

## Efficient Energy Audits Made Easy



## Justin West, Account Manager



Justin serves more than 100 utility clients in his position as an Account Manager. His customers touch all market sectors ranging from Cooperatives, Municipals, and Investor Owned Utilities. He is a graduate of Georgia Southern University with a major in Business Administration, and a minor in Marketing. Justin brings a millennial's perspective on social media, mobile, and how utilities can brace for an exciting new era in communications.



- ▶ Industry leader since 1993
- ▶ SaaS provider focused on major utility initiatives:

Customer  
Engagement



Customer  
Satisfaction



Program  
Participation



- ▶ Headquarters in Atlanta



## Assured Customer Self Service



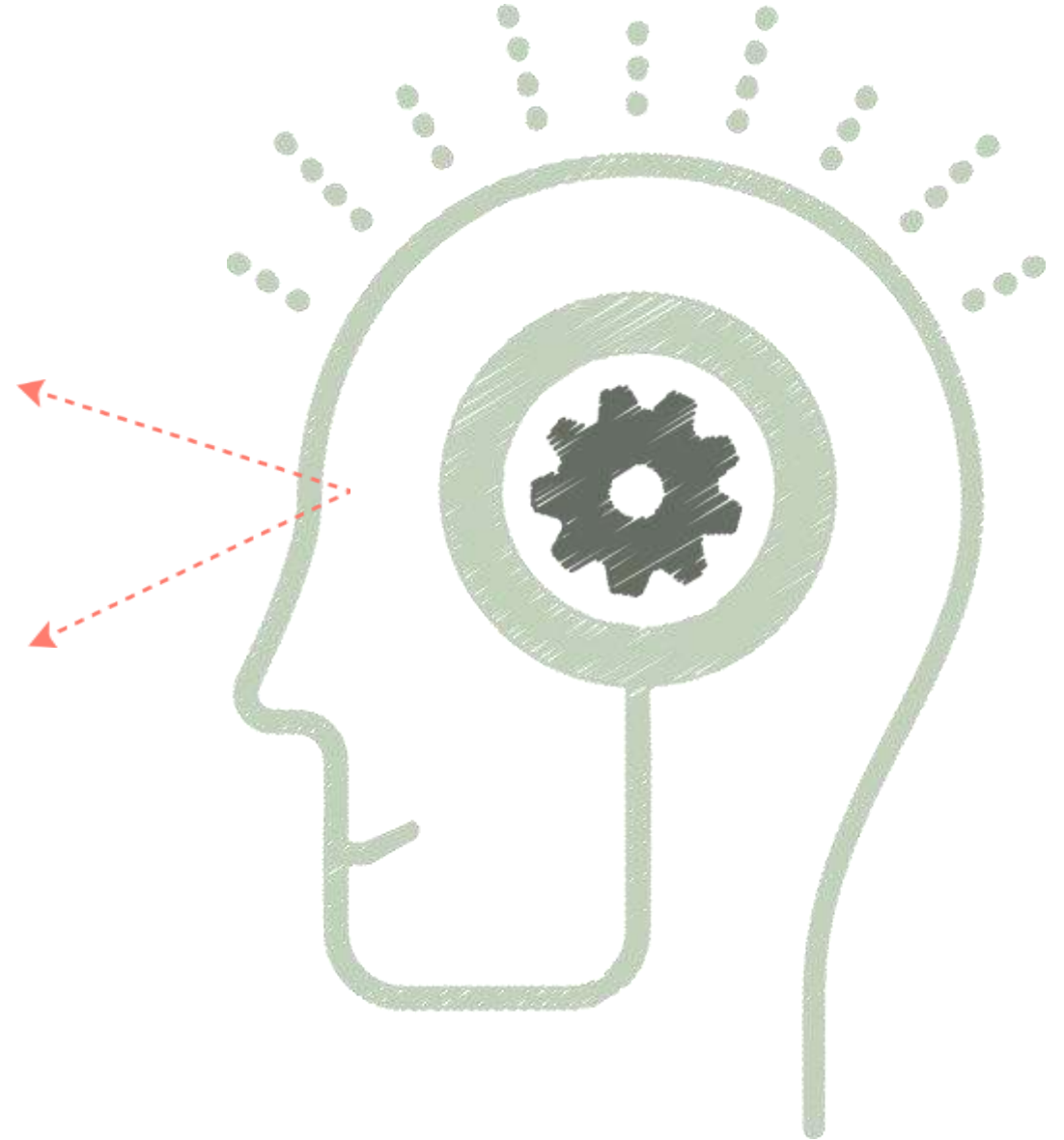
Proven Customer Engagement



Customer Satisfaction

## Agenda

- How it's used
- Results
- Field Audit Experience
- Benefits to the Utility and Customers



