# Are Field Audits Dead?

K.P.

UDITS

Presented by Susan Gilbert, CEO Joel Gilbert, P.E. Chief Software Architect



## **APOGEE PRESENTERS**



#### **Susan Gilbert**

**CEO & Co-Founder** 

A career motivated by a passion for energy stewardship.

Driven to leverage technology to help customers understand and better manage energy.



#### Joel Gilbert, P.E.

**President, Chief Software Architect** 

Leads Apogee's accomplished team of engineers, data scientists, analysists, and researchers.

Responsible for applying highest standards of excellence in building science and engineering, applying artificial intelligence and predictive analytics to build strong customer relationships.

#### "Moving from anecdotes to analytics!"



Microsoft c e r t i f i e d Partner





# AGENDA



**Targeting** for efficiency *and* cost effectiveness



You CAN effectively audit **without** visiting homes

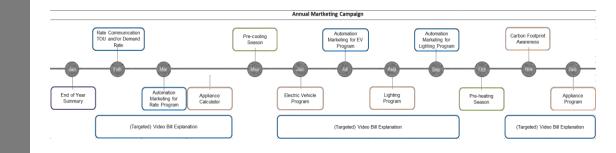








# **New frontier** of home diagnostics





# **Evolution of Health Care**

# **Traditional**



# **Early Use of Technology**

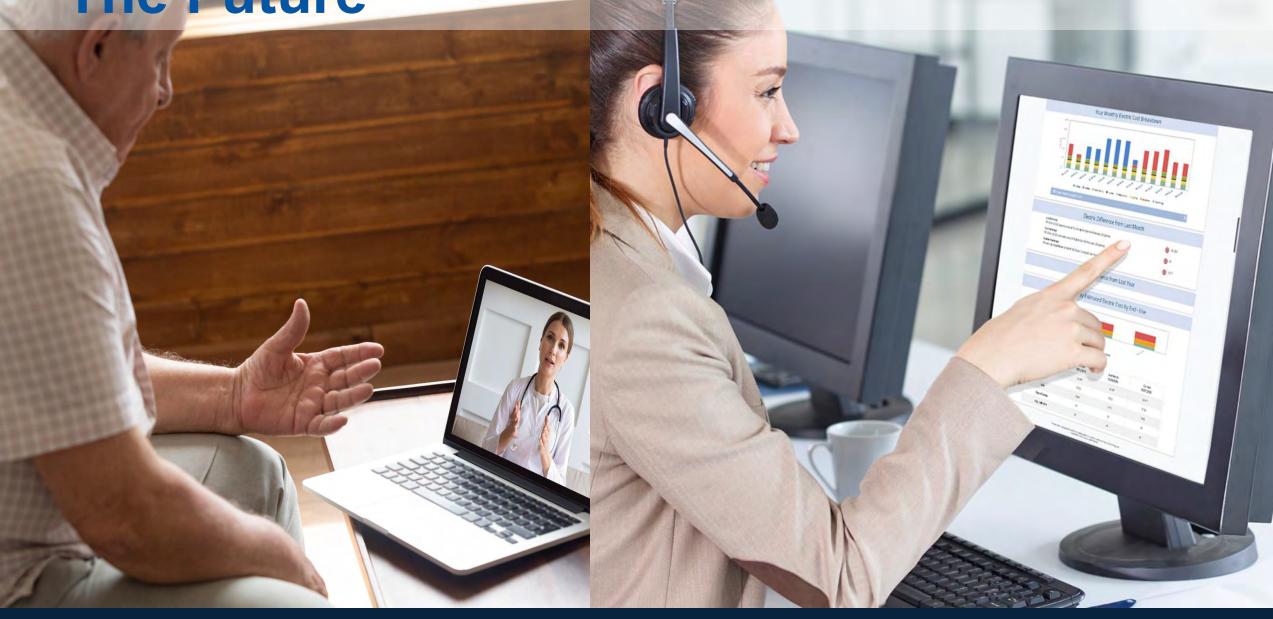




5



# **The Future**





# How It All Began...



# **1973** and **1978** Oil Embargos



# **1977 Jimmy Carter's Fireside Chat**



# ...43 Years Ago

- Energy independence is the *"Moral Equivalent of War"*
- Established Department of Energy
- Formed the National Energy Policy act of 1978 which...
  - Launched the Residential Energy Conservation Program (RCS)...
  - Mandating IOUs do free audits



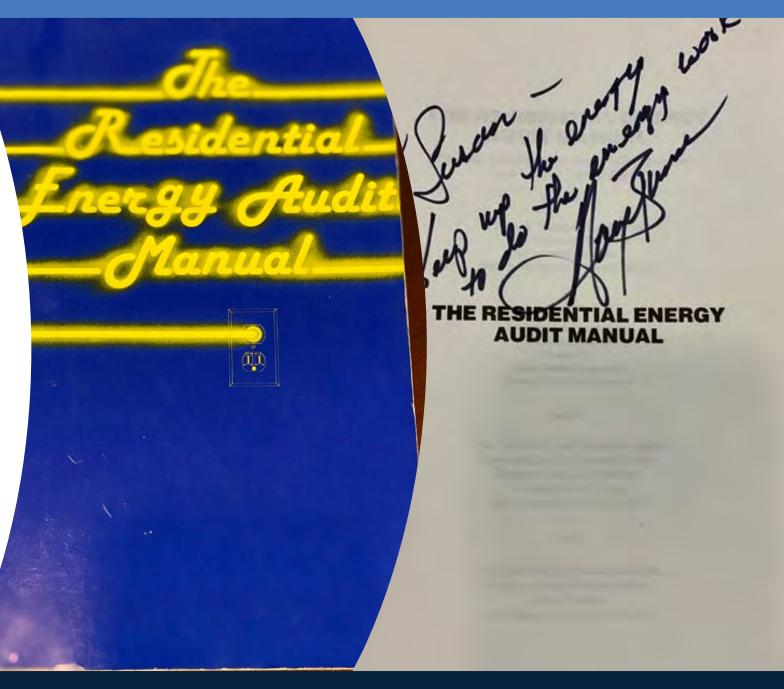
Thousands of energy auditors trained

Pictured, the 1982 RCS Auditing Class: (front row from left to right) Bob Floyd, Dan Evans, Al Harwick, Jane Holden, Kate Weber, Debbie Ziccone, Kelly Gordon, and Donna Walker; (middle row from left to right) Charles Segerstrom, Mike Wightman, Charles James, David Missall, Denny McKee, Thomas Harrington, Ted Pearce, Ethel Cappelluti, Pete Niewieroski, and Roger Dent; (top row from left to right) Charles James, Brien Carlson, Al Harwick, Bill Wallace, and Duane Larson.

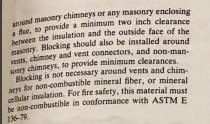


## Tools of the Trade

- Our Bible
- Mine Signed by Project Manager Gary Bunce



9.3b CEILING INSULATION 25



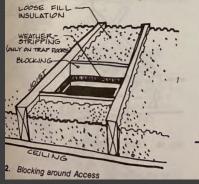
#### **Electrical Hazards**

Before installing attic/ceiling insulation, note any frayed or deteriorating wiring. If the wiring is in satisfactory condition, the installer must still take care not to cut or stretch it while installing the insulation, and not to trip over wiring stretched across the floor joists

Wiring in need of repair should be referred to a certified electrician.

#### Access Panels/Stairways: A Special

Access panels, with or without retractable ladders. hould be insulated. Access panels without a retractble ladder can be insulated on the attic side. Install permanent blocking around access panel enings and any bathroom, kitchen, and laundry nts which open into the attic, if the insulation will installed at levels exceeding their height.



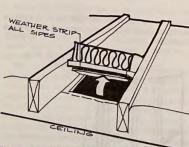


Fig. 13. Insulate Access Panel

Rigid board or blanket insulation may be installed on the conditioned side of access panels with r tractable ladders. If insulation is installed on the co ditioned side of the access panel, a finish materi (such as gypsum board) should be attached, for ae thetic reasons, and for protection of the insulatio If rigid board is used, the finish material should me fire codes.

To reduce air infiltration, weatherstripping shou be installed along either the perimeter of the acce panel or to the frame which it fits into.

ALTERNATE OVERHEAD COVER

Fig. 14. Insulation on Retractable Stairway

ALTERNATE &

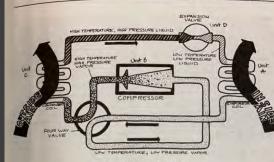
INGE 3

BOX ATTACHED STAIR COVERS A

FACES OF RIGID

FOAM INSULATION

COUNTERSP



Flg. 4. Heat Pump-Cooling Cycle

except now the flow through the finned heat exchanger coils is reversed by the four way valve. The ction of the two coils is interchangable. This reversal is possible because both of the finned heat exchanger coils are similar, and can function as either a condenser coil or an evaporator coil.

an evaporator coil. As a fan draws the outside air across the evaporator coil (Fig. 5), the "cold" refrigerant (10-25° Fahrenheit below the outside air ter

finned heat exchanger coil, which now functions a

things around one or more flues. Vents, in residences

generally carry room-temperature air which has been

ninated by cooking and other activities to the

opening within the structure itself-the chimney of ireplace for example or kitchen range hoods.

