



**Neighbor to Neighbor**

**ENERGY CHALLENGE**

Small Changes. **BIG RESULTS.**

**Technology Solutions and Programmatic Approaches:  
Driving Innovation in Residential Energy Efficiency Strategies**

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**July 11, 2012**

[www.CTEnergyChallenge.com](http://www.CTEnergyChallenge.com)



# Neighbor to Neighbor

## ENERGY CHALLENGE

Small Changes. **BIG RESULTS.**

### The Road from Start to Finish

Sign up for the Energy Challenge

Neighborhood Energy Workshops

Neighbor to Neighbor Lighting Program

Home Energy Solutions

Insulation Improvement

Home Heating Upgrade

Solar Hot Water System



START

FINISH

CONGRATULATIONS!!!



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# N2N Program Development

- Action Research
  - Real-time data collection
  - Analysis of approaches
  - Course correction
- Qualitative and Quantitative Data
- Technology Platform
- Program Dashboards



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# Our Technology

- Consumer Engagement Tools
- Contractor Tools
- Program Administration Tools



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# Centralized Platform

**N2N has deployed an extensive customer relationship management (CRM) database that tracks:**

## Outreach Data

- Leads/Contacts
- Households
- Outreach Activities
- Referrals
- Coalition Partners

## Upgrade Data

- Project Information
  - Savings, Rebates, Costs
- Contractor Scorecards
  - Close, Bid, Upgrade

## Upcoming Events

A list of all upcoming events and their unique URLs. These URLs have the event code at the end so that each person signed up using this URL will become a member of that event automatically.

Example of a real-time field tool to easily:

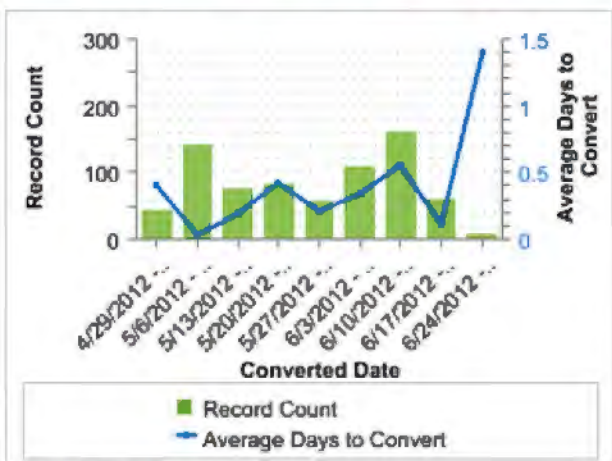
- Enter leads
- Connect to events
- Track referrals

- [Wilton Welcoming Service \(referred by\)](#)  
- Friday, September 21, 2012 10:15:00
- [HES Visit Request - Web Form](#)
- [Contact Form - Web Form](#)
- [HES Follow-Up Survey \(draft\)](#)
- [Lighting Sign-Up - Web Form](#)
- [Dashboard Invitee Email Blast](#)
- [Join The Challenge - Web Form](#)
- [Dashboard Signup - HES](#)
- [LIGHTING Call-in sign ups](#)
- [HES Sign-Ups from Lighting](#)  
Thursday, September 30, 2010 23:00:00 - Tuesday, July 31, 2012 20:59:00
- [Friends of the Eleanor Buck Wolf Nature Center \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00
- [Westport Woman's Club \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00
- [Glastonbury Welles-Turner Memorial Library \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00
- [Homes with Hope \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00
- [Wethersfield Corpus Christi Church \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00
- [Westport Y \(referred by\)](#)  
Friday, October 01, 2010 06:00:00 - Wednesday, July 31, 2013 14:00:00

### Unconverted Leads

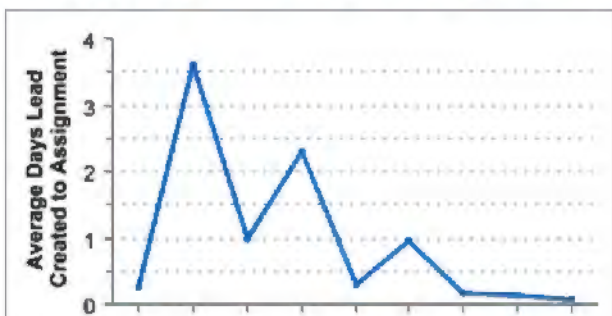
Full Name	Interest	Lead Age	Record Count
	HES	0	1
	HES	0	2
<b>Total</b>			<b>3</b>

### Converted Web Leads Summary



This & Last Month

### Average Days to Assign to Contractor



### Open Projects by Type

Project Record Type	Record Count
HES Assessment	467
HES Improvement	227
IE: HES Assessment	222
IE: HES Improvement	4
Lighting Retrofit	63
<b>Total</b>	<b>983</b>

