



Home Retrofit/Audit Programs

Environmental Protection Agency
Energy-Water Meeting
Chicago, Illinois
March 5, 2008



Presented by Jerrel Gustafson
Manager



Power Saver™ Program

Saving Energy Together





Austin Energy

Municipally-Owned Electric Utility

- 10th Largest Municipal Utility
- 2,700 MW of Generation
- Coal 35%, Nuclear 28%, Natural Gas 28%, Renewable 4%

Serves > 888,000 Population

- 320,000 Residential 40,000 Commercial

Austin Energy Conservation Programs

- Started in 1982; 25 Years of Savings Achieve
- Over 600 MW Peak Demand Saved

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Austin Water

Municipally Owned

- Water Supplied – Surface Water – Colorado River
- Effective Storage Capacity – 167 Million Gallons
- 51,370 MGD per Day Average; Peak Day 237 MGD

Water Service Population

- 766,428 Retail
- 54,337 Wholesale

Water Conservation – Savings to Date

- 14.75 Million GPD (Peak Day Savings)

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Austin Energy & Water

Program Structure

- Separate Departments/Directors
- City Council – Ultimately Sets Policy/Budgets
- Utility Areas Not All the Same
- Share the Same Utility Bill & Call Center

Program Funding

- Programs Funded Through Utility Profits

Savings Goals

- Both Programs Aggressive Conservation Goals

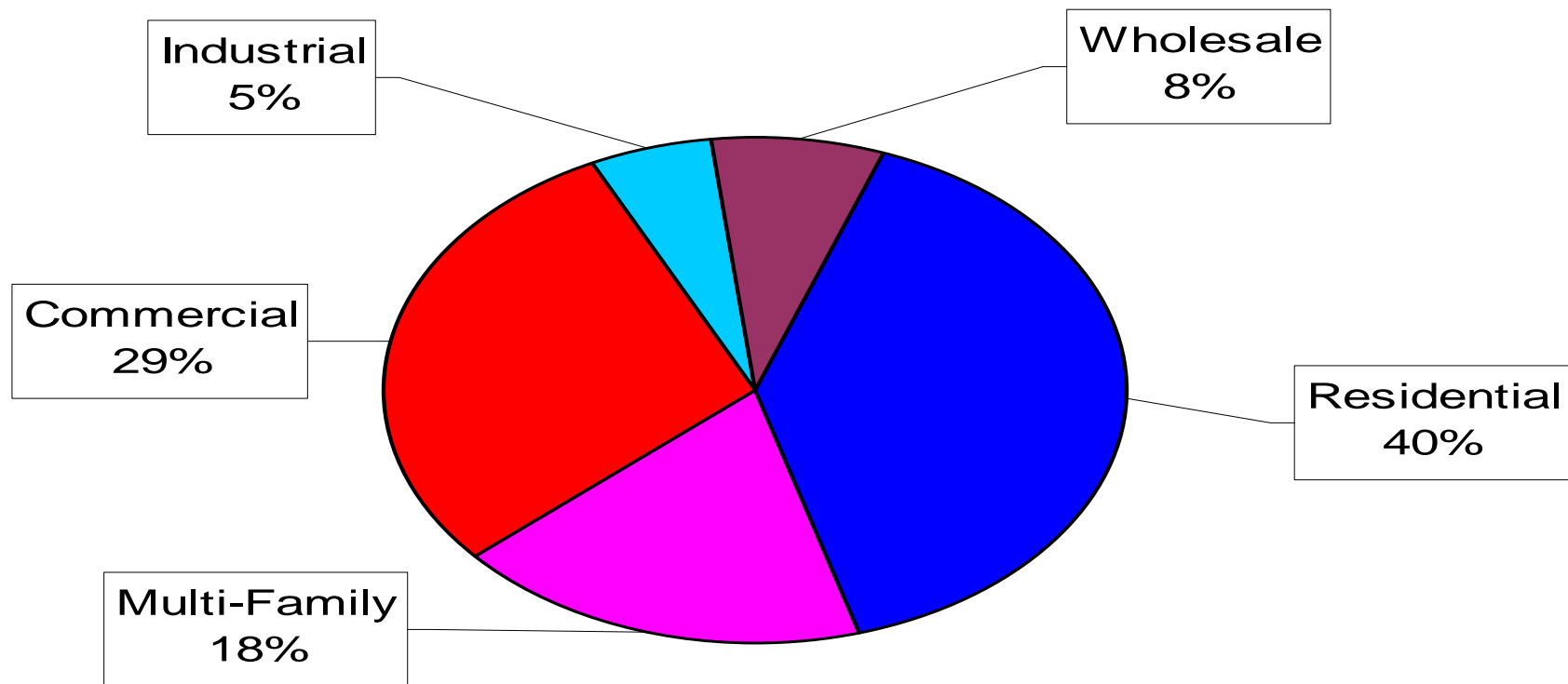
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Summer Water Use (Typical Day)



