

PNM Energy Efficiency Programs

Presentation to MFA Act Oversight Committee

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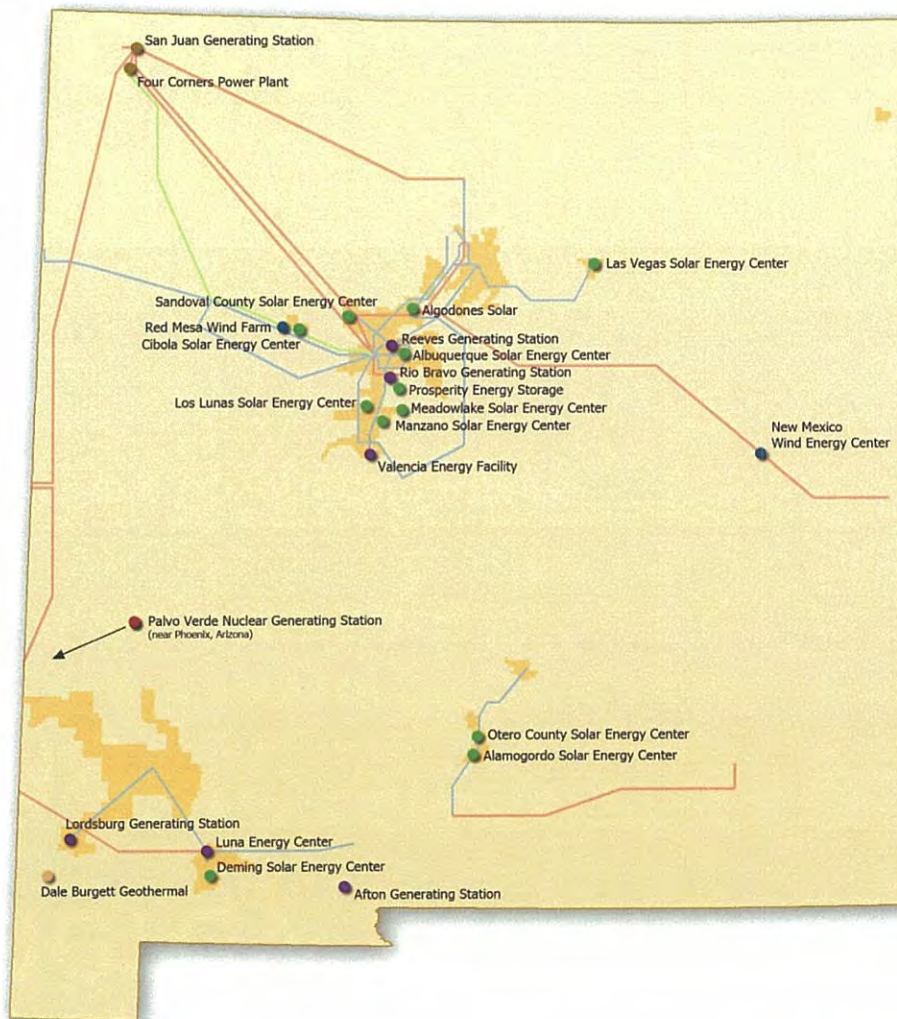
Talk to us.



PNM OVERVIEW – A TRUE NEW MEXICO COMPANY (FOUNDED IN 1917)



- Regulated utility focused on **Reliability**, **Affordability** and **Environmental Responsibility**
- Only NYSE traded company headquartered in New Mexico
- Employees over 1,500 employees
- Serving 512,960 customers in 40 communities
- 14,763 miles of transmission and distribution lines
- 2,707 MW generation capacity
- Top quartile reliability
- Affordable rates
- One of the top companies in the nation for diversity (Hispanic Business Inc.)



