

# **ENERGY EFFICIENCY AND CONSERVATION BLOCK GRANT (EECBG) - BETTER BUILDINGS NEIGHBORHOOD PROGRAM Final Technical Report City of San Antonio / CPS Energy**

**Award Number:** DE-EE0003569

**BBNP Name:** City of San Antonio, Texas

**Project Title:** City of San Antonio, Texas Better Buildings Program

**Name of Project Director/Principal Investigator:**

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## **Executive Summary**

The San Antonio Better Buildings Program is a unified single-point-of-service energy efficiency delivery mechanism targeting residential, commercial, institutional, industrial and public buildings. This comprehensive and replicable energy efficiency program is designed to be an effective demand side management initiative to provide a seamless process for program participants to have turn-key access to expert analysis, support and incentives to improve the performance of their in-place energy using systems, while reducing electrical energy use and demand. Energy cost savings are realized through the systematic evaluations of residential, building and industrial systems and the implementation of low-cost and no-cost measures targeted to improve building system operation and to reduce energy use and demand. The goal of the San Antonio Better Buildings Program was to educate, assist, and incentivize residential and commercial customers with energy conservation and to promote Green jobs and training. The grant funded program provided opportunities for home and business owners to lower their utility bills by providing them with the knowledge and resources needed to perform energy efficiency upgrades and retrofits. The grant also afforded the opportunity to grow the green jobs sector of the local economy by supporting specialized training. The focus on education and training were designed to allow the benefits of the grant to persist and continue to provide dividends well into the future.

The Energy Efficiency Conservation Block Grant Better Buildings Neighborhood Program grant provided four main products to meet the stated goals. First, it provided the funding for the creation and launch of a comprehensive awareness campaign to increase San Antonio citizens' understanding of the benefits of energy efficiency and provide information about the different options available to make these types of improvements. Secondly, the grant subsidized residential and commercial audits and evaluations to capture efficiency opportunities to save energy and money. Thirdly, it provided cash and loan closing incentives to reward homeowners and business for undertaking these improvements. Finally, the program provided incentives to local contractors to become RESNET & BPI certified, thereby growing the green workforce in San Antonio and expanding opportunities for local businesses.

The San Antonio Better Buildings **Institutional Design and Business Model** was a direct collaboration between the City of San Antonio and our municipally owned utility, CPS Energy. The federal program localized and branded to be the "CPS Energy Savers Program". The CPS Energy Savers Program **program design and customer experience** offered the following key attributes:

- Access to CPS Energy staff to deliver customized "energy concierge" services to provide a one-stop for program participants to have access to expert analysis, support and incentives to improve the performance of their home or business
- Comprehensive energy assessments and audits of residential and commercial structures performed by unbiased third party energy auditors. Assessments and audits identified whole house/building energy improvements.
- The CPS Energy Savers website was **driving demand** and acted as a program gateway and virtual "energy concierge" to engage participation and guide homeowners through the

program from start to finish. An online DIY home energy audit to enrollment to financing to post-retrofit processing. The CPS Energy Savers website allowed:

- The capability to inform the residential and business sectors on the benefits and incentives for program participants.
- Residents to use the online energy assessment DIY audit to analyze their energy consumption and obtain a recommendation for energy upgrades.
- Residents who took the online assessment received a \$5 rebate on their CPS Energy bill.
- Residential and business sectors could enroll online into the program.
- Participants could obtain a subsidized commercial or residential audit from the City's third-party auditor.
- To date CPSEnergySavers.com website has received over 127,126 unique visits.
- Other Marketing and Outreach Activities:
  - Marketing and Outreach Activities included: online, newspaper, television, radio, billboard, gas station cooler/pump topper ads, bus wraps and direct mail. All these media venues were driving customers to the website resulting in greater than expected participation tangible in the rate of expenditure of incentive dollars and the number of participants in the DIY on-line assessment.
- In addition to the CPS Energy partnered EnergySavers website, the City also undertook administration of the residential loan program which subsidized interest rate buy-down costs to homeowners who were credit eligible and were interested in making energy efficiency improvements that would meet or exceed 15% energy savings.
- Workforce development training was provided to residential energy services companies based in the CPS Energy service area to receive Building Performance Institute (BPI) and Residential Energy Services Network Certification (RESNET) training and certification and to support and promote CPS Energy Savers program