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Power Saver Program

- ✓ Home Performance with ENERGY STAR®
 - Energy Audit Performed by Participating Contractors
 - Evaluates the Home for Attic Insulation, Home Seal, Duct Sealing, Window Treatments, High Efficiency A/C & Heat Pumps
 - Rebates Are Available Up to 30% of Cost, As Much \$1,600, or
 - Loan at 0% for 3 or 5 years, 3.5% for 7 or 10 years, Up to \$11,000

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Power Saver Program

✓ Low Income Weatherization

- Targets Low Income, Senior Citizens & Disabled
- Energy Audit Performed by Contractor
- Attic Insulation, Home Sealing, Duct Sealing, Solar Screens and Minor Energy Related Repairs
- Identify Participants for Free Toilet Program

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Power Saver Program



- ✓ Duct Diagnostic Services
 - Duct Leakage, CFM Air Flow, Static Pressure, Return Air Testing
- ✓ Appliance Rebates
 - Central A/C & Heat Pumps, Room A/C
 - Joint Rebate for High Efficiency Clothes Washers
- ✓ Refrigerator/Freezer Recycling
- ✓ ENERGY STAR® Lighting Coupons

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Power Saver Program



✓ Multi-Family

- Energy Audits Performed by Austin Energy Representatives
- Evaluates the Entire Apartment Complex
- Rebate Measures:
 - Air Conditioning & Heat Pumps
 - Attic Insulation
 - Home Sealing & Duct Sealing
 - Window Treatments – Solar Screens, Film or Windows
 - Lighting

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Power Saver Program

✓ Demand Response

- Power Partner–Free ENERGY STAR® Thermostats
 - Air Conditioning Load Management Program
- Power Saver – Volunteers
 - Similar to “Flex Your Power” Program
 - Voluntary Load Reduction
- Power Saver – Free Water Heater Timers
 - Electric Water Heater Load Control
 - Single Family & Multi-Family

Power Saver™ Program

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Water Conservation Program



- ✓ Toilet Replacement Programs
- ✓ Clothes Washer Rebates
- ✓ Showerhead & Faucet Aerator Distribution
- ✓ Rainwater Harvesting Rebates
- ✓ Rain Barrel Programs



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Water Conservation Program



- ✓ Irrigation System Evaluations and Rebates
- ✓ Dental/Medical Dry Vacuum Rebates
- ✓ Large Scale Commercial Incentives
- ✓ Year-Round Water Waste Ordinance
- ✓ Conservation-Oriented Water Rates



Special Promotions

- Yearly, Honda Hybrid Giveaway



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Direct Mail



T I M E
for a new air conditioner



**Direct Mail -
Home Performance with
Energy Star**

FEDERAL TAX CREDITS*
Top off your savings list:
• Energy-efficient central air conditioner / heat pump
• Insulation
• Energy-efficient windows

Get started with a home energy analysis
(free for homes 10 years old & older).
Call one of the participating companies from the list on
our Web site, call us at 974-7827 or drop this
reply card in the mail & we'll contact you.

AUSTIN ENERGY
Power Saver™ Program

ENERGY STAR
SUSTAINED EXCELLENCE

☒ **YES...I'd like to learn more about the
Home Performance with ENERGY STAR® Program.**

☐ Have a participating company call me. ☐ Send me an information packet.
Please number to reach me during business hours (8 - 5 p.m.) for _____

Please print clearly: Name: _____
Property Address: _____
City: _____ State: _____ ZIP: _____


E-mail: _____

AUSTIN ENERGY
Power Saver™ Program

Call Austin Energy for program
details at 974-7827.

*Tax credits of up to \$300 are available for the installation of a 15 SEER/12.5 EER or higher air conditioner, a heat pump of at least 15 SEER/13 EER, and insulation through the end of 2007 for increased savings. Austin Energy does not provide tax advice. We recommend consulting a tax professional.

