







LOCAL ENERGY ALLIANCE PROGRAM



The mission of the Local Energy Alliance Program is to lead the effort to retrofit buildings with energy efficient technologies. Our overarching goals include cost savings, job creation, energy self-reliance, and local economic development.

LEAP-VA Mission





- Energy Efficiency Program Implementer
- Community Education & Outreach
- Trade Ally Management and Training
- Help create local jobs and stimulate local economy
- Promote benefits of energy efficiency at state level

Our Partners:

- Lending Institutions
- Real Estate Community
- Nonprofits and Businesses
- Local Utilities
- Local Government
- State Energy Office (DMME)
- DOE/HPwES Support

20%



Home Performance with ENERGY STAR® Summary of Energy Improvements Performed Home Performance Improvements: leap *Accessed all kneewall areas & foamed 6" open cell foam and installed passive

Home Address:

John Q Public 100 Main Street Charlottesville, VA 22901

Work Performed by: A PLUS Insulation Company

Work Verified by: The Best Energy Auditor

Work Completed on: January 31 2011

Cynthe adam

HOME PERFORMANCE WITH ENERGY STAR

- *Main attic-foamed entire roof deck with 6" open cell foam
- *Insulated basement floor to an R30 with fiberglass batts
- *Installed humidistat in attic to monitor moisture
- *Insulated all hot piping runs off DHW tank
- *Insulated rim joist with open 3" open cell foam

Home Performance Results Achieved:

All attic areas were addressed and reconfigured spaces brought duct work into conditioned areas. Entire floor area was insulated. Stratification issues improved.

Environmental Impact of Improvements:

Fuel usage and emissions reduced by treating entire attic and

Home Performance with ENERGY STAR® offers a comprehensive, whole-house approach to home improvement that results in better energy efficiency, greater comfort, and lower energy bills.

ENERGY STAR is a voluntary partnership sponsored by the U.S. EPA and U.S. DOE to protect the environment through superior energy efficiency.

Current Residential Stats

- 618 completed homes retrofitted to date
- \$4 M in leveraged private capital\$1 M in total program spend (includes rebates – ave. \$1800 program spend / job and ave. \$700 rebate/job)
- \$371 k projected annual energy savings
 - \$600 in savings per home per year
- Over 2.5 GWh in energy savings

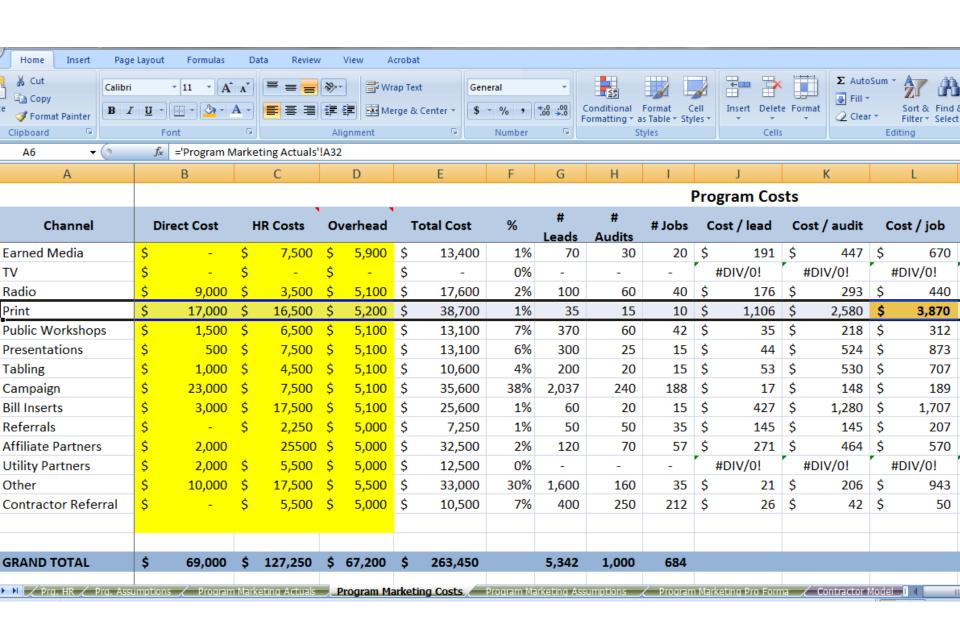
understanding our marketing impact: actuals and proforma