## **Project Results Summation**

<b>AUDITS</b>	<b>RESULTS</b>
Residential Audits:	2,567
DIY Audits:	16,331
<b>RETROFITS: Number of Commercial &amp; Residential Projects</b>	1,844
Total Estimated Savings All Projects (Kwh)	11,273,128
Total Estimated Savings All Projects (\$)	\$969,930.00
<b>Commercial Sector</b>	
Program Target: (1 unit=5000 sq. ft)	2000 units
Commercial Retrofits (5 Commercial/ 37 Municipal Buildings)	2079 units
Square Feet of Commercial Space Retrofitted:	10,395,648
Average Residential Customer Energy Savings:	15% or greater
<b>Residential Sector</b>	
Program Target:	1500 units
Residential Retrofits	1807 units
Average Residential Customer Energy Savings (portfolio basis):	15% or greater
<b>Loan Program</b>	
Loans:	84
Loan Capital:	\$1,246,716.00
Average Loan Customer Energy Savings:	24%
<b>Workforce Development</b>	
Total Number of Newly Certified Contractors:	39
Number of Contractors RESNET Certified:	29
Number of Contractors BPI Certified:	10
Total Amount of Incentives Paid:	\$58,739.00

# Final Technical Report

## Accomplishments

### WEBSITE

The CPS Energy Savers website's initial development was supported through the Better Buildings grant. This website was the cornerstone to program success and following the close-out of the grant the website has become the portal for all CPS Energy customers interested in energy efficiency programs and products.

### AUDITS

- A total of 2,567 residential audits were completed.
- A total 16,331 on-line DIY audits were completed by CPS Energy customers through the CPS Energy Savers website.
- The program's required form of entry was the DIY on-line assessment. Therefore all 1807 residential retrofits have completed the DIY assessment.

### RETROFITS

- A total of 1,807 homes were retrofitted to an average of 15% or greater.
- A total of 10,395,648 square feet of commercial space was retrofitted to an average of 15% or greater.

Economic Investment in the Community	
Total Program Project/Retrofit Costs	\$9,874,033.49
CPS Energy Rebates Allocated	\$1,475,881.00

### FINANCING PROGRAM (SOPO TASK 7)

- Energy Finance Solutions (EFS) (residential third party lender) reported 65 registered contractors.
- EFS's Energy's loan portfolio activity consisted of 84 loan closings totaling \$1,246,716 in loan capital (loan capital is funded by EFS) had been provided to customers who chose to implement energy efficiency improvements.
- This portfolio of homes yielded an average energy saving of 24%.

### REVOLVING ENERGY FUND

- The City of San Antonio Municipal Facility Retrofit program began in 2011 as a strategy to bring in-house expertise and momentum to establish continual energy conservation improvement for municipal facilities. Historically the City has made use of energy service companies (ESCOs) to manage conservation initiatives or loan programs to fund efficiency upgrades. However, the BetterBuildings funds enabled the Office of Sustainability to make use of grant funds to invest in efficiency projects and recover savings to fund future energy efficiency projects. This strategy was the genesis of the Office of Sustainability's "Energy

Efficiency Fund” that has laid a path for the City to fund ongoing energy conservation initiatives.