## Why do we do Energy Audits?



High Bill  
Concerns



Customer  
Satisfaction



Customer  
Education



EE & Sales  
Opportunities



Program  
Participation



Home Profile  
Data



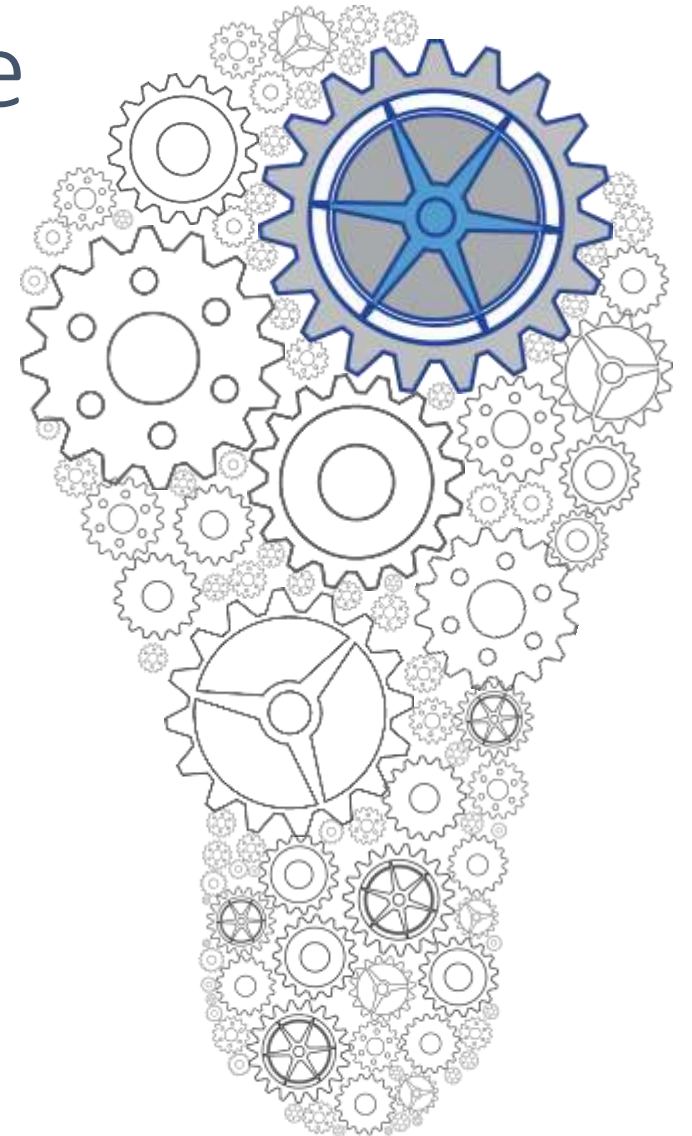