Program Marketing

- Home Energy Makeover Contests
- Paid Print, Radio, Utility Bill Inserts
- Earned TV and Radio Stories
- Presentations, Tabling, Neighborhood Campaigns
- Channel Partners: City Notes and eNewsletters
- Customer Workshops
- Contractor Collateral
- Online Home Energy Report

Data Collection Sources

- Master list of customers
- BB reporting excel sheets
- Residential Summary Data excel sheet (running monthly totals
- HEMC entries
- Vertical Response lists
- Customer Satisfaction Questionnaires
- Online energy profiles and Optix (program software)
- General ledger for programmatic spend



OPEN HOUSE

ecoREMOD:



The Energy House

Join LEAP and the City of Charlottesville for a community Open House. Check out what's been going on inside this formerty neglected home at the corner of Ridge and Elliott.

Light refreshments and lours of the house will

Thursday, May 12 from 5:00 to 7:00 PM at 608 Ridge Street, Charlottesville

Making an Old House NEW

eco REMOD =

The Ultimate Recycling Project

In a town dotted with historic landmarks, including Thomas Jefferson's own Monticello, living in an older home can be a source of pride. But it can also have drawbacks: lots of cracks and leaks for air to move through, older heating and cooling equipment, single pane windows and insulation which - It present at all - is likely substandard. In other words, uncomfortable rooms and high energy bills may also come with the historic home.

Whether you live in a house deemed "historic" in nature, a house structed in a designated "historic neighborhood," or just simply an older home, are key energy and water efficiency upgrades that will improve the comfort and affordability of your home without compromising its unique character.



The Local Energy Alliance Program (LEAP) has opened its office in ecol/EMOD: The Energy House and, together with the City, Invites the community to an Open House on May 12 (see page left).

LEAP offers ongoing workshops at the house, including "How to Make an Old House New with Energy Efficiency" on May 18.

Learn more at www.leap-va.org/ecoREMOD







IECP IS OFFERING ANOTHER FREE, PUBLIC WORKSHOP!

How to Make an Old House New with Energy Efficiency

be provided.

Hear from local experts about ways to integrate energy efficiency improvements in older and historic homes.

Wednesday, May 18 from 5:30 to 7:00 PM at ecoREMOD (608 Ridge Street, Charlottesville)