**Call 974-2199
for a FREE irrigation
system check.**



Direct Mail – Water Conservation

Power Saver™ Program

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Newsletters



Austin Water Customer Newsletter

WATERWISE NEWSLETTER AUSTIN WATER UTILITY CONSERVATION PROGRAM

November 2004

VOLUME 1 ISSUE 11

November 12, 2004

RETURN



TOPICS

Inside Your Home

On Your Lawn
Upcoming Events

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Form or Function?
Last Rainwater
Sale of the Year
What's Your
Landscape
Personality?

Keep Out the Cold
This Winter
Understanding
Wastewater
Averaging
Water Conservation
in the Legislature
From Desert to
Oasis
Keep Our
Watershed "Spot"
Free

ARCHIVES

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Keep Out the Cold This Winter

Austin Energy's Free Weatherization Program provides home energy improvements to qualifying families. The program provides additional attic insulation if needed, repair and sealing of ducts that may be leaking, installation of solar screens on windows getting direct summer sunlight, and weather-sealing around the exterior of the house. Improvements also include a free AC check-up, a carbon monoxide detector, a smoke detector, and four compact fluorescent light bulbs – all measures that will greatly reduce both air conditioning and gas heating costs.

Austin Energy customers who meet income guidelines can qualify for these free energy improvements to their homes. Renters qualify as long as they have lived in the home for at least a year, and obtain the consent of their landlord. A family of four with a head of household under age 60 can qualify if family income is \$35,550 or less. For a family of four with a member age 60 or older, or with a disabled person, the income limit is \$ 56,900. Visit www.austinenenergy.com for more information, or call 974-2787 to apply.

Austin Energy's Free Weatherization Work Includes these measures:

•**Air Infiltration: Building Envelope.** The house envelope is tightened with AE approved caulk and weatherstripping products and then tested with a calibrated blower door. The goal for house tightness is 0.35 to 0.45 natural air changes per hour.

•**Air Infiltration: Duct System.** The duct system including the return and supply plenums are sealed with UL-181 approved mastics and then tested with a calibrated duct blower. The goal for duct leakage is less than 10% of total system fan flow.

•**Attic Insulation:** Accessible attics are insulated to R-30 with either Climate Pro or InsulSafe 4 blown white fiberglass insulation. Attic accesses are insulated with R-30 batt insulation and weatherstripped. Insulation dams are installed around recessed lights, vent fans, and furnace and water heater closets, if needed.



LETTERS

There are no letters for this article. To post your own letter, click Post Letter.

[POST LETTER]

EnergyPlus

Austin's Community-Owned Electric Utility www.austinenenergy.com

Austin Energy Customer News

NOVEMBER 2006

Lower Winter Rates

Austin Energy residential customers have two primary charges on their electric bills: an energy charge and a fuel charge. The energy charge, also called the "base rate," pays for power plants and for the system to deliver the electricity.

The energy charge on the first 500 kilowatt-hours (kWh) of electricity you consume during any month, winter or summer, is 3.55 cents per kWh. Electricity consumed beyond 500 kWh is billed at the rate of 7.82 cents per kWh during summer months and 6.02 cents per kWh during winter months. The summer rate is higher due to added expenses of generating and delivering power in peak demand months. Winter rates are in effect November through April.

FREE Thermostats Reduce Energy Costs

Call today for installation of free state-of-the-art programmable thermostats and join the more than 55,000 Austin Energy residents and businesses participating in the Austin Energy Power Partner Program.

What you get:

- A free evaluation of your air conditioning system
- Free programmable thermostat (\$150 value)
- Free installation of thermostat (\$50 value)
- Free lifetime maintenance and customer service (as long as you remain in the program)
- Comfortable temperatures when you arrive home from work or when sleeping
- Reduced energy bill (10%-20%) using programmable feature



How the program works:

On selected summer days (weekdays only) between 4:00 p.m. and 8:00 p.m., Austin Energy will briefly cycle off "Power Partner" air conditioners to reduce demand on the electric system during peak use hours:

- Cycle-off time is limited to 10 minutes out of each 30 minutes.
- Most customers never notice the difference.
- Cycling events occur 12-15 days each summer.
- Cycling events clip peak electric demand by 25-45 megawatts (MW) (power sufficient for more than 26,000 homes).
- Clipping peak demand reduces natural gas use and therefore fuel expense to customers.
- Clipping peak demand delays the need to build additional generation.

Sign up online at www.austinenenergy.com or call toll-free 1-877-549-2774.

Water Use November - March Determines Wastewater Bill

Conserve water during your wastewater averaging period and reap the benefits for 12 months. Your water meter measures your monthly water use. There is no meter on your wastewater line. For residential and most business customers, the City of Austin determines the wastewater volume for which you will be billed each month in the coming year by monitoring your water usage over three consecutive winter months between November and March.