All Open Projects

### Open HES Assessments by Owner

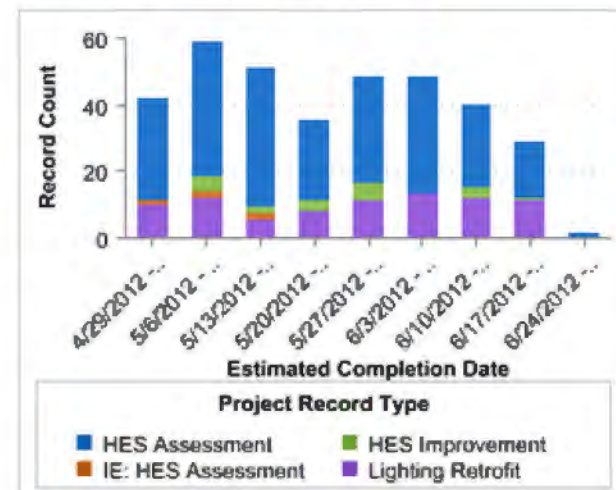
Project Owner	Record Count
	14
	36
	7
	30
	26
	108
	74
	14
	48
	6
	37
	2
	3
	10
	4
	2
	46
<b>Total</b>	<b>467</b>

### Completed HES Improvement Projects



This Calendar Year

### Projects Completed by Type



This & Last Month

### Earned Points by Town



# Program to Date Dashboard

## Signed Utility Releases

Opt In Date (Electric)	Record Count
November 2010	2
December 2010	16
January 2011	22
February 2011	25
March 2011	69
April 2011	110
May 2011	161
June 2011	87
July 2011	102
August 2011	103
September 2011	91
October 2011	130
November 2011	127
December 2011	198
January 2012	163
February 2012	214
March 2012	192
April 2012	192
May 2012	148
June 2012	35
<b>Total</b>	<b>2K</b>

## Completed Lighting Retrofits

Date of Lighting Visit	Record Count
December 2010	12
January 2011	17
February 2011	13
March 2011	20
April 2011	22

## Completed HES Assessments

Date HES Assessment Completed	Record Count
December 2009	1
October 2010	2
November 2010	4
December 2010	14
January 2011	22
February 2011	28
March 2011	63
April 2011	117
May 2011	175
June 2011	103
July 2011	100
August 2011	96
September 2011	69
October 2011	91
November 2011	108
December 2011	173
January 2012	167
February 2012	163
March 2012	222
April 2012	194
May 2012	148
June 2012	45
<b>Total</b>	<b>2K</b>

## Completed HES-IE Assessments

Close Month	Record Count
3/1/2011	1
7/1/2011	6
8/1/2011	2

## Completed HES Improvements

Date Upgrade Completed	Record Count
December 2010	2
January 2011	2
February 2011	1
March 2011	3
April 2011	10
May 2011	3
June 2011	7
July 2011	3
August 2011	5
September 2011	5
October 2011	13
November 2011	23
December 2011	18
January 2012	14
February 2012	10
March 2012	13
April 2012	12
May 2012	12
June 2012	1
<b>Total</b>	<b>158</b>

## Completed HES-IE Improvements

Close Month	Record Count
10/1/2011	3
12/1/2011	1
1/1/2012	2
2/1/2012	2
4/1/2012	1





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# Pipeline and Close Rate Analysis

## Poor Close Rate (26% of leads completed assessment)

### Outreach Team:

- Low Quality Leads
- Customer Confusion
- Information Barriers

### Course Correction:

- N2N All-Staff Analyses
- Refine pitches/materials
- Prime for upgrades
- Staff Training
- Sign up “receipts”
- Multiple customer touches



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# Pipeline and Close Rate Analysis

## Contractors:

- Lost leads
- Poor contractor follow up
- Low Bid Rates (& limited upgrade priming)

## Course Correction:

- N2N Assign Leads
- Contractor Scorecards
- N2N Contractor RFQ
- Energy Advisors
- Customer Sales Training
- Lead “swim lanes”

**Close Rate increased to 60% today.**



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# Contractor Dashboards

- Published scorecards every month – to everyone

HES Program Status (9/1/11 to 6/30/12)	Project Owner								Grand Total OR Program Average
	1	2	3	6	7	9	10	11	
HES Total Leads	159	155	94	418	173	445	218	287	<b>2239</b>
HES Visits Completed	108	66	58	232	111	348	113	173	<b>1362</b>
Avg. Days to Complete	45	31	40	58	25	39	38	41	<b>44</b>
% Completed	68%	43%	62%	56%	64%	78%	52%	60%	<b>61%</b>
% Scheduled	2%	10%	0%	5%	8%	2%	0%	2%	<b>4%</b>
% Inquiries/Multiple Attempts	1%	8%	0%	8%	19%	3%	0%	3%	<b>5%</b>
% Lost Projects	25%	40%	34%	30%	7%	14%	46%	33%	<b>28%</b>