PNM ENERGY EFFICIENCY PROGRAMS

SAVING ENERGY, PROTECTING THE ENVIRONMENT

- The Efficient Use of Energy Act established energy savings goals for all New Mexico public utilities. First milestone savings goal: 5% of 2005 retail electric sales by 2015.
- All programs are funded by a line item on the bill and must pass a cost-benefit analysis
- First PNM Energy Efficiency Programs began in 2007

Since 2007:		
Residential and business customers have saved enough energy to power more than 146,000 homes	More than \$35 million in customer rebates paid through 2014	Programs have saved an estimated 527,032 metric tons of carbon dioxide & 375 million gallons of water

RESIDENTIAL ENERGY EFFICIENCY PROGRAMS

OVERVIEW

PNM makes saving money and energy easy with a variety of rebates, discounts and energy-saving tips for your home. Programs include the following:

- Energy\$mart Refrigerator and CFL replacement
- Home Check Up
- Think Energy! PNM Home Works
- Easy Savings Kit for Low Income Customers
- Refrigerator Recycling
- Home Lighting Discount
- Multifamily
- PNM Power Saver

Program details, rebate applications Policies & Procedures, and more are available at www.pnm.com/rebates-and-discounts

PNM AND NM ENERGY\$MART REFRIGERATOR AND CFL REPLACEMENT

PROGRAM OVERVIEW

PNM has provided funding to MFA's New Mexico Energy\$mart Weatherization Assistance Program. PNM's funding pays for the replacement of inefficient refrigerators and installation of CFLs. Since program implementation in 2009, we have achieved the following:

- Reached 3,939 low-income PNM customers
- Saved 309,840 kWh annual energy savings, which is almost \$35,000 saved on customers' bills last year
- Average funding per year is typically \$130K with a goal to replace 150 refrigerators and 2000 CFL's.

PNM's contribution is considered leveraged funding, so program participation varies depending on overall program funding.



Talk to us.



HOME ENERGY CHECKUP

PROGRAM OVERVIEW

- Program participants will sign up to receive home energy assessment and installation of small EE measures, such as CFLs, a programmable thermostat, and a low-flow showerhead (participant cost: \$40), plus access to rebates on ENERGY STAR appliances and efficient cooling equipment. Customers will also receive a customized home energy assessment report.
- Low income participants (who live at or below 200% of Federal Poverty Level) would receive a home energy assessment and direct installation of small energy efficiency measures, plus replacement of an older, inefficient refrigerator if the unit meets eligibility criteria. There is no cost to the participant. Participants would also have access to the additional rebates provided by the Home Energy Checkup.

BUSINESS ENERGY EFFICIENCY PROGRAMS

OVERVIEW

Provides rebates for energy efficiency projects to all PNM commercial, industrial, and government customers.

The PNM Business Energy Program consists of three components:

- Retrofit Program and New Construction
- PNM QuickSaver
- Building Tune-Up

Demand Response Programs Offered to Business Customers:

- PNM Peak Saver
- PNM Power Saver

How does a customer apply? Program details, rebate applications, Policies & Procedures, lists of approved Trade Ally contractors, and more are available at www.pnm.com/bizrebates

GOOD NEIGHBOR FUND

PROGRAM OVERVIEW

- The PNM Good Neighbor Fund is an emergency assistance fund for PNM customers facing an unexpected financial hardship due to an emergency situation. The PNM Good Neighbor Fund may be able to help cover part or all of a past-due PNM bill.
- Grant recipients must be income-eligible with proof of a qualified emergency situation that occurred within the last six months that has caused an unexpected loss in household income
- In 2014 PNM assisted 3600 low-income qualified customers totaling \$295,000 in funds.

Thank you



Talk to us.



APPENDIX

Think Energy! PNM Home Works

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Easy Savings Kit Program

Slide 11

Multifamily Program

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Refrigerator Recycling Program

Slide 13

Home Lighting Discount Program

Slide 14

Demand Response Programs

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THINK ENERGY! PNM HOME WORKS

PROGRAM OVERVIEW

- Think Energy! PNM Home Works provides educational in-class presentation and take-home energy kits that include small EE technologies, such as CFLs, LED, low-flow showerhead, and an LED night light.
- 50 elementary schools throughout PNM territory.
- 5500 students will receive a kit in 2015.



