



ENERGY EFFICIENCY AT HOME

Energy Home Improvement Rebates + Bill Savings = Happy Customer



PROGRAM: Home Performance with ENERGY STAR®

BUILDING TYPE: Two-story, single family house

YEAR BUILT: 1988

LOCATION: Austin, TX

UPGRADES MADE: HVAC system replacement; duct sealing replacement/redesign; weatherstripping around doors/plumbing penetrations; solar screen installation; attic insulation

Billy bought a 20-year-old home with the original air conditioning equipment. He noticed his house was uncomfortable and hot.

“We noticed a big temperature difference between the upstairs and the downstairs. The temperature was very uncomfortable upstairs. Our energy bills were extremely large, especially during the summer,” he explained.

As an Austin Energy customer, Billy learned about Home Performance with ENERGY STAR.

“That sounds like what we need to have done; make sure our air conditioning is working right, make sure we have the right insulation, that our house is not leaking air. It takes more than an air conditioning unit.”

Participating contractors, Austin Energy rebates and financing help get the work done.

When Billy contacted Austin Energy, he discovered the list of participating contractors ready to assist him with specialized expertise. These contractors conduct an assessment and make energy upgrade recommendations for each home.

“I felt like that was an invaluable resource,” he explained. “We talked with the contractor and he explained the rebate program through Austin Energy. It was a very simple process. They automatically applied all of the rebates and the loan. It was a pretty good deal. We got almost \$2,000 off the cost. Working with the contractor was really great,” said Billy. “They were very polite, very informative. As a homeowner, I think it’s important to understand what’s going on.”



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The contractor collaborated with Billy and Austin Energy to ensure the air conditioning system in the house performed well and kept the house cool.

“We looked at everything that Home Performance with ENERGY STAR addresses and put a list together,” explained the contractor. “We’ve got solar exposure, let’s do solar screens. We’ve got old equipment, let’s upgrade. The duct system is leaking, let’s weatherize this house and seal the ducts. Let’s weatherstrip the doors,” he continued, “We changed a lot of the duct design and how the air was delivered in the house. We insulated so once we cooled the house, we could maintain this temperature.”

Three months later... comfort and savings benefits

With improvements made, Billy looked forward to the results. “Since it’s all been done, it’s been great! During the middle of the summer, you didn’t want to be upstairs. It was very hot. Now, it’s very comfortable. We spend a lot more time upstairs,” he commented. “The bills are lower. Every month, it continues to go down. We are probably about half of what we were last year about this time, so I am very pleased.”

Austin Energy’s energy efficiency and satisfaction legacy

Billy’s experience with Austin Energy’s Home Performance work mirrors that of thousands of customers in the Austin area. “Dealing with Austin Energy was a positive experience. Austin Energy was very helpful along the whole way,” said Billy.

Austin Energy’s legacy of improving home energy efficiency spans 35 years. Customer satisfaction surveys regularly reveal customers pleased with their energy upgrades and the contractor performing the work.

Austin Energy Home Performance customers feel more comfortable in their homes with optimized HVAC systems that help the home reach peak performance and efficiency.



“I recommend Home Performance with ENERGY STAR because it makes your house more energy efficient, makes your carbon footprint smaller, you can help lower your bills...it just makes good sense.”

For more about how you can benefit from Home Performance, visit savings.austinenergy.com or call **512-482-5346**

