Energy Trust of Oregon, Inc.

Home Energy Solutions
Existing Homes

Home Energy Review Customer Interface Enhancement

Conservation Advisory Council
March 11, 2009

Energy Trust of Oregon, Inc.

2009 HER Enhancement Concepts

- Beginning May 1, 2009 Energy Trust HES Existing Homes Program will be enhancing services and information provided to participants
- This is in response to feedback from customers and other stakeholders who
  - have consistently expressed interest in obtaining measure recommendations specific to their homes from Energy Advisors
  - prefer independent third-party ranking of best measures to increase the energy efficiency of their homes
  - desire follow-up contact with their energy advisors

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HER Enhancement Modifications

New materials will also include a clearer call to action

- Summary sheet will have prioritized measure recommendations specific to the home
- Energy Advisors will be assigned to remain as a point of contact for the customer to help move projects forward
  - Homeowner will have the phone number of the advisor for follow up
- FAQs on next steps

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