Efficient Energy Audits
Made Easy

Learn how to lower your electric bill and make your home more energy efficient!
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
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

Cooling, Precision, close look
higher is better
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: 1/20/2015
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 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 303-233-4420, 1-800-232-6589, or email: Barbara@shelbyenergy.com.

Thanks again for participating in the Energy Improvement Program.
# Personalized Recommendations

**What are my utility provided recommendations?**

<table>
<thead>
<tr>
<th>Dish Washer</th>
<th>Whenever possible, use the &quot;air dry&quot; option to dry dishes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>Don't leave computers/printers/fax machines on all day. Power these appliances only when needed.</td>
</tr>
<tr>
<td>Medical</td>
<td>Remove moisture with a dehumidifier. Use a dehumidifier in warm/humid months.</td>
</tr>
<tr>
<td>Pool</td>
<td>Reduce water temps when not in use. Install a secure properly fitted insulated cover. Your home meets or exceeds our recommendation.</td>
</tr>
<tr>
<td>Spa</td>
<td>Install timer on pool pump to cycle 6 hrs ON/ 6hrs OFF.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Heating Setting</th>
<th>If you change your heating setting of all heating systems to 68F, you could save as much as $82 per year.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooling Setting</td>
<td>If you change your cooling setting of all cooling systems to 78F, you could save as much as $77 per year.</td>
</tr>
<tr>
<td>Weatherize Your Home</td>
<td>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.</td>
</tr>
</tbody>
</table>

We offer a rebate of up to $1,370 for qualifying energy-efficiency improvements through our Button-Up program. For more information, click here.
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
Polling Question #2
Questions

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