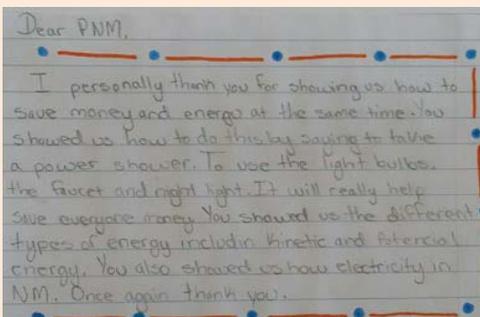


PNM celebrates 10 years of energy efficiency programs

The PNM Energy Efficiency program portfolio has expanded significantly since its inception ten years ago. New programs have been added and existing programs are continuously being refined to better meet customer needs. In honor of this ten year anniversary, PNM would like to recognize some of our most popular programs over the years and the implementers, trade allies, and participants who have made them so successful.



Programs that benefit our next generation

The PNM Home Works and Energy Innovation programs educate the next generation about the importance of energy efficiency by providing an energy-focused curriculum and assembly-style presentation, energy efficiency kit materials for elementary and high school students to install with their parents at home, and mini-grants for teachers who achieve the most student participation. PNM has distributed over 26,000 kits since 2014 and has achieved approximately 10 million kWh in energy savings.

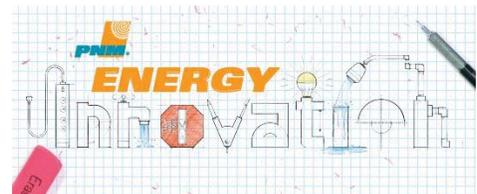


"...Santa Fe Public Schools thanks PNM for bringing exciting lessons to our fifth grade students and teaching them how they can make an impact in conserving our natural resources for a lifetime."
Jeff, teacher, Santa Fe Public Schools

"The students shared with me how much they enjoyed their session! We appreciate the time spent with our children."
Rebecca, teacher, Isleta Elementary School



Photo courtesy Albuquerque Journal



Energy efficiency 2007-2017 costs and benefits

(Residential and business programs)

Effective energy efficiency and load management programs yield savings from avoided fuel and capacity costs that are greater than the cost of the programs themselves and help utilities defer building new resources. The programs also provide environmental benefits from reductions in power plant emissions and water use. Jobs creation is an additional benefit.

Total Program Costs

\$186 million

Present Value of Avoided Costs

(Fuel and Capacity Cost)

\$411 Million

Total Cumulative Energy Savings

3,100 Gigawatt-hours = Energy used by
470,000 average homes in a year

Total Carbon Emissions Avoided

2,000,000 metric tons = emissions of
428,000 vehicles for a year

Total Water Use Avoided

913 Million Gallons



Programs that benefit those most in need

A significant portion of the PNM energy efficiency program portfolio focuses on low income customers. Over the past ten years, PNM has positively impacted thousands of income-qualified customers through installation of efficient lighting and other measures, ENERGY STAR refrigerator replacement, and providing full weatherization services in their homes. PNM typically exceeds the minimum 5% funding requirement on low income program offerings to reach as many customers as possible across the PNM service area through non-profit agencies, community outreach, and targeted marketing.



"Thank you for the beautiful fridge. Now my baby has cold milk!"

Although the PNM Home Works, Refrigerator Recycling and Residential Lighting programs are not characterized as low income specific, it is likely that low income customers have benefited from these programs as well. The paragraph below is an email from a PNM customer about her experience with our Low Income Home Energy Checkup program and having her old and inefficient refrigerator replaced. PNM has replaced over 4,800 refrigerators through our low income programs.

