



SMART ENERGY
CONSUMER COLLABORATIVE

SECC Peer Connect WEBINAR SERIES

Spring HVAC Tune-Up: Utility Case Studies

Thursday, April 27 at 1 p.m. (ET)

Housekeeping

You will receive a copy of the slides & a link to the recording

- To the email you used to register.
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You can ask questions as we go along

- Simply type into the question box now or during the Q&A.
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We will answer all the questions submitted

- If we are unable to get to all the questions, they will be answered individually after the presentation.

Today's Agenda



Nick Fraser
Product Specialist
Saint John Energy



Angie Ostaszewski
Energy Efficiency Consultant
Ameren Illinois

Background



Product Specialist, Saint John Energy

- Nick is a Smart Product Technologist and has worked for SJE for two years.
- He received his BSc in Environmental Biology from UNBSJ and his MSC in Marine Renewable Energy from Heriot-Watt University.
- Nick works primarily on peak reduction projects on water heaters and heat pumps, helping SJE to reduce their costs and environmental impact, while keeping customers comfortable.

Background

Energy Efficiency Consultant, Ameren Illinois



- Since 2016, Angie has worked for Ameren Illinois in their communications, charitable giving and energy efficiency groups.
- In her current role as Energy Efficiency Consultant, she supports program strategy and innovation as well as management of the Market Development Initiative.
- Outside of work, Angie is also grateful to serve on Illinois Central College Foundation and Peoria Chamber of Commerce boards and is the vice president of Renaissance Park Community Association.
- She graduated #1 in her class at Bradley University's MBA program, and prior to that studied Economics and Sociology at Knox College.



