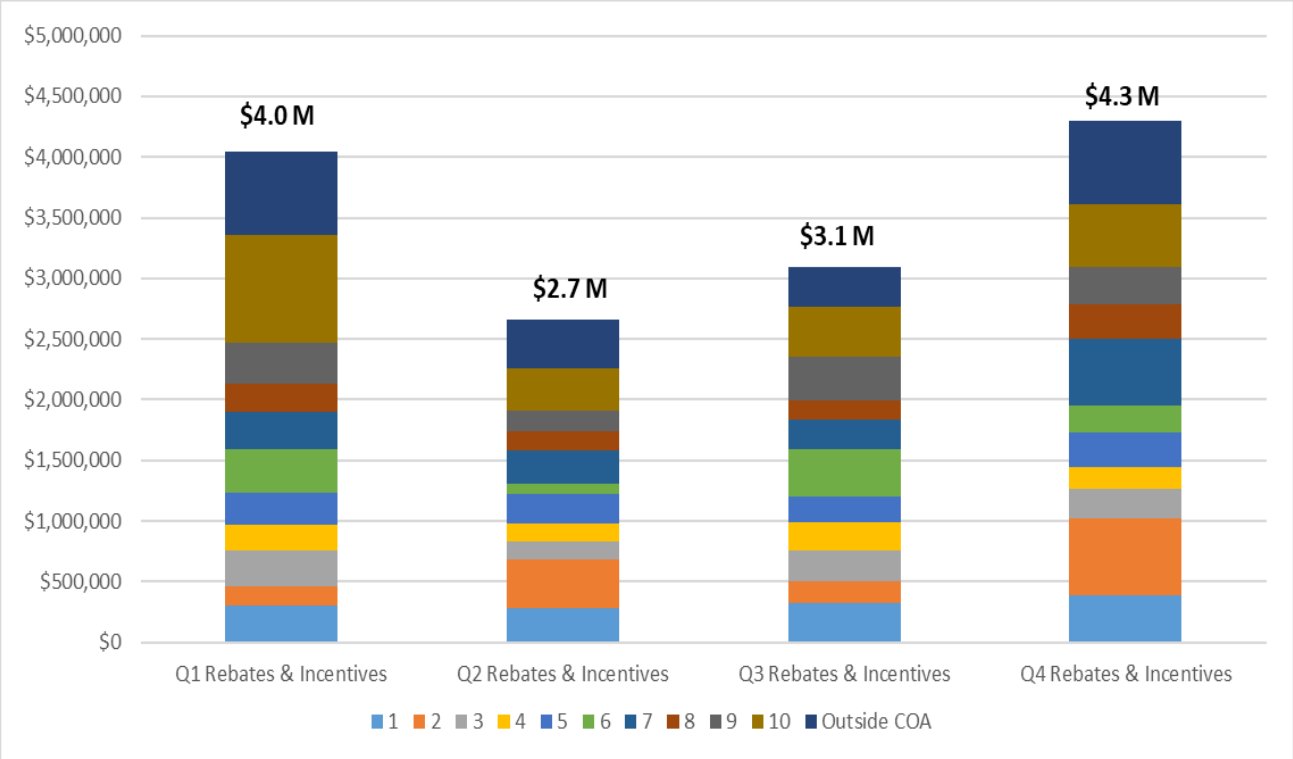
Customer Energy Solutions
FY19 – Quarter 4 Report
As of 09/30/19

Quarterly Rebates by District and Outside of COA



Solar PBI not included. Rebates paid may not align with AE Finance eCombs system as of 09/30/19. Dollars are unaudited.

Energy Efficiency Services

Residential Programs

AE Weatherization (WAP) – Direct Install

- WAP: attended 8 events, distributed information about the weatherization program.
- Direct Install: attended 7 events, distributed 236 kits at foodbanks, neighborhood events, churches, and back-to-school events.

Appliance Efficiency Program (AEP)

- The AEP program team continued to emphasis compliance with the program's HVAC unit sizing requirements, application completeness and accuracy for all rebated equipment, document submission, and other program requirements during application reviews.
- The program team completed and implemented the new HVAC measures with an API feature in EECP (rebate processing system). The new HVAC measures communicate directly with the AHRI database, which reduces errors and staff time correcting rebate applications with non-populating AHRI information.
- The program participation numbers for FY19 tracked closely to the prior fiscal year and are within 4% of the FY18 numbers.