nvp at www.leap-va.org/historicworkshop or email annie@leap-va.org

local energy alliance program (LEAP) 434.227.4666 www.leap-va.org



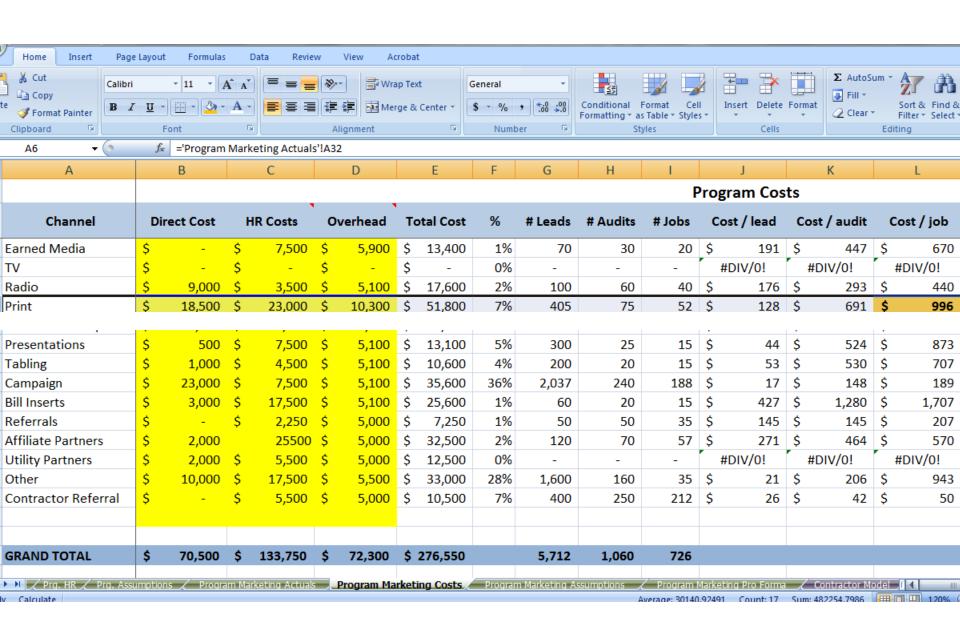




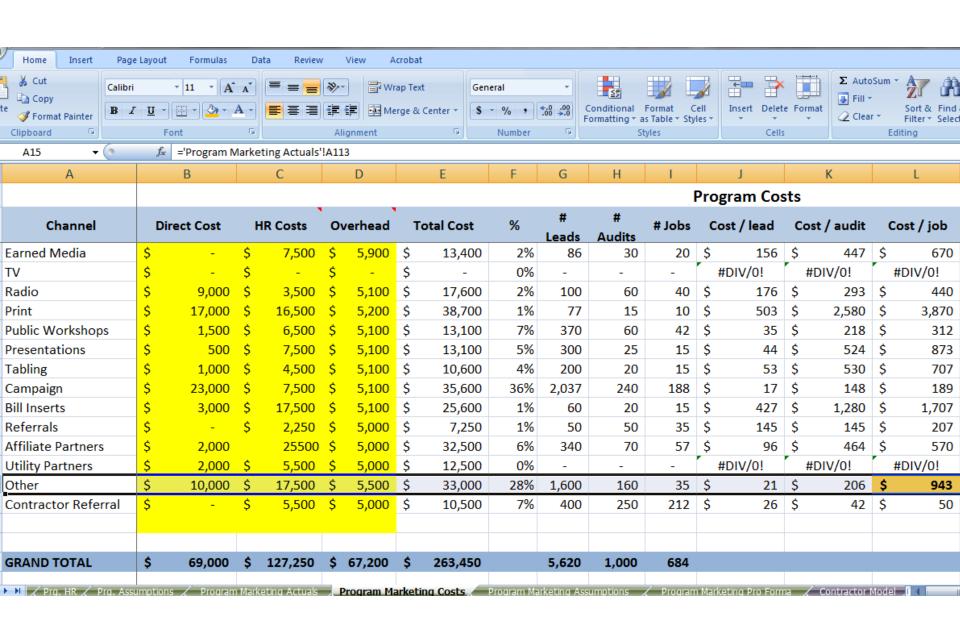
ecoREMOD Highlights

- Replaced or removed, weatherized, and reindolled most of the windows.
- Puturbished and roused doors around the boune (including one or a deck)
- Added insulation where there was none and dramatically improved when
- Reused old frim and kept original floor
- Upgraded the heating and cooling systems with high efficiency heat pump and installed a combination dehumiditier
- Installed a cistem under the parch, which will harvest rainwaler from the author to be used in leaders from the
- Backgood lighting and plumbing fixtures with energy efficient are
- Sourced scapstone locally for kitcher counters
- Installed two solar systems on the roal, one which produces electricity and one that provides hot water.





