



Your Trusted Partner in Customer Engagement

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Consultant



Quick Summary of Apogee

23

years in business


Serving **650+** energy utilities

*“Apogee’s Customer Engagement Platform is **the most comprehensive in the industry.**”*

*It reaches customers in so many ways by educating and providing **personalized** and meaningful information to change behavior while providing utility clients with **business analytics** to make good business decisions.”*

NAVIGANT® 2015



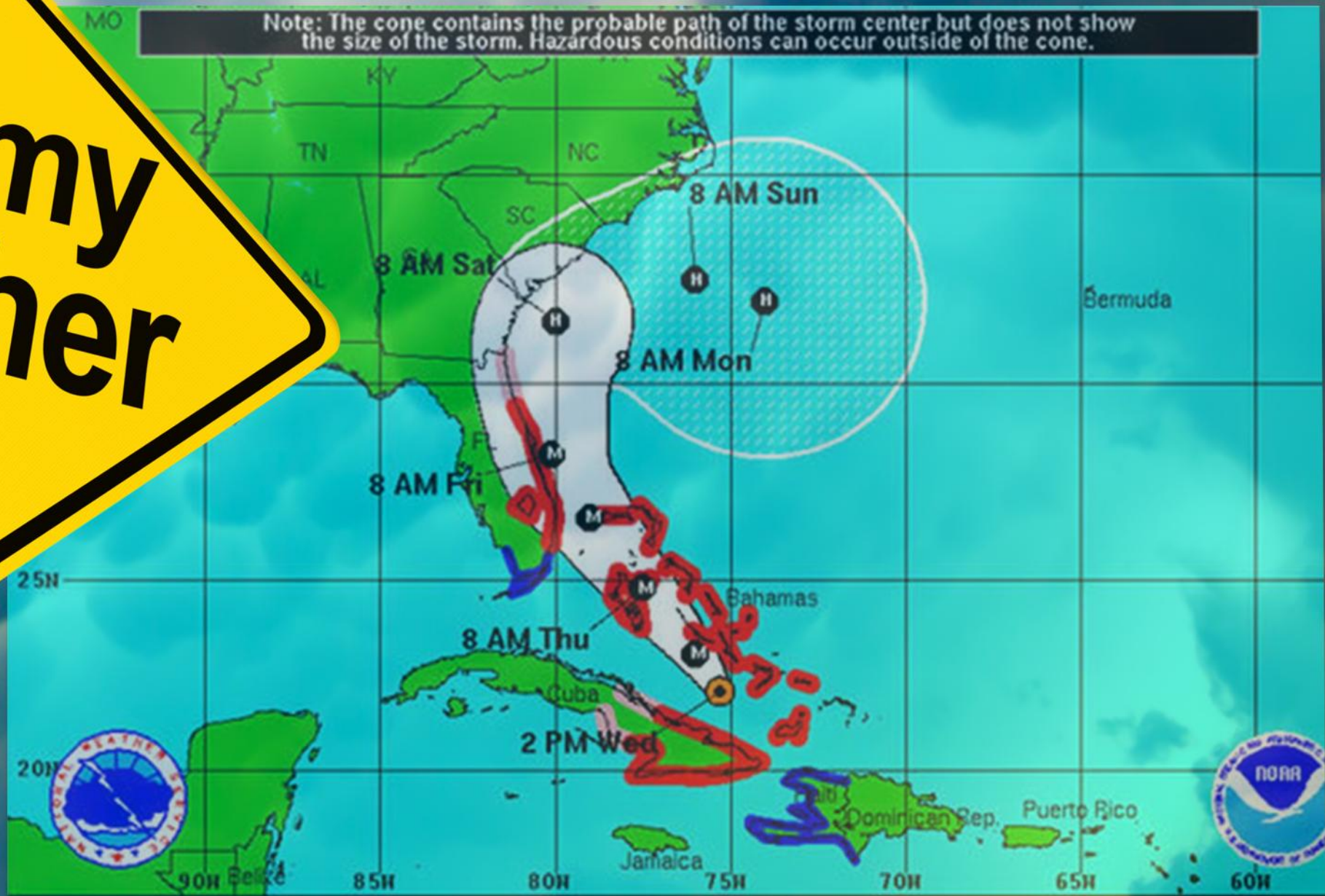


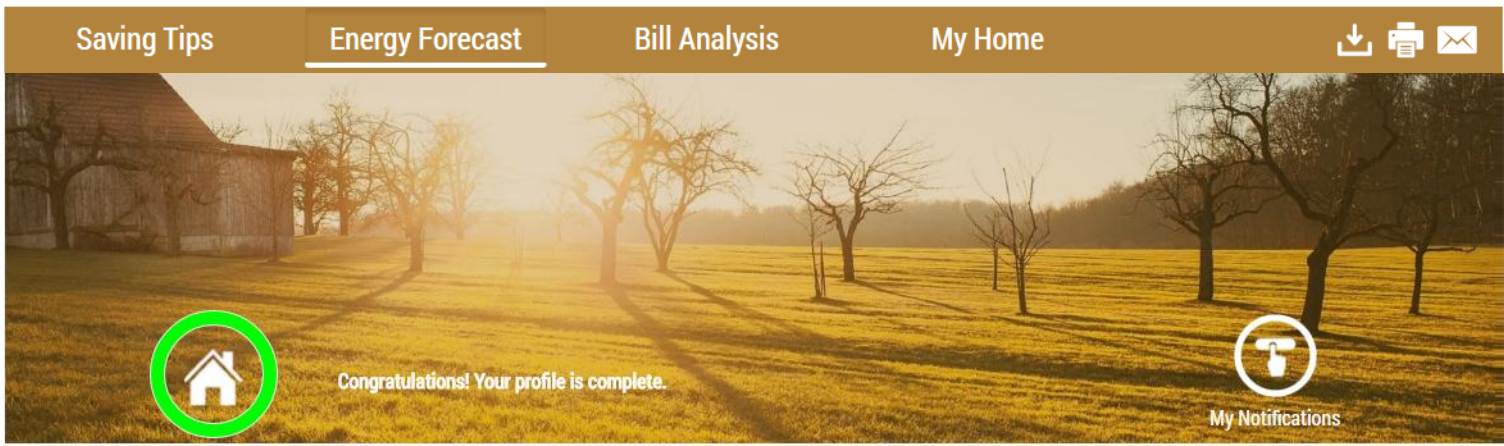
Oh boy, I can't wait
to see my smart
grid data!

WHAT DO CUSTOMERS WANT?

- DR? EFFICIENCY? ↙
- ↙ APPS? ONLINE PORTALS?
- USE INFO? STATS? ↙
- ↙ RELIABILITY?
- OUTAGE INFORMATION?
- TO BE LEFT ALONE?







Electric Forecast Natural Gas Forecast

Record ID: 3737541

ENERGY FORECAST - ELECTRIC COST

YOUR PROJECTED ELECTRIC COST FOR THIS WEEK IS \$26

F E E D B A C K



Electric Forecast

Electric Forecast

Annual Usage Breakdown

Weather & Projected Cost

TODAY'S WEATHER

33408 - NORTH PALM BEACH, FL

79°/64°

ELECTRIC COST: \$4

THIS WEEK'S FORECASTED ELECTRIC COST*

\$26

* Costs are estimates based on your home's profile and the current forecast.

WEEKLY FORECAST

Day	Temp	Weather	Electric Cost
Wed, Jan 18	83°/61°	☁️☀️	\$3
Thu, Jan 19	81°/62°	☀️	\$3
Fri, Jan 20	85°/61°	☀️	\$3
Sat, Jan 21	86°/68°	☀️	\$3
Sun, Jan 22	89°/64°	☁️☀️	\$6
Mon, Jan 23	75°/57°	☁️🌧️	\$4

Personal Video Messaging...Bill Explanation



Survey Says..