- The “Energy Efficiency Fund” is a financial mechanism designed to capture savings from all energy efficiency projects into a revolving account. Then funds are recovered to be reinvested in future energy conservation projects with a practical return on investment standard.
- San Antonio City Council approved the Energy Efficiency Fund and the formation of an Energy Management Division within the Office of Sustainability as an ongoing initiative within the FY 2013 budget. This action represents a long-term commitment by the City to pursue energy conservation.
- All current and future projects are to be funded using this financial mechanism; thus funding in-house personnel cost while incurring no debt. San Antonio is the only city in the State of Texas with such a fund in place and is one of only a handful in the country that declares to follow this model. This mechanism is truly an example of sustainability and is replicable in other cities to create a permanent source of revenue for energy and water initiatives.
- The Energy Management team was allocated an additional \$2,000,000.00 in BetterBuildings grant funding for building retrofits in thirty-two facilities and \$187,500 for retro-commissioning services at the City’s five largest energy-consuming facilities. Benefits include deemed energy savings equating to 5.5M kwh/year. Financial savings from retrofits and retro-commissioning efforts are expected to reach approximately \$535,000.00 a year. CPS Energy rebates in the amount of \$447,581.00 are to be allocated into the revolving energy fund for the implementation of future municipal facility energy efficiency projects.

## **FINANCIAL INCENTIVES**

- CPS Energy Savers was a key program that allowed customers to review all facets of their energy use and has made upgrades more affordable with significant financial incentives for both residential and commercial building energy assessments and energy improvements.
- Residential customers could select from two energy assessment options. The first option was a free DIY online assessment to self-evaluate energy use. Those who took the assessment received a free home energy report with recommended upgrades and a \$5 credit on their next bill. The second option was an in-home, professional energy assessment, rebated from \$200 down to \$25. The city provides a \$2,000 cash incentive for all homes reaching or exceeding the 15% retrofit target with funding in place for 750 incentives.
- CPS Energy Savers also offered significant incentives for commercial customers. By joining CPS Energy Savers, business customers could qualify for an additional 10% on top of the existing utility rebates. Additional benefits for commercial customers included a 75% cost reduction for both energy assessments and building retro-commissioning. Retro-commissioning—a systematic, documented process that identifies low-cost operational and maintenance improvements in existing buildings—can translate into significant energy savings for facilities. CPS Energy Savers paid 75% of the cost of a retro-commissioning study.

- Once an energy assessment was performed, commercial building owners could receive reimbursement for the full cost, if they implemented the two recommended measures identified in the assessment.

#### **WORKFORCE DEVELOPMENT (SOPO Task 4)**

- This training is intended to enhance the skills and certification levels of those working to improve residential energy consumption and conservation. Using a comprehensive whole-house approach, certified individuals will have the basics of building science and how to conduct home energy audits.
- City staff redesigned the “Green Contractor” outreach program to include the full-cost reimbursement. City staff aggressively marketed this new opportunity to contractor groups, realty groups and remodelers resulting in (39) thirty-nine certified contractors from twenty-one (21) residential energy services companies.
- A partnership with the Better Business Bureau was established to help participants find reliable and qualified contractors to complete energy improvements. CPS Energy Savers partnered with the local Better Business Bureau to help customers find and get bids from experienced and qualified energy efficiency professionals. Contractors had to be registered and licensed with the City of San Antonio, and those providing air flow services had to be approved by CPS Energy. With the Better Business Bureau encouraging use of these local businesses, CPS Energy Savers hoped to cement the city's efforts to create a new clean energy economy.
  - Total number of hours worked by 3<sup>rd</sup> party contractors is over 2600 hours
- The Workforce table below shows the total number workers trained and certified reported by the recipient and the number of active participating contractors

<b>Workforce Development Results</b>	
<b>Number of Certified Workers</b>	43
<b>Active Participating Contractors</b>	65

#### **TRANSITION TO SUSTAINABLE FUNDING PLAN (SOPO TASK 9)**

- CPS Energy and City staff has transitioned the program from a federally funded program to a locally funded program to be sustained by CPS Energy’s “Save for Tomorrow Energy Plan” funding.
  - CPS Energy’s Save for Tomorrow Energy Plan (STEP) is an aggressive energy conservation program. The goal of the program is to save 771 MW of electricity between 2009 and 2020. The total cost of the program for this duration will be approximately \$849 million with annual costs ranging from \$12.3 million to over \$77 million.