Home Performance w/Energy Star (HPwES)

- The Residential team's booth at the Austin Fall Home and Garden show from 8/23/ to 8/25 was a huge success. We focused on the Home Performance with ENERGY STAR program, but shared information on all our Residential programs, energy efficiency tips, and ways customers can optimize their A/C unit. The Home and Garden was a huge success and we had a blast interacting with event goers. Visitors could check out and interact with our functioning A/C display, grills, filters, solar screen, light bar, and Power Partner Thermostat displays.
- Home Performance continued the process of reconfiguring the program in EECP to streamline the application process. The program team also continued to develop a revised program handbook. The revised EECP application and handbook are anticipated to be released with the new fiscal year.
- Home Performance and the EECP team continued the process of reconfiguring the EECP application to incorporate new HVAC measures with an API feature to directly communicate with the AHRI database.
- The program participation numbers for FY19 tracked closely to the prior fiscal year and are within 4% of the FY18 numbers.

Demand Response Programs

- A total of 12 curtailments were called for the quarter.
- The updated Demand Response Automated Server (DRAS) agreement to support Auto DR for commercial customers was signed.

Power Partner Thermostat

- 2,446 thermostats were enrolled into Demand Response this quarter.
- DR coordinated efforts to increase incentive levels for PPT eligible thermostats with the MF rebate program team.
- All contracts have been signed for the continuation of the PPT program.
- Added newest Honeywell T9 and T10 devices as well as ecobee smart thermostat with voice control (ecobee model 5).

Load Coop/Automated Demand Response (ADR)

- Mid-season and end of year scorecards were created and sent out.
- Tested AutoDR signal connections with new vendor's systems.
- Under performance analysis for 2019 completed to identify coaching opportunities.
- Continued participant coaching.

Water Heater Timers

- In addition to meeting its MW goal in Q3, 322 new timers were added to the program.

Green Building

Outreach

- Launched new AEGB (Austin Energy Green Building) website on the Austin Energy platform
- Created map of all AEGB rated commercial and multifamily projects and single-family projects grouped by census tract on the City of Austin open data portal
- Hosted over 750 attendees at the annual Cool House Tour co-produced with the Texas Solar Energy Society which was a 20 percent increase in attendance from last year. Story featured in CityView on

June 24th as well as many other media outlets including KXAN, KVUE, American-Statesman, and Spectrum News.

- Represented Austin Energy Customer Energy Solutions programs at the annual Mueller Tower Lighting, a BisNow event on the Future of Downtown Austin, Green Holiday event, Science Fest, Earth Day, Cool House Tour, Mueller Aldrich Street Summer Social, World Refugee Festival, and Thinkery 21 Event
- Hosted two Green by Design workshops for the general public and industry professionals to learn how to buy, build or remodel green
- Presented Green MLS classes to local realtors and participated in their annual Realty Roundup with the ECAD team
- Presented an overview of the AEGB residential ratings to the AIA Austin Committee on the Environment (COTE) and hosted an information table at the AIA Austin Summer Conference
- Sponsored a student scholarship for the AIA Austin DesignVoice intern program - DV 3X2. Hosted a tour of Mueller to these high school students and participated in both the opening and closing events
- Created and hosted a new Site Superintendents & Subcontractors class in collaboration with the HBA of Greater Austin
- Sponsored the annual Austin Green Awards which recognizes outstanding accomplishments in the broad arena of sustainable design and innovation
- Sponsored the AIA Austin Annual Homes Tour and visited with tour participants about the benefits of green homes. Collaborated with COTE (Committee on the environment) on signage and branded giveaways.
- Sponsored the ReVerse Pitch competition in collaboration with other City of Austin departments to support innovation programs that help turn valuable waste materials into raw materials for new or expanding social enterprises
- Sponsored the USGBC (US Green Building Council) Greater Texas Greenerbuilder Conference
- Hosted the AEGB Annual Community Forum + Celebration in collaboration with Austin Community Design and Development Center featuring thought leaders on equity and resilience
- Attended USGBC Greenbuild 2018 conference and was a promotional partner for their Communities & Affordable Homes Summit
- Participated in the Sustainable Healthy Cities Policy Workshop on Livability and the ULI (Urban Land Institute) - sponsored UrbanPlan for Public Leaders volunteer training and workshop facilitation
- Invited panelist at the UT Energy Week “The Future of Building Energy Efficiency: Smart Building or Building Smart” by the University of Texas Student Chapter of ASHRAE
- Presented on building energy codes approach to air barriers in humid climates to at the 2019 ATX Building Performance Conference
- Attended the Congress for New Urbanism Annual Luncheon and Breakfast Seminars, Project Drawdown Simulcast hosted by the Office of Sustainability and EcoRise Showcase
- Coordinated monthly Professional Development Seminars on the topics of Cultural Preservation, Transportation – Mobility Revolution, Landscape Ecology, Biophilic Design with international speaker Amanda Sturgeon, Community First Tour, Mueller Neighborhood Tour of Texas Mutual Insurance Headquarters and Branch Park, Measuring Water Efficiency, Public Transportation and Equitable Austin
- Added American Institute of Certified Planners certification maintenance (AICP CM) credit for selected seminars and created marketing strategies specific to planning organizations (Congress for New Urbanism and ULI)
- Began offering LEED, SITES and WELL-specific continuing education (CE) Hours for LEED AP with specialty, SITES AP and WELL AP
- AEGB was a co-recipient of the first ever Green Pioneer Award for furthering eco-innovation and smart growth at the 2019 USGBC Texas Chapter Leadership Awards

