				
Commercial Rebates				
Equipment and Natural Gas Vehicle	\$41,871	\$119,650	\$77,779	\$37,126
Direct Install	\$78,078	\$64,000	(\$14,078)	\$109,027
Commercial Rebates Total	\$119,949	\$183,650	\$63,701	\$146,153
Residential Rebates				
Retrofit and New Construction				
Water Heating	\$923,150	\$960,450	\$37,300	\$1,018,600
Heating & Weatherization	\$433,472	\$921,185	\$487,713	\$485,725
Dryer	\$458,150	\$634,900	\$176,750	\$539,125
Natural Gas Vehicle	\$8,000	\$32,000	\$24,000	\$11,000
Free Equipment	\$688,159	\$227,820	(\$460,339)	\$250,000
Whole Home	\$2,600	\$3,250	\$650	\$975
Residential Rebates Total	\$2,513,531	\$2,779,605	\$266,074	\$2,305,425
Other Expenses				
Pecan Street Project	\$25,000	\$25,000	\$0	\$25,000
Education (Commercial and Residential)	\$365,461	\$455,000	\$89,539	\$400,000
Operation/Administrative	\$370,906	\$366,209	(\$4,697)	\$425,000
Other Expenses Total	\$761,367	\$846,209	\$84,842	\$850,000
Total Rebates and Expenses	\$3,394,847	\$3,809,464	\$414,617	\$3,301,578
COLLECTIONS				
Residential Collections	\$2,079,802			
Commercial Collections	\$147,266			
Total Collections	\$2,227,068			
BALANCE - 12/31/16	(\$324,279)			

**Central Texas Service Area
2017 Incorporated Residential Consumption**

Month	Consumption (Ccf)
Jan	13,046,059
Feb	9,698,155
Mar	6,022,268
Apr	3,736,307
May	3,147,811
Jun	2,916,637
Jul	2,457,919
Aug	2,176,769
Sep	2,407,418
Oct	2,537,286
Nov	3,834,172
Dec	7,417,458
Grand Total	59,398,260