Sending monthly

46% Open Rate

30% Click-thru Rate

97% Easy to Understand

90+% Useful

Ideal Frequency

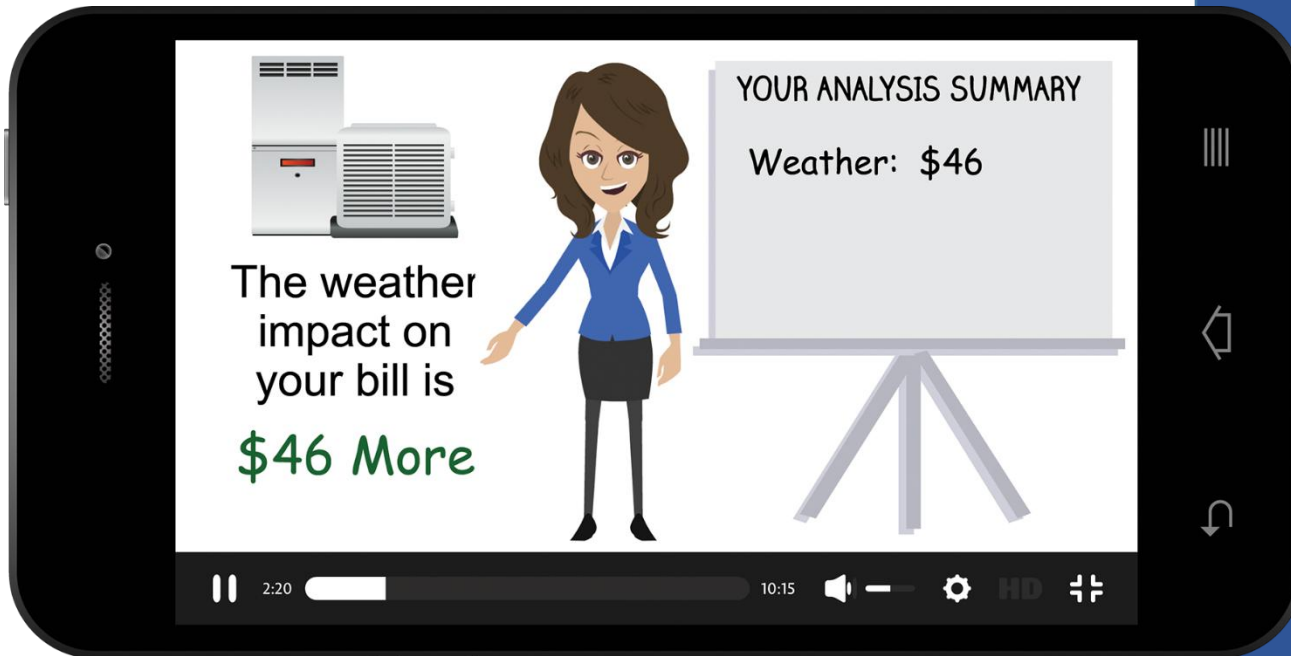
72% Monthly,

27% Quarterly

99%

1,000s wrote verbatims

99% extremely positive



My Saving Tips

My Weather

My Usage Details

My Alerts

My Profile

Sign up for usage alerts:

Record ID: 1531

Email:

or

Mobile:

Alerts you would like to receive:

- Mid cycle alert
- When my usage reaches \$
- Unusual usage

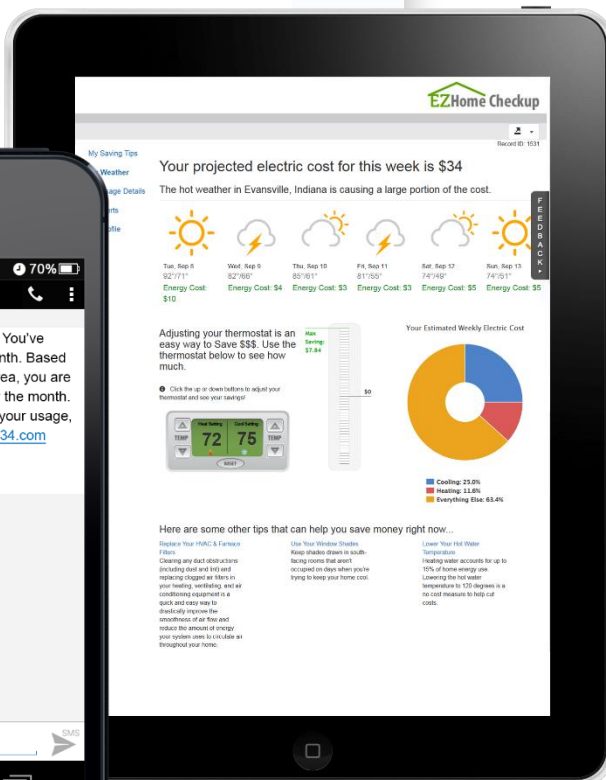
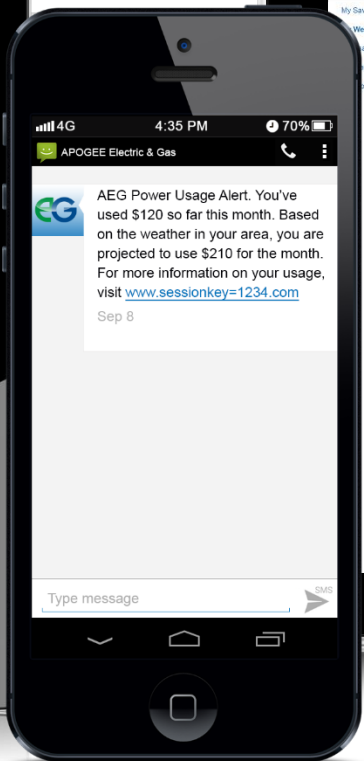
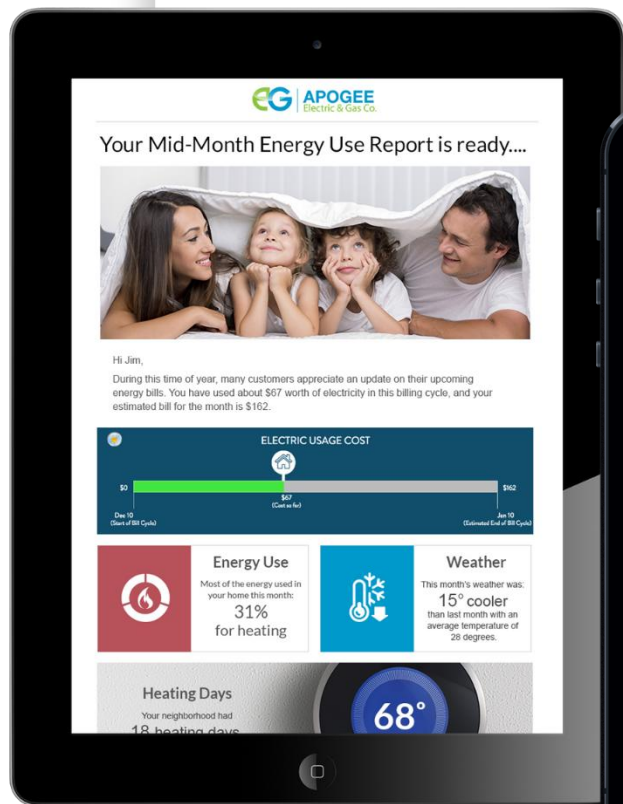
FEEDBACK