Here is how it works: Beginning on the date tied to your billing cycle, your water usage will be monitored over three consecutive months (billing cycles) between November and

March. The month of highest usage of the three will be eliminated. Water usage during the two remaining months will be totaled and divided by the total number of days in those two months. That water use average is then multiplied by 30.4, the average number of days in a billing cycle. The result is your new daily wastewater average (in gallons) that will be used during the coming year, beginning with your April billing date. Please note, however, your wastewater charge each month will be based on your new wastewater average or actual monthly water usage, whichever is lower.

Visit www.cityofaustin.org/water or call 494-9400 for the specific dates used to determine your wastewater average. Please have your utility bill handy for referencing.

AE Utility Bill Newsletter

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Educational Material



Residential Program Summary Water Conservation



INDOOR PROGRAMS

Free Toilet Replacements - Austin water customers who have toilets installed before 1996 are eligible to participate in the "Free Toilet" Replacement Program. Up to three free toilets per residence may be installed. In addition, a \$30 reimbursement (per toilet) will be made for installation by a licensed plumber.

Toilet Rebates

There are several options in our Toilet Rebate program. You may receive a rebate up to \$150 (including plumber's costs) when replacing a toilet that was installed prior to 1996 with a new qualifying HET toilet (see our list of eligible fixtures and models). Or, if you want to replace an existing 1.6 gallon per flush (gpf) toilet with a High Efficiency Toilet (HET), you may receive a rebate of \$50 per fixture. Also, a rebate of \$75 is available when replacing old-style (pre 1996) commodes with qualifying 1.6 GPF models. Valid for single-family residences, multi-family complexes and for new construction. Check our website www.WaterWiseAustin.org for applications, qualifications, guidelines and any other limited-time offers that may be available.

Washing Machine Rebates

New high-efficiency clothes washers are eligible for rebates of up to \$100. These washers use 15-25 gallons per load and replace old-style washers that can use up to 50 gallons of water per load! SPECIAL OFFER: May 1 - Sept 30, 2007, get an additional \$100 (\$200 total) rebate on selected models.

OUTDOOR PROGRAMS

Rainbarrels & Rainwater Harvesting

Specially designed rainbarrels that each hold 75-gallons of water are sold Mon. - Fri. 8:30am - 4:30pm at Waller Creek Center, 625 E. 10th St., Suite 615, and are distributed several times per year directly from our warehouse to Austin water customers and customers of MUD's that get their water from Austin. For customers who want a larger capacity system, rebates up to \$500 are available.

Irrigation System Evaluations

For customers who have in-ground irrigation systems and who use at least 25,000 gallons of water per month during summer months, or are new residents to their home, a licensed irrigator will come to your home, provide a free inspection of your system and give you a detailed report on how to make it as efficient as possible.

WaterWise Landscape & Soil Depth Rebates

Customers who would like to replace most of their grass with shrubs and trees may receive up to \$500 in rebates on their plants. Landscape plans must be pre-approved. Additional rebates of up to \$500 are available, primarily on new homes, increasing soil depth to at least six (6) inches. Check website for qualifications and details.

INDUSTRIAL / COMMERCIAL / INSTITUTIONAL

A variety of equipment and financial incentives (up to \$40,000 ea.) are available to businesses that want to reduce their water bills. Free and rebate tank-type and flush-valve toilets, showerheads, faucet aerators and pre-rinse spray valves, rebates on commercial clothes washers, rebates for replacing garbage disposals with scrap baskets, free landscape system evaluations, free whole-system surveys, employee training programs, awards and recognition programs and more...



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For more information, call 974-2199 or visit www.WaterWiseAustin.org

**City of Austin Water Utility
Water Conservation Program**
625 E. 10th St., Suite 615
P.O. Box 1088
Austin, TX 78767

Note: Details and programs in this flyer are subject to change without notice. Check website or call for most current information.



Free Water Conservation Services & Financial Incentives

Saving water in Austin makes good fiscal sense for everyone. By conserving water, we:

- Postpone construction of new water treatment plants and expansions to current plants.
- Reduce the demand for treated drinking water, particularly during the hot summer months.
- Essentially create a new water supply at no cost.
- Cut down on water waste by using only what we need.

Conserving water also decreases the energy needed for water treatment, pumpage and distribution, which in turn conserves fossil fuels and keeps our air cleaner. When YOU save water, you save on utility bills and keep water rates lower. It just makes sense.