"Sometimes as a single mom it's hard to buy brand new things or even nice things for your house. So, you make do with what you have. I have taught my children to appreciate everything that they have in life and everything given to them. I cannot express to you the amount of happiness that they all had when they came home from school today. They were so excited to see something brand-new in our house that's going to work, that we don't have to worry about it breaking down or leaking or freezing over all our food and we have to thaw everything out for hours. We are so grateful and humbled by this experience and we appreciate all that PNM has done..." Robyn, PNM residential customer



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Energy efficiency 2007-2017 program participation

Refrigerators Recycled

77,868

School Kits Provided

26,359

Low Income Kits Distributed

64,446

Low Income Refrigerators Replaced

4,809

Home Energy Checkups Completed

9,678

High Efficiency New Homes Built

2,539

High Efficiency Lighting Rebates

10,880,941

Business Customer Projects Completed

2,237 small business projects

2,558 large business projects

Programs that benefit small business customers

The PNM Quick Saver™ program is an incentive program that has been offered since 2009. This popular program is included as part of the PNM Commercial Comprehensive program and is geared towards helping the small business customer reduce their energy costs. Unlike large businesses, the small business customer does not typically have the time or resources available to them and must therefore be more vigilant and strategic in how they operate effectively and efficiently.

By participating in the Quick Saver™ program, customers receive substantial discounts for efficient lighting and refrigeration equipment upgrades passed on to them through the trade allies who install these measures. To date, PNM has distributed approximately \$12 million in incentives through the Quick Saver™ program and achieved approximately 66 million in kWh savings.

For example, the PNM Quick Saver™ Program covered 100 percent of the project cost for the nonprofit First Nations Community Healthsource (FNCH) in Albuquerque. The project generated an annual energy savings of 78,853 kWh resulting in an annual monetary savings of over \$7,885. FNCH can put these savings to good use, providing an additional 80 homeless adults and/or children with dental care, providing 40 well-child/women's or men's health exams to those lacking insurance, or providing necessary medications for 160 individuals without insurance at no charge. The cost, energy, and environmental impacts from this project are described in First Nations Community Healthsource case study which is also included at the end of this report.

Programs for multifamily properties and non-profits

The PNM Multifamily program began in mid-2015 and was put into place to address a hard-to-reach segment which includes property owners and tenants of both market and income-qualified multifamily buildings throughout the PNM service area. Through this program, property owners and trade allies receive rebates for upgrading their buildings with efficient lighting, ENERGY STAR® appliances, efficient HVAC equipment and other custom energy saving measures in both individual tenant units and property common areas. The Commercial Comprehensive program has provided tax exempt participants including non-profits, schools, and government entities over \$6 million in incentives and energy savings of approximately 76 million kWh.



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A complicated program like Multifamily takes time, patience, and persistence to gain traction and positively persuade all stakeholders involved to see the long term benefits of upgrading old inefficient equipment. This program has achieved success through innovative and creative trade ally and incentive campaigns, cost effective and attractive incentive structures, consistent follow-up with property managers and owners, and streamlining online application and other administrative processes.

Included at the end of this report is a multifamily case study highlighting the Santa Fe Civic Housing Authority project. The cost, energy savings, and environmental impacts are described in detail in this case study.

Programs that support trade allies

Trade allies play a significant role in making PNM programs successful. To date, we work with a total of approximately 500 trade allies across many of our programs which include retailers, contractors, and home energy raters just to name a few. Partnering with these trade allies not only assists our customers in making smart energy efficient choices in their homes and businesses, but it also supports the businesses themselves.

“The ability to work with a talented network of trade allies is critical to the overall success of the PNM Business Energy Efficiency Programs. The trade allies exponentially magnify the efforts of our small office staff. It is difficult to put into words how much the programs have benefited from the knowledge, dedication, and relationships that the trade allies bring to the table. The programs and our communities would not have been able to achieve the energy savings and environmental progress without our state-wide network of devoted trade allies.”

Richard Snow, Marketing Specialist, DNV GL, PNM Business Energy Efficiency Programs Implementer

“Our participation as a Trade Ally with the PNM Energy Efficiency Business Programs has served our Company and Customers extremely well. We have nearly 20 Electricians and Technicians devoted to this program. Their efforts took off 7.5 Gigawatts from the grid last year alone saving our Customers \$750,000 per year in annual energy costs. These are savings they can use to hire new employees and expand their businesses. Without the support of PNM, many of these projects would not have come to fruition.”

Craig Shaw, Managing Partner, Bulldog Energy Solutions

Expressing our gratitude

PNM sincerely appreciates our customers, implementers, and trade allies and all other stakeholders who have made these programs so successful over the past ten years. We look forward to continued success now and in the future in keeping up with the ever changing energy efficiency industry by offering innovative and cost effective programs that benefit our customers, the environment, and the economy.



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