Renting Heat Pumps in New Brunswick

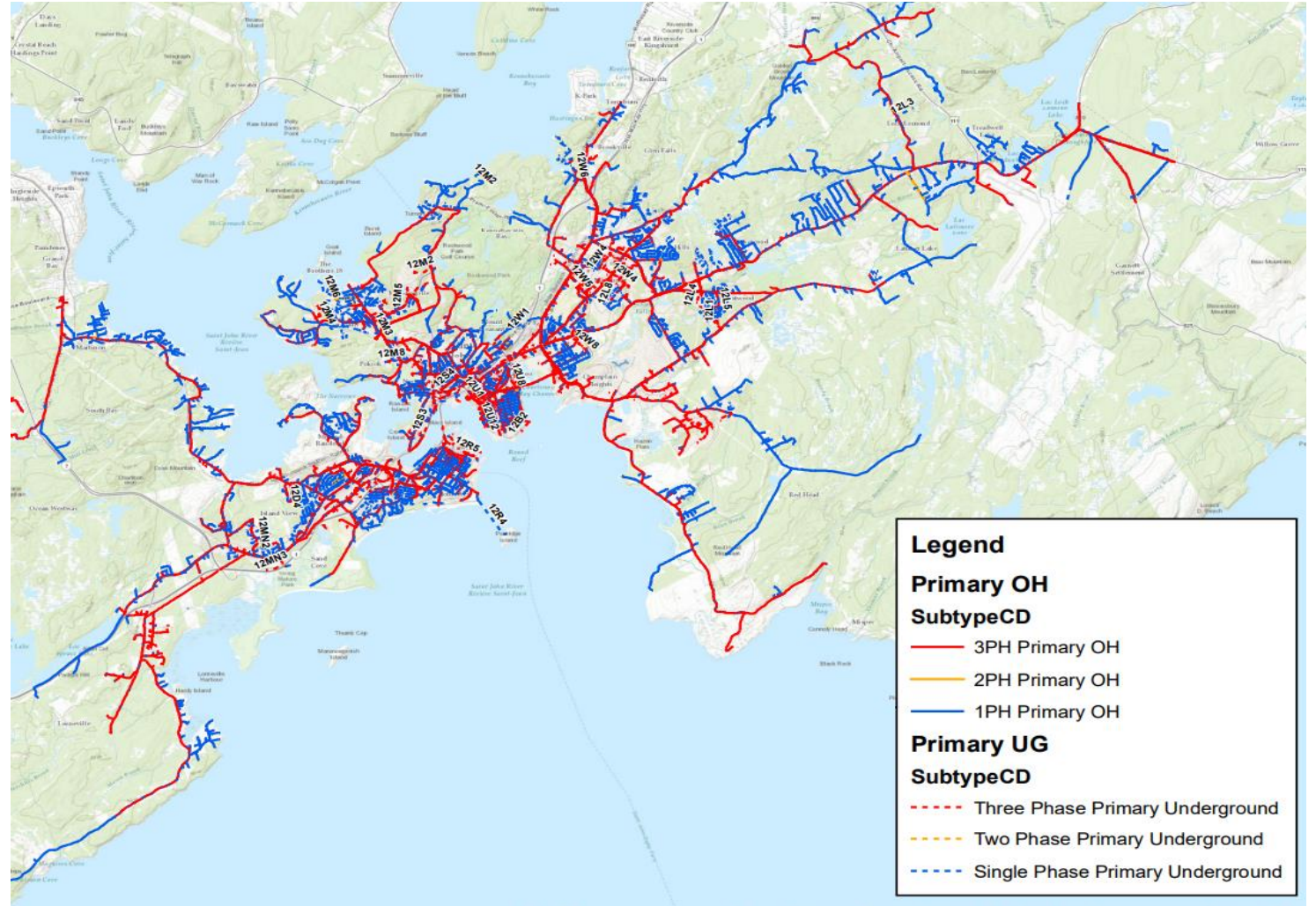
Nick Fraser | Product Specialist



Small City, Big Potential



Around **40%** of homes in Saint John, New Brunswick were built before 1960.



Committed to Saint John Since 1922



Low Rates

Our rates are the lowest in Atlantic Canada.



High Reliability

Outage frequency and duration among the lowest in the nation.



Strong Satisfaction

Customer satisfaction among the highest in the country.