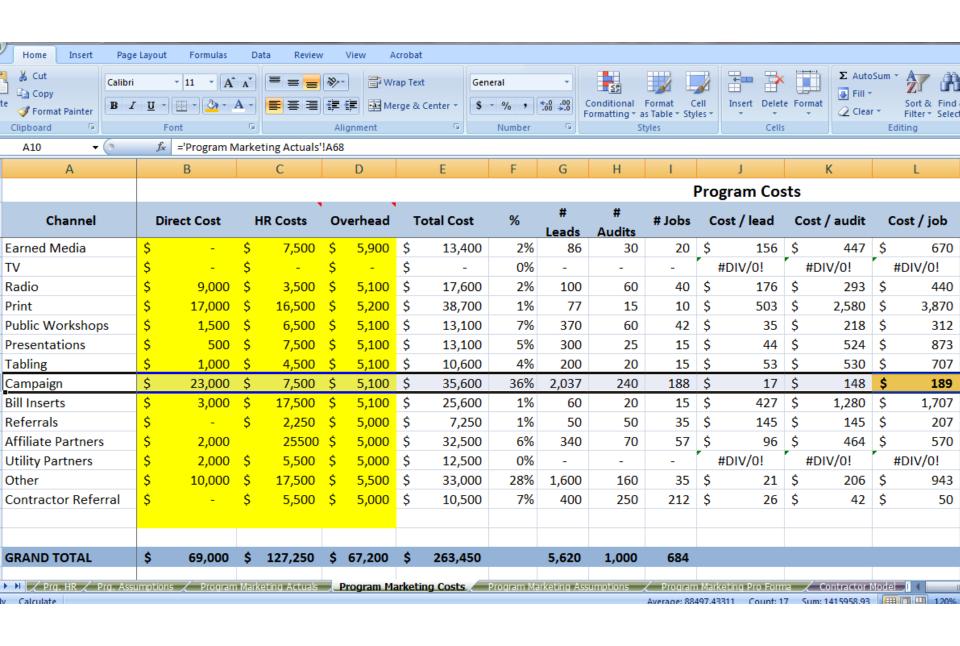




- Home Energy Makeover Contest 2010 1100 entrants!
 - Dominion Virginia Power sponsored the retrofits in two homes
- Powersaver Home Energy Makeover Contest 2011 –1250 entrants!
 - UVA Community Credit Union (LEAP's financing partner) selected for national pilot for low interest energy efficiency loans