Your Trusted Partner in Customer Engagement

# Polling Question #1

## Customer Engagement & Influence

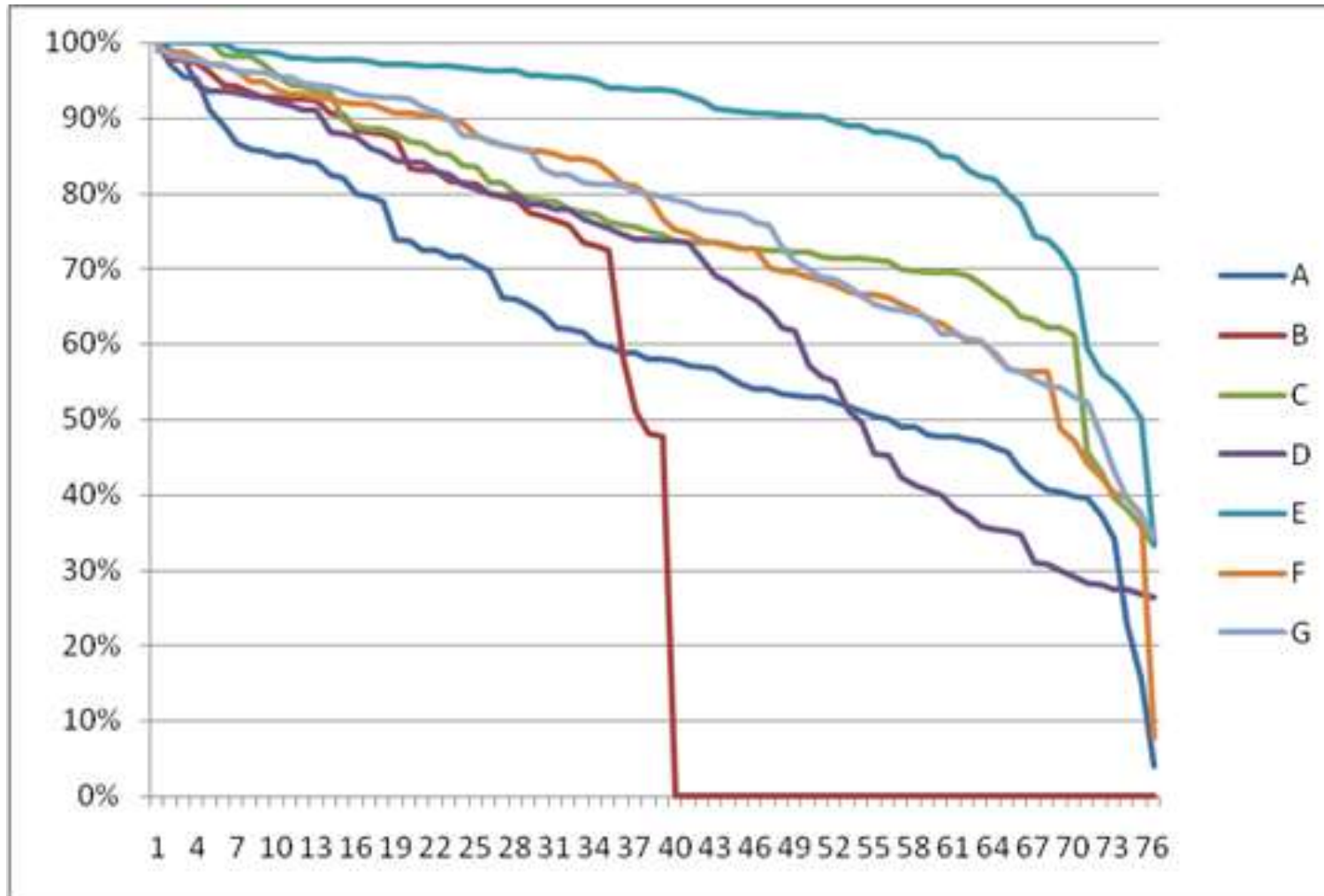
- Accuracy matters
- Customers are very suspicious of savings
- If you are going “broad and deep” beware





