

Austin Energy Weatherization Programs

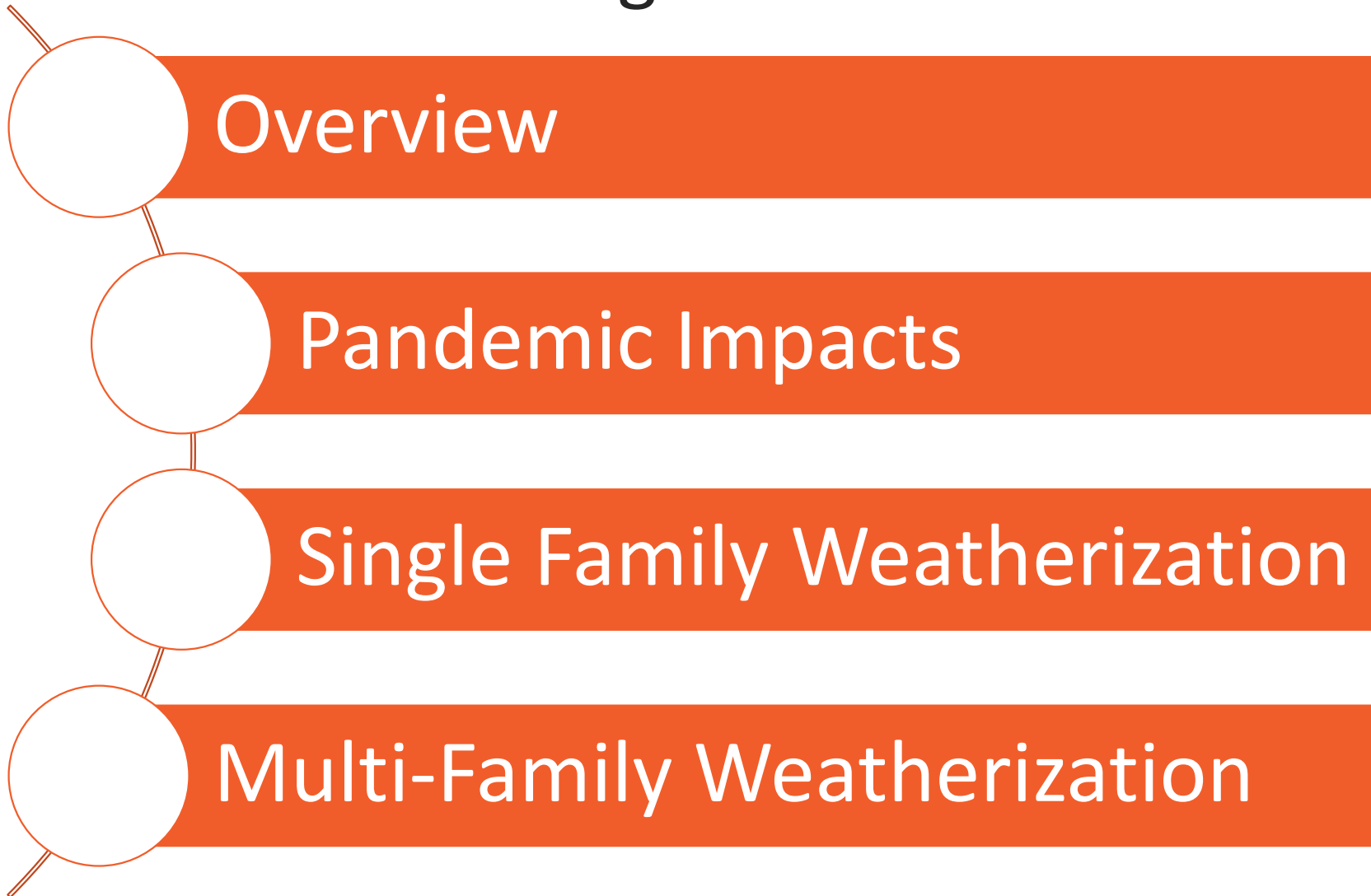
For Limited Income Customers

January 11, 2021
Electric Utility Commission

Sarah Chatterjee, Terry Moore & Manny Garza



Agenda



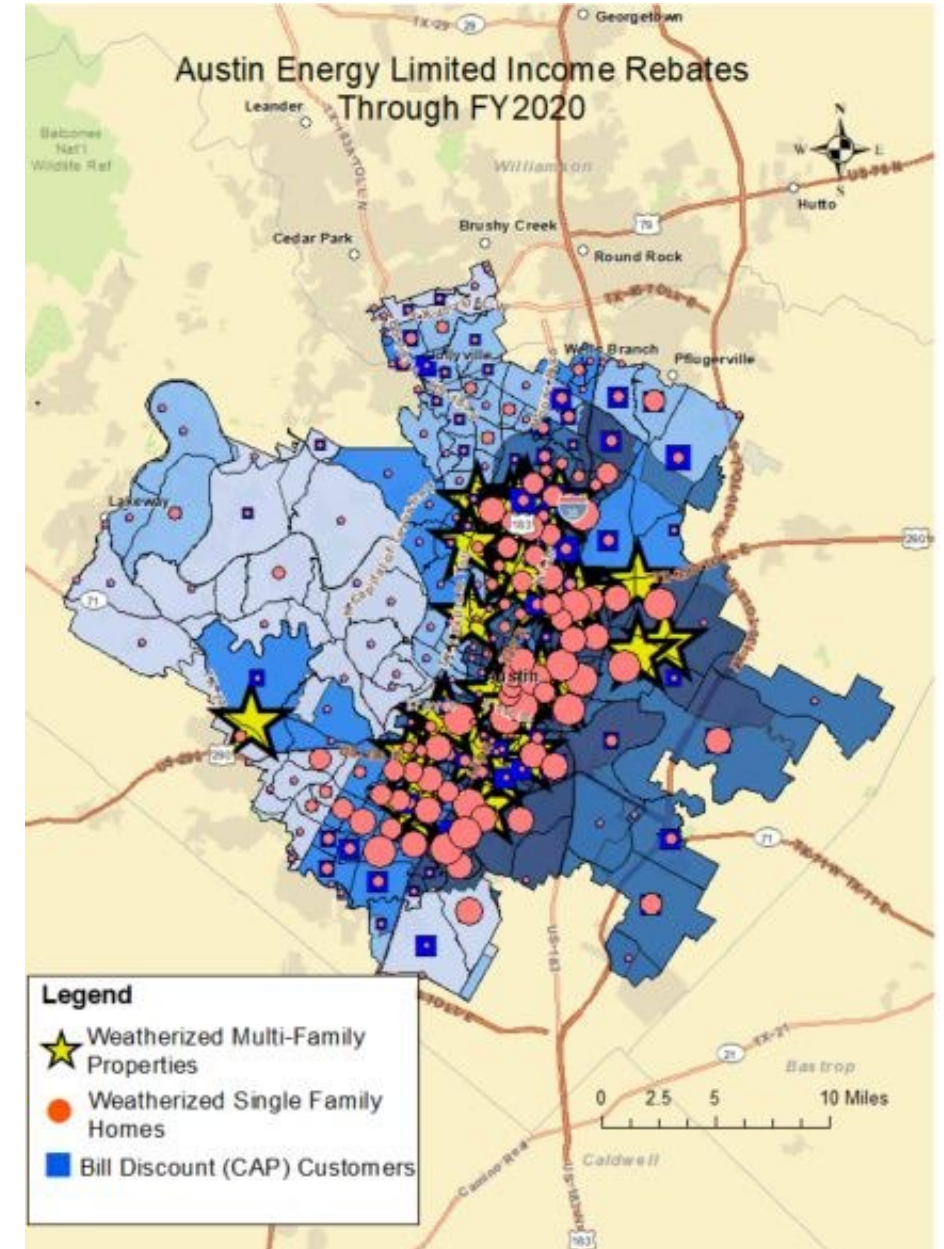
Weatherization Programs

Cumulative Overview

- Programs have served customers for over 38 years
- Over 20,000 unique single family homes and 12,000 apartments weatherized at *no cost* to customer/owner
- 137,000 apartments weatherized in standard program
- Focus on continuous improvement and inclusion

Augmented annually by*

- ~187, 500 point of sale discounts at 70 retail locations
- 4,800 education kits to Title 1 students
- 1,376 S.M.A.R.T. units
- Energy alerts
- Solar for limited income customers