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# Contractor Dashboards

	Project Owner									Grand Total OR Program Average
HES Savings Data (9/1/11 to 6/30/12)	1	2	3	6	7	9	10	11		
# Visits w/ Savings Data	28	16	12	82	33	159	62	71	514	
Avg % Savings from HES	9.3%	5.2%	8.9%	6.9%	11%	10%	9.1%	8.1%	8.8%	
Savings >15% (% of visits)	7%	6%	0%	10%	15%	14%	6%	7%	11%	
Bids and Upgrades										
Bids Delivered	10	23	26	69	35	63	13	17	278	
Bid Rate	9%	35%	45%	30%	32%	18%	12%	10%	20%	
Upgrades from HES Leads	5	1	3	13	17	33	5	7	88	
Total Completed Upgrades	7	1	2	18	17	48	5	8	117	
Upgrade % (of bid)	50%	4%	12%	19%	49%	52%	38%	41%	32%	
Upgrade % (of HES)	5%	2%	5%	6%	15%	9%	4%	4%	6%	



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# Transparency Leads to Market Innovation

- N2N Process Improvements
  - Automatic emails
  - Customer segmentation
  - Social media integration
- Customer Acquisition Cost Model (Lifetime Customer Value)
  - Business Lens—Portfolio of cost-effective strategies
  - Policy Lens—Compare community-based to other models

**Achieved through transparent publishing of N2N data.**



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# Transparency Leads to Market Innovation

- Contractors—Huge increase in close rates
    - June 2011=26%, April 2012=50%, June 2012=60%
  - Policy—focus on broader Statewide oppty and issues
    - Release forms, utility data partnerships, marketing efforts, technology solution RFPs, performance metrics
  - NORC—building demographics and psychographics on top of housing characteristics to build repeatable
- Achieved through transparent publishing of N2N data.**



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# Thank you

# Questions?

## Key N2N Evaluation Contacts:

- Kat A. Donnelly, EMpower Devices  
(619) 263-2472, [kdonnelly@empowerdevices.com](mailto:kdonnelly@empowerdevices.com)
- Kerry O'Neill, Earth Markets  
(203) 956-0813, [kerry@earthmarkets.com](mailto:kerry@earthmarkets.com)



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# Screen Shots of N2N Program Admin Tools on Salesforce.com

N2N's Platform provider is Snugg Home. They have customized Salesforce.com to N2N's needs, including all marketing, outreach, HES, upgrade and DOE reporting (via XML transfer). N2N staff and contractors enter data into a Salesforce portal. We live on Salesforce!





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# Contractor Dashboard

All HES vendors are required to use the contractor portal to enter pipeline/status data for all HES assessments and upgrades, from lead to completion. This includes bid info, uploaded HEY tools post-HES and post-upgrade, uploaded release forms.

We can click on any box and drill down to a detailed report.

### HES Assessments Created

Project Owner	Self Generated	Record Count
Company 1	No	2
Company 1	Yes	4
Company 2	No	1
Company 2	Yes	1
	No	7
	Yes	2
	No	2
	Yes	1
	No	8
	Yes	10
	No	2
	Yes	10
<b>Total</b>		<b>50</b>

Created Date - This Month

Project Owner	Self Generated	Record Count
	No	55
	Yes	8
	No	11
	No	2
	No	22
	Yes	3
	No	45
	Yes	13
	No	15
	Yes	26
<b>Total</b>		<b>200</b>

Created Date - Last Month

### HES Improvements Created

### Open HES Assessments

Project Owner	Average Age	Record Count
	28	71
	33	16
	75	65
	69	81
	51	171
	41	12
<b>Total</b>		<b>416</b>

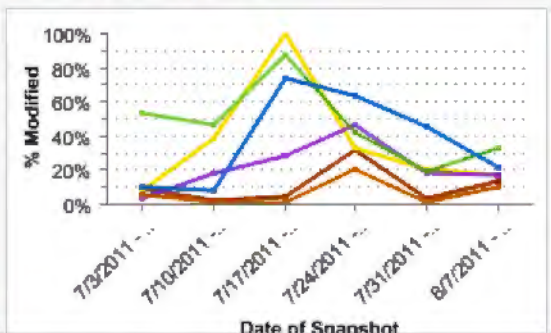
Total

### Open HES Improvements

Project Owner	Average Age	Record Count
	12	1
	8	2
	78	32
	47	13
	30	9
	68	103
<b>Total</b>		<b>160</b>

Total

### % of Open Projects Modified



### Completed HES Assessments

Project Owner	Record Count
Company 1	70
Company 2	28
	81
	60
	133
	268
<b>Total</b>	<b>640</b>