6.6 DETAILS OF SYSTEMS: HEAT PUMPS 147



not tight, air can also pass space into the attic. The problem is comby the fact that in order to reduce fire insulation must be kept away from the fixvistence of an air passage and the absence insulation can create a wide-open pathway for tion, and severely reduce the cost-effectiveadding insulation in other parts of the attic.



an area should be insulated. If there is no closure, the movement of air through the wide open space

for both heating and cooling.

The introduction of warm air into the attic during winter has two harmful effects. First, the warm air heats the attic, wasting heat The second effect of air leaks is to carry moisture from the home into the attic; the cold roof surface can condense this water vapor, which may cause damage to the structure. The openings around vents and flues (where they pass through floors, walls and ceilings) have been discussed. An additional problem, however, is the

#### An unconditioned attic may have a trap liding cover, a hinged trap door with a folding ladder, or no cover at all. In some older homes, where the attic was used for storage, as well as in homes in which the attic is "finnished off" and med, the attic is often reached by a set of stairs with a door at the top, the bottom, or both. The auditor should check the tightness of the fit of whatever attic entrances are encountered. If the closure separates a conditioned space from an unconditioned space, it should be checked to see if it is secure. In regions with high heating demands, such

can be significant, constituting a serious energy drain Fig. 28, Fireplace/Heat Loss

**Five-Day** Auditor Training

- Heat Transfer
- Conversions
- Building Envelope
- Mechanical Systems
- Special Problems
- Conservation Measures
- Cost & Savings Analysis
- Solar & Wind
- Putting It All Together

# In the 1980s...

- Auditors carried phone modems
- Called computers to create audit reports
- Customers were impressed!





# Software Enabled In-Home Audits

- Efficient
- Involved Customer
- Instant, Impressive Report
- Profile Data Available:
  - For Mining
  - For Following up



# In the 1990s...

# Advances in **Technology**





### HOT attics are **BAD**...

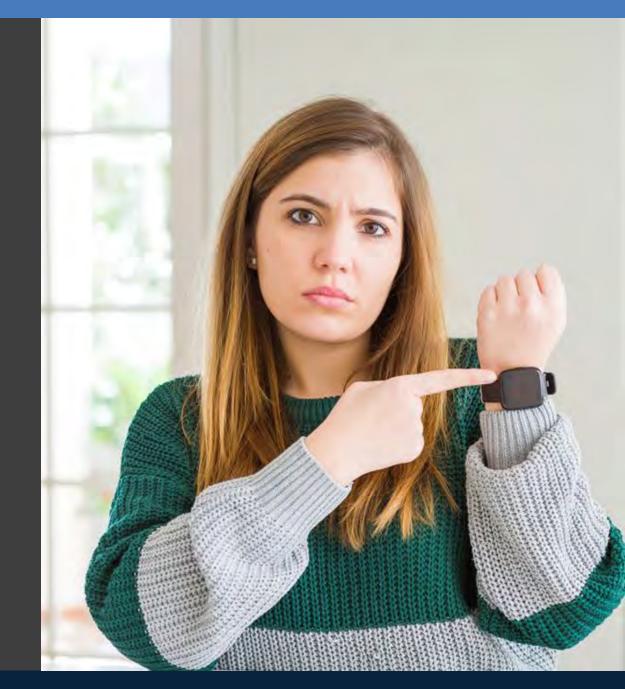


### **DANGEROUS!**

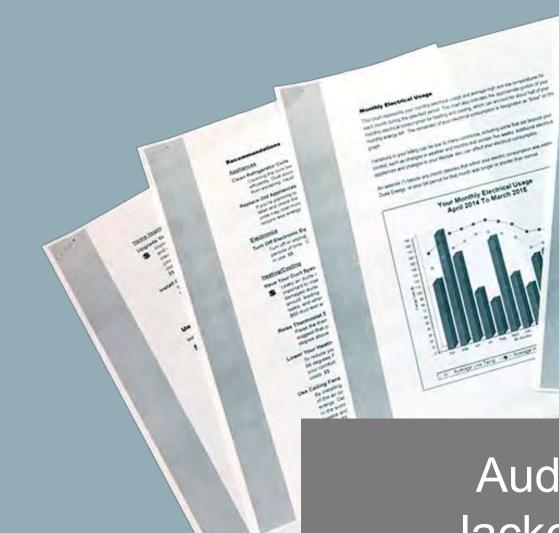


# Reasons for *NOT* Doing Field Audits

- Dangerous
- Too Expensive
- Hard to Prove Cost-Effective
- "One-&-Done" vs. Ongoing Engagement
- Don't Impress Customers
- Especially if they had to Wait







#### mill Southy prove by a STREETERSBURG PL 10101 10.75 There you for lawy the first step toward energy effort And the second s more Energy Own propert. As part of the more if Property many makager, if you hore and so of

Manager Street

and the in the attached report. The list of relations reports that over line will help you report that per savings the site have provided suggestions that economisters are load being by proce a For articipy savings frame recommend

Have Your Durit Games Organity Your Calling Insula Hans Dermontal Belling Une Desire Farm to Sta Palai CFLA

### Audit reports lacked appeal









# ...going the way of the Dodo Bird

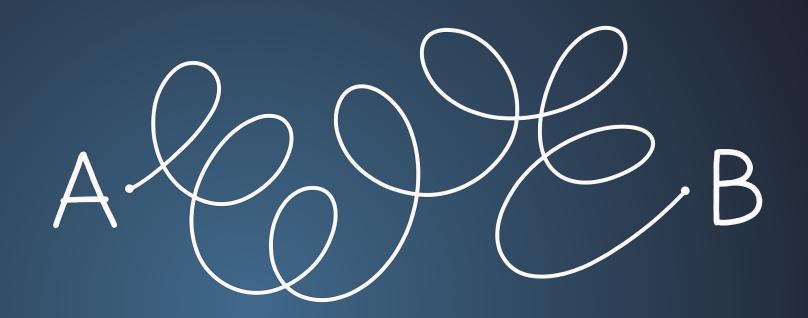




## Creating Efficiency

in the

Energy Efficiency Business







# Which Homes Get Audited?

 One calling about high bills?

or

- Ones identified as high potential?
- Ones likely best program candidates?



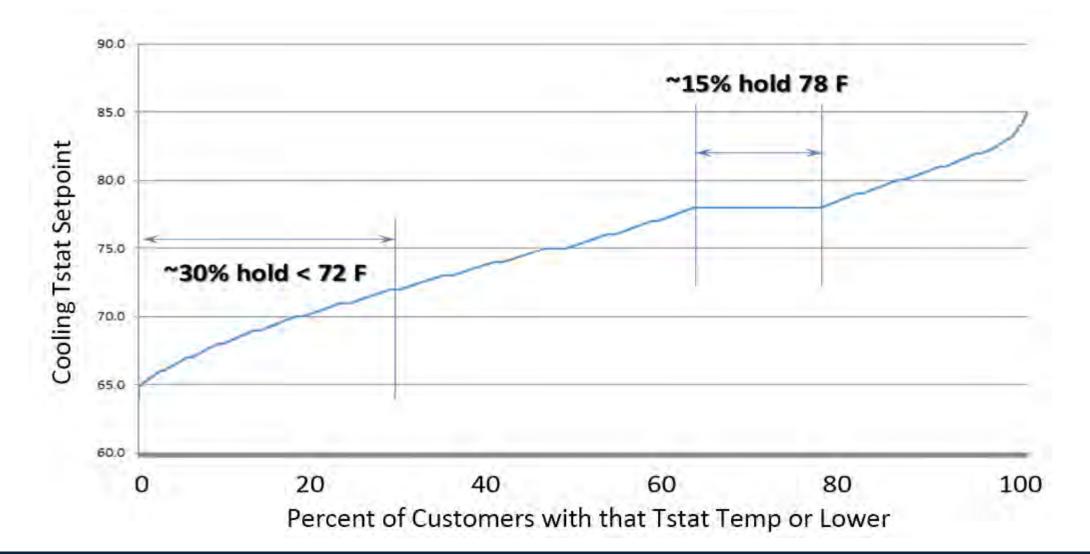
# **Analysis Enables Targeting**





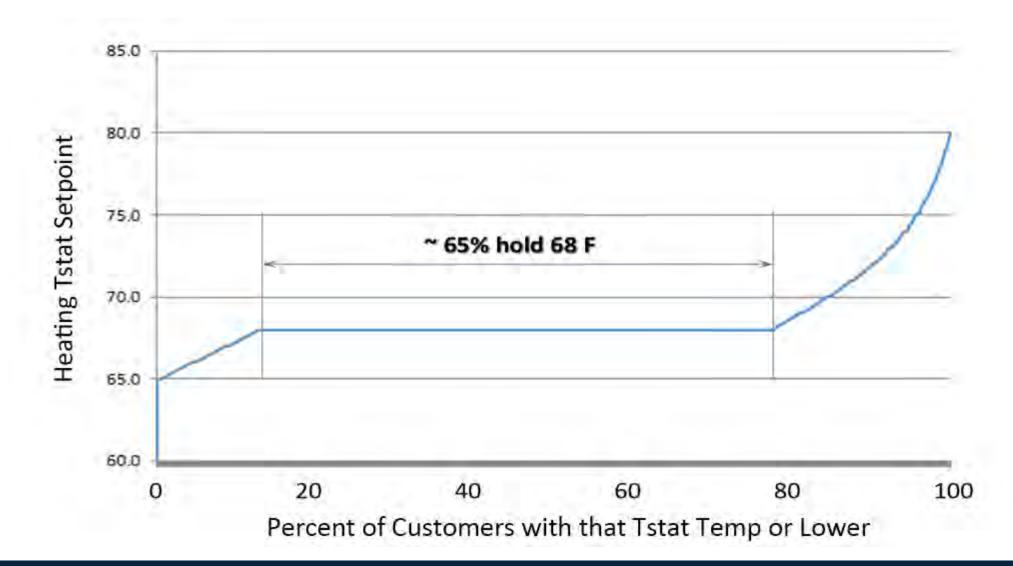


#### 600,000 Customer's Summer Calculated Thermostat Settings





#### Same Customer's Calculated Winter Thermostat Settings



# Use Analysis Not Automobile

- Answer 6 Questions
- Run Analysis
- Problem Revealed
- Look Closer...

