

Interactive Customer Solutions



ProgressInsights™ provides regular outbound communications to customers about their energy use, peer comparisons, and savings options with customized utility messaging.



> Energy Saving Tips

If you raise your cooling setpoint from 74 to 78, you could save as much as \$38 a year.

If you lower your heating setpoint from 72 to 68, you could save as much as \$38 a year.

> Change/Review Profile > Help?

> Your Monthly Electric Bills (Showing Weather Impact)

kWh | Costs

Temp.	89° F	44° F	38° F	37° F	15° F	33° F	47° F	60° F	74° F	72° F	75° F	70° F
Read Date	10/16	11/14	12/15	1/18	2/16	3/20	4/18	5/18	6/18	7/19	8/16	9/15
Heating	\$35	\$57	\$72	\$71	\$99	\$77	\$49	\$22	\$3	\$1	\$0	\$5
Cooling	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1	\$14	\$15	\$23	\$12
Other	\$58	\$48	\$51	\$45	\$40	\$43	\$56	\$60	\$73	\$72	\$57	\$76
Total	\$93	\$106	\$123	\$116	\$139	\$120	\$105	\$83	\$90	\$88	\$80	\$93

Meter Read Date

Temperature Key: <0 0s 10s 20s 30s 40s 50s 60s 70s 80s 90s 100+

> Select a Question:

Why has my bill changed?

Monthly Cost Summary:
The Sep 15, 2007 costs were about \$13 higher than the Aug 16, 2007 period.

Billing Cycle Length Impact:
The Sep 15, 2007 billing period was 2 days longer than the Aug 16, 2007 period.

Weather Impact:
The average temperature for the Sep 15, 2007 period was 69.8 F. This is 4.8 F colder than Aug 16, 2007 and 2.1 F warmer than the same time last year. Based upon the way you described your home, these weather differences would increase your kWh use by 22 kWh and increase your bill by about \$5.

Powered by APOGEE's **AuditMation™ EnergyAnalysis System** and linked to customer billing data, **ProgressInsights** demonstrates the value of energy use for comfort, convenience, and quality of life.

Segment specific messaging and dynamic scripting increases impact, improves customer satisfaction and reduces calls.

Multiple delivery options:

- Personalized email
- Web
- With the printed bill

For more information, contact Karen Morris at 678-684-6801 or email kmorris@apogee.net