The City of Austin offers a number of free water conservation services and financial incentives to its institutional, commercial, and industrial water customers both inside and outside the City limits.

Financial Incentives Include:

- Rebates of up to \$40,000 for special projects.
- Rebates for water saving modifications to lawn irrigation equipment.
- Rebates for toilets, clothes washers, and scrap baskets to replace garbage disposals.

Free Services Include:

- Free toilets, shower heads, faucet aerators and pre-rinse spray valves.
- Provide water conservation reviews of new construction and development plans
- Landscape irrigation system on-site evaluations.
- Whole-system water conservation surveys.
- Information on water-saving equipment.
- Employee training programs.
- Information on possible sales and property tax breaks.
- Awards and recognition for achievement.

For more info, call 974-2893, 974-3535 or visit www.WaterWiseAustin.org

**Austin Water Utility
Water Conservation Program**
625 E. 10th St., Suite 615
P.O. Box 1088
Austin, TX 78767



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Commercial Program Summary Water Conservation

Power Saver™ Program Saving Energy Together





Marketing of Programs

✓ Door Hangers

- Effective for “Free” Services

✓ Newspaper Ads

- Coupons & Coop Ads

✓ Austin Energy – Key Account Reps

- Sell Both Electric & Water Conservation Programs to Commercial Customers

Power Saver™ Program

Saving Energy Together



Door Hangers & Publications



Door Hangers

AUSTIN ENERGY
Introducing
Our New & Improved

POWER PARTNER THERMOSTAT
Free Offer! (a \$200 value)
Free Thermostat and Free Installation!

BENEFITS YOU'VE ALWAYS HAD:

- **COMFORT...**Wake and come home to a more comfortable house.
- **MONEY SAVINGS...**You save 10-20 percent on your utility bill, on average.
- **ENERGY SAVINGS...**You save energy when you're away or asleep.
- **HELPS THE ENVIRONMENT...**You join others to keep energy peaks down.
- **HELPS KEEP ELECTRIC RATES DOWN...**Austin Energy avoids the purchase of power and the building of additional power plants.

PLUS ● NEW GREAT REASONS:

- **EASY TO PROGRAM...**If you can set your alarm clock, you can program this.
- **SWITCHES FROM HEAT TO COOL AUTOMATICALLY...**This feature allows you to maintain a comfortable temperature.
- **ENHANCED DISPLAY...**Display includes a backlight and a filter change reminder.
- **24-HOUR MEMORY WITH ENERGY MANAGEMENT RECOVERY...**Thermostat remembers how long it takes to reach the programmed temperature for increased comfort and accuracy.
- **INTERNET PROGRAMMING CAPABILITY...**This feature will be activated soon.

These ENERGY STAR® rated thermostats are offered free when you agree to become a Power Partner and allow your air conditioner's compressor to be sequenced with others on very hot days so that it takes turns drawing power. The cycling off of your compressor will be for no more than 10 minutes every half hour. This is similar to your air conditioner's normal cycle, and is not noticeable. Designated cycling times are from June - September, 4 - 8 p.m., Monday - Friday (no weekends or holidays).

Thermostats are also available for your business facility.
Renters can obtain a rental release form from www.austinenrg.com to participate.
Visit www.austinenrg.com or call toll-free 1-877-549-2774.
Reserve your thermostat **TODAY!**

Starts 10/1/2006 Expires 1/31/2007

EXTRA \$50 REBATE!
HIGH EFFICIENCY COUPON

Replace Any Old-Style 3.5 to 5-gallon toilets with qualifying High-Performing High Efficiency Toilets (HET's), receive an extra \$50 rebate per toilet (up to 3 per home), above the regular \$100 rebate... (total = up to \$150 per toilet).

NOTE: Coupon must be submitted with your completed regular application and receipt(s). Some restrictions apply. See website for details: www.WaterWiseAustin.org

City of Austin Water Conservation Program
625 E. 10th St., #615, Austin, TX 78701
974-2199 --- www.WaterWiseAustin.org

Publications & Newspapers

Pow

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 5207 AUSTIN TX
POSTAGE WILL BE PAID BY ADDRESSEE

POWER PARTNER PROGRAM
C/O HONEYWELL DMC
PO BOX 14312
AUSTIN TX 78761-9859

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES





Lessons Learn

- Cross Promotions of Program a Natural!
- Provides a True Comprehensive Approach for Customers!
- EPA & DOE ENERGY STAR Program a Tremendous Resource
- Must Be Cost Effective Options!

Power Saver™ Program

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Questions?

Contact Information

Jerrel Gustafson

512-482-5387

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