



The Edison Foundation

INSTITUTE for  
ELECTRIC INNOVATION

# IEI Technology Partner Snapshot



Uplight is the technology partner for energy providers transitioning to the clean energy ecosystem. Uplight connects over 80 utilities and 110 million energy customers to products and services that accelerate decarbonization, reduce energy costs, and positively impact people and their communities. Together, Uplight and its utility partners create connected, personalized energy customer experiences that improve customer satisfaction, drive adoption of grid edge solutions, orchestrate energy supply and demand, and deliver operational efficiency and cost savings.

## How Uplight is Partnering with Electric Companies:

### AES Indiana

AES Indiana partnered with Uplight to offer a subscription-based service called Plus. Pilot results for Plus found that a budget billing offer, bundled with a green energy subscription, led to a **3x increase in the green energy program enrollment rate**. Other electric companies piloting Plus found a flat bill, bundled with a smart thermostat, can **reduce energy consumption by an average of 6%** and **reduce average peak energy use by 31%** during the summer season.



### Con Edison

Con Edison partnered with Uplight to offer business customers a personalized digital experience powered by smart meter data. In 2020, Con Edison added energy usage and billing "widgets" to the My Account web and mobile app experience for business customers to answer common billing and energy usage questions. Since launch, these widgets have helped drive a **2-4x increase in business customer self-service activity** and contributed to a **2-3x increase in digital customer engagement**.

### Consumers Energy

Consumers Energy partnered with Uplight to launch the largest smart thermostat-driven, pre-enrolled demand response program in the United States. Since 2020, **over 50,000 customers have purchased a rebated, pre-enrolled smart thermostat** through Consumers' e-commerce website. Uplight's personalized suite of customer engagement and demand management tools is helping Consumers Energy achieve its carbon emissions goals while reducing energy costs for all customers.