Single Family Rating

- Awarded ratings to 785 homes of which 46% are in SMART Housing developments
- Awarded ratings to an additional 228 homes in the surrounding area outside of Austin Energy service

Multifamily Rating

- Awarded ratings to SMART Housing developments:
    - 4-star rating to B Austin – A SAMdorosa Communities Project, 16 units
    - 3-star rating to Garden Terrace Phase 3, 20 units
    - 2-star rating to thinkEAST, 182 units
    - 1-star ratings to Villages at Fiskville, 172 units, La Madrid Apartments, 95 units, The Heights on Parmer-Phase II, 80 units; The Nine at Austin, 104 units; Thornton, 104 units; Harris Ridge Apartments, 324 units; and AVON at 22nd, 20 units. Awarded ratings to Tarlton 360, 148 units and Broadstone Burnet, 352 units
- AEGB Multifamily Customers earned points for participating in other CES programs: 1 project enrolled in Green Choice and included EV charging, 2 projects participated in the AE Solar rebates program

Commercial Rating

- Awarded 4-star ratings to Mueller Diamond, Texas Mutual Insurance, Mueller Cinema Alamo Drafthouse and the Oracle Waterfront Phase I.
- Awarded 3-star ratings to 801 Barton Springs (WeWork), Mueller Cinema Tenants, 5th and West Residential (154 units).
- Awarded 2-star rating to The Independent (370 units), Shoal Creek Walk, The Salvation Army Corps Community and Administration Center, Covered Bridge Lots 2A/3A, 1400 Lavaca, and Public (160 units).
- Awarded 1-star ratings to Banger's Sausage House expansion, Homewood Suites, and Comedor, Next Door Restaurant, 2010 SOLA Creative Office, 2100 Nueces Street (158 units), Ruckus 2.0 (SMART Housing, 67 units), 2100 Rio (109 units), and Capstone Mixed-Use (129 units)
- Reported savings for Austin Habitat for Humanity (4-star rating in 2016), Whisper Valley Discovery and Amenity Center (3-star rating in 2017), Cirrus Logic Phase II (1-star rating in 2014) and Skylofts (1-star rating in 2018)
- AEGB Commercial Customers earned points for participating in other CES programs: 2 projects enrolled in Green Choice, 1 project participated in the AE Solar rebates program, 3 projects are connected to AE district cooling through the Mueller and the Downtown District Energy Plants

Integrated Modeling Incentive

- Engaged HEB Austin 8, ABIA New Information and Technology Building, and Austin Energy Headquarters in addition to the four active projects in the design incentive process
- Approved qualified Energy Consultants for a total of 23 consultants from 17 firms

Customer Renewable Solutions

Residential Solar Incentives

- Continued Summer Rebate Bonus ($3500), resulting in the installation of 2X more solar than Q4FY18 and comprising more than 1/3 of our total deployment for the year.
- Provided in-person Solar Education program, speaking at 6 neighborhood association meetings, in addition to providing 2 courses for the Imagine Austin speaker series.
- Participated in 3 Summer Savings Events

- Attended the CAP Affordable Energy Summit to learn ways to improve access to renewables for low income customers
- Attended ESource conference to promote Austin Energy solar and renewables accomplishments and collaborate with other utilities to develop new ways to reach difficult to reach customers.
- Participated in Home and Garden show –spoke to upwards of 500 people over the course of the weekend about all of the different programs Austin Energy has to offer to give choices of renewables to our customers.
- Spearheaded Austin Energy involvement in Thinkery21: Forces of Nature event, where our team offered Solar 101, Build Your Own Solar and other educational and entertainment activities.
- Participated in 102.7 and 107.1 Expo at Millenium Youth Complex to increase reach into Spanish speaking community and inform customers about programs and options for engagement.

Green Choice

- Selected as a 2019 Green Power Leadership Award (GPLA) winner by the Center for Resource Solutions (CRS), the Green-e program administrator. Awarded in the category of Green Power Market Development, which recognizes organizations building and growing the voluntary market for green power.
- Austin Energy ranked fourth of green power sales , with 757,228 MWh, according to NREL Top 10 Green Power rankings.

Community Solar Program

- Hosted La Loma tours to TSU girls in engineering camp and State Department cohort to demonstrate how locally-sited solar can be used to feed a community solar program providing access to renewable energy benefits to a wide variety of customers.
- Participated in Rocky Mountain Institute eLab Forge Accelerator to develop future locally-sited community solar options that would expand opportunities for low income communities as well as regular customers.
- Participated a stakeholder session in coordinated with Solar Austin to solicit community feedback about how best to offer solar benefits specifically to underserved communities.