EASY SAVINGS KIT

PROGRAM OVERVIEW

- Offered to select residential and qualified energy assistance customers.
- Free Easy Savings kit via mail order or through agency partner with energy efficient technologies for installation and behavioral information to save energy and money

Kit Contents

SELECT ONE KIT OPTION FROM PNM

EASY SAVINGS® KIT 1

- 2 – 13-watt CFLs
- 2 – 18-watt CFLs
- 2 – 23-watt CFLs
- 1 – High-Efficiency Showerhead
- 1 – Bathroom Faucet Aerator



EASY SAVINGS® KIT 2

- 3 – 13-watt CFLs
- 1 – 9.3-watt LED
- 1 – High-Efficiency Showerhead
- 1 – Bathroom Faucet Aerator



EASY SAVINGS® KIT 3

- 2 – 9.3-watt LEDs
- 1 – High-Efficiency Showerhead
- 1 – Bathroom Faucet Aerator
- 1 – Kitchen Faucet Aerator



OTHER ITEMS INCLUDED IN EACH KIT

Digital Thermometer, Installation Instructions, Teflon Tape (for showerhead and aerator installation), Reminder Sticker and Magnet Pack, Survey and an Easy Savings® Quick Start Guide.



MULTIFAMILY PROGRAM

PROGRAM OVERVIEW

The Multifamily Energy Efficiency Program offers rebates to participating trade allies and PNM multifamily property owner customers to install energy efficiency upgrades in dwelling units and common areas. Eligible upgrades include

- high efficiency lighting and lighting controls
- space heating and space cooling equipment
- water heating equipment and controls
- faucet aerators and low flow showerheads
- refrigerators
- pool pumps

Select measures may be installed by a participating trade ally at no cost to PNM multifamily customers. Bonus rebates are available for retrofit projects achieving deep energy savings, and for properties serving low-income residents.

REFRIGERATOR RECYCLING

PROGRAM OVERVIEW

- Implementation date: 2007
- Customers receive a \$50 rebate, free haul away of appliance
- Limit two per residential account
- No limit for commercial accounts
- Call or go online for appointment
- 1-877-643-1956 or pnm.com/fridge

**GET \$50 FOR YOUR OLD FRIDGE OR FREEZER.
WE'LL EVEN PICK IT UP FOR FREE.**

Recycle your old working refrigerator or freezer and PNM will pay you \$50. You'll save up to \$20 a month on your electric bill. You'll do some good for the environment and your wallet.

Visit PNM.com/fridge for details, or call 1-877-643-1956 to schedule a free pickup.

This program is available to all PNM residential and business customers. Customers must own the unit(s) being recycled and the units must be in working order. There is a limit of two units per residential address, no limit on commercial accounts. Savings are based on an older refrigerator being recycled and not replaced.

HOME LIGHTING DISCOUNT PROGRAM

PROGRAM OVERVIEW

Retail program that gives customers instant rebates on CFLs and LEDs. CFLs use 75% less energy and last up to ten times longer than incandescents, and LEDs can last up to 25,000 hours.

- Over 160 participating retailers throughout PNM's service territory
- Typical incentive is \$0.90 per standard CFL and \$1.50 per specialty CFL; LED incentives are typically between \$2 and \$4 per bulb (average incentive: \$1.14)



HOME LIGHTING DISCOUNT PROGRAM

PROGRAM OVERVIEW



DEMAND RESPONSE PROGRAMS: POWER SAVER/ PEAK SAVER/

WHY DEMAND RESPONSE? TO REDUCE ELECTRICAL USE DURING PEAK SERVICE HOURS

- Power Saver Residential and Small Commercial
- Peak Saver Large Business >150kW
- PNM Demand Response programs when utilized can help relieve system constraints and help delay or eliminate the need for new generation.
- Demand Response is one of the most cost effective resources PNM can utilize while being kind to the environment.
- Demand Response program began in 2008
- Control Season runs from June 1st to September 30th
- Program can be executed 100 hrs a season up to 4hrs per event (Mon-Fri 1pm to 8pm)
- Customers must participate through the end of control season to get full incentives