*FY20 unaudited

Weatherization Measures

Energy
Assessment

Attic
Insulation

Home
Envelope
Sealing

Duct Sealing /
Replacement

Solar Screens

Smart
Thermostats

Energy Star
Appliances

Lighting

AC Tune-Up

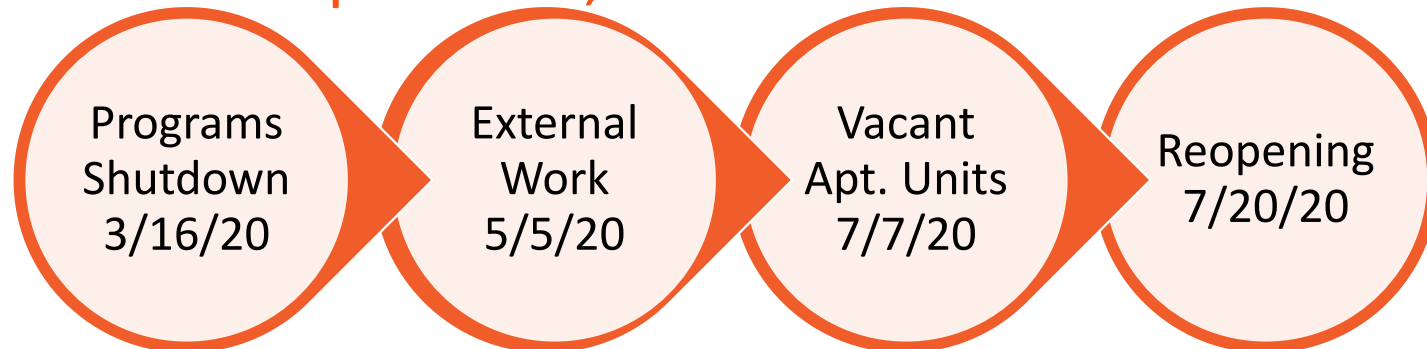


Partner with Neighborhood Housing, Home Repair Coalition

Pandemic Impacts



- Health and safety of customers, employees and contractors is essential
- Unable to weatherize interior spaces for 4 months
 - Early FY20 multifamily results helped
 - Used time to focus on program enhancements, order PPE, update field procedures
- Virtual inspections, benefits



Weatherization Program Criteria

- Energy Star Program
- Home size of $\leq 2,500$ sq.ft.
- Home value of $\leq \$300,000$
- Up to \$7,500 of free home improvements
- Single Family to Four-Plex/Condo/Mobile Home
- Owner or Renter



Over 60% of our
residential
customers rent



Weatherization Program Enhancements

- Enhanced Eligibility = Increased Inclusion

	FY20	FY21
Income Threshold	200% FPL*	80% MFI**
Income Amount***	\$52,400	\$78,100
Application	Multiple pages	1 page
Income Verification	Income Documentation Required	Self Attestation

* Federal Poverty Level

** Median Family Income

*** Family of Four

- A/C Rebate & Loan Changes

- Lowered qualifying credit score
- Up to \$950 rebate
- Velocity Credit Union loans up to \$10,000 at 0% interest/120 months