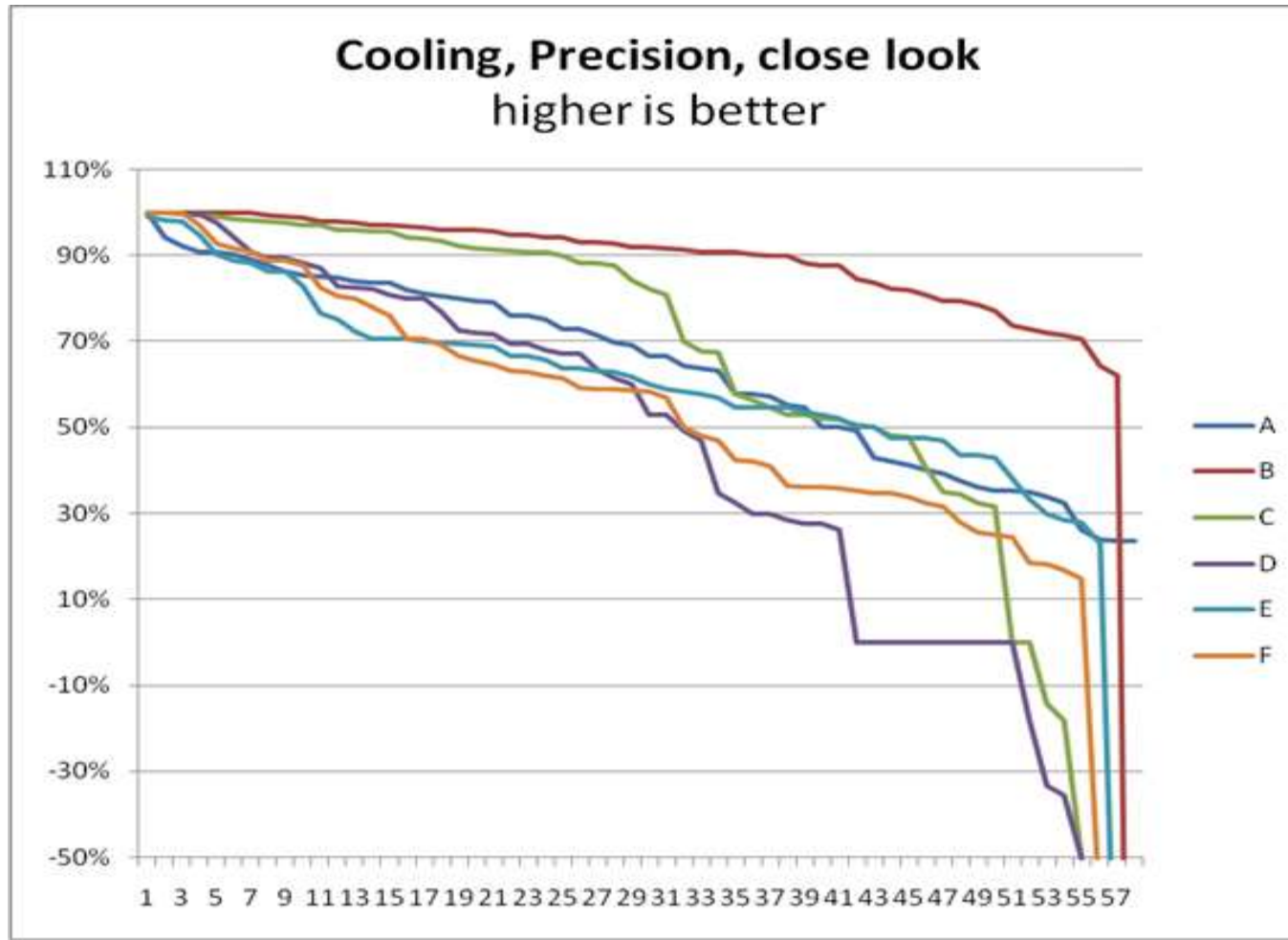
## Results from Test Bank 2 BESTEST EX - Heating