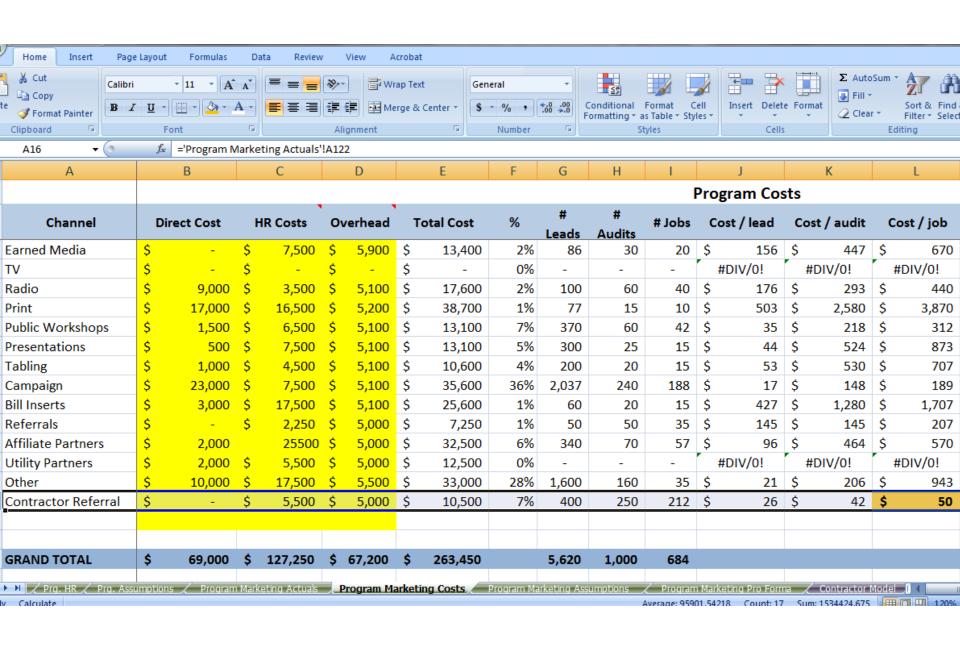


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|------------------|--------------|-------------------|-----------------|---------|-----------------------|---------------|-----------------------|--------------------|-----------------|--------|------------------------------------|-------|--------------|-----|-----------|
| H36 ▼ 🌘 | | f _{sc} C | Cost | ./lead: | : prc | ojected | | | | | | | | | |
| Α | В | | С | | | D | Е | F | | G | Н | | -1 | J | |
| | | | | | Marketing Assumptions | | | | | | | | | | |
| | | P | as | t Act | tua | ls | | | | | | | | | |
| Channel | Cost lead | | Cost / audit | | | Cost / job | Conversio n rate - | Conversion rate - | Avg job size | | Projections | | Jan | | Feb |
| Public Workshops | \$ 3 | 35 | \$ | 218 | \$ | 312 | 16% | 70% | \$ | 7,100 | Cost / lead: projected | \$ | 35 | \$ | 35 |
| | 1 | | | | | 1 | | | | | Cost / audit: projected | \$ | 80 | \$ | 80 |
| | | | | | | | | | | | Cost / job: projected | \$ | 111 | \$ | 111 |
| | 1 | | | | | | | | | | Lead-audit conversion: projected | | 45% | | 45% |
| | 1 | | | | | | | | | | Audit-job conversion rate: projec | | 70% | | 70% |
| | | | | | | | | | | | Spend | \$ | 2,000 | \$ | 2,000 |
| | | | | | | | | | | | Average job size | \$ | 7,100 | \$ | 7,100 |
| Presentations | \$ 4 | 44 \$ | \$ | 524 | \$ | 873 | 8% | 60% | \$ | 7,100 | Cost / lead: projected | \$ | 44 | \$ | 44 |
| | | | | | | | | | | | Cost / audit: projected | \$ | 107 | \$ | 107 |
| | | | | | | | | | | | Cost / job: projected | \$ | 176 | \$ | 176 |
| | | | | | | | | | | | Lead-audit conversion: projected | | 40% | | 40% |
| | | | | | | | | | | | Audit-job conversion rate: projec | | 60% | | 60% |
| | | | | | | | | | | | Spend | \$ | 3,000 | \$ | 3,000 |
| | | | | | | | | | | | Average iob size | Ś | 7.100 | Ś | 7.100 |
| Prg. HR / Prg. | Assump | tions | | Program | n Ma | rketing / | Actuals / Pro | rogram Marketing C | losts | Progra | mm Marketing Assumptions Program M | arket | ing Pro Form | a / | Contracto |

Future Sustainability

- Membership model/HPwES enrollment
- Dedicated Homeowner QA and Concierge Service
- Contractor fees
- Job fees combination of flat lead fee per job and tiered project fees billed at bid close
- Customer aggregation for % of project fee





HPwES Staged Retrofit

- Works w/ prescriptive or performance approach
- Every energy improvement counts all jobs HPwES
- Markedly increases size of customer market
- Supports different contractor business models
- Allows for aggregation of customers
- Uses Contractor Referrals to generate future revenue

Affiliate Program Elements

- Who participates?
 Local government, utilities (co-ops), universities, large businesses, other nonprofits
- Leverages credible, 3rd party nonprofit status
- Provides a good value proposition
- Online assessment becomes way for customer to enroll
- Scale needed lots of enrollees!

ONLINE ENERGY ASSESSMENT





Free, Accurate, and Easy

Your Home Energy Report

Take LEAP's confidential survey and create your home energy profile. You'll get an energy ranking, savings estimate, and unbiased, cost-effective upgrade advice.

It really only takes five minutes, and it's fun!



Type of home

Single family home

Apartment, condo or townhome

Other

Year Built

Enter the year that your home was built even if it's been remodeled since then.

1970

Occupants

The number of people that normally live in your home.



Floors

Don't include your basement, garage or attic unless they're heated living space.



Size in Square Feet

Don't include garages or patio areas unless they are finished and heated.

2000

Location

Your home's Zip Code.

22932

Continue =





Your Energy Profile

You look like a great candidate for LEAP's Home Performance with ENERGY STAR program.

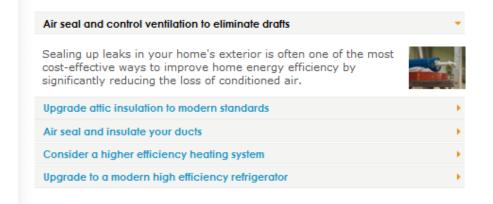
With an energy retrofit, you should be able to save a significant amount on your utility bills.

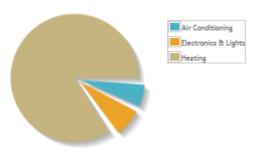
The next step: meet with one of our LEAP-Certified home energy performance experts to verify your potential and save thousands with bundled cash rebates for energy improvements to your home. Special 0% financing offers available.