Net Promoter Score

+4 National Average

-16 Atlantic Canada Average

+38 Saint John Energy



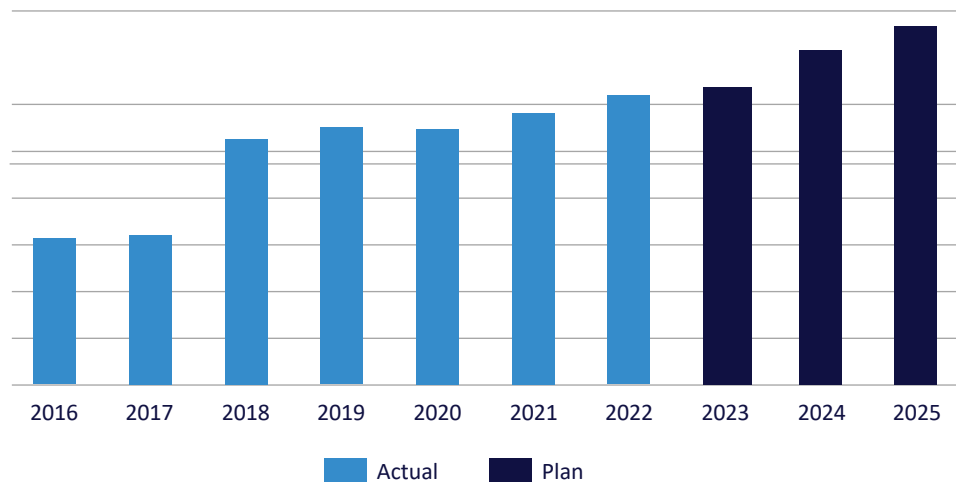
Sustainable
Electricity
Company™

Rental Products



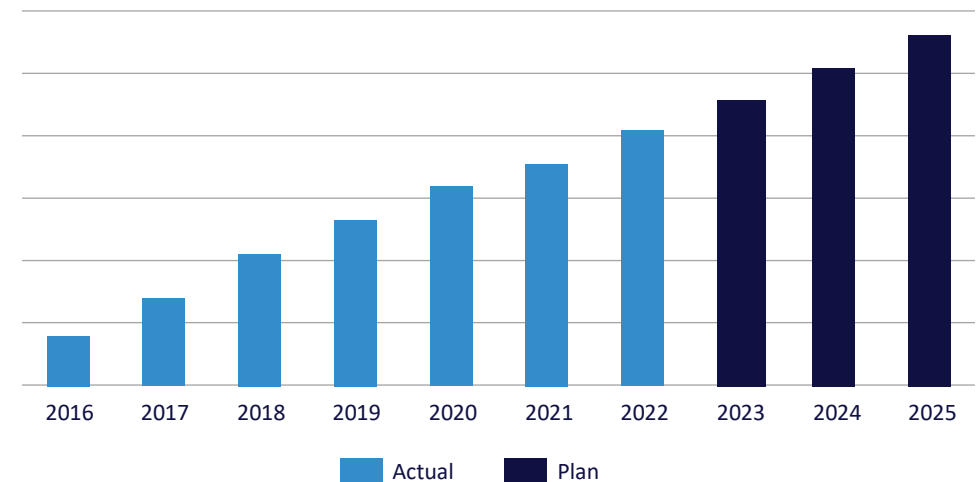
Water Heater Rentals

- Steady growth
- High customer satisfaction
- Strong market penetration
- 70 years in, ~22K water heaters rented



Heat Pump Rentals

- Rapid growth
- High customer satisfaction
- High market demand
- 7 years in, ~8.5K heat pumps rented



What Our Customers Are Saying



“From the time I first contacted Saint John Energy, until the completion of the installation, I was very impressed with the speed and professionalism on all accounts. I will highly recommend Saint John Energy heat pump rentals to all of my friends and co-workers.”