All Time

### Completed HES Improvements

Project Owner	Record Count
Company 1	3
Company 2	6
	1
	2
	4
	9
<b>Total</b>	<b>25</b>

All Time

### Complete Rate (%) - HES Assessments

Project Owner	Complete Rate (%)	Record Count
Company 1	30	236
Company 2	43	65
	45	182
	33	182
	36	371
	85	314
<b>Total</b>		<b>1,350</b>

Note the wide swing of Inquiry-to-Complete rate amongst the vendors – 30% to 85%

[Redacted]	No	22
[Redacted]	Yes	3
[Redacted]	No	45
[Redacted]	Yes	13
[Redacted]	No	15
[Redacted]	Yes	26
<b>Total</b>		<b>200</b>

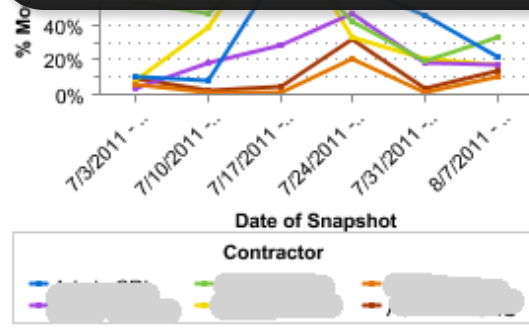
Created Date - Last Month

### HES Improvements Created

Project Owner	Self Generated	Record Count
[Redacted]	Yes	1
[Redacted]	Yes	2
[Redacted]	Yes	2
[Redacted]	Yes	4
[Redacted]	Yes	13
<b>Total</b>		<b>22</b>

Created Date - This Month

Project Owner	Self Generated	Record Count
[Redacted]	Yes	3
[Redacted]	Yes	5
[Redacted]	No	1
[Redacted]	Yes	9
[Redacted]	Yes	6
<b>Total</b>		<b>24</b>



Modified within 7 Days Prior to Snapshot

### Contractor Last Login to SF.com

Full Name	Record Count	Last Login
[Redacted]	1	8/5/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/8/2011
[Redacted]	1	8/5/2011

### Complete Rate (%) - HES Assessments

Project Owner	Complete Rate (%)	Record Count
[Redacted]	30	236
[Redacted]	43	65
[Redacted]	45	182
[Redacted]	33	182
[Redacted]	36	371
[Redacted]	85	314
<b>Total</b>		<b>1,350</b>

All Time

### Complete Rate (% of Bids) - HES Improvements

Project Owner	Complete Rate (%)	Record Count
[Redacted]	100	3
[Redacted]	0	1
[Redacted]	16	37
[Redacted]	8	12
[Redacted]	40	5
[Redacted]	5	76
<b>Total</b>		<b>134</b>

### Complete Rate (% Assess) - Improvements

Household or Organization Owner	Improvement Complete Rate / HES
[Redacted]	4
[Redacted]	0
[Redacted]	7



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# Program Dashboards

A variety of Weekly, Monthly and Program-to-Date dashboards for outreach, sign-up, lighting, HES and upgrade activity.

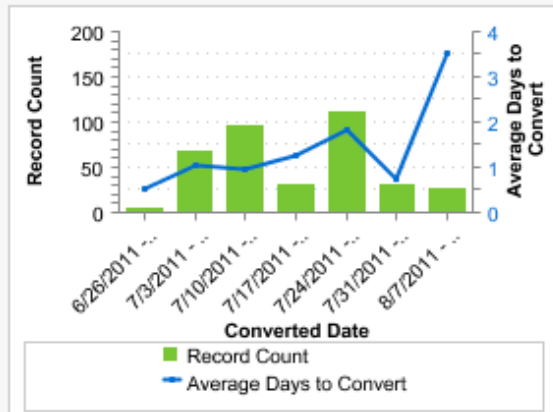
We can click on any box and drill down to a detailed report.

# Program to Date Dashboard

## Unconverted Leads

Full Name	Interest	Lead Age	Record Count
[Redacted]		8	1
[Redacted]	HES	1	1
[Redacted]	Install CFL	1	1
[Redacted]	Install CFL	1	1
<b>Total</b>			<b>4</b>

## Converted Web Leads Summary



This & Last Month

## Average Days to Assign to Contractor

Project Owner	Record Count
[Redacted]	6

## Open Projects by Type

Project Record Type	Record Count
HES Assessment	457
HES Improvement	162
Lighting Retrofit	154
<b>Total</b>	<b>773</b>

