



# CUSTOMER FACTS

## Programs Available for Making Homes More Energy Efficient

Under Texas deregulation laws, investor-owned electric transmission and distribution utilities (TDUs) must meet at least 20% of their annual growth in electricity demand through energy efficiency programs developed to provide incentives to energy service companies for the installation of qualifying energy efficiency measures. The goal of these energy efficiency programs is to encourage customers to reduce energy consumption, peak demand, or energy costs. Several of these TDU-sponsored programs can help consumers pay for energy-efficient appliances, air conditioning and heating systems, and home weatherization improvements.

### Standard Offer Programs

The following entities are encouraged to market and/or install energy efficiency improvements/products in homes and businesses:

- Energy service companies
- Air conditioning dealers
- Insulation and lighting contractors
- Non-profit housing agencies
- Retail electric providers

The TDU's pay these entities for every kilowatt of peak electricity demand savings and every kilowatt hour of energy savings estimated for each type of energy efficiency improvement.

### Who is Eligible to Participate?

Customers eligible to participate in the incentive programs include any single-family, multi-family, or small commercial customer

located within a utility's service area. Renters may participate in the energy efficiency incentive program with their landlord's approval.

In order to be eligible for incentives, home improvements must produce measurable peak demand and energy savings and must exceed minimum efficiency standards. Each utility maintains a list of energy efficiency companies that they contract with for energy efficient improvements. These lists may be obtained by calling the utility or visiting its website. Consumers may also visit [www.texasefficiency.com](http://www.texasefficiency.com) for links to all of the participating utilities' energy efficiency websites.

### "Hard to Reach" Programs

At least 5% of each TDU's energy efficiency savings must be achieved through programs for "hard to reach" consumers, those with annual household incomes at or below 200% of federal poverty guidelines. The incentive rates for these consumers are about double the rates offered under regular standard offer programs and are intended to encourage total retrofitting of energy-inefficient homes.

### How do I sign up?

To participate in an energy efficiency program, visit [www.texasefficiency.com](http://www.texasefficiency.com) where you can find additional information on the programs offered and participating contractors.

### QUESTIONS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

**Visit:** [www.puc.state.tx.us](http://www.puc.state.tx.us)

**Email:** [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

### COMPLAINTS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

**Write:** PUC - Customer Protection Division

P.O. Box 13326, Austin, TX 78711-3326

**Online:** <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>