Save your profile | Start over

Your Customized Action Plan





Potential 3 year savings: \$4,164

Overview

Conversion

Demographics

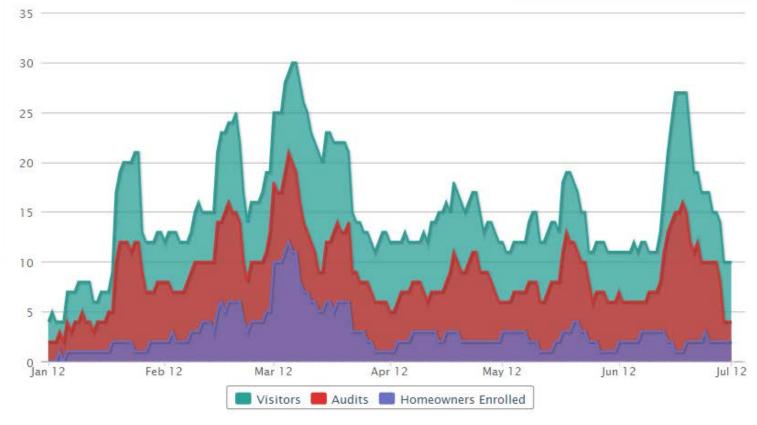
Export

Traffic Conversion Overview

Over time, using 7-day rolling average. why?

2782 visitors, 1648 audits, and 735 Homeowners Enrolled in this time period.





01/01/2012 - 06/30/2012

Change Time Period

Overview

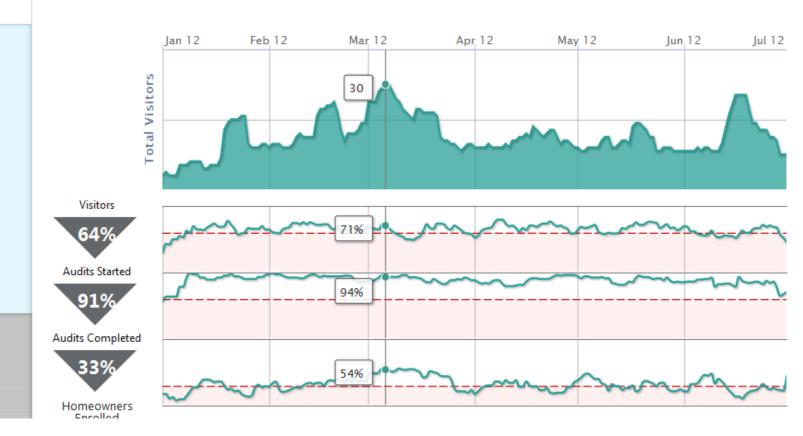
Conversion

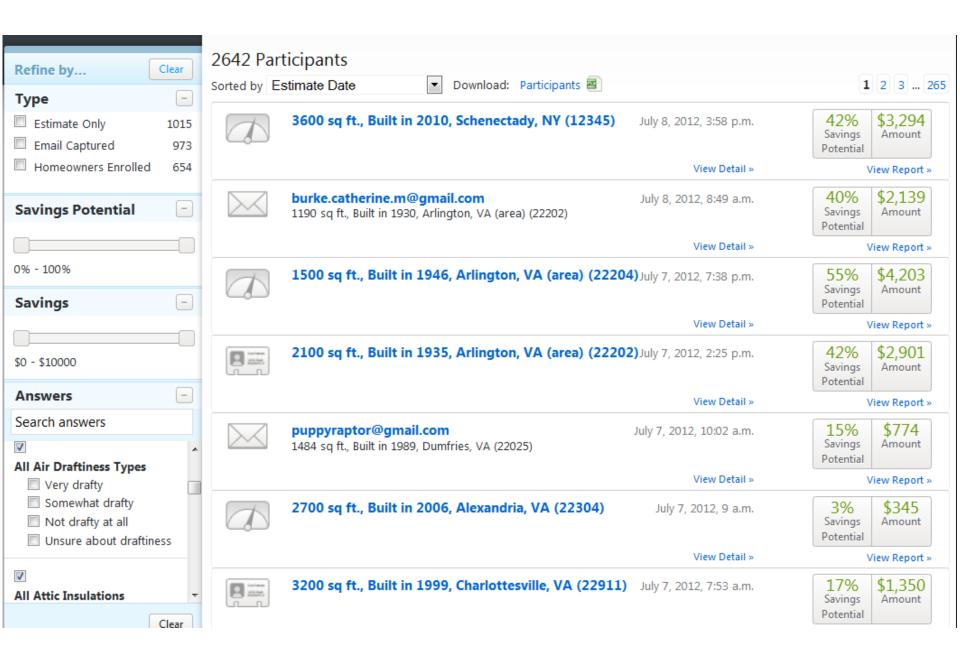
Demographics

Export

Conversion Detail Report

This report breaks down each step a visitor goes through, showing where visitors fall out.