### **FORMALIZING PARTNERSHIP AND DRIVING DEMAND (SOPO TASK 3)**

The San Antonio BetterBuildings Program was driving customer demand via a robust advertising/media campaign and by formalizing strong retail and contractor partnerships. The continual demand for the program was apparent as actual results were greater than expected and demonstrated in the consistent expenditure of incentive dollars and the number of participants in the DIY on-line assessment. Contractors Partnerships: CPS Energy provided outreach and information to over 65 registered contractors to drive demand to the DIY on-line assessment.

- Retail Partnerships: Six Lowe's stores posted signage encouraging residents to complete the DIY on-line energy assessment "\$5 for 5 minutes". Six signs in each of the eleven area stores were strategically placed where there are energy efficiency related products.
- Online advertising resulted in over 1,847,782 impressions that sent traffic to the cpsenergysavers.com website
- Over sixteen-thousand DIY on-line assessments were yielded as a result of the multiple outreach and advertising methods.
- The graph above shows jobs created or retained. This information reflects reported hours worked per quarter directly funded by BetterBuilding Neighborhood Program funds, as well as hours worked administrating or working under projects funded by other federal funds and leveraged funds (i.e., state and local funds, utilities, financial institutions, private contributions, etc.). This includes, but is not limited to, administrative staff; consultants and contractors involved in the management or deployment of retrofit and audit activities.

### **Lessons Learned:**

- The importance of understanding regional differences in relation to energy efficiency programs: What may work in one market may not be applicable to the market being served that is why it is so important that the market be assessed in the pre-launch phase to better determine how program goals can be met (i.e. the demand for the installation of an air conditioning unit in south Texas may not meet the same demand in a colder climate area).
- Re-assessing how a minimum energy efficiency benchmark should be calculated based on different markets: Some markets are able to meet 15% energy efficiency with the implementation of one energy efficiency measure while in other markets, multiple measures must be implemented. Evaluate if it is cost effective for a customer in one market to make multiple implementations at a higher cost to reach 15% energy efficiency while another customer in a different market can make a sole implementation at a lower cost and reach 15% energy efficiency. Although, the program metric can be met in both markets when a retrofit is reported, the cost differential should be evaluated, since it will be the ultimate determinant of driving customer participation.

- Data collection is collected for less than a 3 year term: The Better Buildings Program was established for a 3 year term, which included the launching phase. Since the launching phase is a timely process due to finalizing contracts that may take between a 9 to 12 month time-frame, it is recommended that additional time be incorporated to the grant term outside of the launching phase with the intent of better assessing the amount of data compiled for these types of programs.
- Third Party Auditor: (1) Evaluate if hiring an energy auditor on contract suits the needs of your organization or if training a greater sector of the local contractor base to perform energy audits will generate a more turn-key process. If a market is interested in utilizing an energy auditor on contract, the grantee should evaluate the following items: (1) Review the financial position of the company and determine if the contractor has other jobs outside of the grant program that contribute to the company's cash flow. By evaluating the financial position of the contractor, the grantee will be better able to assess the company's financial capacity to sustain business operations in the interim of receiving payment for work performed. (2) Evaluate the business experience of the company in this type of industry and the current and historical jobs performed. Evaluating the business experience of the company will provide the grantee with the assurance that the energy auditor is knowledgeable of the work being performed. Additionally, analyzing the current and historical company accounts will enable the grantee to gain a better understanding of the company's ability to complete jobs in a quick turnaround time and identify if the company has the necessary staff to meet the needs of market demands. For example, if a company is too small and has a limited staff, this may result in a large demand of work orders that may not be able to be processed in a quick turnaround time and this could adversely impact the program by increasing customer cancellations.
- Contractor Training: If there is a commitment on behalf of the grantee to train contractors to be BPI and RESNET certified, the grantee should consider partnering with agencies that provide BPI and RESNET training along with on-hands software training of the RESNET software. The training should provide a general overview of the software with a focus on the program requirements for energy audits to ensure uniformity in the documentation provided by all participating markets utilizing RESNET software.
- Evaluate the option of partnering with an Energy Firm: Energy firms can provide the necessary software platforms and are readily available to provide services to the contractors and the Program Manager. The grantee should consider partnering with an energy firm that could train contractors on using the necessary software to drive program participation and assist the contractors and the Program Manager with real time data. The energy firm could also work collaboratively with the Utility Company to ensure that utility data and rebate information is readily available on the software platform.

