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

Materials from Clean Energy Works Oregon, Energy Smart Boulder County, and Cambridge Energy Alliance
Performance Statistics

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

<table>
<thead>
<tr>
<th>kWh Saved</th>
<th>Therms Saved</th>
<th>mtCO2 Emissions Avoided</th>
<th>Type of Program</th>
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<td>23,600,000</td>
<td>549,300</td>
<td>20,800</td>
<td>Res &amp; Comm</td>
</tr>
<tr>
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<td>8,500</td>
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<td>2,184,174</td>
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<td>1,573,845</td>
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<td>Res</td>
</tr>
<tr>
<td>60,000</td>
<td>7,500</td>
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<td>Res Small</td>
</tr>
</tbody>
</table>

*Ave for one year of program
Success Characteristics

- 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!