Apogee is Software Supplier E in this case



## Results from Test Bank 3 BESTEST EX

Apogee is Software Provider B in this case



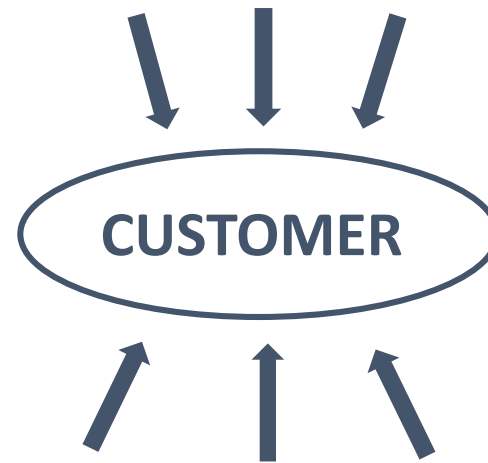
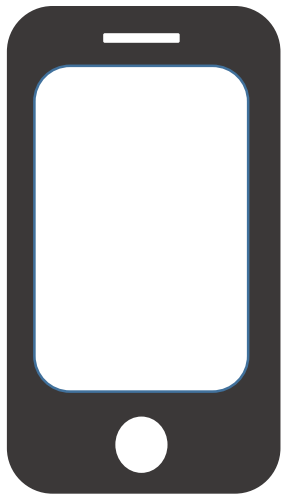
## Georgia Power Field Audit Experience

- Online Solution Usage began to plateau in 2009
  - 1,800 online audits
  - 3,400 in-home audits
- Led to the creation of the Field Auditing solution



## Georgia Power Field Audit Experience

- Selected Apogee to create the latest Field Audit solution for 4 reasons:



# Georgia Power Field Audit Campaign

- Launched a campaign to drive more traffic
- Included multiple marketing techniques



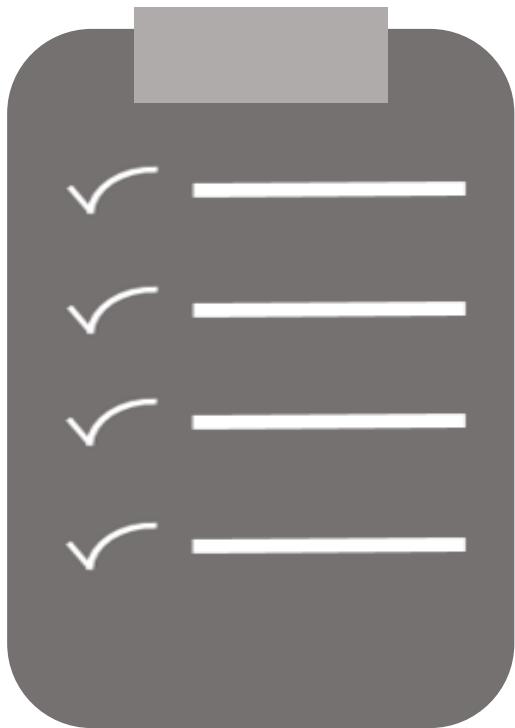
# Georgia Power Field Audit Results

- Apogee and Georgia Power worked together to track the results of the new solution
- The results showed:
  - From 2010 to 2012: 169,458 online Energy Check-Ups were performed
  - >15,000 in-home energy audits have been completed