	D 3456	Get Profile		Or	Load Audit	Form:				Browse	Uplo	ad & Ru
ather Zone: At	lanta Metro	(TTT)			_						_	
								(	Cost O	Usage	Elect	ric O Fue
qFt Not Incl. Basement	2200	Month	Compare A	Annual I	Monthly F	Recommen	ndations	Report				
Occupants	2	Mont	hly Electric	Cost								
Heating Type	Natural Gas - Typica	Char	t									
Average Heat Setting	68	•										
Average Cool Setting	78		\$1,200		Th	R						
Water Heater Type	Electric		\$1,000		7							
Auditor Company			\$800									
Auditor Company		Cost	\$600		1		1					
		_	\$400		1		2					
Employee ID	ni	_	\$200	200	5		-	-2-2				
	3/23/2012		\$0									
Customer Name				11	11 .	11	11	11	12			
Phone												
Phone			02	ar 3	17.3 19.3	503	613	14.3C	1037			
Address			Feb 28 .	Mar 31, 11 Apr 30, 14	May 31, 11 Jun 30, 11	Aug 31, 11	Oct 31, 11	Dec 31, 11	<sup>Jan 31, 12</sup> Feb 29, 12			
Address			Your C	Cost	Heatin			E Joy C Joy C Base Cl				
Address City		Table	Your Coolin	Cost	Heatin							
Address City State		Table	Your Coolin	Cost	Heatin							
Address City State Zip		Table	Your Coolin	Cost	Healin Everyti	g ning Else	Ele	oc, Base Ci	harge	-		1.6.1
Address City State Zip Export File Name*	ANALYSIS	Table	Your Coolin	g	Heatin	g ning Else		Heating	harge Customers like nie Everything	Everything Else in Bill	Customers like me Total	Actual Bill Total
Address City State Zip Export File Name* RUN	ANALYSIS DAD NUMBERS		Your C	Avg. Day	Customers Cooling	o ning Else Cooling	Ele Customers like me	Heating	Customers like me	Else	like me	Bill
Address City State Zip Export File Name* RUN DOWNLO	OAD NUMBERS		Your Coolin Coolin Bill Date	Avg. Day 51.3 F 25	Customers like me Cooling	Cooling Cooling Cooling	Customers like me Heating	Heating in Bill	Customers like me Everything Else	Else in Bill	like me Total	Bill Total
Address City State Zip Export File Name* RUN DOWNLO			Bill Date	Avg. Day Temp Day 51.3 F 29 49.0 F 31	Customers like me Cooling \$0 \$0	Cooling Cooling fin Bill	Customers like me Heating \$5	Heating in Bill \$5	Customers like me Everything Else \$67	Else in Bill \$202	like me Total \$72	Bill Total \$207
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Feb 29, 2012 Jan 31, 2012 Dec 31, 2011 Nov 30, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 50.3 F 31 55.3 F 30	Customers like me Cooling \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Cooling in Bill \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$6 \$4	Heating in Bill \$5 \$6 \$6 \$4	Customers like me Everything Else \$67 \$72 \$71 \$68	Else in Bill \$202 \$219 \$216 \$202	like me Total \$72 \$78 \$77 \$72	Bill Total \$207 \$225 \$222 \$206
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Feb 29, 2012 Dan 31, 2012 Dec 31, 2011 Nov 30, 2011 Oct 31, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 50.3 F 31 55.3 F 30 61.4 F 31	Customers like me Cooling 50 50 50 50 50 50 50 50 50 50 50 50 50	Cooling in Bill \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$6 \$4 \$2	Heating in Bill \$5 \$6 \$6 \$4 \$2	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68	Else in Bill \$202 \$219 \$216 \$202 \$202 \$198	like me Total \$72 \$78 \$77 \$72 \$72 \$70	Bill Total \$207 \$225 \$222 \$206 \$200
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Feb 29, 2012 Date Seil Date Seb 29, 2012 Dat 31, 2012 Dec 31, 2011 Nov 30, 2011 Oct 31, 2011 Sep 30, 2011	Avg. Day Temp Day 51.3 F 29 49.0 F 31 50.3 F 31 55.3 F 30 61.4 F 31 72.6 F 30	Customers Everyth Cooling 50 50 50 50 50 50 50 50 50 50 50 50 50	Cooling ( in Bill \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$137	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0	Heating in Bill \$5 \$6 \$4 \$2 \$0	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$68 \$80	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321	like me Total \$72 \$78 \$77 \$72 \$70 \$132	Bill Total \$207 \$225 \$222 \$206 \$200 \$458
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Your Coolin     Coolin     Bill Date     Feb 29, 2012     Jan 31, 2012     Dec 31, 2011     Nov 30, 2011     Oct 31, 2011     Sep 30, 2011     Aug 31, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 50.3 F 31 55.3 F 30 61.4 F 31 72.6 F 30 82.0 F 31	Customers Everyth Cooling 50 50 50 50 50 50 50 50 50 50 50 50 50	Cooling ( in Bill ( \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$137 \$928	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$68 \$80 \$85	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436	Bill Total \$207 \$225 \$222 \$206 \$200 \$458 \$1,189
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Your Coolin     Coolin     Bill Date     Feb 29, 2012     Jan 31, 2012     Dec 31, 2011     Nov 30, 2011     Oct 31, 2011     Sep 30, 2011     Aug 31, 2011     Jul 31, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 50.3 F 31 55.3 F 30 61.4 F 31 72.6 F 30 82.0 F 31 80.6 F 31	Customers Everyti S like me Cooling S \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$	Cooling ( in Bill ( \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0 \$0	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0 \$0	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$68 \$80 \$85 \$85 \$85	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261 \$303	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436 \$370	Bill Total \$207 \$225 \$222 \$206 \$200 \$458 \$1,189 \$1,057
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Your Coolin     Coolin     Bill Date     Feb 29, 2012     Jan 31, 2012     Dec 31, 2011     Nov 30, 2011     Oct 31, 2011     Sep 30, 2011     Aug 31, 2011     Jul 31, 2011     Jun 30, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 55.3 F 30 61.4 F 31 72.6 F 30 82.0 F 31 80.6 F 31 80.6 F 31	Customers Everyti Cooling 5 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2	Cooling ( in Bill ( \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0	Customers like me Everything \$12 \$71 \$68 \$68 \$68 \$80 \$85 \$85 \$85 \$85 \$85 \$82	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261 \$303 \$316	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436 \$370 \$354	Bill Total \$207 \$225 \$222 \$206 \$200 \$458 \$1,189 \$1,057 \$1,036
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Feb 29, 2012 Date Feb 29, 2012 Dat 31, 2012 Dec 31, 2011 Oct 31, 2011 Oct 31, 2011 Aug 31, 2011 Jul 31, 2011 Jun 30, 2011 May 31, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 55.3 F 30 61.4 F 31 72.6 F 30 82.0 F 31 80.6 F 31 80.6 F 31 80.6 F 31	Customers Everyd like me Cooling 5 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$	Cooling ( in Bill ( \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$0 \$1	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$1	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$85 \$85 \$85 \$85 \$85 \$85 \$85 \$82 \$66	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261 \$303 \$316 \$263	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436 \$370 \$354 \$126	Bill <b>Total</b> \$207 \$225 \$222 \$206 \$200 \$458 \$1,189 \$1,057 \$1,036 \$422
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Your C     Coolin     Coolin     Bill Date     Feb 29, 2012     Jan 31, 2012     Dec 31, 2011     Nov 30, 2011     Oct 31, 2011     Jan 31, 2011     Jug 31, 2011     Jul 31, 2011     Jun 30, 2011     May 31, 2011     Apr 30, 2011	Avg. Day Temp Day 51.3 F 29 49.0 F 31 50.3 F 31 55.3 F 30 61.4 F 31 72.6 F 31 80.6 F 31 80.6 F 31 80.6 F 31 80.7 F 30 71.2 F 31	Customers Everyti Solution Sol	Cooling Else in Bill \$0 \$0 \$0 \$0 \$137 \$928 \$754 \$720 \$159 \$0	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$0 \$1 \$1 \$1	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$1 \$1	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$85 \$85 \$85 \$85 \$85 \$85 \$85 \$85 \$85 \$8	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261 \$303 \$316 \$263 \$216	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436 \$370 \$354 \$126 \$66	Bill Total \$207 \$225 \$206 \$200 \$458 \$1,189 \$1,057 \$1,036 \$422 \$217
Address City State Zip Export File Name* RUN DOWNLO DOWNI	OAD NUMBERS		Feb 29, 2012 Date Feb 29, 2012 Dat 31, 2012 Dec 31, 2011 Oct 31, 2011 Oct 31, 2011 Aug 31, 2011 Jul 31, 2011 Jun 30, 2011 May 31, 2011	Avg. Day Temp Day 51.3 F 25 49.0 F 31 55.3 F 30 61.4 F 31 72.6 F 30 82.0 F 31 80.6 F 31 80.6 F 31 80.6 F 31 80.7 F 30 71.2 F 31 65.7 F 31	Customers Everyti Solution Sol	Cooling ( in Bill ( \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Customers like me Heating \$5 \$6 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$0 \$1	Heating in Bill \$5 \$6 \$4 \$2 \$0 \$0 \$0 \$0 \$0 \$1	Customers like me Everything Else \$67 \$72 \$71 \$68 \$68 \$68 \$85 \$85 \$85 \$85 \$85 \$85 \$85 \$82 \$66	Else in Bill \$202 \$219 \$216 \$202 \$198 \$321 \$261 \$303 \$316 \$263	like me Total \$72 \$78 \$77 \$72 \$70 \$132 \$436 \$370 \$354 \$126	Bill <b>Total</b> \$207 \$225 \$222 \$206 \$200 \$458 \$1,189 \$1,057 \$1,036 \$422