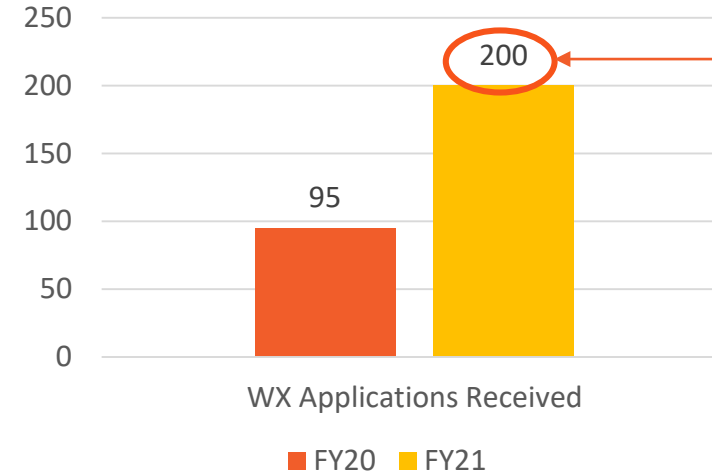
Program Enhancement Results

- **Fiscal Year 2020**

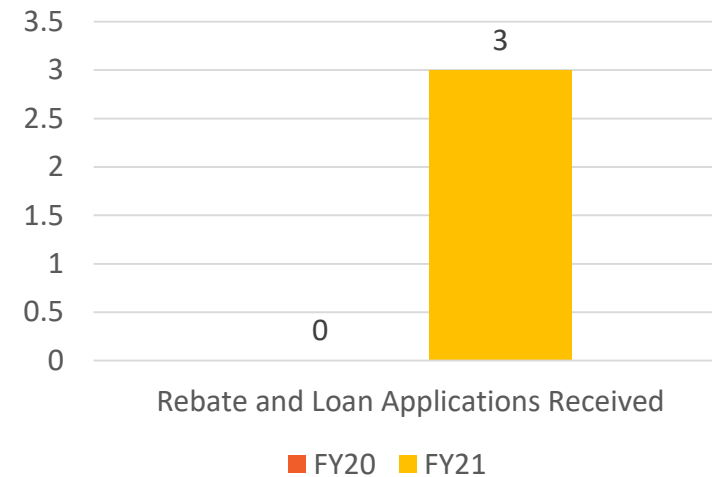
- Goal of 527 Homes
- 246 Homes Weatherized, will carry over budget to FY21

- **Fiscal Year 2021**

- Kick-off email sent
 - 200 applications returned
- Continue to receive 1 to 2 per day
- 3 Rebate and Loan applications already



In just over a month!



Eligibility enhancement created huge impact

Market What They Want

Smart Thermostats

Granite countertops of Energy Efficiency – Contractor



ecobee3 lite



NEST
Thermostat E



Honeywell Home
T5+ or T6 Pro

Complete the loop by educating the customer and property owner

This ensures tenants have a good experience

Provides the knowledge to self serve issues



Austin Energy's
NEW AND IMPROVED
Multifamily Income-Qualified Rebate Program

Up to
100% Paid with
NO Out-of-Pocket Costs!

A photograph of a multi-story apartment building with white railings on the balconies and greenery in the foreground.

Bundle What They Need

Lead with Dessert!

- Thermostats
- Smart Strips (Pilot)
- HVAC Tune-Up

Win-Win

Eat Your Vegetables!

- Insulation
- Solar Screens
- Plenum Remediation or Duct Seal
- Lighting



Focus on the Intent

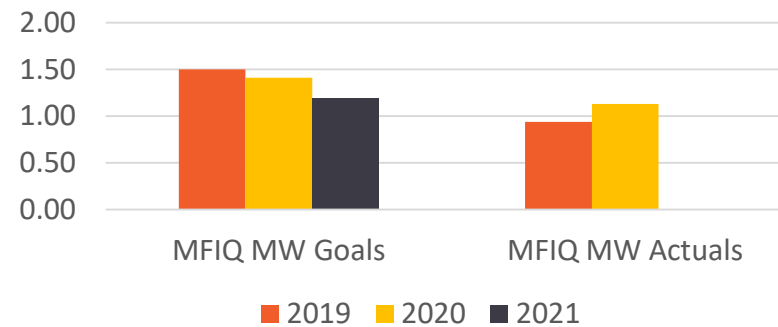
- Continue to be more inclusive
- Impact the Energy Burden
- Consider Non-Energy Benefits
 - Indoor air quality
 - Comfort
 - Convenience
 - Control
- Intentional about Reach
 - Thermostats
 - Smart Power Strip (pilot)



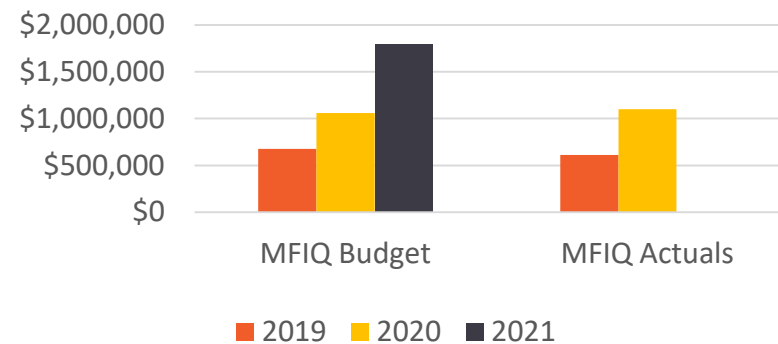
Remember the intent ... excellent customer experience

