

ComEd Small Business Energy Savings

Onward and Upward

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About ComEd

- ✓ ComEd is an electric delivery company providing service to 3.8 million customers
- ✓ Service territory covers 11,411 square miles







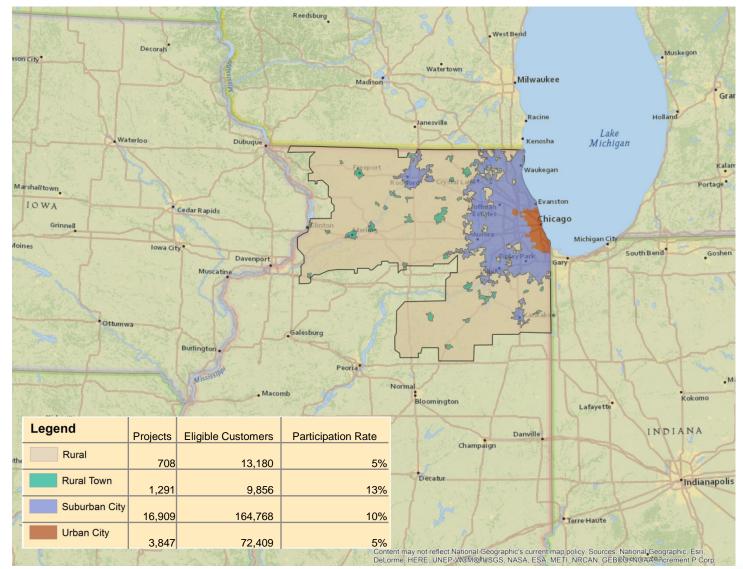
Origin of Energy Efficiency Programs

- ✓ Part of Illinois energy legislation passed in 2007
- ✓ Investor-owned electric companies required to reduce end-user energy consumption
 - ComEd
 - Ameren Illinois
- ✓Illinois Power Agency (IPA) for Small Business customers (<100 kW)





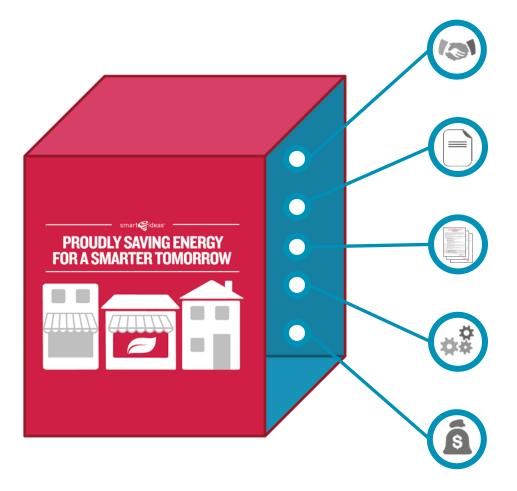
ComEd Customer Demographics







SBES Customer Experience



Choose an Energy Expert

Select SBES Trade Ally

Free Energy Assessment

Trade Ally will complete free assessment and provide a recommendations report.

Program Application

Select energy efficiency improvements and sign the application.

Install Equipment

Trade Ally makes process hassle-free by completing incentive paperwork.

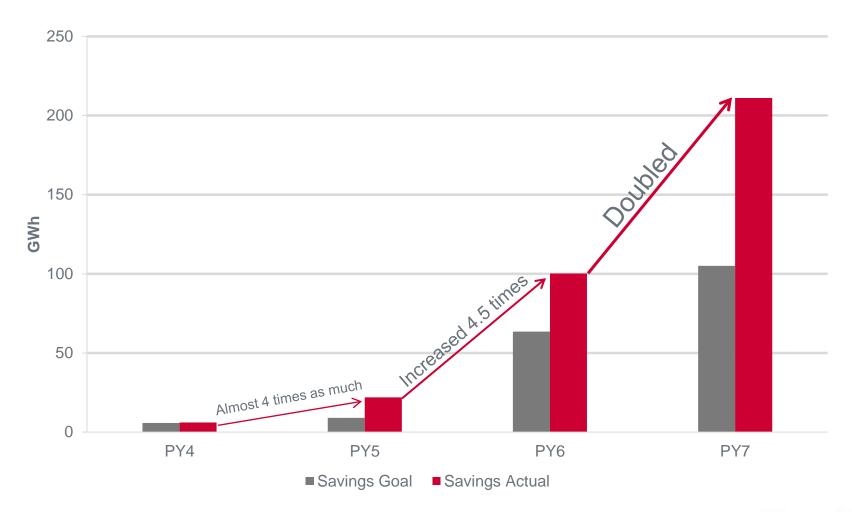
Instant Incentives Applied

Small business only pays the balance after the incentives are applied.