Monthly

Average

30



\$2

\$73

\$244

\$160 \$471

\$85 \$225 \$2

# **Don't Need Site Visit to Diagnose This**

Bill Date	Avg. Temp	Days	Customers like me Cooling	Cooling in Bill	Customers like me Heating	Heating in Bill	Customers like me Everything Else	Everything Else in Bill	Customers like me Total	Actual Bill Total
Feb 29, 2012	51.3 F	29	<b>\$</b> 0	<mark>\$</mark> 0	\$5	\$5	\$67	\$202	\$72	\$207
Jan 31, 2012	49.0 F	31	\$O	\$0	\$6	\$6	\$72	\$219	\$78	\$225
Dec 31, 2011	50.3 F	31	<b>\$</b> 0	<b>\$</b> 0	\$6	\$6	\$71	\$216	\$77	\$222
Nov 30, 2011	55.3 F	30	\$O	\$0	\$4	\$4	\$68	\$202	\$72	\$206
Oct 31, 2011	61.4 F	31	\$0	<u>\$0</u>	\$2	\$2	\$68	\$198	\$70	\$200
Sep 30, 2011	72.6 F	30	\$52	\$137	\$0	\$0	\$80	\$321	\$132	\$458
Aug 31, 2011	82.0 F	31	\$351	\$928	\$0	\$0	\$85	\$261	\$436	\$1,189
Jul 31, 2011	80.6 F	31	\$285	\$754	\$0	\$0	\$85	\$303	\$370	\$1,057
Jun 30, 2011	80.7 F	30	\$272	\$720	\$0	\$0	\$82	\$316	\$354	\$1,036
May 31, 2011	71.2 F	31	\$60	\$159	\$1	\$1	\$66	\$263	\$126	\$422
Apr 30, 2011	65.7 F	30	\$0	\$0	\$1	\$1	\$65	\$216	\$66	\$217
Mar 31, 2011	55.7 F	31	<b>\$0</b>	\$0	\$4	\$4	\$70	\$208	\$74	\$212
Feb 28, 2011	49.4 F	28	\$ <b>0</b>	\$0	\$5	\$5	\$66	\$199	\$71	\$204
Annual Total		366	\$1,019	\$2,699	\$27	\$27	\$879	\$2,925	\$1,925	\$5,651
Monthly Average		30	\$85	\$225	\$2	\$2	\$73	\$244	\$160	\$471



### Building Customer Trust with Savings Estimates

- Accuracy in savings predictions matter
- Table-look-ups *don't* cut it
- Deemed savings means nothing to customers
- Contractor match-up don't provide likely savings
- Contractors often exaggerate savings



Build Trust by Providing *Accurate*, *Conservative* Estimates



### ACCURACY LEVELS

Highest Diagnostic Level Retrofit Savings HERS Ratings

Diagnostic Blower Door Duct Blaster

Survey Tools Data Collection





			Home Provid Accrea Provid Accrea Sampl Accrea Provid Accrea Rater Accrea	Join RESNET Ra Join RESNET Ra ider Information » Rati dited Rating lers dited HESP Providers dited Rating ing Providers dited Rater Training	CERTIFIED ENERGY AUDITORS/RATERS AND QUALIFIED CONTRACTORS/BUILDERS   Network   ater/Auditor nformation Contractor/Builder Information Provider Information   ater/Auditor nformation Contractor/Builder Information Provider Information   ing Software Programs MATIONAL REGISTRY OF ACCRI Contact Software Programs   Inte following is a listing of energy rating software RESNET. The following is a listing of energy rating software RESNET.   OptiMiser 4801 West Yale Ave. Denver, CO 80219   Phone: 303-975-8513 Email: andy@bardwellconsulting.com   Kebsite: www.optimiseraudits.com Contact: Robert A. Bardwell, Partner	5
В	С	D	Е	F	EnergyInsightsTM V5 APOGEE Interactive, Inc.	REM/Rate v12.96 Architectural Energy Corporation
5%	76%	81%	86%	81%	100 Crescent Centre Parkway, Suite 450 Atlanta, GA 30084	2540 Frontier Avenue Suite 100
					Phone: 678-684-6804 Fax: 678-684-6832	Boulder, CO 80301
5%	77%	61%	42%	76%	Email: joelgilbert@apogee.net	Phone: 303-459-7438 Email: rsalcido@archenergy.com
3%	76%	76%	80%	64%	Website: <u>www.apogee.net</u> Contact: Joel Gilbert, P.E., Chief Software Archite Accreditation Identification Number: 2006-003	Contact: Robert Salcido, P.E.

	Tests	Apogee	В	С	D	Е	F
Test 1	25	91%	76%	76%	81%	86%	81%
Test 2	2 76	89%	75%	77%	61%	42%	76%
Test 3	58	87%	83%	76%	76%	80%	64%

APPGEE | apogee.net

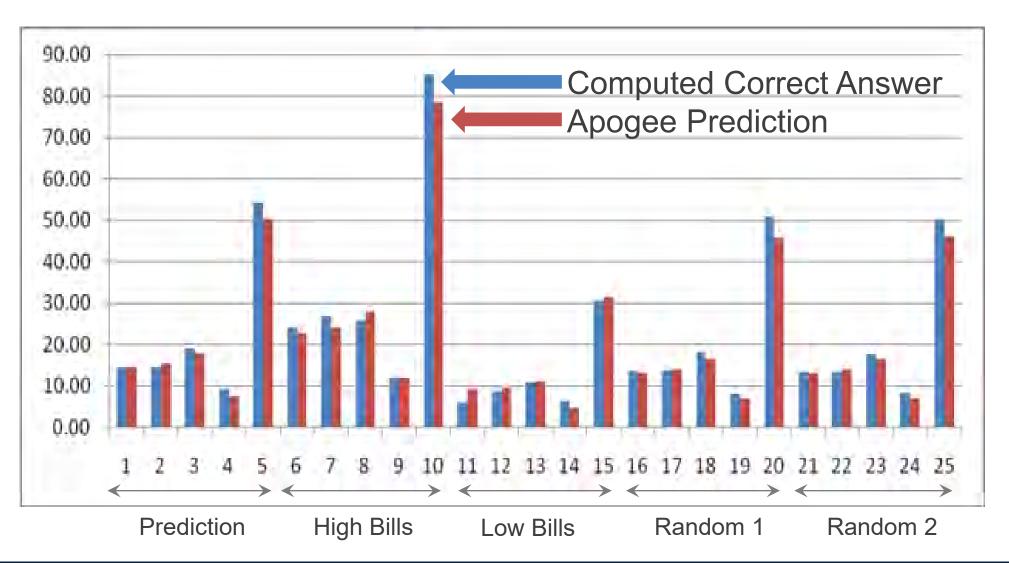
# **Bill Prediction Accuracy Scores**

#### 100%=Perfect Accuracy Vendor B in this table is APOGEE

	Α	В	С	D	Е	F	G
Prediction	71.4%	91.6%	59.3%	79.8%	85.3%	89.8%	70.3%
High Bills	82.1%	95.4%	77.7%	86.3%	88.3%	88.4%	88.1%
Low Bills	74.6%	88.7%	73.3%	52.4%	77.2%	70.5%	77.4%
Random 1	84.7%	94.7%	78.8%	76.4%	82.9%	88.6%	87.7%
Random 2	85.9%	85.6%	88.5%	84.3%	71.8%	90.2%	81.7%
Average	79.8%	91.2%	75.5%	75.8%	81.1%	85.5%	81.0%