- Communication and collaboration contribute to program success: One of the key factors in a program's success is effectively communicating with program partners. When we all have the same goal in mind, our collaborative efforts contribute to our ability to achieve results and impact our community.
- Increasing Financial Institution Participation: Provide financial institutions with the ability to incorporate energy efficiency improvements within their existing product offerings rather than having them re-create new product offerings, since this can be costly. Additionally, if financial institutions choose to participate in these types of programs without receiving federal funding, allow the financial institutions the ability to choose the amount of data that will be provided, since additional data collection would only add to their regulatory reporting.
- Program participation is driven from Contractors: Contractors meet with customers on a daily basis and are the best method of delivering the message to customers on these types of programs. They are the driving force that will make your program successful so ensure that they are provided with the necessary resources and tools that will enable them to service their customer base in the best method possible.
- Financing Program launched within a limited time-frame: The loan program was launched within a limited time-frame due to the RFP solicitation being a timely process, which resulted in financing being available to customers during only one high sales growth period. Once the loan program was in place and loan growth was increasing, the program needed to be scaled down due to the end of the grant term approaching. As a result, there was limited financing data generated for the grant term.
- DIY on-line audit tool: The City of San Antonio and CPS Energy found the DIY on-line audit tool an excellent way to engage customer interest and demand for the program. However this audit tool alone was not the most effective in convincing customers to proceed with installing home energy retrofits.

### **Challenges:**

- Selling energy savings: Energy savings is difficult to sell to customers who might not consider implementing energy efficiency retrofits due to the cost.
- Meeting the 15% energy efficiency benchmark to be program eligible: (1) In order for a retrofit to be counted it has to meet a minimum energy efficiency of 15%. For some markets, this measure is able to be met with the implementation of one measure while in other markets; multiple measures had to be implemented. Additionally, the cost of meeting the 15% energy efficiency standard increased the cost to the customer due to this benchmark accounting for more than one energy efficiency measure. Some customers gained a negative perception of contractors' selling more than one energy efficiency measure while in fact it was due to making customers program eligible.

- Lack of Training on RESNET Software: Contractors' wanted to perform energy audits to contribute to a more turn-key process, but due to their unfamiliarity with the software and lack of knowledge with the program requirements of how the documentation was to be generated, they felt discouraged to perform energy audits amidst being certified.
- Delay in launching the Better Buildings Program with a limited staff: One of the challenges encountered was due to launching the program at a later time-frame. Additionally, a high turnover rate due to the position being grant funded contributed to having a limited staff during the term of the grant.
- Encouraging Financial Institutions to Provide Data Collection: Financial Institutions were unwilling to participate in the interest rate buy-down and loan loss reserve initiatives due to the amount of data collection requested by DOE.

### **Program Sustainability Plans**

A key component to the City's grant proposal was the leverage of CPS Energy's demand side management programs. CPS Energy's Save for Tomorrow Energy Plan (STEP) aims to reduce the growth in demand by 771 megawatts (MW) by 2020 through a portfolio of rebate programs utilized during the grant period. CPS Energy will continue to pursue this ambitious goal by committing millions of dollars to develop new rebates and services and encourage residents to purchase energy-efficient appliances, improve residential heating, ventilation and air conditioning systems, upgrade attic insulation, and utilize programmable thermostats.