— Happy heat pump customer



**Rental Program
Satisfaction**

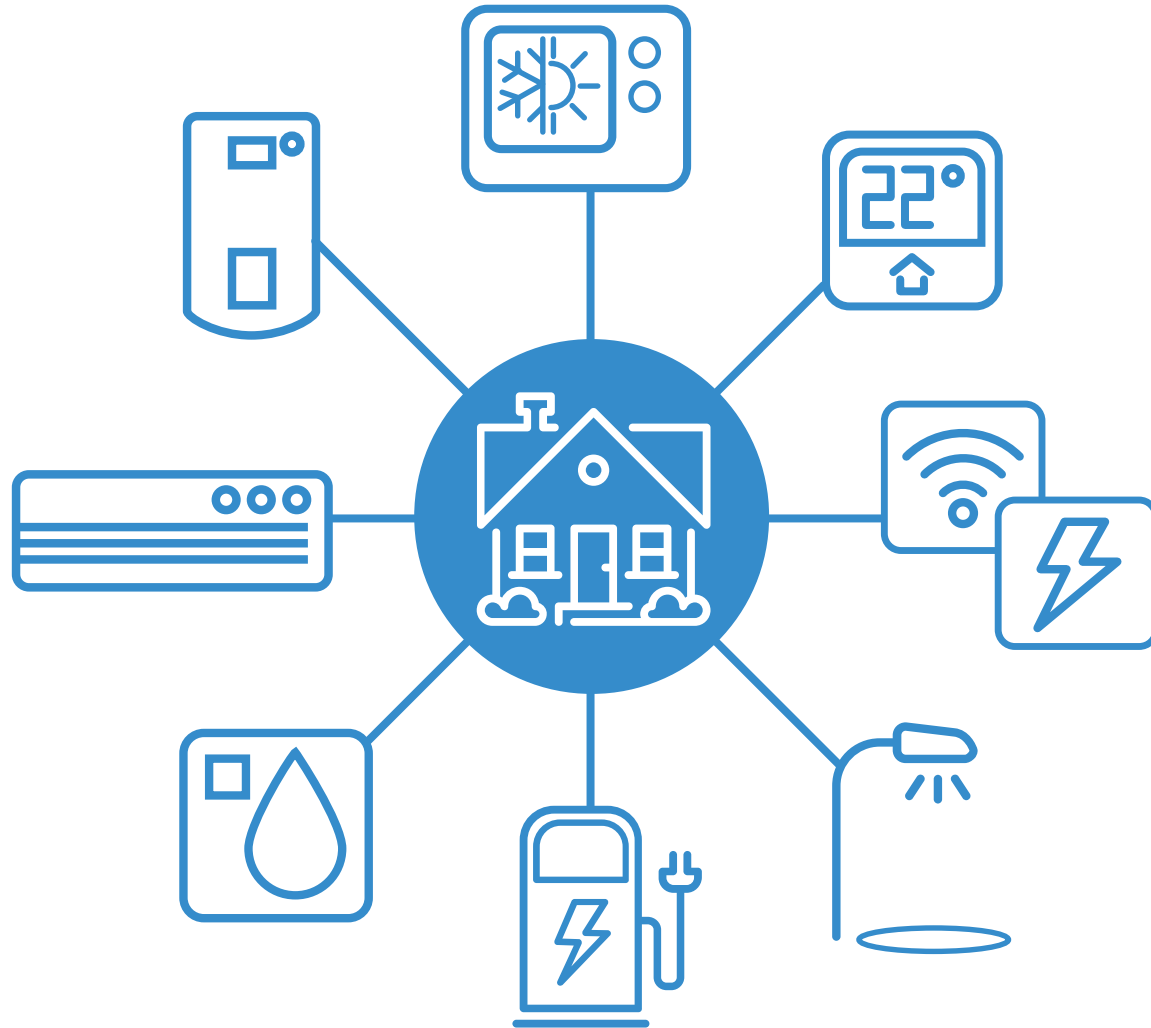


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Rental Program Benefits

- No upfront cost
- Energy savings right away
- Long equipment lifespan
- Hassle-free installation
- Ongoing maintenance
- Worry-free and high safety

