

➤ Single-Family Weatherization

A. Description

The Single Family Weatherization product targets income qualified customers who are receiving assistance on their energy bills. The product works with weatherization agencies and contractors around the state to provide this at-risk customer segment with free or low-cost home audits and electric and/or natural gas efficiency measures. Public Service offers significant rebates toward the incremental cost of these upgrades which include things like:

Natural Gas Measures

- Furnace efficiency upgrades
- Wall insulation
- Attic insulation
- Crawl space insulation
- Attic insulation for manufactured homes
- Water heaters
- Storm windows
- 1.5 GPM showerheads
- 1.5 GPM aerators
- 0.5 GPM aerators
- Air Sealing
- Thermostat Installation and Programming

Electric Measures

- Refrigerator replacements
- Electrically Commutated Motors (ECMs) (Only available in 2019)
- LEDs (A-19 and BR-30 bulbs)
- Cooling savings for building shell measures
- Water heater blanket
- Evaporative Coolers

In addition to these measures, a major focus of this product is customer education. Low-income auditors will provide educational materials, historical energy usage information, and bill analysis to these customers during the weatherization process to help them identify additional changes they can make in their day-to-day lives to further reduce energy use in their home. Furthermore, the implementer will offer educational workshops in collaboration with local housing authorities, and other engaged community organizations. Currently, the Company does not claim any energy savings associated with the educational component of this product; however, with the introduction of advanced meter interval data this may become a more viable option for behavioral savings or, at a minimum, enhance the existing workshops.

The Single-Family Weatherization product is delivered in partnership with a third-party implementer. The third-party implementer will work to secure public grants and private funds to

match with Public Service funds. They will also develop annual contracts with weatherization agencies in the Public Service electric and gas service territories. Processes for reporting measure detail, rebates, and measurement and verification (M&V) are managed by the third-party implementer.

B. Targets, Participants & Budgets

Targets & Participants

Energy savings and participation targets were established in partnership with the third-party implementer using historical product participation in 2016 and 2017 as a guide. Recommendations from the third-party implementer on expected workflow were also considered when developing energy savings targets and participation rates.

Budgets

Budgets for the product were developed based on the incremental cost of measures installed in low-income homes. The Company also allocated funds for necessary health and safety upgrades in special situations; these funds will be used at the discretion of the third-party implementer with proper documentation.

C. Application Process

Participating customers must receive residential electricity and/or natural gas from the Company and have a household income below 80% of the area median income (AMI), which varies by county. Customers will be informed of the Single-Family Weatherization product when they sign up for Colorado Low-Income Energy Assistance Program (LEAP), among other outreach avenues. LEAP qualification is, currently, at 165% below the Federal Poverty Level (FPL), while the Department of Energy's (DOE) Weatherization Assistance Program (WAP) allows for 200% FPL.

Once the customer's income and energy assistance status is verified, they will be qualified by their local weatherization agency, and the third-party implementer, to receive weatherization services.

D. Marketing Objectives & Strategies

The primary marketing objective of this product is to deliver energy savings which help low-income customers reduce energy costs and increase comfort in their homes. A secondary objective is to provide low income customers with access to materials and workshops educating them on the importance of energy efficiency and the value of taking action to improve efficiency in their homes. The Company will work with low-income providers, such as local weatherization

agencies and community organizations, to promote available services. Customers can find information on local weatherization agencies on Xcel Energy's website¹.

E. Product-Specific Policies

The third-party implementer will contract with subcontracted agencies to perform weatherization services. All contractors will be trained to follow BPI installation requirements for weatherization services. These contractors receive funding from the third-party product implementer and other state funding and have agreed to weatherize homes following state regulations and guidelines.

F. Stakeholder Involvement

When designing the product, the Company worked with external consultants to define energy savings measures to help customers save money on their energy bills, while also improving the comfort of their home. The product is delivered in partnership with federal, state, and nonprofit low-income weatherization organizations.

G. Rebates & Incentives

The Company will pay rebates toward the equipment and installation costs of predetermined electric and natural gas energy efficiency measures available to low-income, single-family customers. The Company will also pay for necessary health and safety upgrades associated with the installation of these weatherization measures which may include, fixing gas leaks, updating electrical, or adding ventilation.

¹ http://www.xcelenergy.com/Save_Money_&_Energy/Rebates/Income_Qualified_Weatherization_-_CO