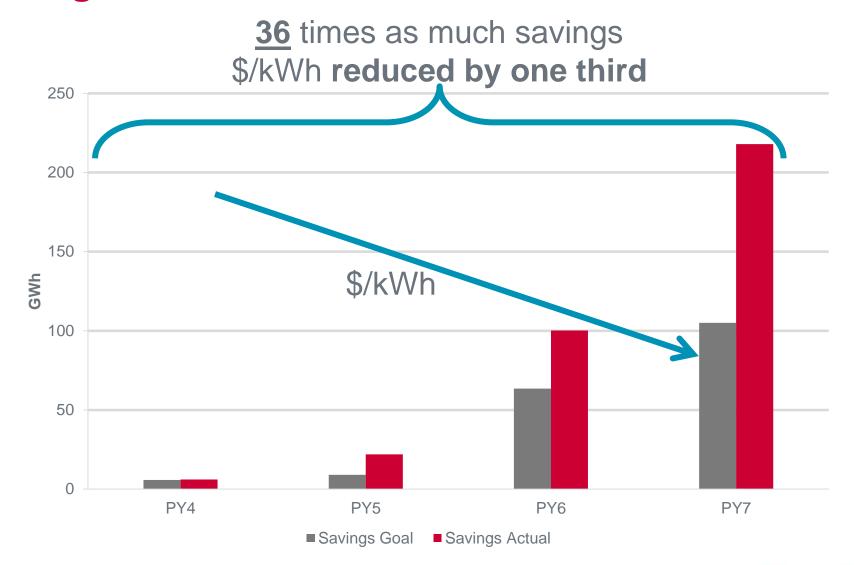
Program Growth







Program Growth







Key Strategies







Streamlined Operations

PY7

Processed 10,351 projects = **1,112 invoices/month**

PY6

Processed 5,601 projects = **431 invoices/month**

PY5

Processed 2,098 projects = **175 invoices/month**

PY4

Processed 414 projects = **35 invoices/month**





Energy Assessment Report

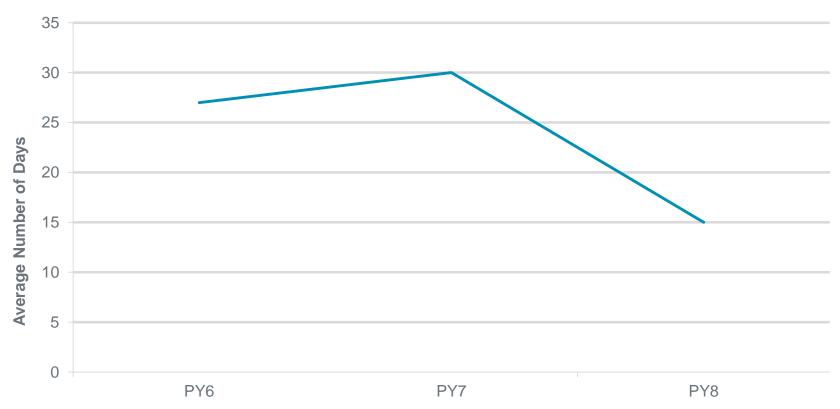






Expedited Incentive Payments

Invoice Turn-around Time



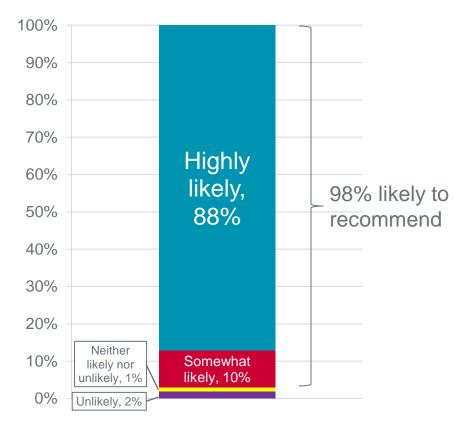




Customer Referrals



Likelihood to Recommend SBES







Targeted Marketing

- ✓ Campaigns targeted specific customers to participate in limited-time offers
- ✓ Conversion rate from assessment to project of 92%



4 campaigns and more than 3,500 projects





Impact of Targeted Marketing Campaigns







Closed Trade Ally Network

Contractors interested in becoming a Trade Ally must:

Have high customer satisfaction

Pass background checks

Demonstrate quality work

Submit quality paperwork

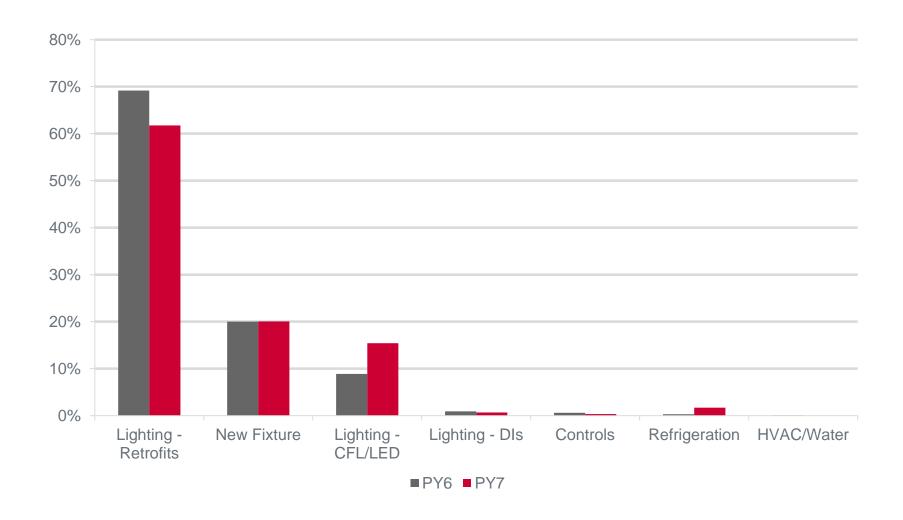
Complete the RFP process

SBES Trade Ally





Energy Conservation Measures







Looking Ahead – Comprehensive Retrofits

Deeper Savings

- Increase participation of non-lighting measures
- Encourage adoption of smart thermostat + dashboard / BEMS
- Develop TA Network

2

Customer Engagement

- Target Past Customers
- Continue customer engagement after project completion
- Transition customers to other portfolio programs

3

Data Collection

- Assessments that collect higher level of data
- Addition of a BEMS that allows customer data monitoring & engagement

Maximize Savings and Customer Satisfaction





One Small Business Story: SCARCE



Promoting energy savings/conservation using Energy Bike project

Well-lit library which provides books to kids all over the world







Onward and Upward

Utility of the future Operational Savings **70 Smart Thermostats Smart** Meters







Thank You

Questions or comments?