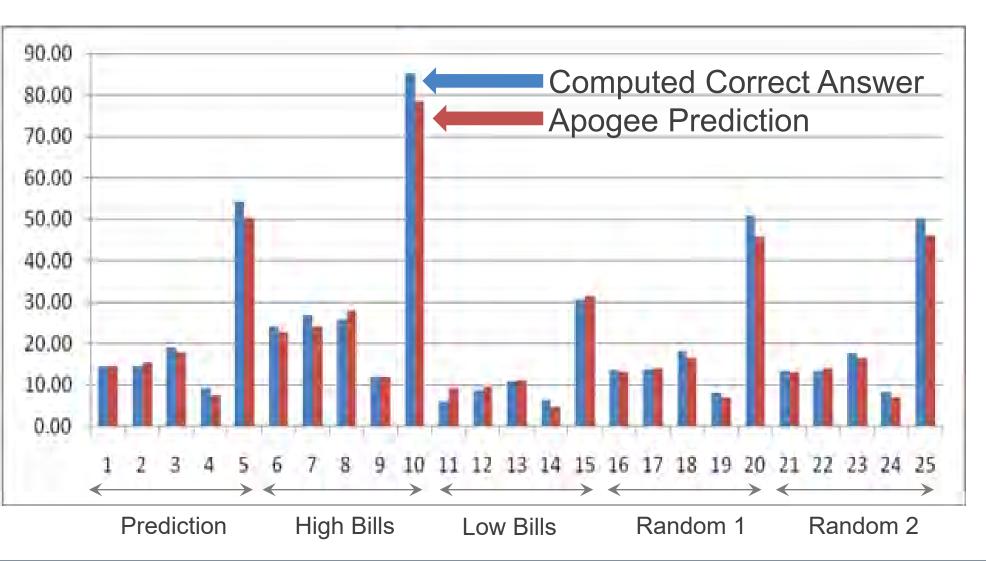
#### **Results Test Bank 1 in BESTEST EX Savings Predictions**



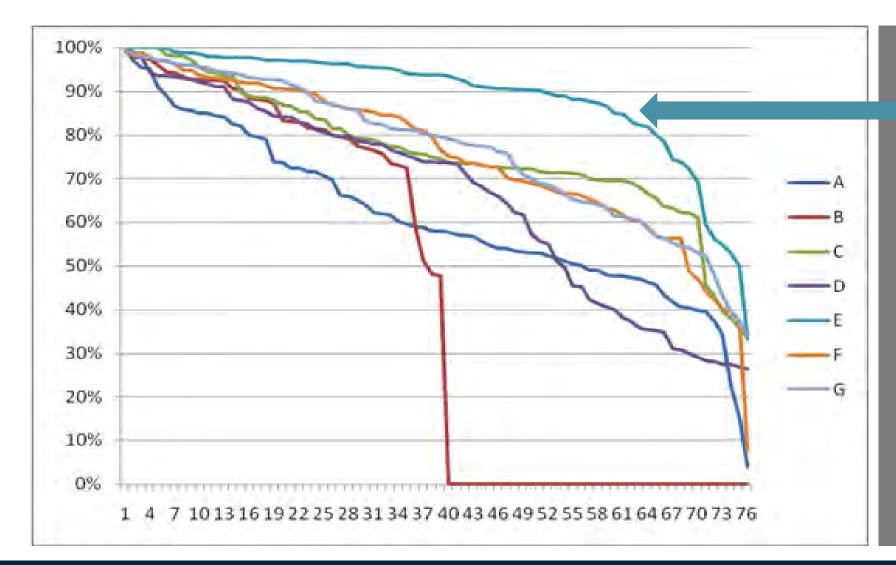


#### **Results Test Bank 1 in BESTEST EX Savings Predictions**

- Replace old windows
- Insulate the attic
- Weatherize the shell
- Reduce heating setting
- All of the above



#### **Results Test Bank 2 in BESTEST EX**

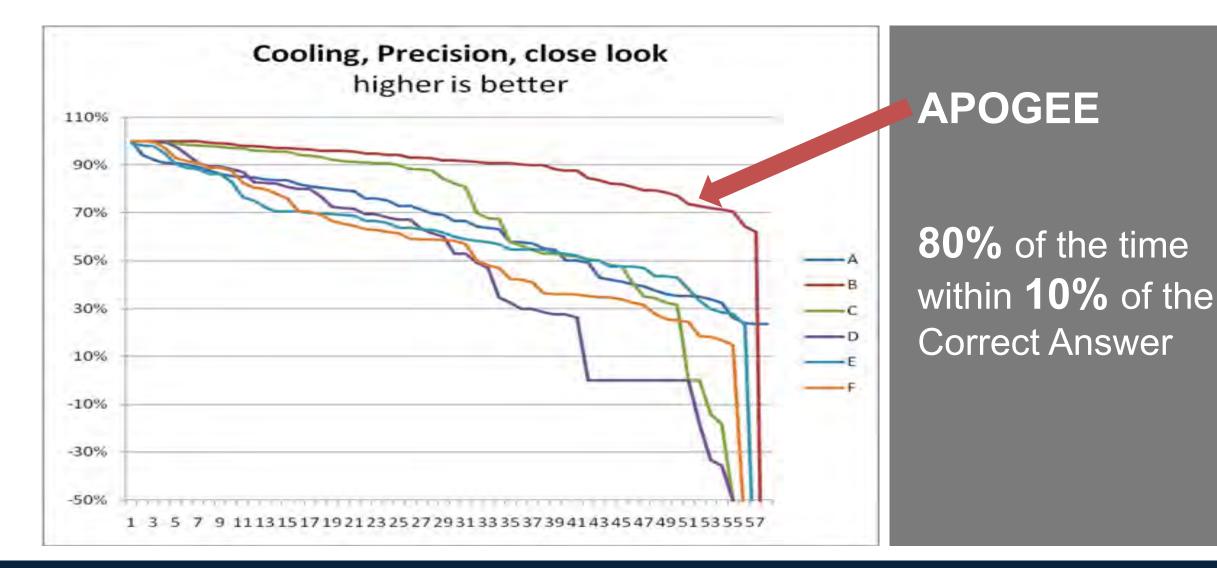


#### APOGEE

80% of the timewithin 10% of theCorrect Answer



#### **Results Test Bank 3 in BESTEST EX**



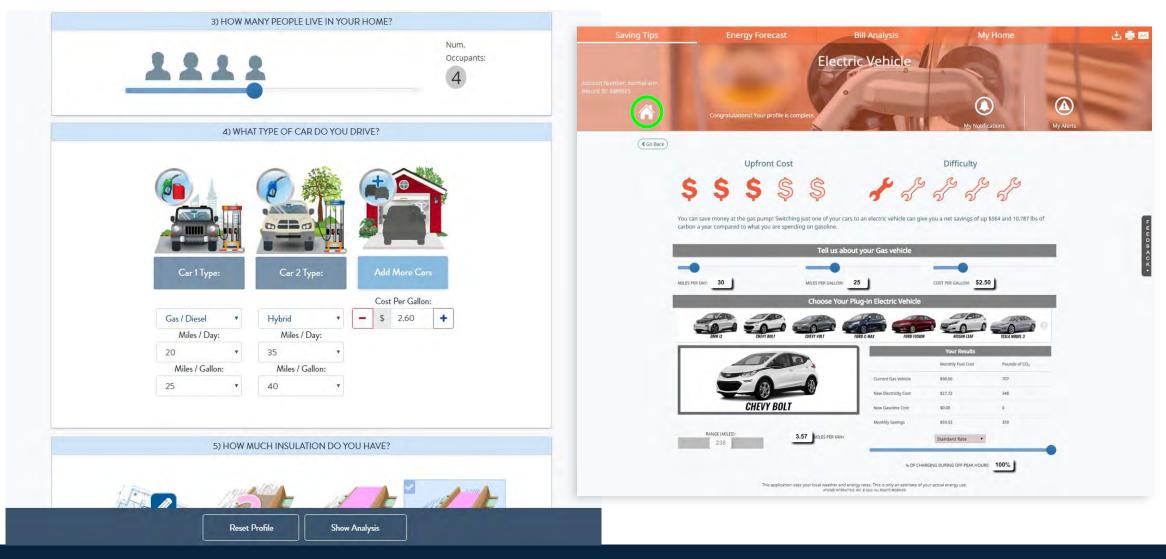
### **Access Accurate Answers with Self-Serve Online Audit**







## **Include and Promote Electric Vehicles**









## Recommendations

- Speak Their Language Dollars? Carbon Impact?
- Dollarized Recommendations
- Appealing Program Links



apogee.net

APQGEE

#### Your Ways to Save Filter 🔻 My Home's Environmental Impact Did You Know... 3 0 0 17.082 lbs Do your part to Recycle your plastic, reduce air pollution Plant deciduous trees Use solar powered carbon / year paper, and glass to and save money. near your house to walkway lighting to reduce waste going to Carpool to work if you shade it during the provide safe energy landfills. can summer efficient night lighting. Window Upgrade: Programmable Thermostats: Replacing your single pane windows with high-Your best money saving tip is using a efficiency windows can save you up to 6,157 lbs a year. programmable/SMART thermostat. It can save you as much as 5,814 lbs a year by holding 68°F for heating Save up to and 78°F for cooling when you are home and 57 lbs/year automatically setting to 55°F for heating and 85°F for 5,814 lbs/year cooling when you are away. Caution: Older heat pumps should only be adjusted by 2°F for heating to avoid triggering the emergency heat mode. **Cooling Setting:** Weatherize By Professional: If you raise your cooling setting from 75°F to 78°F, you If you have your house professionally weatherized, you could save as much as 3,784 lbs per year. could save up to 2,628 lbs a year. Save up to **Cooling System** 3,784 lbs/year Tune-Up Program Get \$30 for Residential Cooling System Tune-up with our cooling system rebate. Check out our LED Bulbs: other offers and rebates for system upgrades too. If you replace the remainder of the incandescent light bulbs you use most often with LED bulbs, you could save up to 1,506 lbs a year. **Insulation Upgrade:** ve up to .506 lbs/ve Installing ceiling and floor insulation can save you up upgrading your attic insulation by to 685 lbs a year. participating in this EnergyWise Save up to 685 Weatherize Your Home: EnergyWise Attic lbs/year **Insulation Program** If you caulk around your windows and doors, make Recieve up to \$300 towards certain the weatherstripping on your doors and upgrading your attic insulation by windows is tight, weatherstrip your attic door, and take participating in this EnergyWise Save up to 292 other actions to seal your house further, you could program lbs/year save up to 292 lbs per year.