Proactive Alerts

80% • Want Alerts

67% • Check for alerts even when phone isn't vibrating

44% • Sleep with their phones so to not miss alerts and calls



Summary of Apogee's Point of View

- Make it free to home owner – at least for now
- Nothing to install – no truck roll – no cost
- No Wi-Fi needed in the house
- Design for the smart phone in communications
- Don't assume customers can or will read
- Use proactive video messaging
- Give customers simple actions to try
- Monetize their actions and give feedback

Precision Temperature Monitoring

Reinventing the
Home Audit and
Energy Engagement
Business

[Watch our Latest Technology!](#)

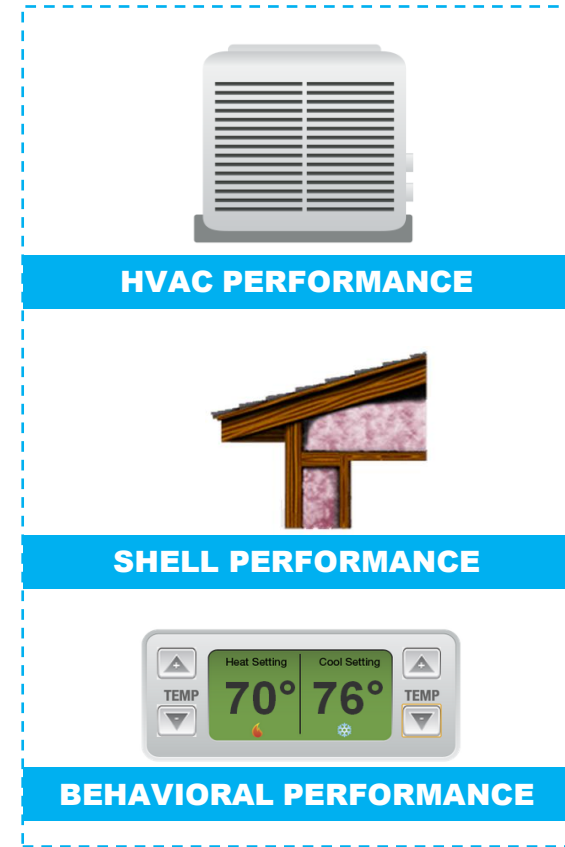
Nothing to Install

Just stick it to the wall!



Customer Experience

Blue Tooth or Cellular/SigFox



Utility/Auditor Experience

“The heartbeat of the home”SM

The Energy Industry is desperate for performance metrics!

- Conclusive Shell statistics
- HVAC SEER/AFUE statistics
- Trends and alerts to identify
 - Refrigerant leaks
 - Filter replacement
 - Thermal changes
 - Comfort challenges
 - Weatherization effects

