EVERSOURCE

What Energy Efficiency Professionals Need to Know About Energy Efficiency in Connecticut

2014 & Beyond

February 17, 2015

Matthew Gibbs
Director, Energy Efficiency
Eversource Energy

Our Vital Role in Delivering Energy Efficiency

- Deliver **reliable energy** and **superior customer service**
- Drive energy **policy discussions** and **innovation**
- Be a **trusted**, **expert**, **energy advisor** for **all customers**
- View **energy efficiency** as a **performance-based** business





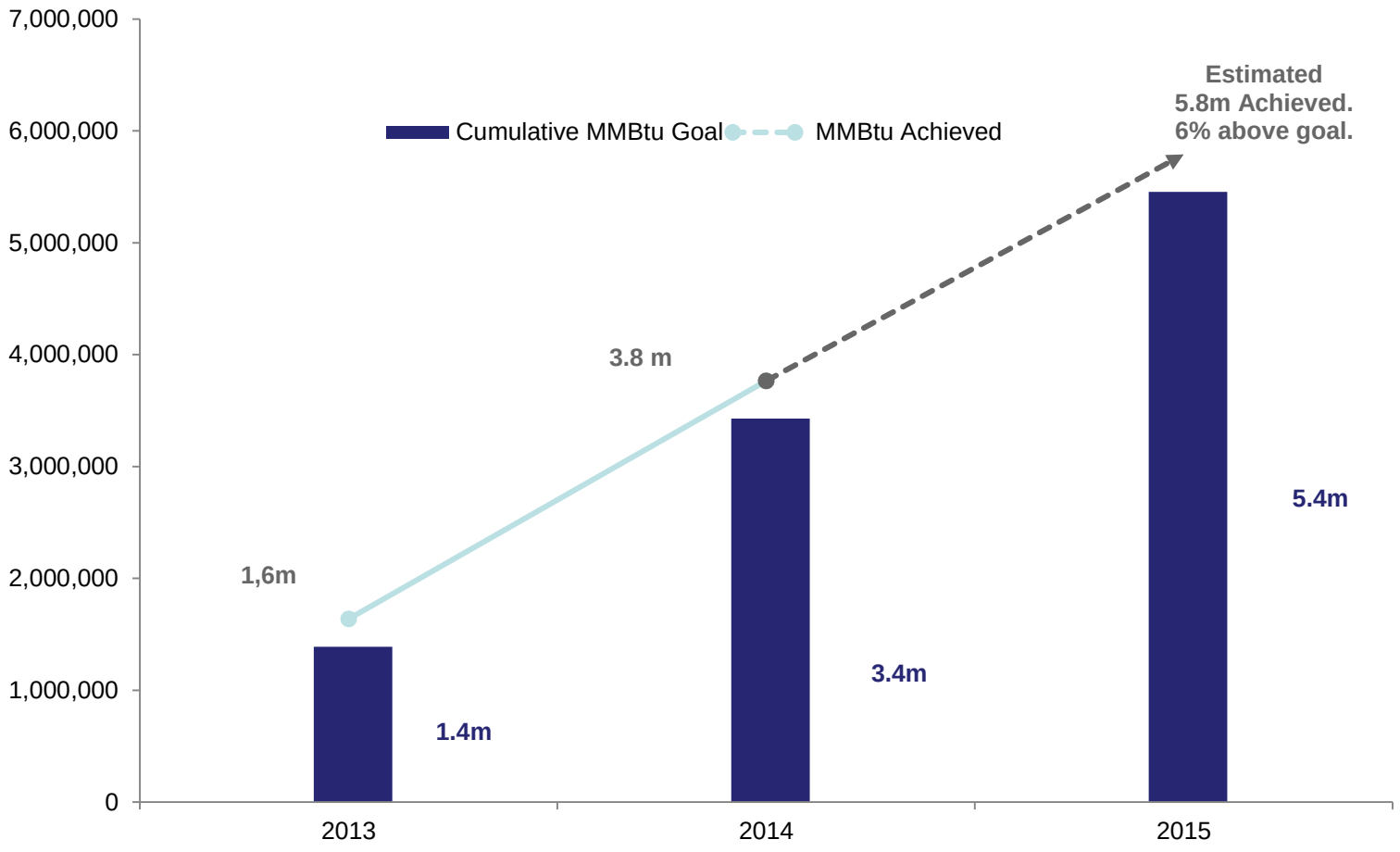




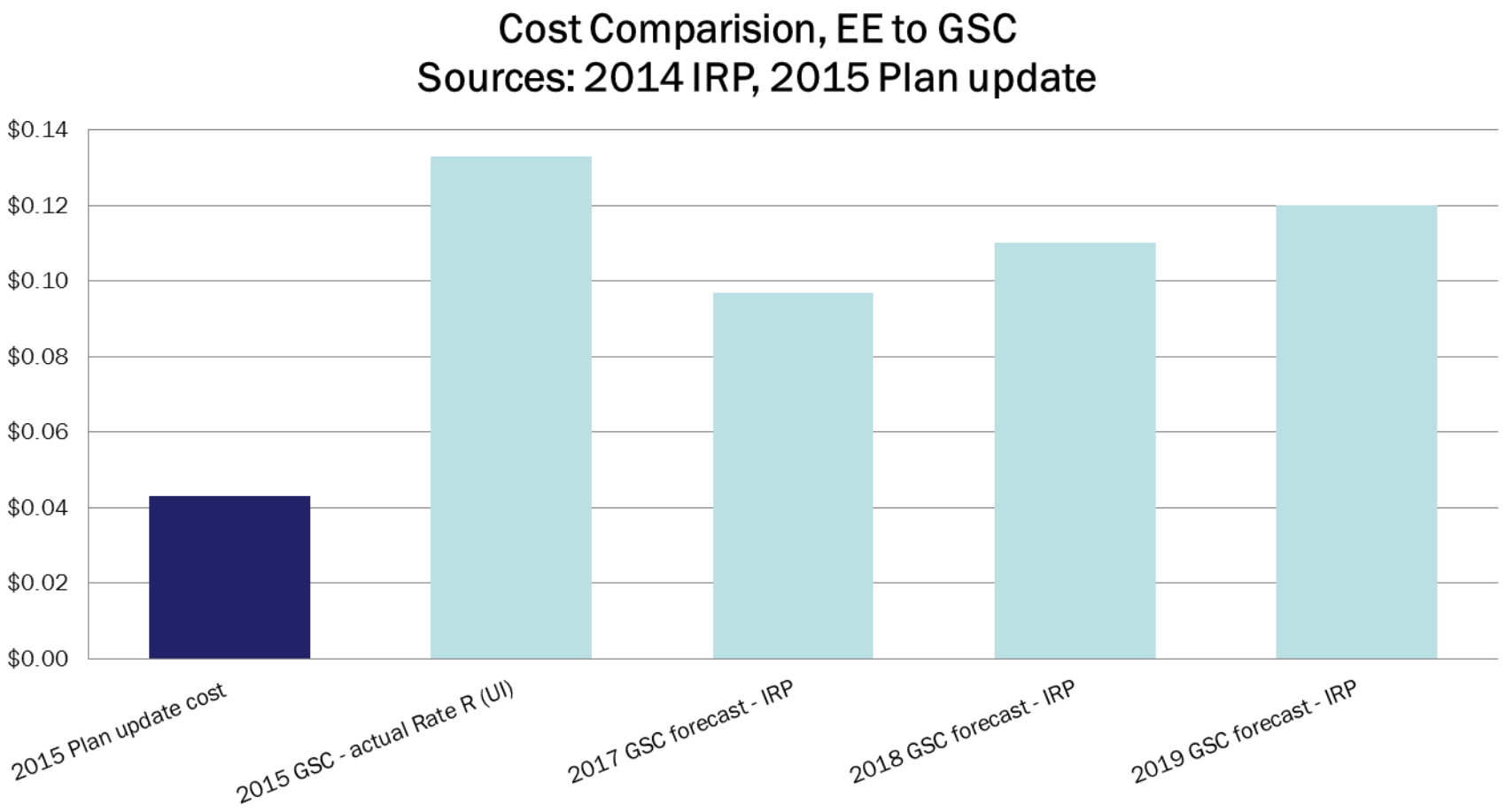
EE Programs Serve Many Thousands of Households and Businesses each Year (3 year plan)

- **9.7 million** high efficiency retail products
- **2.8 million LED** products
- **3,992 efficient new homes** constructed
- **94,000 homes** served
- **357,000** customers received **home energy reports**
- **14,000 businesses** served