| Overview | Homeowner Sources Campaigns | | |
|------------|---------------------------------|---------------------|----------------|
| Marketing | Campaigns | Filter by: All (51) | _ |
| Operations | Referral | 219 73% | 6 D |
| Орегацона | The Home Energy Detective, Inc. | 50 29% | 6 ± |
| Results | Web search | 46 4% | ·] (+) |
| Homeowners | Print ad | 40 13% | 6 ± |
| Partners | Direct mail | 40 27% | 6 + |
| i di dicis | EDGE Energy | 30 N/A | A |
| Incentives | Television | 13 N/A | 4 |
| Custom | Radio | 9 50% | 6 + |
| | Energize!250 | 6 N/A | A |
| | Door hanger | 5 1009 | % + |
| | Mack Morris | 3 1009 | % |
| | CroppMetcalfe | 2 N/A | 1 |
| | Weatherseal Insulation Co. | 2 N/A | 4 |



















Settings

Search.

Partners

01/01/2012 - 06/30/2012

Chang

Overview

Marketing

Operations

Results

Homeowners

Partners

Incentives

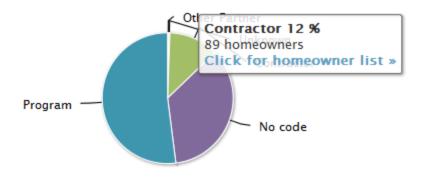
Custom

Homeowner Sources Campaigns

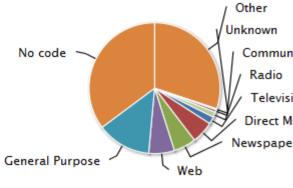
Homeowner Sources

For homeowners who applied to the program during this time period

Categories



Channel



01/01/2012 - 06/30/2012

Change Time Period

Overview

Marketing

Operations

Results

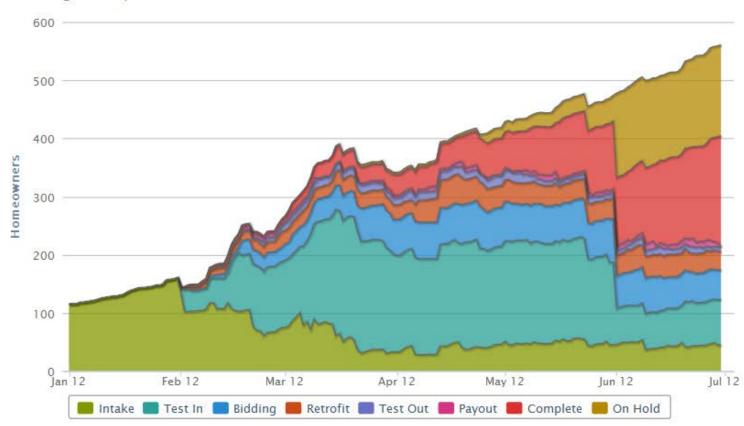
Homeowners

Partners

Incentives

Custom









Program Conversion Funnel













05/01/2012 - 06/30/2012

Dropout Reasons

Change Time Period

45.5%

Conversion Rate

Overview

Marketing

Operations

Results

Homeowners

Partners

Incentives

Custom



For homeowners who applied to the program during this time period

Average Time In Stages



Task SLA Results





Dropped out from Stage

| BRUSH | | | Annual | | 6 | | | | | | | | | | | | | | |
|----------------------------|-------------------|-----------------|--------------------|--------|-----------------------|-------|--------------|------------------|---------|----------------------|---------------------------|-----|------------------------|-------|--------------|-------|---------|-------|---------|
| Per Week | Brush/ Month | | Customer Oppts | | Customer Brush | | _ | Target Market | | • | Program me annock Elec | | ber - : Cooperative | | | | | | |
| 1,590 | 6,750 = | | 81,000 | 81,000 | | | 90, | 000 | ow | owner occupied homes | | | | | | | | | |
| LEAD | Touch/ Month | uch/ Enrolled | | | Enrollment (Touch) | i | | | | | | | Custome based Fe | | | | | | |
| 480 | 2,030 | 2,030 = 24,300 | | | 30% | | | | | | | | Contractor based Fo | | | | | | |
| Per Week | | | | | | | | | | | | | | | | | | | |
| MEMBERSH | IP A | | Annual | | Enrollment | _ | D | | E | | F | | G | | Н | | ı | | J |