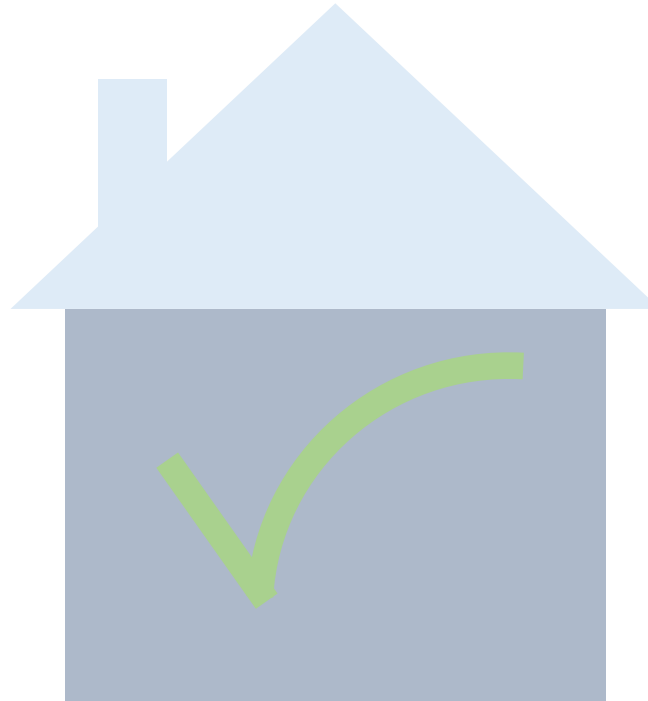


## Process of Tablet Solution

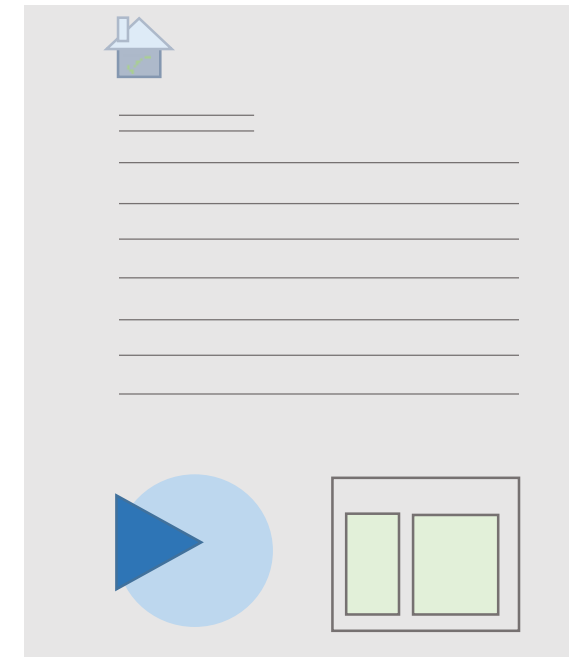
### ➤ Pre-Audit Screening



### ➤ In-Home Audit



### ➤ Post-Audit Review



# What is needed to run the software?

- Compatible with iPad, Tablet, or any standard laptop
- Optimized for:
  - Apple Numbers controls
  - Microsoft Excel controls



## Field Audit Experience



# Audit Report



**Congratulations!**  
Account Number:999604-001

Customer Name: JIM  
Date: 5/20/2015  
Record ID: 2887674

Thank you for participating in our Home Energy Improvement Program. We hope that you have found the in-home energy audit discussions helpful. We used the audit observations to prepare this written report.

This report provides specific measures you can take to reduce energy consumption and costs, and to improve comfort. Some of these ideas can be implemented today with no significant cost, while others do require an investment on your part.

Please use the information in this report as a guide to the amount of money you will probably save.

If you would like to speak with me further as you consider your energy savings opportunities, please do not hesitate to contact me at 502-633-4420, 1-800-292-6585, or email [Barbie@shelbyenergy.com](mailto:Barbie@shelbyenergy.com).

Thanks again for participating in the Energy Improvement Program.

## Summary of Your Home Inputs

**HomeType:** Single Story  
Built 2000 to Present  
1800 SqFt

**Occupants:** Home - 4 / Away - 0

**Comfort Settings:** Heating - 70°F / Cooling - 75°F

**Heating and Cooling:** Heating - Electric  
Cooling - Heat Pump

**Water Heating:** Electric

**Windows and Infiltration:** Double Pane / Average

**Refrigerators and Freezers:** Refrigerators - 1 / Freezers - 0  
Clothes Washer - Electric  
Clothes Dryer - Electric

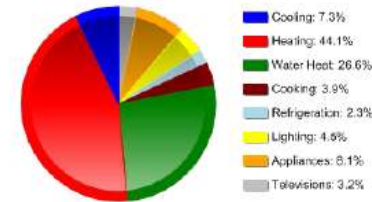
**Major Appliances:** Electric Dishwasher - Electric  
Cooking - Electric

