

Has the Local Community Energy Concierge Model Worked?



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Energy Concierge Program Components



Most Common Features

- Energy Advisor / Concierge
- Rebated Home Energy Audits / Measures
- Specialized Loans and Financing
- Approved Contractor List

Samples of Materials from some Programs

EASY AND AFFORDABLE

- NO MONEY DOWN
- WHOLE-HOUSE UPGRADE
- OBJECTIVE GUIDANCE FROM ENERGY ADVISOR

CALL CEWO: 855.870.0049

SET YOUR HOME FOR ENERGIZE!

- INSULATION
- HOME HEATING
- R-5 TRIPLE-PANE WINDOWS
- SEALING
- WATER HEATING

CEWO EnergyTrust of Oregon

JOIN THE FUTURE

clean energy works oregon

CENTRAL HEAT PUMP

energySMART

APPLY TODAY

Performance Statistics

- ❑ Participation: 51 – 12,000 entities
- ❑ Audits: up to 80% of participants
- ❑ Retrofits / Upgrades: up to 50% of participants



kWh Saved	Therms Saved	mtCO2 Emissions Avoided	Type of Program
23,600,000	549,300	20,800	Res & Comm
7,090,000	767,000	8,500	Res & Comm
4,422,992	290,970		Res & Comm
2,184,174	615,050	5,020	Res SF
1,573,845	64,620		Res
60,000	7,500		Res Small



*Ave for one year of program

Success Characteristics

A+

- ❑ **Goal - often Energy Saving of 15%**
- ❑ **Percentage / Number of Completed Retrofits and Assessments**
- ❑ **Job Creation – women, minorities**
- ❑ **Generation of Money for the Economy**
- ❑ **Return on Investment – one program 26%**
- ❑ **High Participation**
- ❑ **Elements / Design Created Strong Program**



Best Practices / Lessons Learned



- **Energy advisors are extremely important**
- **Rebates are huge incentives**
- **Customer trust and service are essential**
- **Simple streamlined process**
- **Database / Customer Management System**
- **Affordable financing is crucial**
- **Political, utility, and neighborhood support is helpful**
- **Most effective partnerships - clear roles / responsibilities**
- **Standardize contractor training**
- **Marketing is essential**
- **Design for the target population**
- **Build in flexibility**



The Energy Concierge Model Worked!

THANK YOU!!!



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Thanks for filling out surveys that help support analyses like these!