Three Year Program Performance



EE programs provide energy resources now and for the future, at lower costs



Platform for Energy Efficiency Success

Deep Customer Understanding







Strong Channel Partnerships

Innovative Offerings

EVERSOURCE

A handful of customers can significantly impact savings goals

APPROXIMATELY

2%

OF CUSTOMERS

Account For

80%

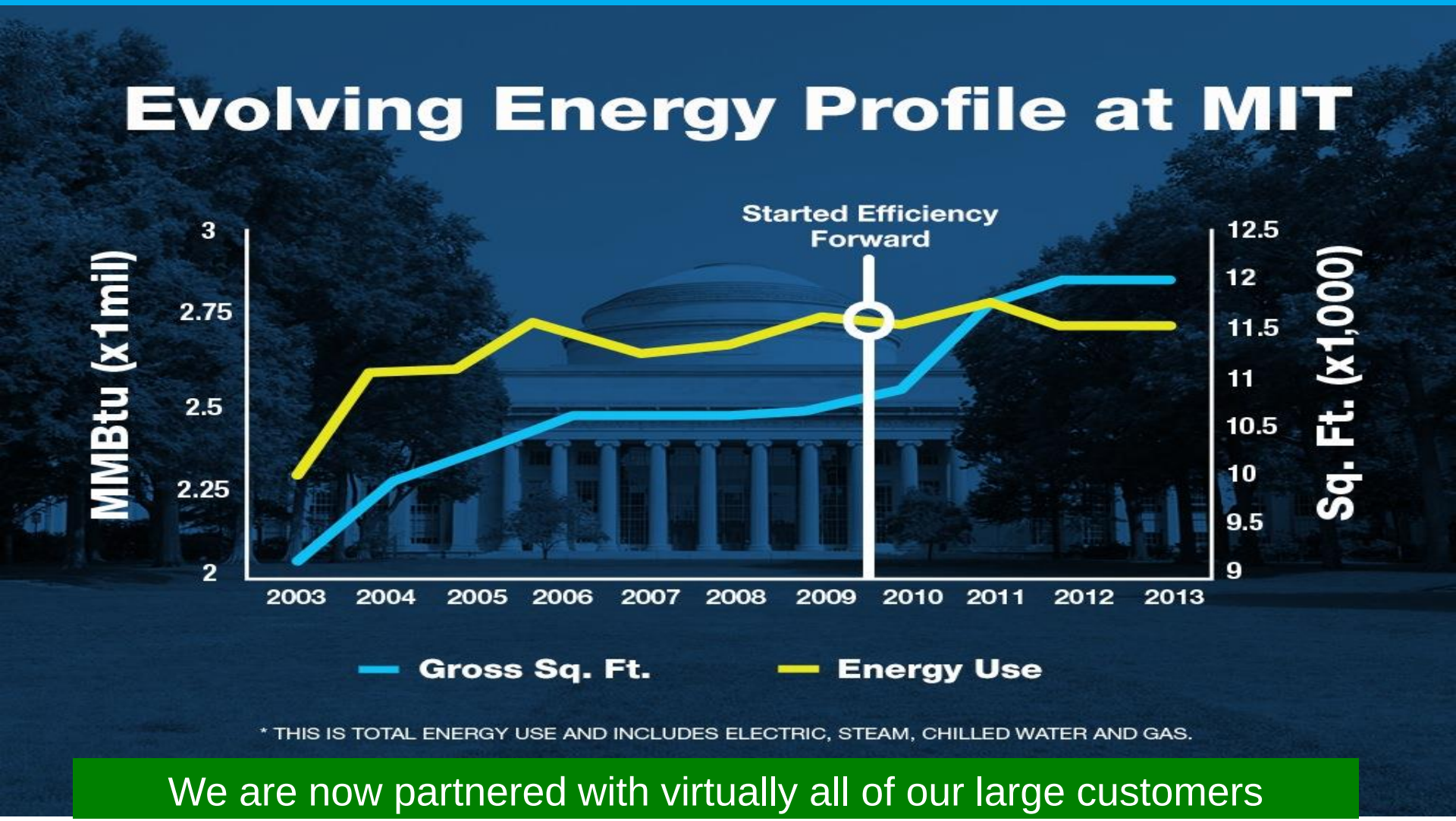
OF Usage



And we all know them all!!