**Major Electronics:** Televisions - 1

**Home Lighting:** 50% Fluorescent

**Pools and Hot Tubs:** Pool - No  
Hot Tub - No

## Annual Electric Cost



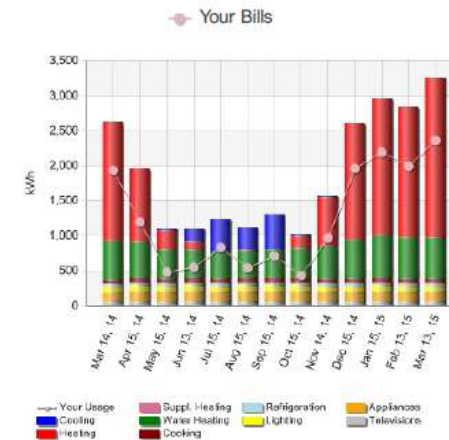
## Annual Electric Cost

	Actual kWh	Actual Cost
Cooling	1,510	\$157
Heating	10,043	\$955
Everything Else	2,708	\$443
Elec. Base Charge	N/A	\$122
<b>Total Per Year</b>	<b>14,261</b>	<b>\$1,676</b>
<b>Average Per Month</b>	<b>1,188</b>	<b>\$140</b>

## Other Appliance Breakdown

Other Appliance	Qty.	kWh	Electric Cost
DesktopComputer	1	146	\$16
LaptopComputer	1	29	\$3
LaserPrinter	1	140	\$16

## Monthly Electric Use



The purple line shows your actual billed costs or usage.

The colored bars show the estimated costs or usage broken down by end use.

Graph is for illustration only and does not reflect your actual usage.

Bill Date	Avg. Temp	Days	Cooling	Heating	Refrig.	Lights	Cooking	Water Heating	Dish-washer	Clothes Washer	Clothes Dryer	TV	Other Appliance	Actual Bill Total
Mar 13, 2015	26.9 F	30	0	2,277	41	79	68	592	13	13	91	56	26	2,364
Feb 13, 2015	33.7 F	30	0	1,866	41	79	68	588	13	13	91	56	26	1,998

## Personalized Recommendations

### What are my utility provided recommendations?

#### Dish Washer

Whenever possible, use the "air dry" option to dry dishes.

#### Office

Don't leave computers/printers/fax machines on all day. Power these appliances only when needed

#### Medical

Remove moisture with a dehumidifer. Use a dehumidifier in warm/humid months.

#### Pool

Reduce water temps when not in use.

Install a secure properly fitted insulated cover.

Your home meets or exceeds our recommendation.

#### Spa

Install timer on pool pump to cycle 6 hrs ON/ 6hrs OFF.

### What are some no-cost or low-cost recommendations for my home to lower my energy costs?



#### Heating Setting:

If you change your heating setting of all heating systems to 68F, you could save as much as \$82 per year.

Save Up To
<b>\$82</b>
per year



#### Cooling Setting:

If you change your cooling setting of all cooling systems to 78F, you could save as much as \$77 per year.

Save Up To
<b>\$77</b>
per year



#### Weatherize Your Home:

If you caulk around your windows and doors, make certain the weatherstripping on your doors and windows is tight, weatherstrip your attic door, and take other actions to seal your house further, you could save up to \$14 per year

Save Up To
<b>\$14</b>
per year

We offer a rebate of up to \$1,370 for qualifying energy-efficiency improvements through our Button-Up program. For more information, click [here](#).

# APOGEE®

Your Trusted Partner in Customer Engagement



## Benefits

### ...to the Utility

- Program promotion and participation
- Reduce costs
- Actionable recommendations
- Online database of audits
- Analytics

### ...to the Customer

- Increase engagement
- Energy education
- Program awareness and participation
- Increase customer satisfaction



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## Polling Question #2

## Questions