Mission: SAFELY DELIVER CLEAN, AFFORDABLE, RELIABLE ENERGY & EXCELLENT CUSTOMER SERVICE
Clean Energy Goals in Austin Energy Generation Plan

Offset the carbon from 55% of our electric consumption by 2025.

800 MW by 2020; 900 MW of by 2025 savings from energy efficiency and demand response.

750 MW utility-scale solar + 200 MW local solar by 2025, including 100 MW customer-sited PV.

Local Storage 10 MW + 20 MW TES.

Net zero community-wide GHG emissions by 2050.

55%  900 MW  950 MW  30 MW  0 CO₂

As of 2016 this was 31%, an increase from 24% from the previous year!

*All subject to meeting Affordability Goals: <2% rate increase per year; AE rates in lower half of Texas utilities.
History of DSM Enabling Infrastructure at Austin Energy
### 2015 Monthly Average Residential Usage (kWh/Customer)

<table>
<thead>
<tr>
<th>Company</th>
<th>Usage (kWh/Customer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>El Paso Electric Co</td>
<td>638</td>
</tr>
<tr>
<td>Austin Energy</td>
<td>898</td>
</tr>
<tr>
<td>Southwestern Public Service Co</td>
<td>959</td>
</tr>
<tr>
<td>Green Mountain Energy Company</td>
<td>1,002</td>
</tr>
<tr>
<td>Brownsville Public Utilities Board</td>
<td>1,099</td>
</tr>
<tr>
<td>City of San Antonio - (TX)</td>
<td>1,151</td>
</tr>
<tr>
<td>Reliant Energy Retail Services</td>
<td>1,169</td>
</tr>
<tr>
<td>Texas</td>
<td>1,173</td>
</tr>
<tr>
<td>TXU Energy Retail Co LP</td>
<td>1,224</td>
</tr>
<tr>
<td>Southwestern Electric Power Co</td>
<td>1,230</td>
</tr>
<tr>
<td>Bounce Energy, Inc.</td>
<td>1,239</td>
</tr>
<tr>
<td>Bluebonnet Electric Coop, Inc</td>
<td>1,253</td>
</tr>
<tr>
<td>Nueces Electric Cooperative</td>
<td>1,263</td>
</tr>
<tr>
<td>Pedernales Electric Coop, Inc</td>
<td>1,274</td>
</tr>
<tr>
<td>Entergy Texas Inc.</td>
<td>1,299</td>
</tr>
<tr>
<td>City of New Braunfels - (TX)</td>
<td>1,337</td>
</tr>
<tr>
<td>Amigo Energy</td>
<td>1,354</td>
</tr>
<tr>
<td>Startex Power</td>
<td>1,357</td>
</tr>
</tbody>
</table>

The chart above presents the 2015 monthly average residential usage data for various energy providers in Texas. The usage values range from 638 kWh/Customer to 1,357 kWh/Customer.
What do Customers Want?

- Low Bills
- Comfort
- **Price** Choices
- Energy Choices
- Lifestyle options
- Convenience
  - Self or
  - Human interaction or
  - Both
- Value – products, services, relationships
- **Know my needs**
360 View of the Customer
.....Leveraging Big Data

More than electricity

Renewables

Delivery

Rebates

Billing
Demand Side Management Programs

• Incentives for all market segments, existing and new construction
• Low Income Multi- and Single-Family
• Direct installation
• Demand Response
  – BYOT and 1-way
  – Load Co-op
  – Emergency Response Service
  – Thermal Energy Storage & District Cooling

• Retail Partnerships
  • Engineering Support
  • Education and Outreach
  • Robust Green Building program
  • Behavioral programs
    • Austin Energy Tier Usage App
    • Commercial demand alerts
    • EV TOU pilot
  • 2015 IECC, amended

Total: 1,600 MW from 1982-2025

<table>
<thead>
<tr>
<th>Achieved from 700 MW savings from 1982-2006</th>
<th>Additional 900 MW of demand savings goal 2007-2025</th>
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Achieved from 700 MW savings from 1982-2006

Additional 900 MW of demand savings goal 2007-2025
Awareness & Education

- Increase energy efficiency
- Convert energy audits to rebate participation
- Implement benchmarking and disclosure
- Reduce carbon through conservation

Energy Conservation Audit & Disclosure

U.S. Building Benchmarking and Disclosure Policies

Austin first to address commercial, multi and single family sectors
What does this mean for Billy?


....Smaller Carbon Footprint.
• Family Owned Business – Storage Facilities

• 13 Facilities total
  – Built in 1967

• Renovations doubled the size while electricity bill stayed the same

BOTTOM LINE
......SAVINGS $$$
Optimize Customer Experience

- Leverage Big Data & Technology

  - Meet goals cost effectively
  - Reduce customer costs
  - Improve customer comfort
  - Provide value to utility
  - Enhance customer experience

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  - Reduce customer costs
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- Graph showing kWh over time:
  - No EE/DR
  - EE Program
  - DR Program
Contact Us

City of Austin\Austin Energy
Customer Energy Solutions

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Thank You!