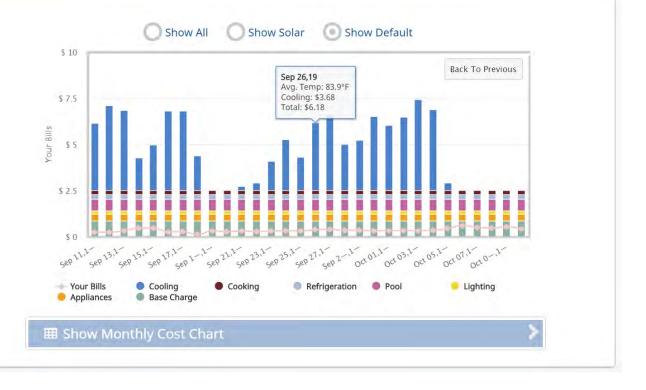
## **Monthly Disaggregation**

#### Your Monthly Electric Cost Breakdown

## **Daily Drilldown**

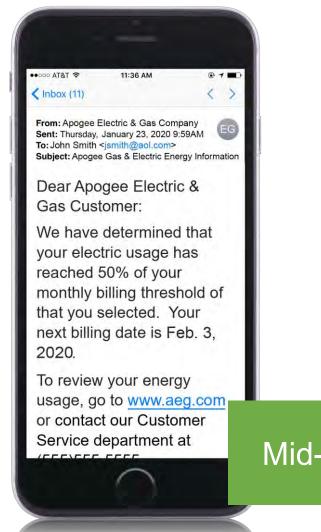


Your Monthly Electric Cost Breakdown



## **Relevant Outbound Messaging**





#### Mid-month notification

# Informative proactive tips and rebates

## **Post Audit Messaging – Stay Connected**

#### View this email in your browser



#### Hi John Smith,

Thank you for using our Energy Advisor! There were several programs suggested to help you save based on your personal home profile.

One of these is our **EnergyWise Attic Insulation Program**. You can receive up to \$300 towards upgrading your attic insulation by participating in this program. Learn more...

You can update your profile at any time. <u>Click here</u> to make changes or see more personalized savings tips!



00

Our mailing address is: 123 Main Street, Atlanta, Georgia

Want to change how you recieve these emails?

View this email in your browser



Did you know you may be eligable for a rebate when you purchase a smart thermostat through our Utility Marketplace? Visit our website at www.utility.com/marketplace and save up to 50% when you purchase a new thermostat.

Use our Programmable Thermostat Calculator to find the best thermostat settings to save energy and money!



#### 🖸 🚺 🙆

**Our mailing address is:** 123 Main Street, Atlanta, Georgia

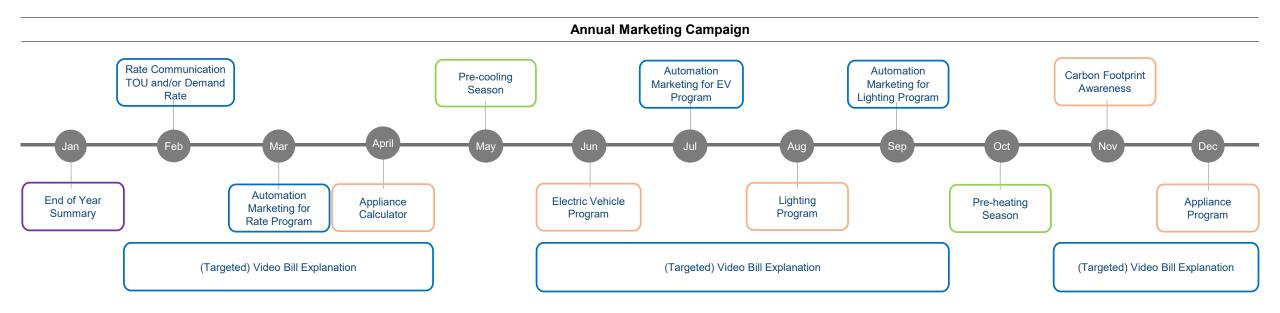
Want to change how you recieve these emails? You can update your preferences or unsubscribe from this list.



# **Smith House**

....

## **Automated Marketing...** Relevant, Timely Engagement Throughout the Year



- Drive TARGETED program participation
- Increased visibility through planned, ongoing customer engagement
- Establishes loyalty, trust, builds Customer Satisfaction

## **Personalized Video Messages Proven Results:**

- 99% Recipients request more videos
- 97% Rate videos very or somewhat USEFUL
- **37%** Click-thru rates ... 18 *times* Industry Standard
- 24 to 100 Point increases in JD Power scores
- **15%** Reduction in high bill calls



## EKG monitoring defines Heart Health

## Thermal monitoring defines Home Health

Precision Temperature Monitoring For Homes and Small Business We call it the *"Heartbeat of the Home"* 

#### THERMAL...



## **Energy Industry performance metrics**

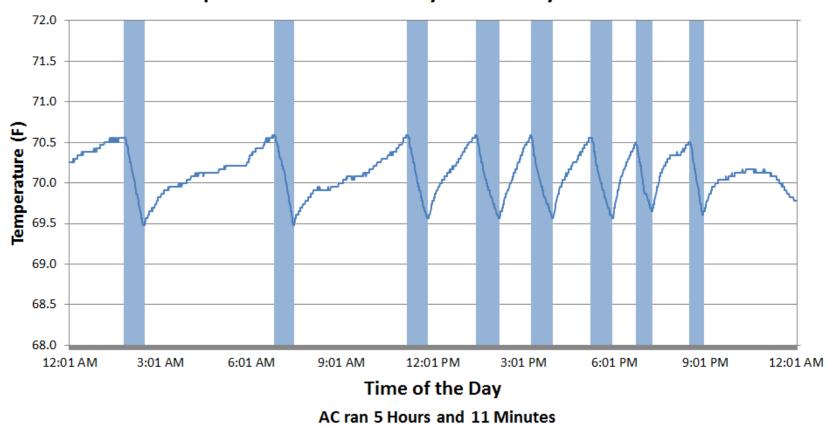
- Thermal Envelope statistics
- Thermostat performance
- Trends and alerts to identify:
  - ✓ Comfort challenges
  - ✓ Refrigerant leaks
  - ✓ Filter replacement
  - ✓ Retrofit performance



## **Branded PTM Devices**



Inexpensive, highresolution temperature monitoring device connects to smartphones or Wi-Fi

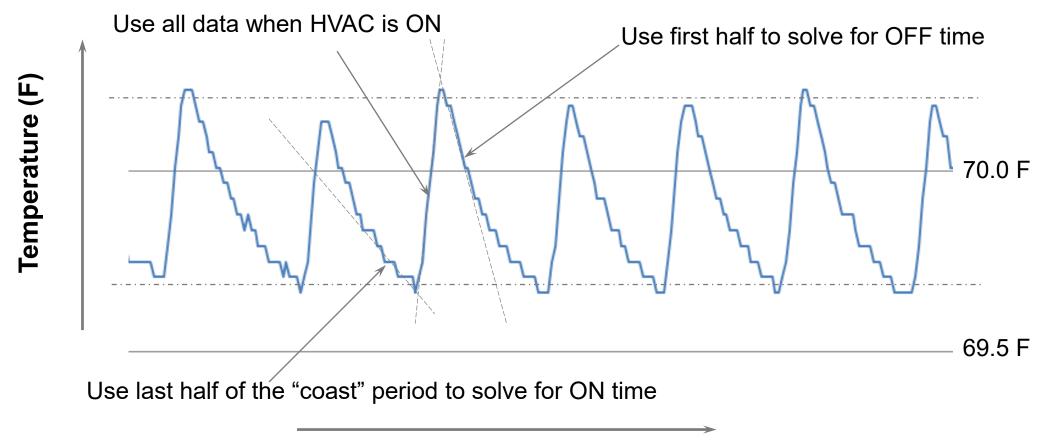


#### Temperature vs. Time of Day for Tuesday



## High Resolution Allows Calculation of On and Off Cycles

70.5 F



Time (minutes)