All Open Projects

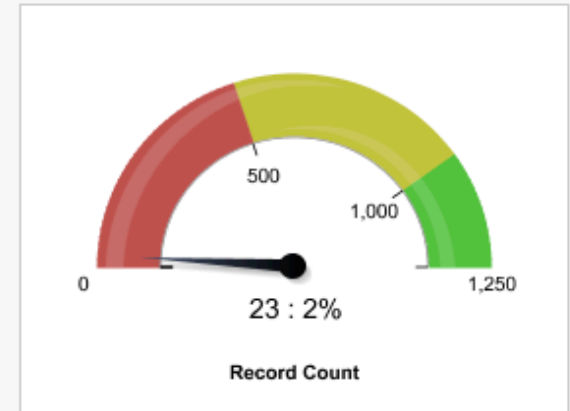
## Open HES Assessments by Owner

Project Owner	Record Count
[Redacted]	71
[Redacted]	16
[Redacted]	65
[Redacted]	81
[Redacted]	171
[Redacted]	12
[Redacted]	1
[Redacted]	3
[Redacted]	4
[Redacted]	1
[Redacted]	9
[Redacted]	23
<b>Total</b>	<b>457</b>

## Open HES Improvement by Owner

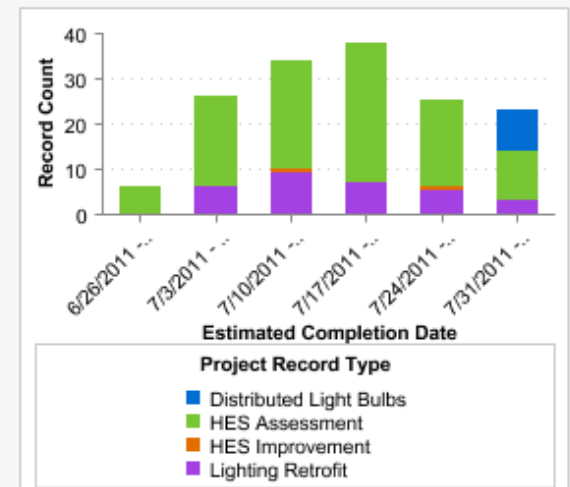
Project Owner	Record Count
[Redacted]	6

## Completed HES Improvement Projects



This Calendar Year

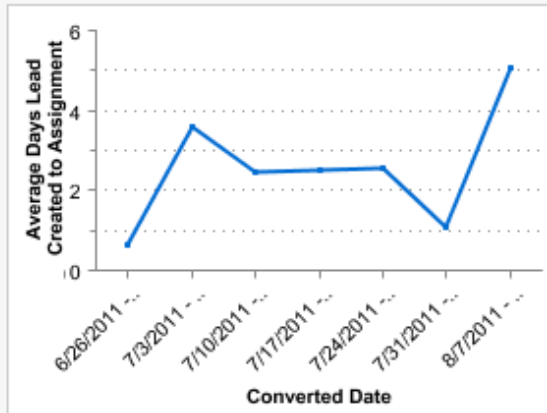
## Projects Completed by Type



This & Last Month

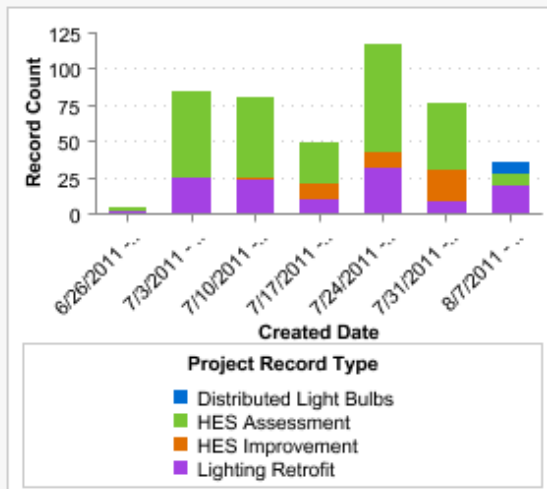
# Program to Date Dashboard

## Average Days to Assign to Contractor



This & Last Month

## Projects Created by Type



This & Last Month

## Open HES Improvement by Owner

Project Owner	Record Count
[Redacted]	1
[Redacted]	2
[Redacted]	32
[Redacted]	13
[Redacted]	9
[Redacted]	103
[Redacted]	2
<b>Total</b>	<b>162</b>

## Open HES Assessments Not Modified

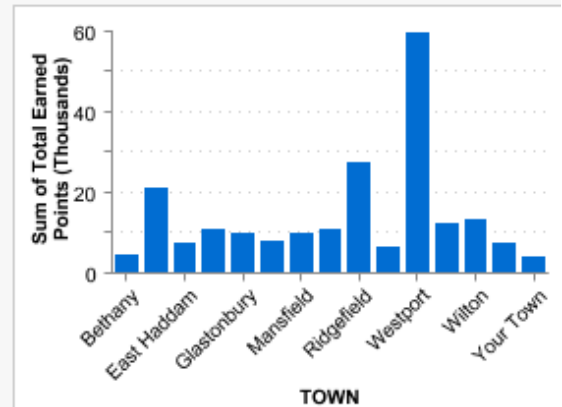
Project Owner	Record Count
[Redacted]	56
[Redacted]	11
[Redacted]	59
[Redacted]	73
[Redacted]	154
[Redacted]	10
[Redacted]	1
[Redacted]	3
[Redacted]	4
[Redacted]	1
[Redacted]	9
[Redacted]	22
<b>Total</b>	<b>403</b>