MFIQ* Overview

FY20 MW Goal	FY20 MW Actuals	% to Goal
1.41	1.13	80%



FY20 Budget	FY20 Spend	% to Goal
\$1,060,000	\$1,101,327	104%

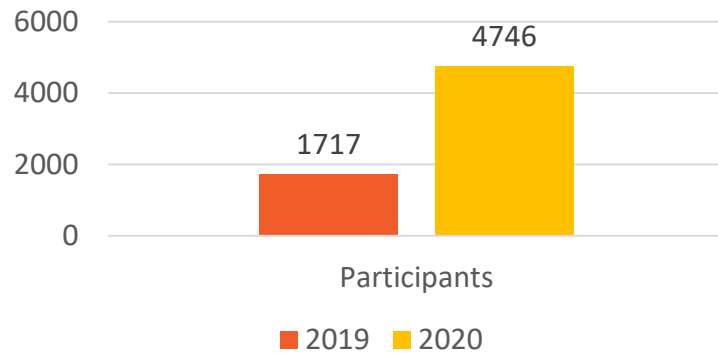


*Multifamily income qualified

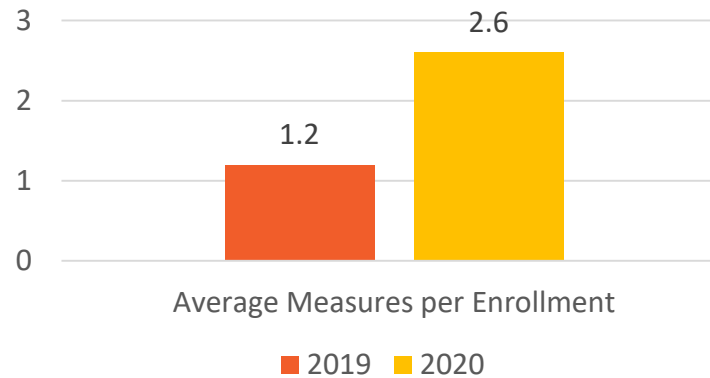
Performance Indicators

Fiscal Year 2019 versus Fiscal Year 2020

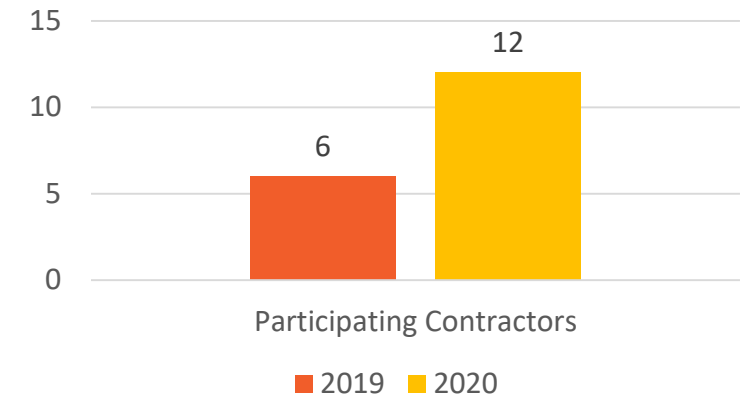
Tenant Units Served



Average Measures per Enrollment



Participating Contractors



Facilitated by Council blanket authority

Customer Feedback

• Customer Satisfaction Survey Results

- 97.9% - satisfied with weatherization program
- 97.9% - believe it is important that Austin Energy offers customers assistance with home weatherization
- 87.9% - satisfied with amount of energy savings since improvements were completed

"I was so excited when I got my first summer bill and it was cut by half!"
- Johnny L.

"I highly suggest this program to anyone who is interested in making their house more energy efficient."
- Cecilia T.

"My house runs much better since it was weatherized."
- Amy M.



In Conclusion

- Continuous improvement in Austin Energy weatherization programs
- Other programs augment
- Impacts, health and safety protocols due to pandemic
- Equity community engagement consultant retention
 - RFP developed in partnership with COA Equity Office
 - Engagement via safe channels
 - Currently being finalized by Purchasing Department



Questions?



**Customer Driven.
Community Focused.SM**