| 80 | | | | | | | | | | | | | | | Year | | 1 | | |
| 00 | | | | | Jan | F | eb | | March | | April | | May | | June | | July | | Aug |
| Э | Affiliate Partn | ers | Cost/lead | \$ | 50 | \$ | 50 | \$ | 50 | \$ | 45 | \$ | 45 | \$ | 45 | \$ | 40 | \$ | 40 |
| HER | | | Lead-audit conv | | 20% | | 20% | | 20% | | 20% | | 20% | | 20% | | 20% | | 20% |
| 1 | | | Audit-retrofit cor | | 40% | | 40% | | 40% | | 40% | | 40% | | 40% | | 40% | | 40% |
| Per Week ² | 2 | | Channel spend \$ | | 3,000 | \$ | 3,000 | \$ | 3,000 | \$ | 3,000 | \$ | 3,000 | \$ | 3,000 | \$ | 3,000 | \$ | 3,000 |
| 3 | | | Avg job size | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 | \$ | 7,100 |
| 4 | | Leads | | 60 | | 60 | | 60 | | 67 | | 67 | | 67 | | 75 | | 75 | |
| 55 | | | Audits | | 12 | | 12 | | 12 | | 13 | | 13 | | 13 | | 15 | | 15 |
| RETROFIT 5 | | Retrofits | | | 5 | | 5 | | 5 | | 5 | | 5 | | 5 | | 6 | | 6 |
| Market - | | | Cost / audit | | 250 | \$ | 250 | | 250 | \$ | 231 | \$ | | \$ | 231 | \$ | 200 | \$ | 200 |
| Penetration | | Cost / retro | | \$ | 600 | \$ | 600 | \$ | 600 | \$ | 600 | \$ | | \$ | 600 | \$ | 500 | • | 500 |
| | | | Total revenue | \$ | 35,500 | \$ | 35,500 | \$ | 35,500 | \$ | 35,500 | \$ | 35,500 | \$ | 35,500 | \$ | 42,600 | \$ | 42,600 |
| 1.94% | Utility Partner | ς | Cost/lead | s | 10 | S | 1 | \$ | 1 | \$ | 1 | \$ | 1 | s | 1 | \$ | 1 | s | 1 |
| , | ourity i di tilei | Lead-audit conv | | _ | 60% | | 60% | | 60% | - | 60% | | 60% | ~ | 60% | _ | 60% | _ | 60% |
| 3 | | | Audit-retrofit co | | 40% | | | | | 40% | | 40% | | 40% | | | 40% | | 40% |
| Fee-basis 4 | | | Channel spend | \$ | 1,000 | S | 40% 1,000 | | 1,000 | | 1,000 | \$ | | s | 40% 1,000 | s | 1,000 | Ś | 1,000 |
| for Tiers 5 | Avg job size | | \$ | 7,100 | S | 7,100 | | 7,100 | | 7,100 | \$ | | | 7,100 | S | 7,100 | | 7,100 | |
| > \$8,000 5 | | Leads | | | 100 | | 100 | | 100 | ŕ | 100 | - | 100 | | 100 | Ė | 100 | | 100 |
| <8,000; >250(⁷ | or ⁷ | | Audits | | 60 | | 60 | | 60 | | 60 | | 60 | | 60 | | 60 | | 60 |
| . 3 | | | Retrofits | | 24 | | 24 | | 24 | | 24 | | 24 | | 24 | | 24 | | 24 |
| | | | Cost / audit | \$ | 17 | \$ | 17 | \$ | 17 | \$ | 17 | \$ | 17 | \$ | 17 | \$ | 17 | \$ | 17 |
| D | | | Cost / retrofit | \$ | 42 | \$ | 42 | \$ | 42 | \$ | 42 | \$ | 42 | \$ | 42 | \$ | 42 | \$ | 42 |
| 1 | | | Total revenue | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 | \$ | 170,400 |
| 4 | | | | | | | | | | | | | | | | | | | |





local energy alliance program

cynthia@leap-va.org