Last 7 Days



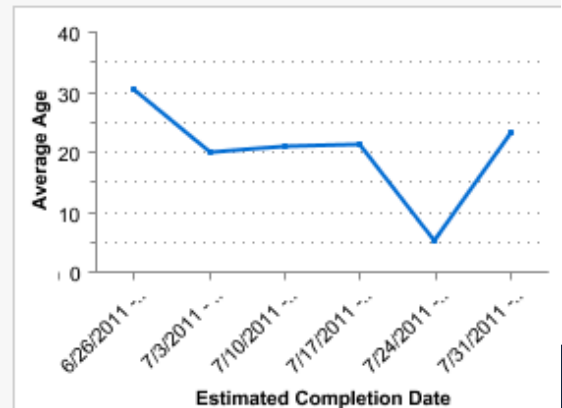
This & Last Month

## Earned Points by Town



All Time

## Average Age of Completed HES Assessments



This & Last Month

# Monthly Activity Dashboard

Monthly Reporting Dashboard - Congruent With Weekly Reporting

## Outreach Activities

Event Town	Record Count
Bethany	4
Cheshire	11
East Haddam	2
East Hampton	6
Glastonbury	3
Lebanon	3
Mansfield	1
Portland	1
Weston	7
Westport	6
Wethersfield	4
Wilton	2
Windham	3
<b>Total</b>	<b>53</b>

Event Date Last Month

## Volunteer Sign-ups

Contact TOWN	Record Count
Lebanon	1
<b>Total</b>	<b>1</b>

Sign-up Date Last Month

## Volunteer Hours Worked

Contact TOWN	Record Count	Sum of Event Hours

## N2N Sign-up Information

TOWN	Record Count
Bethany	2
Cheshire	33
East Haddam	5
East Hampton	8
Glastonbury	65
Lebanon	36
Mansfield	42
Ridgefield	6
Weston	13
Westport	43
Wethersfield	14
Wilton	2
Windham	18
Your Town	43
<b>Total</b>	<b>330</b>

Created Last Month

## Clean Energy Options Sign-ups

TOWN	Record Count
Lebanon	1
Portland	1
<b>Total</b>	<b>2</b>

Sign-up Date Last Week

## Lighting Retrofits Created

## HES Assessments Created

TOWN	Record Count
Bethany	2
Cheshire	25
East Haddam	8
East Hampton	9
Glastonbury	27
Lebanon	35
Mansfield	15
Portland	2
Ridgefield	6
Weston	12
Westport	46
Wethersfield	10
Wilton	1
Windham	9
Your Town	13
<b>Total</b>	<b>220</b>

Created Last Month

## HES Assessments Completed

TOWN	Record Count
Bethany	1
Cheshire	5
East Haddam	2
East Hampton	5
Glastonbury	9

# Upgrades to Date Report

Filtered By: [Edit](#)  
**Project Record Type equals HES Improvement** [Clear](#)

Project Name	Project Record Type	Stage	Date Upgrade Bid Delivered	Date Upgrade Scheduled	Date Upgrade Completed	Est
<input type="checkbox"/> Project Owner: _____ (3 records)						
_____ Household - Cheshire - HES Improvement 2011	HES Improvement	Improvement Completed	5/11/2011	5/11/2011	6/4/2011	
_____ Household - Cheshire - HES Improvement 2011	HES Improvement	Improvement Completed	4/1/2011	4/6/2011	4/6/2011	
_____ Household - Willimantic - HES Improvement 2011	HES Improvement	Improvement Completed	6/7/2011	7/7/2011	7/11/2011	
<input type="checkbox"/> Project Owner: _____ (6 records)						
_____ household - Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	2/15/2011	2/21/2011	2/28/2011	
_____ Household - Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	4/19/2011	5/10/2011	5/11/2011	
_____ household - Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	12/8/2010	4/11/2011	4/11/2011	
_____ Household - Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	4/2/2011	4/5/2011	4/13/2011	
_____ Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	4/14/2011	4/19/2011	4/29/2011	
_____ - Ridgefield - HES Improvement 2011	HES Improvement	Improvement Completed	4/18/2011	4/21/2011	4/29/2011	
<input type="checkbox"/> Project Owner: _____ (1 record)						
_____ household - Portland - HES Improvement 2011	HES Improvement	Improvement Completed	12/20/2010	12/20/2010	12/23/2010	
<input type="checkbox"/> Project Owner: _____ (2 records)						
_____ Household - HES Improvement 2011	HES Improvement	Improvement Completed	12/7/2010	12/10/2010	12/16/2010	
_____ Household - Portland - HES Improvement 2011	HES Improvement	Improvement Completed	5/19/2011	6/3/2011	6/17/2011	
<input type="checkbox"/> Project Owner: _____ (4 records)						
_____ Improvement 2011 - Insulation	HES Improvement	Improvement Completed	3/23/2011	3/23/2011	3/25/2011	
_____ Household - Westport - HES Improvement 2011	HES Improvement	Improvement Completed	6/30/2011	7/25/2011	7/26/2011	
_____ Household - Weston - HES Improvement 2011	HES Improvement	Improvement Completed	12/2/2010	1/14/2011	1/14/2011	
_____ Improvement 2011 - Insulation	HES Improvement	Improvement Completed	12/10/2011	1/7/2011	1/25/2011	
<input type="checkbox"/> Project Owner: _____ (9 records)						