In October 2013, the previously grant funded DIY online evaluation was transitioned to filter and promote ideal candidates into CPS Energy's Home Manager system, a home area network system. The easy-to-use and cost-effective solution during the grant will continue to be the processing center for customers and direct them to the appropriate energy efficiency programs.

In July of 2013, Concierge staff began to take inbound troubleshooting calls for Home Manager customers. Using expertise gained through the home evaluation program, the Concierge can not only troubleshoot the Home Manager system but also provide suggestions for energy efficiency upgrades and information on rebates. The Concierge staff has begun post-installation call back mirroring the post-evaluation call backs during the grant period. This has increased customer satisfaction thus increasing the number of customers actively using the online portal for their systems.

In September of 2013, CPS Energy launched a new incentive program to reduce the amount of customers not making their appointments or rescheduling. This has reduced the no show rate from above 20% to an average of 14%. Mirroring the \$2,000 incentive for the deeper retrofits during the grant, CPS Energy will launch a summer incentive to increase the program participation rate.



## **Verification of Data**

The grantee has reviewed and verified the project data submitted in BBNIS). All retrofit data was reviewed and verified by grantee and administrative partner CPS Energy (with the exception of Do-It-Yourself or owner self-installed retrofitted projects). Any discrepancies in previously submitted reports were identified and updated in December 2013. Verification activities included reviewing program projects to ensure reporting project-level details, missing information, and corrections. All available utility data was submitted by December 2013. There have been no third party evaluations of the projects that occurred during the grant period.

## **Promising Practices and Developed Products**

The grant provided the cornerstone for several long standing **promising practices** and products listed below.

- i. The stand alone website created for energy efficiency has been a great success and will continue to showcase the STEP initiatives. The website was completed during the grant period and has been updated with new messaging as needed.
  1. CPSEnergySavers.com – is managed by Corporate Communications and maintained and developed by their outside agency The Atkins Group and Grey Company. The website will be a continuous process to update
    - a. The website has now been revamped to include residential and commercial energy calculators. The commercial section has been completely developed and transferred.
    - b. Videos for various STEP programs have been and will continue to be developed and added.
    - c. Customer Testimonials and Comment sections are scheduled to be added in FY14.
  2. Provides platform for energy relation education, information, and other resources.
  3. Provides one location for all program related
- ii. Residential Online DIY Audit software was renewed to continue providing customized suggestions for energy efficiency projects.
  1. Reconfigured to focus on ideal Home Manager customers. The results page and “Next Step” call to action will focus on Home Manager program then other energy efficiency rebates.
  2. Provides excellent filters for portfolio of programs
  3. Platform for sorting customer marketability based on housing and behavioral information.
- iii. Concierge - The concierge concept is another beneficial element to be tied into other STEP initiatives to achieve MW targets. The Concierge concept has transitioned into the Home Manager program to improve customer experience. The Concierge is being piloted to increase the number of applications into the program, reduce uninstalls, and to increase customer satisfaction with the program.
  1. Customer retention calls started in July 2013