## From the First Law of Thermodynamics

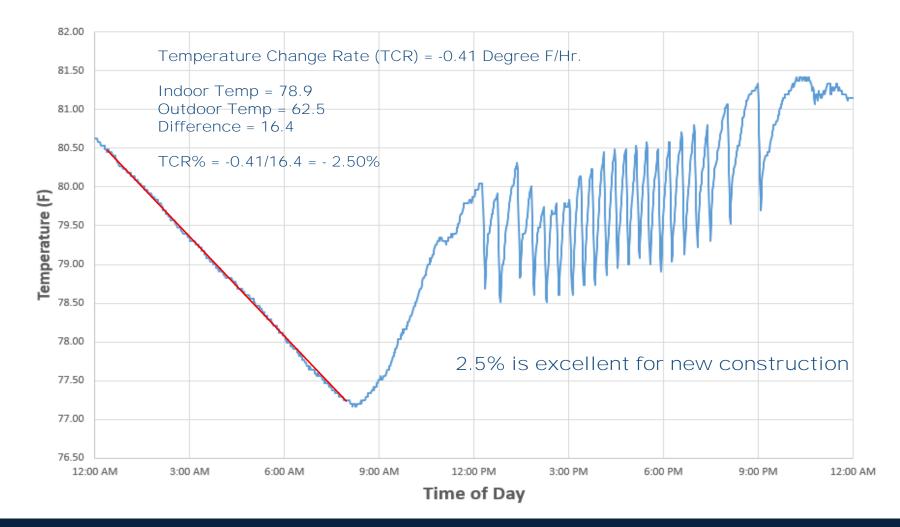
$$C_p \frac{dT}{dt} = UA \left( T_{OAT} - T_{IAT} \right) + Q_{INT} + Q_{Solar}$$

Since the mass of the house Cp doesn't change on weatherization and we are comparing temperature changes at night before and after weatherization:

$$\frac{dT}{dt} = UA \left( T_{OAT} - T_{IAT} \right)$$

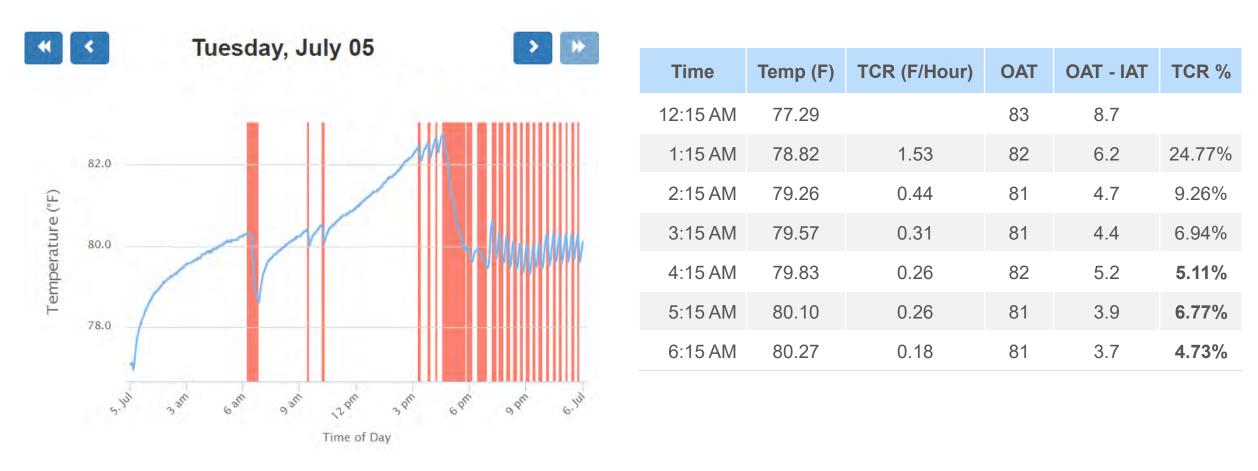


## **Shell Efficiency Precisely Measured!**



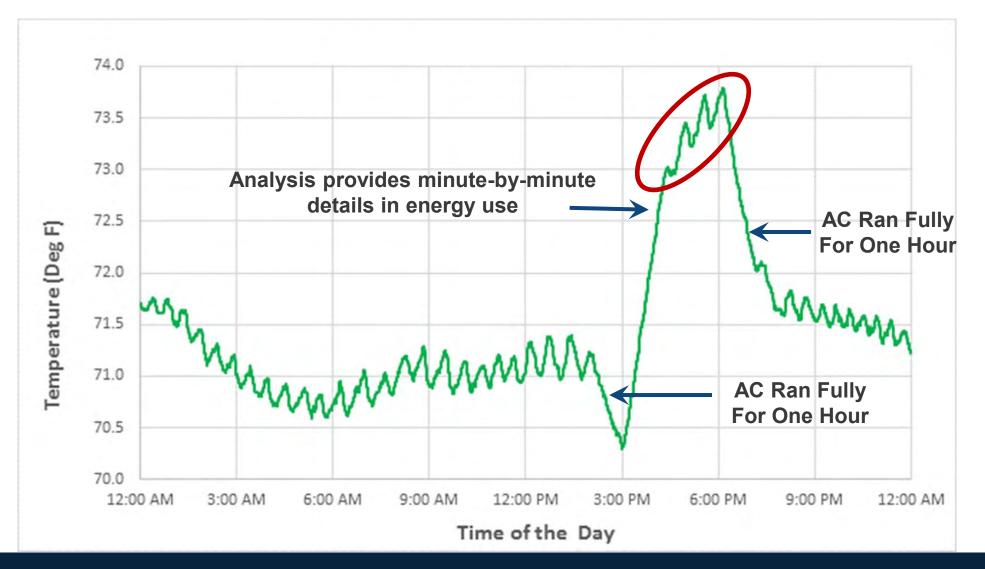


## **Attic Insulation in Summer**



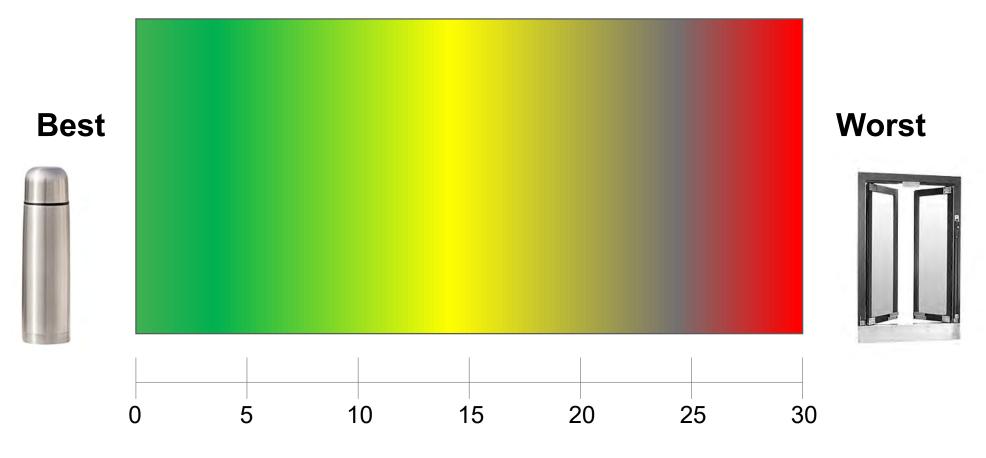
## Moving from Anecdote to Analytics

## What are Load Control Switches Doing?





## **Compare Thermal Performance**

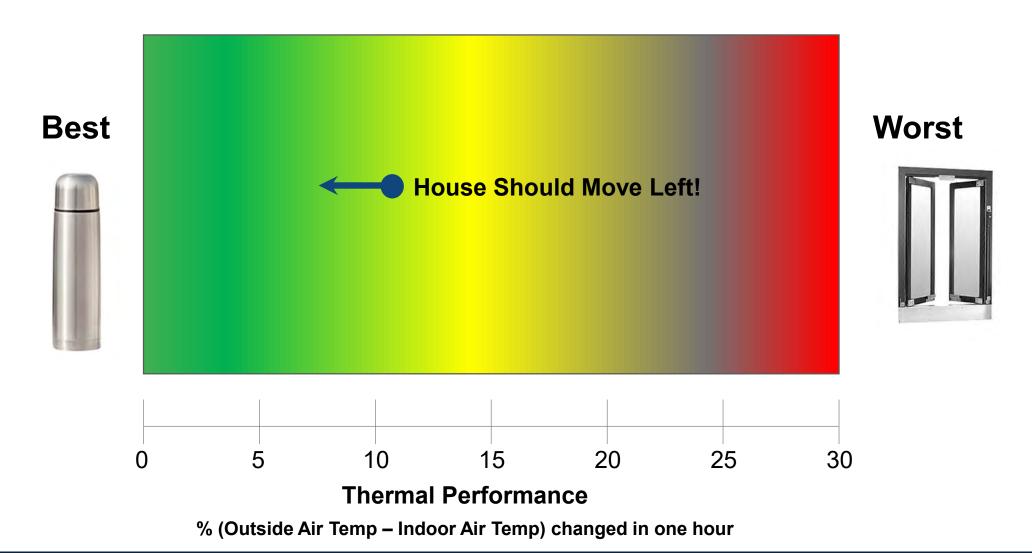


#### **Thermal Performance**

% (Outside Air Temp – Indoor Air Temp) changed in one hour

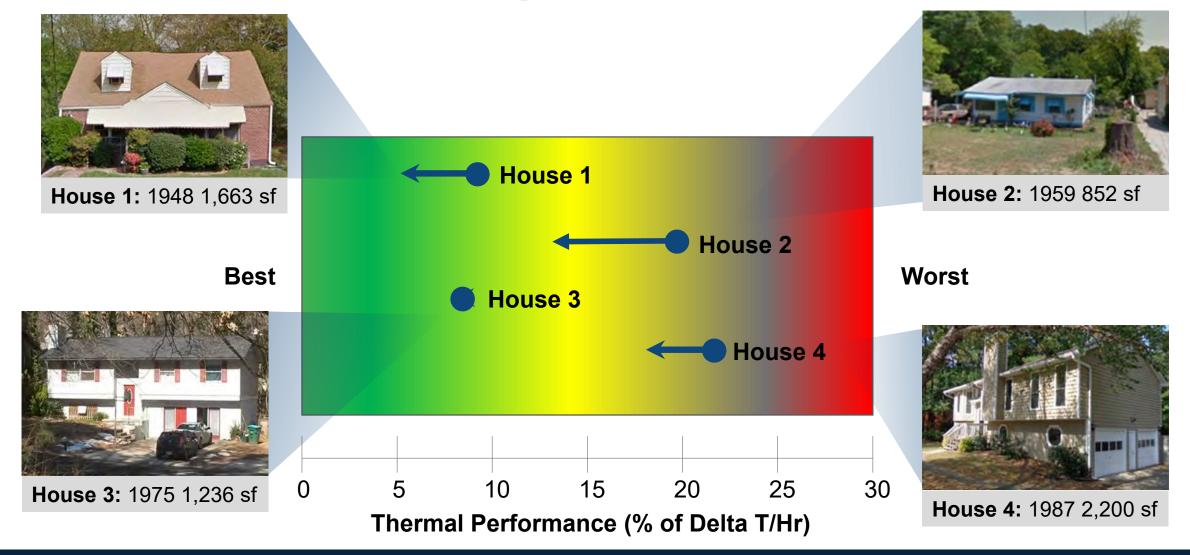


## **Compare Thermal Improvement**

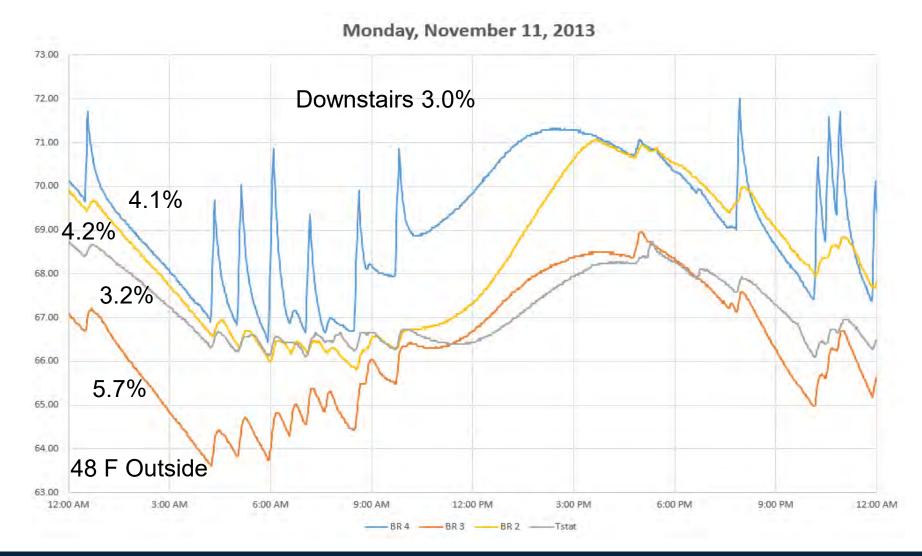




## **Weatherization: Compare Thermal Performance**



## **Multiple Loggers in House Show Air Balance Problems**

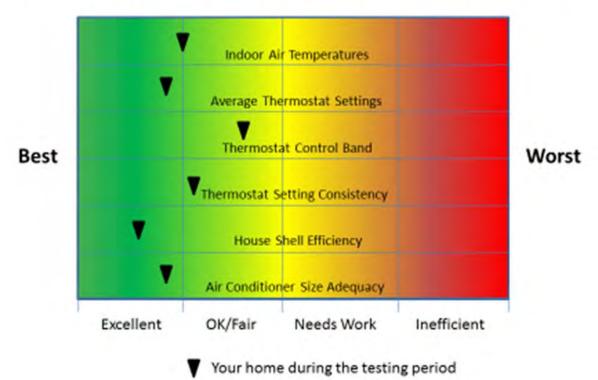




#### Your Home Energy Opportunity Report



## **Compare Thermal Performance**



APGEE<sup>®</sup> | apogee.net

## Virtual Audit Report Auto Generated



#### Smith Home Energy Evaluation

March 7, 2018 Marian Smith 10345 Pine Garden West Palm Beach, FL 30891

#### Dear Ms. Smith,

Thank you for participating in Apogee E&G Home Evaluation Program! We have analyzed data from the four monitors placed in your home from February 1st through February 15th.

During this 14-day period, the monitors have been reporting temperature and humidity information from your home to our cloud-based energy modeling system.

By analyzing how your home heats up and cools off, our energy model evaluates how your home's appliances, HVAC, and structure are performing and looks for ways to save money on your energy bills.

This report, based on your home's data, highlights ways you can improve comfort and save money making some relatively easy changes. If you would like more information, a more in-depth analysis is available upon request.

Sincerely,



#### EG APOGEE

#### Summary

This chart summarizes how your home and systems rated during our test period when monitors were in your home. The following pages give more descriptive details of each of these metrics. Where improvements are recommended, we have estimated your potential savings and pointed out possible available rebates that can save you money!



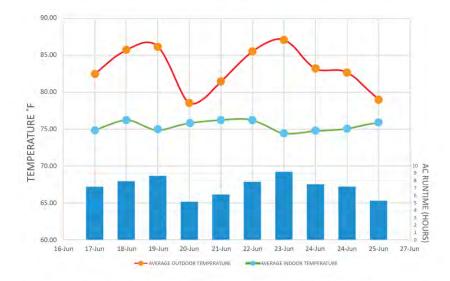


#### 

#### Average Thermostat Setting

#### **Thermostat Settings**

This chart summarizes the average outdoor air temperatures and your indoor temperatures measured during the period the monitors were recording. The estimated run-time for your air conditioner is also shown as the blue bars in hours each day.



It is not unusual for a home's indoor temperatures to be different from what you are setting on your thermostat. Thermostats are often 2-3 Degrees F off. It looks as if you are doing a great job of consistently setting your thermostat up by several degrees when you are away. We estimate that simple action is saving you \$XX dollars a year.

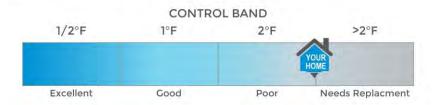
CG APOGEE Electric & Gas Co.

#### **Thermostat Performance**

The thermostat controls when your HVAC system runs. It turns your system on when the temperature in your home drops outside its "control band." And when the temperature setting is achieved, the thermostat turns the system off.

Thermostat Control Band

A thermostat's control band can affect your comfort. A tight control band of half-a-degree or less is excellent, but some thermostats have control bands of 2 or 3 degrees, which can make occupants uncomfortable before the thermostat activates and more costly to operate.



While the monitors were in your home, we measured your thermostat's control range and found it is in the poor range, holding a wide band-width of 2.5 F.

Upgrading your thermostat can improve your comfort in the home and save you money on the operating of your heating and air conditioning systems. We estimate you could save as much as \$XX by upgrading your thermostat. Check out our online store where you will also find instant rebates on some devices.



Apogee Electric & Gas Company Empower Utilities for the Future Visit us at apogee.net

Apogee Electric & Gas Company Empower Utilities for the Future Visit us at apogee.net 5



## SUMMARY



Targeting enables efficiency and cost effectiveness





## #1

You CAN effectively audit **without** visiting homes

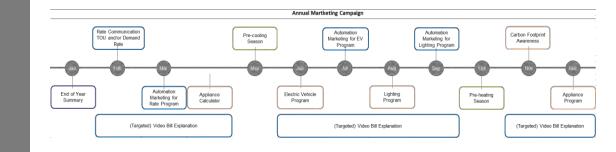
## #3

#### **Ongoing** customer engagement





# **New frontier** of home diagnostics





# Any Questions ?





# Upcoming Webinars

#### APRIL 28th, 2020

## "Realistic and Cost Effective Artificial Intelligence"

by:

**Sydney Roberts,** PhD **Joel Gilbert,** President and Chief Software Architect Apogee Interactive, Inc.

**MAY - TBA 2020** 

## "Relating New Rates Using Personalized Videos"

by:

Apogee Interactive, Inc.





## Karen Morris, Marketing Manager info@apogee.net 678-684-6801 apogee.net