All projects

Closed Won

All

Run Report

Hide Details

Customize

Save

Save As

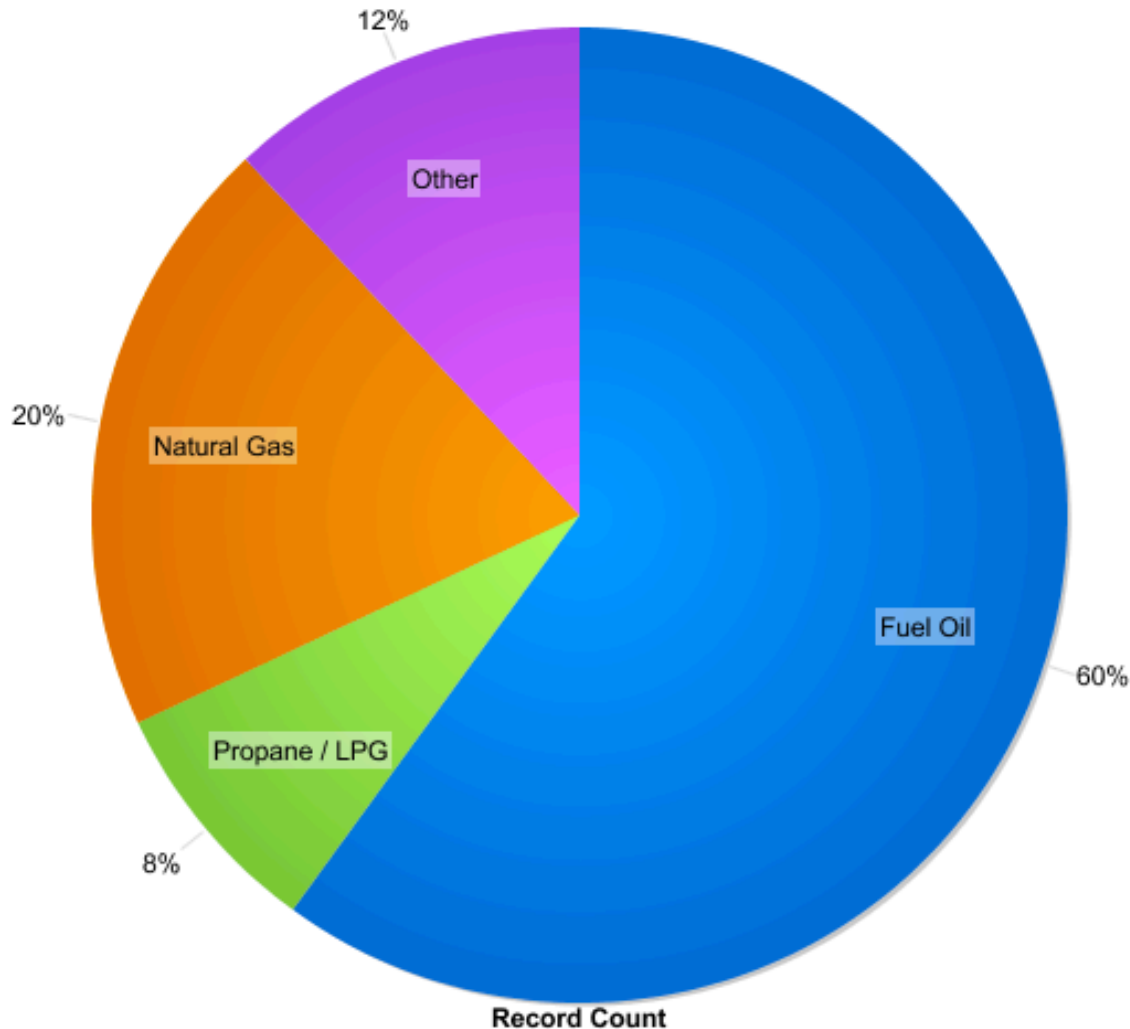
Delete

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# Upgrades by Primary Heating Type Report