EVERSOURCE

MIT became our **FIRST** Strategic Energy Partner.



We are now partnered with virtually all of our large customers

Strong Channel Partnerships Enable Scale

80%

OF CUSTOMERS

ACCCOUNT FOR

6% OF

USAGE

Digital Channels



Indirect Channels



Transaction Based Channels



Customer experience design is proactive, personalized, easy and low cost.

EVERSOURCE

We continually are looking for the supply chain to drive technologies to market



EVERSOURCE ENERGY

Manufacturers — GRUNDFOS

Manufacturers Reps — URELL

Distribution/Wholesalers — F.W. WEBB COMPANY

Contractors/Installers — EMCOR Build. Power. Service. Protect.

Delivered 237 pumps, 3 million kwh savings in 6 months

How We Envision Our Programs

Residential Programs

Home Energy Solutions
New Construction
Retail Lighting
High Efficiency HVAC
Appliances
Home Energy Reports

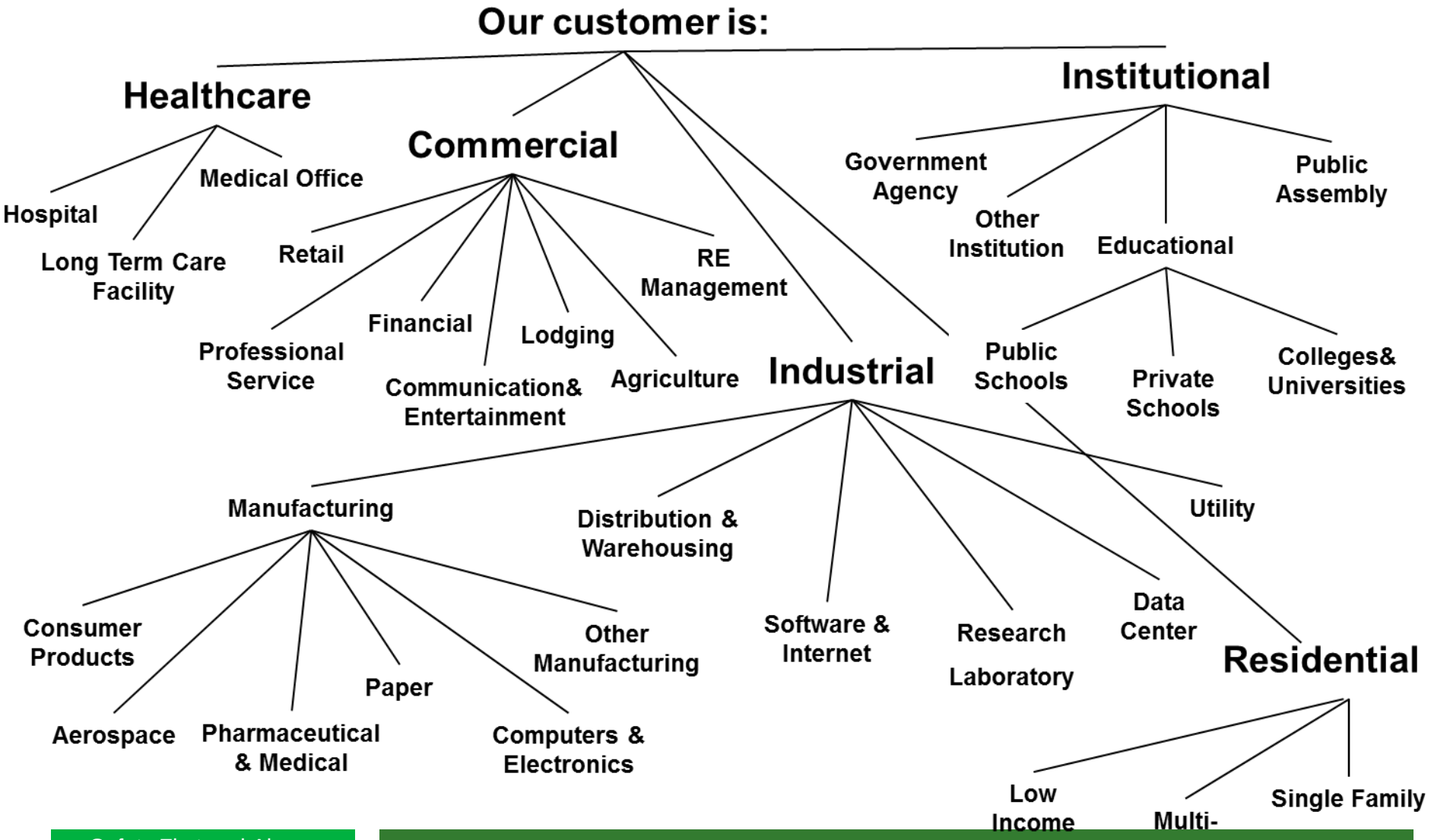
Business Programs

Small Business Programs
Building Tune-ups
New Construction
Lean Manufacturing
Business Sustainability

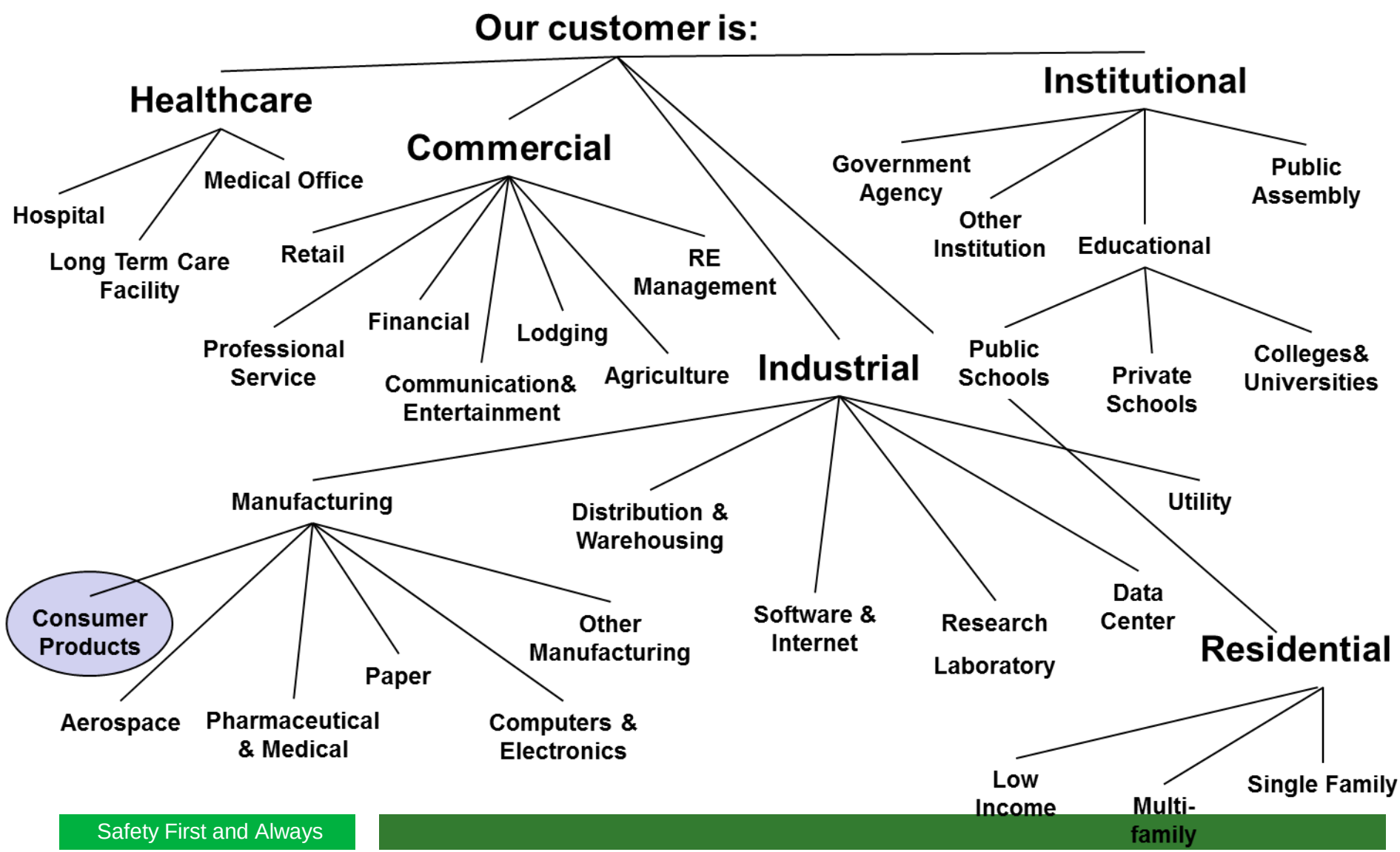
Community & Education

Clean Energy Communities
eeSmarts (K-12)
Tech High School
eHouse
Museum Partnerships