- i. Since July the Concierge team has added customer contact where process gaps existed, identified uninstall reasons and process improvements from market, through enrollment, installation and post- installation.
- 2. Post-Install calls to start September 2013
  - i. Post-install calls for Program Portal set-up and explanation about conservation events and how to maximize savings
- 3. Renewed Outreach and Marketing
  - i. New brochures and “How to” one pagers to be created by October 2013
  - ii. Website revisions are in progress and will continue as needed
  - iii. Application and Confirmation have been revised based on customer feedback.
  - iv. Concierges have begun assisting in outreach efforts. Will begin to coordinate with HOA/NAs and other community organizations for outreach opportunities
- 4. Incentives have been utilized to increase participation as the concept was successful during the grant period.
  - i. First time Appointment Incentive – \$15 for each customer that keeps their original appointment without cancelling or rescheduling
  - ii. Summer Incentive - \$15 for customers that do not uninstall within the first 90 days
  - iii. 90 day Retention - \$15 used as a last retention effort for uninstall requests. Concierge will troubleshoot call first. Make recommended changes to programs or provide a house visit if necessary
- iv. Branding for the new energy efficiency website was developed utilizing the grant and a stepping stone. The branding has now been applied to all of the energy efficiency and demand response programs both commercial and residential.
- v. CPS Energy Savers employed traditional marketing and outreach—bus signs, advertising, and a dedicated website—to engage the San Antonio community. The majority of advertising was in English, but a portion of advertising was also in Spanish to assist in reaching the majority Latino population in San Antonio. Additionally, both the City of San Antonio and CPS Energy support staff were bilingual to assist and support Spanish speaking customers.

## Sustained Program Website



## BetterBuildings Program Showcases: Army Residence Community and Residential Customer Testimonials

### Army Residence Community

PUBLISHED ON TUESDAY, JUNE 11, 2013

#### **City of San Antonio Celebrates Completion of First-of-its-Kind Retrofitting Project at Army Residence Community**



The City of San Antonio, along with the U.S. Department of Energy and CPS Energy, officially announced today the completion of a retrofitting project at the Army Residence Community (ARC) and presented a check to the military retirement community for \$518,701 worth of incentives and rebates for energy-efficient retrofits.

The project, the first of its kind in the U.S., retrofitted 189 single-family units at the Army Residence Community through new insulation, replacement water heaters, Energy Star

refrigerators, A/C replacement, A/C duct sealing, weatherizing, and replacement of inefficient incandescent lights with LED. The project was funded by the City of San Antonio, led by its Office of Sustainability, using approximately \$400,000 in American Recovery and Reinvestment Act Better Buildings Grant funds the City received in June 2010. San Antonio is one of only 42 communities in the country to receive funds and is one of three in Texas. The City's investment leveraged jobs, reduced energy consumption and energy costs, and improved the comfort of residents at the ARC. "This project shows why San Antonio is an emerging leader in the New Energy Economy," Mayor Julián Castro said. "Through these innovative partnerships, we are adopting sustainable technologies and helping military retirees who have given so much to this country."

The U.S. Department of Energy praised the City of San Antonio and its partner organizations for its efforts to create a more sustainable community. It also congratulated the Army Residence Community for being a leader in sustainable practices and participating in this project that has created dramatic energy savings.

"Significant energy efficiency improvements can be achieved through partnerships such as this inspiring building upgrade project that helps our distinguished, retired war veterans here in San Antonio," said Danielle Sass Byrnett, director of the Better Buildings Neighborhood Program, Building Technologies Office at the U.S. Department of Energy.

"Everyone involved in the project set a goal of achieving 15 percent total energy savings per home through the installation of high efficiency features. This will allow residents to save energy, save money and live in more energy-efficient homes for years to come."

The Army Residence Community, nestled in northeast San Antonio, is one of the most distinctive active retirement communities in the world with more than 700 retired career military officers and their spouses, widows and widowers representing all branches of the U.S. military.

"We work hard every day to be the finest military retirement community in the United States. This initiative not only allows us to be a leader in energy conservation, but to be economically efficient and save our residents from ever-rising electricity costs," said Dave Fulbright, Army Residence Community chief operating officer.

CPS Energy, San Antonio's municipally-owned utility, worked with the Army Residence Community through its rebate program and identified the opportunity to partner with the City of San Antonio's Better Buildings Grant program.

"The energy efficiency measures reached in this community will ultimately result in lower energy consumption and bills," said Cris Eugster, executive vice president and chief strategy and technology officer. "We applaud ARC for its efforts, which align with our goal of reducing 771 megawatts of energy use by 2020."

