



The Edison Foundation

INSTITUTE for
ELECTRIC INNOVATION

IEI Technology Partner Snapshot

ENERGYSAVVY

EnergySavvy's utility customer experience platform is used by more than 30 electric companies and state programs to improve customer engagement, deliver insights-based predictive recommendations, and increase customer program automation.

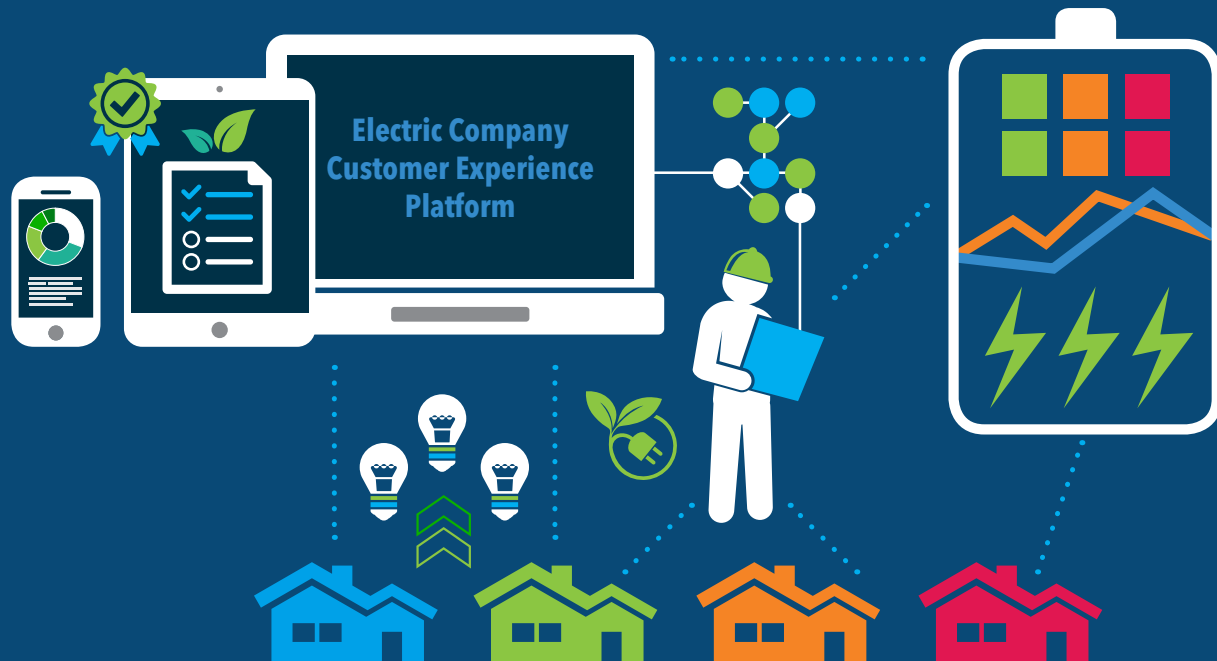
How EnergySavvy is Partnering with Electric Companies

Eversource

Using EnergySavvy's **Utility Customer Experience platform**, Eversource analyzed customer profile information and audit results from EnergySavvy's Home Energy Assessment. Using this data, they then targeted a segment of customers who were screened as good candidates for lighting upgrades with an offer to purchase LED light bulbs. This resulted in a 7.5 percent purchase rate, 3x higher than customers who received the same campaign, but had not completed the Home Energy Assessment.

Arizona Public Service (APS)

Before partnering with EnergySavvy, APS inspected 40 percent of all Home Performance with ENERGY STAR® projects—a high-cost and highly manual approach. EnergySavvy's **Program Optimization** enabled APS to achieve better targeted inspections, reduce the amount of overall inspections, and improve quality control and accountability. As a result, APS shifted 25 percent of their inspection budget to improving the program.



New York State Energy Research and Development Authority (NYSERDA)

By streamlining processes with EnergySavvy's **Workflow Automation**, NYSERDA reduced the completion time for residential energy efficiency projects by 40 percent, and was able to give contractors real-time feedback for immediate improvements.

National Grid

In 2017, National Grid selected EnergySavvy's **Workflow Automation** to serve as the one system of record for their Home Energy Service program, enabling them to drive increased savings to over 80,000 projects annually.