Edit Large | Medium | Small

## Completed HES Improvements by Fuel Type



# Household Upgrade View

## ▼ General Information

Project Owner	[Redacted] [Change]	Estimated Completion Date	12/23/2010
Project Name	Household - Portland - HES Improvement 2011	Stage	Improvement Completed
Household or Organization Name	Household - Portland	Stage = Bid Pending: Reason	?
Contact		Stage = Lost Project: Reason	?
HES Job #		Contractor	[Redacted]
Installed Insulation	<input checked="" type="checkbox"/>	Date of Contractor Follow-Up	12/20/2010
Installed Heating or Cooling Eq.	<input type="checkbox"/>	Date Upgrade Bid Delivered	12/20/2010
Installed Solar for Hot Water	<input type="checkbox"/>	Date Upgrade Scheduled	12/20/2010
Installed Solar Photovoltaic	<input type="checkbox"/>	Date Upgrade Completed	12/23/2010
Installed Measures Points	500	Project Record Type	HES Improvement [Change]
Not Modified in Last 7 Days	1		
No Bid	<input type="checkbox"/>		
Bid Delivered	1		

## ▼ Upgrade Information

Total Retrofit Job Hours	8	Amount of Rebates or Grant (\$)	?
Total Retrofit Invoiced Cost	\$1,300	Rebate Source	?
Direct Customer Contribution (\$)	?	Rebate Source If Other	?
BetterBuildings Funds (\$)	?	Other leveraged funds (\$)	?
Amount of Tax Credits (\$)	?	Other Leveraged Funds Source	?
		Other Leveraged Funds Source (if Other)	?

About 100 data points for various installed measures collected, regardless of primary heating fuel.

## ▼ Installed Measures

Attic Insulation (Old)	<input type="checkbox"/>	Attic Insulation	<input checked="" type="checkbox"/>
Attic Insulation Nominal R-value (Old)	?	Attic Insulation Nominal R-value	60
Attic/Ceiling Insulation Thickness (Old)	?	Attic/Ceiling Insulation Thickness	20
		Attic Insulation Total Area (Sq Feet)	800
		Duct Insulation	<input type="checkbox"/>

# Household Upgrade View - HEY

## ▼ HEY Tool Values

HEY7: Pre-HES Annual Elec. Consum. (kWh) 3,700.00	HEY7: Goal Annual Elec. Consum. (kWh) 3,620.00
HEY7: Pre-HES Annual Oil Consum. (gal) 530.00	HEY7: Goal Annual Oil Consum. (gal) 416.00
HEY7: Pre-HES Nat Gas Consumption (ccf) 0.00	HEY7: Goal Nat Gas Consumption (ccf) 0.00
HEY7: Pre-HES Propane Consumption (ccf) 0.00	HEY7: Goal Propane Consumption (ccf) 0.00
HEY7: Pre-HES Wood Consumption (cords) 0.00	HEY7: Goal Wood Consumption (cords) 0.00
HEY7: Pre-HES Pellets Consumption (tons) 0.00	HEY7: Goal Pellets Consumption (tons) 0.00
HEY7: Pre-HES Kerosene Consumption (gal) 0.00	HEY7: Goal Kerosene Consumption (gal) 0.00
HEY7: Pre-HES Coal Consumption (tons) 0.00	HEY7: Goal Coal Consumption (tons) 0.00
HEY7: Pre-HES Estimated Annual Cost (\$) \$2,574.00	HEY7: Goal Estimated Annual Cost (\$) \$2,148.00

## ▼ Estimated Energy Savings Based on Improvements

Source or method for prediction Other	Estimated annual cost savings (\$) \$426
HEY:Electricity:Expected save/yr (%) 2.16%	HEY:Electricity:Expected save/yr (kWh) 80.00
HEY:Oil:Expected save/yr (%) 21.51%	HEY:Oil:Est. save/yr (gal) 114.00
HEY:NatGas:Expected save/yr (%) 0.00%	HEY:Nat Gas:Expected save/yr (ccf) 0.00
HEY:Propane:Est. save/yr (%) 0.00%	HEY:Propane:Est. save/yr (ccf) 0.00
HEY:Wood:Est. save/yr (%) 0.00%	HEY:Wood:Est. save/yr (cords) 0.00
HEY:Pellets:Est. save/yr (%) 0.00%	HEY:Pellets:Est. save/yr (tons) 0.00
HEY:Kerosene:Est. save/yr (%) 0.00%	HEY:Kerosene:Est. save/yr (gal) 0.00
HEY:Coal:Est. save/yr (%) 0.00%	HEY:Coal:Est. save/yr (tons) 0.00
HEY:Estimated annual cost savings (\$) \$426.00	