## **CUSTOMER TESTIMONIALS**



# CPS ENERGY SAVERS

Learn smart, simple ways to save energy and money through a personalized program based on your home's specific needs.

*"You can look at energy savings as a community benefit because the more energy we save, the less pollutants are in the air and the less you have to rely on several different sources of energy."*

- John Keedy, Homeowner, Energy Savers Program Participant

**Measures:** *Heating and Air Conditioning Equipment.*

If you are interested, the do-it-yourself check-up and professional energy evaluations can help you improve your home's comfort and performance. We'll even provide access to rebates and incentives for bigger savings. For details, visit [www.cpsenergysavers.com](http://www.cpsenergysavers.com).

**Program:**

CPS Energy Savers Program

**Program Partners:**

City of San Antonio  
CPS Energy  
Energy Finance Solutions  
Broadway Bank

**Program Goals:**

The City of San Antonio's Office of Sustainability and CPS Energy have partnered to assist residential and commercial customers with low cost energy audits, financing options, and rebates for the installation of energy efficiency measures. This program is funded in part by the American Recovery and Reinvestment Act of 2009 through the U. S. Department of Energy.

[www.eere.energy.gov/buildings/betterbuildings/](http://www.eere.energy.gov/buildings/betterbuildings/)





# CPS ENERGY SAVERS

Learn smart, simple ways to save energy and money through a personalized program based on your home's specific needs.

*"I used to put my (home) air conditioning at 72 degrees for my home to get cold. Now, for the most part, it never goes below 76 degrees...and the cost has gone down. I tell everybody now to check out the CPS Energy Savers program."* - Delia Flores, Homeowner, Energy Savers Program Participant



**Measures:** *Attic Insulation, Duct Work and Window Solar Screens.*

If you are interested, the do-it-yourself check-up and professional energy evaluations can help you improve your home's comfort and performance. We'll even provide access to rebates and incentives for bigger savings. For details, visit [www.cpsenergysavers.com](http://www.cpsenergysavers.com).

**Program:**

CPS Energy Savers Program

**Program Partners:**

City of San Antonio  
CPS Energy  
Energy Finance Solutions  
Broadway Bank

**Program Goals:**

The City of San Antonio's Office of Sustainability and CPS Energy have partnered to assist residential and commercial customers with low cost energy audits, financing options, and rebates for the installation of energy efficiency measures. This program is funded in part by the American Recovery and Reinvestment Act of 2009 through the U. S. Department of Energy.

[www.eere.energy.gov/buildings/betterbuildings/](http://www.eere.energy.gov/buildings/betterbuildings/)





# CPS ENERGY SAVERS

Learn smart, simple ways to save energy and money through a personalized program based on your home's specific needs.

*"I didn't think there would be very many things caught in my home from the audit, but (the auditors) found that my home had a huge amount of leakage from a duct."*

- Jon Carlson, Homeowner, Energy Savers Program Participant



**Customer Information/Results : 2 story home (3,266 sq. ft.)**

**Expected Annual Cash Savings: \$505 • Total KWh Reduction: 17.72 %**

If you are interested, the do-it-yourself check-up and professional energy evaluations can help you improve your home's comfort and performance. We'll even provide access to rebates and incentives for bigger savings. For details, visit [www.cpsenergysavers.com](http://www.cpsenergysavers.com).

**Program:**

CPS Energy Savers Program

**Program Partners:**

City of San Antonio

CPS Energy

Energy Finance Solutions

Broadway Bank

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*"Along with information on my HVAC, I also received a complete report on other changes and improvements to do on my home to improve energy efficiency. This program provides great incentives to select higher efficiency systems and appliances to make homes more energy efficient."*

- Michael Zahn, Homeowner, Energy Savers Program Participant

**Measures:** *Heating and Air Conditioning Equipment.*

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