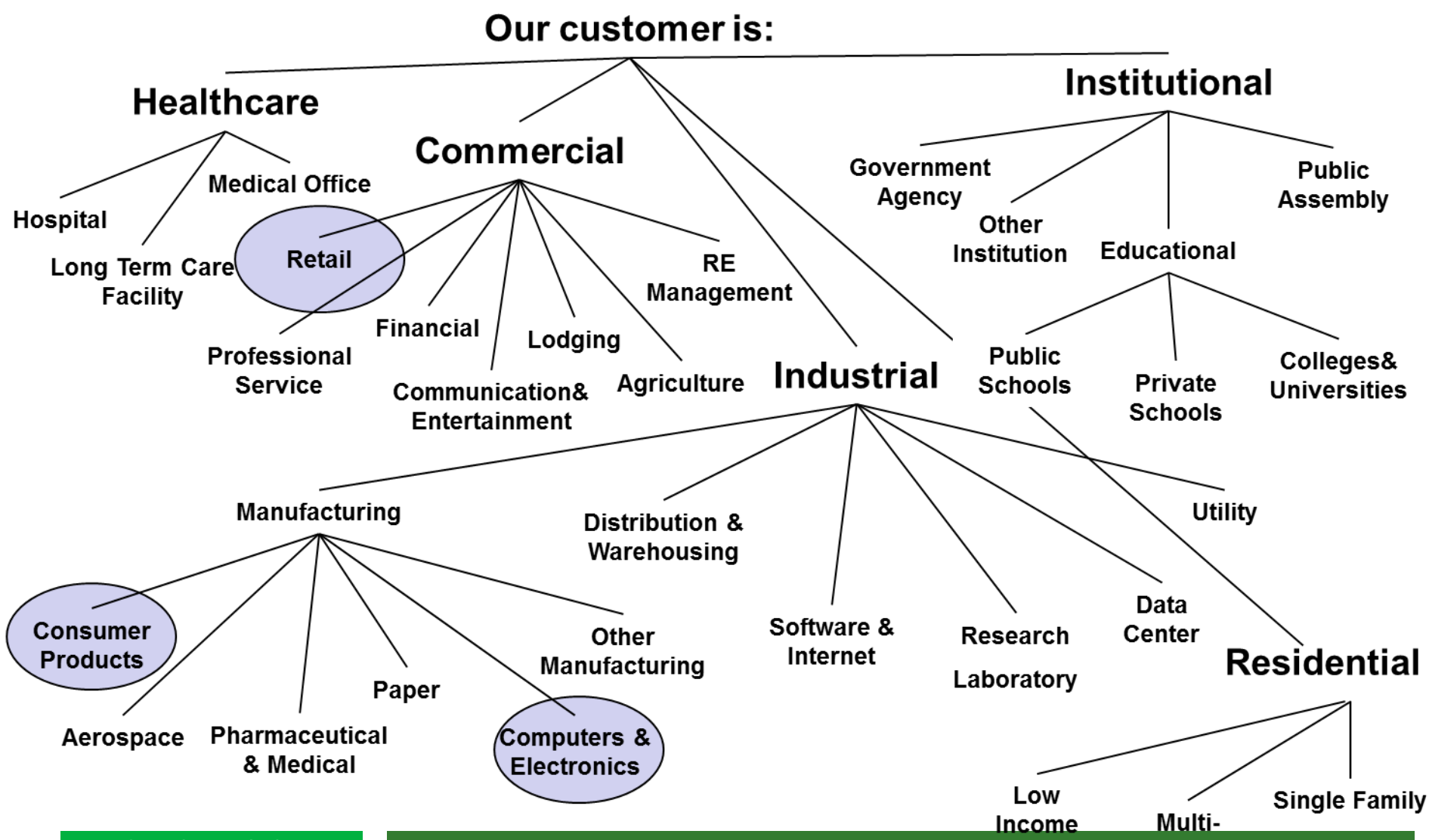
How Our Customers Are



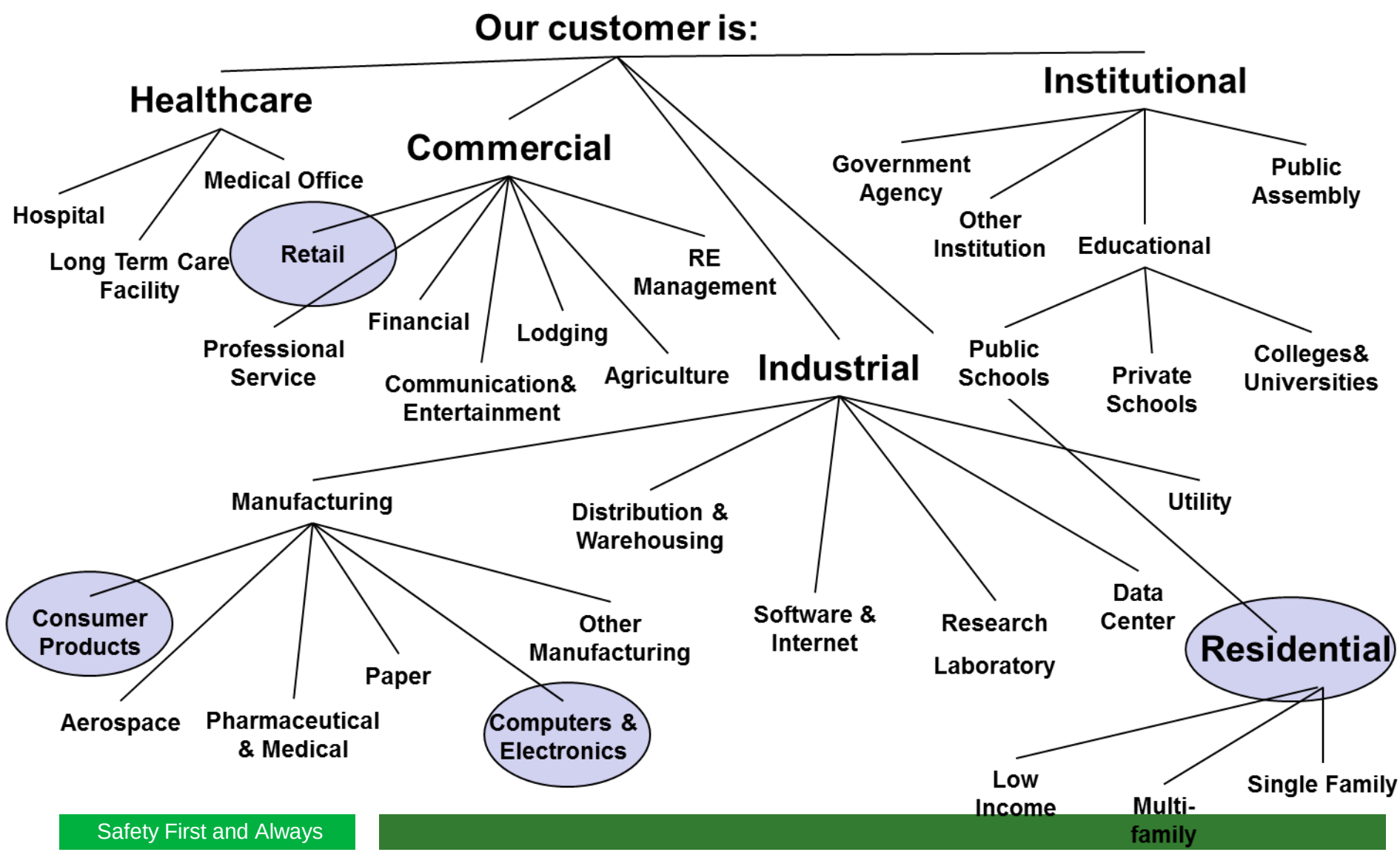
How Our Customers Are



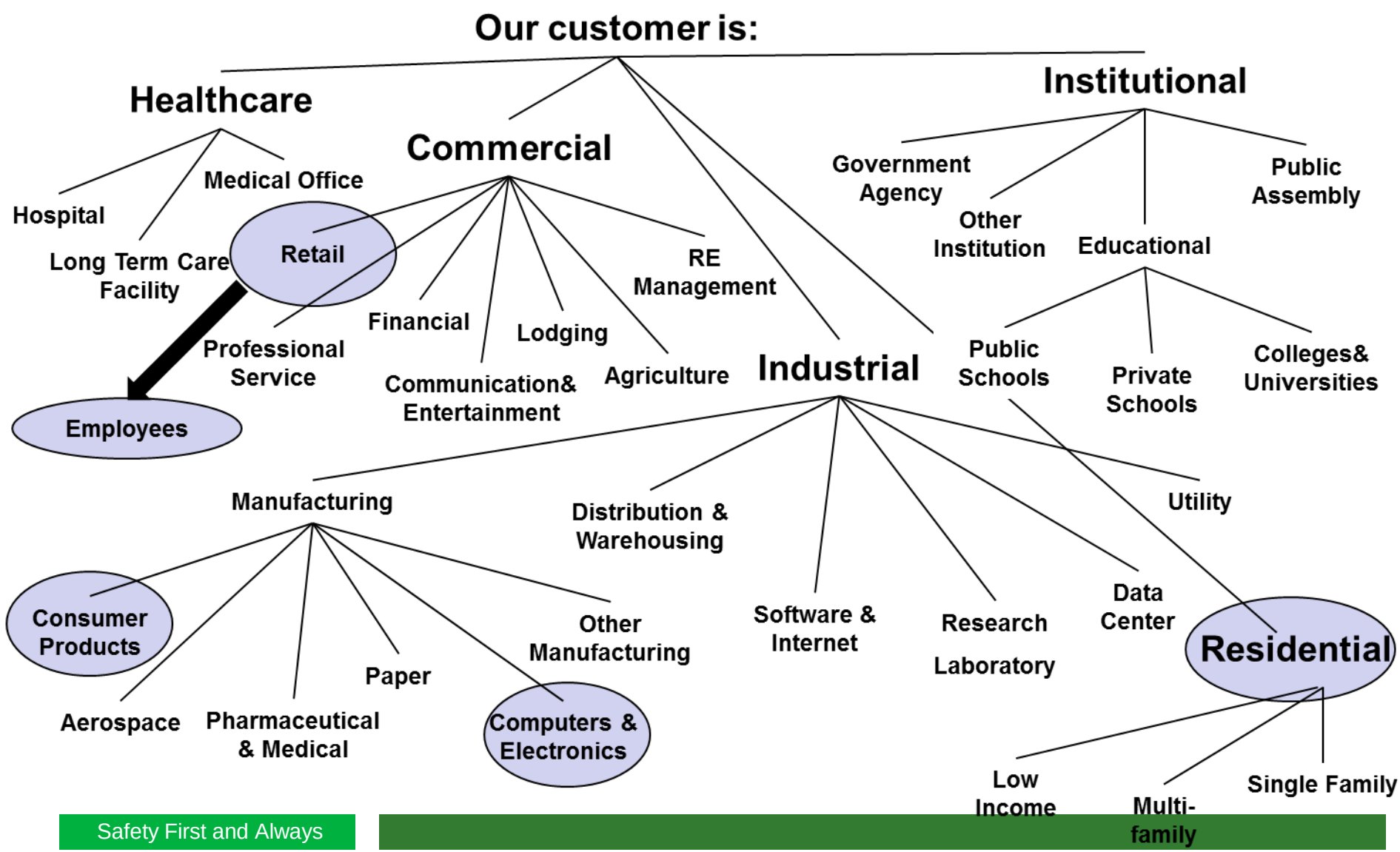
How Our Customers Are



How Our Customers Are



How Our Customers Are



Snapshot-What We're Working On

- **Residential Focus**
  - Build upon upstream channel delivery
  - Innovate in-home services to gain greater scale, cost efficiency, and customer service
  - Continue to support community energy task forces
- **Business Focus**
  - Grow participation in Small Business programs
  - Segment industrial customers and evaluate offerings
  - Evaluate efficiencies in commercial offerings
- **Test, Measure, Refine, Improve**

Platform for Energy Efficiency Success

Deep Customer Understanding







Strong Channel Partnerships

Innovative Offerings