Advancing Electrification in Saint John



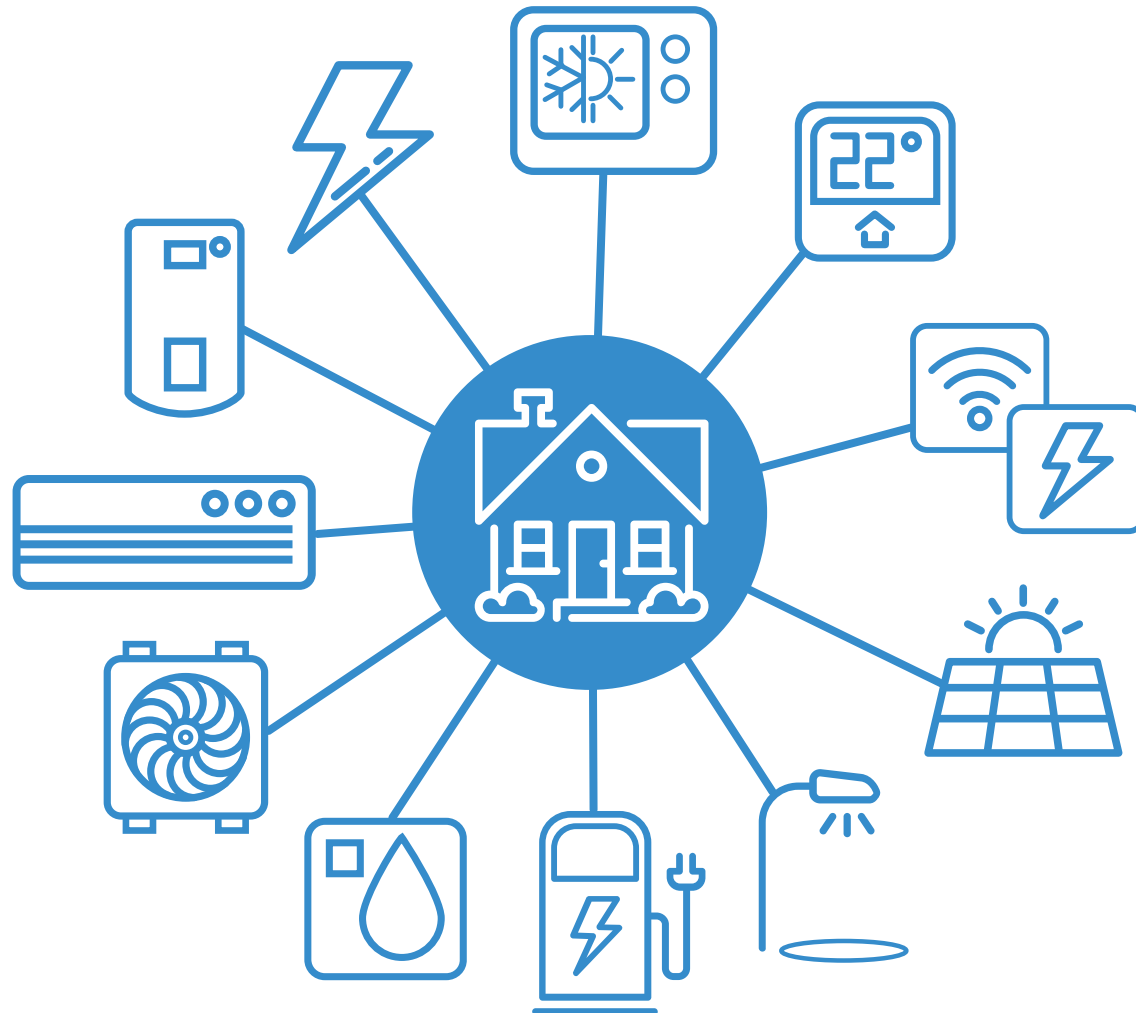
Rental Programs

- Heat Pumps
- Water Heaters
- LED Area Lights

Smart Product Pilot Projects

- Heat Pump Controllers
- Water Heater Controllers
- Electric Vehicle Chargers
- Thermostats
- Thermal Storage Heat Pumps
- Residential Batteries

Priorities for The Future



- Smart Home & Energy Management
- Renewable Energy
- Electrification
- Home Energy Efficiency



Thank you

Nick.Fraser@sjenergy.com



POLL: Do you currently budget for
and fund community-based
partnerships in your program(s)?

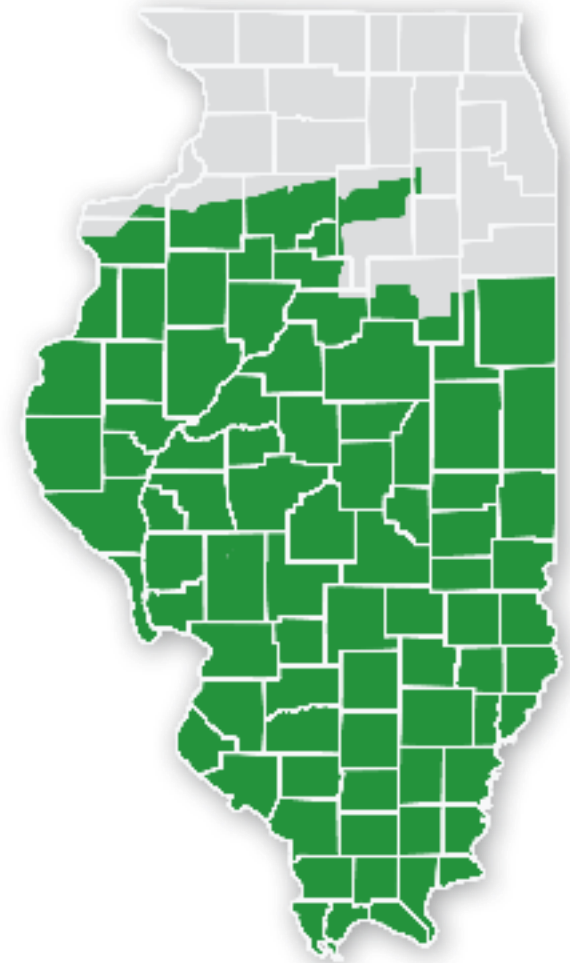
A warm, indoor photograph of a man and a young child in a kitchen. The man, with short dark hair and a gentle smile, is wearing a light orange t-shirt. He has his hand on the shoulder of a young child who is wearing a light blue polo shirt. They are standing in front of an open refrigerator. The refrigerator is filled with various items, including a large bottle of Welch's Light juice, a jar of garlic, and other food items. The background is softly blurred, showing a lamp and some kitchen decor, creating a cozy and intimate atmosphere.

Smart Savers Initiative Overview and Program Ally Engagement

Who is Ameren Illinois?



- Delivery only of electric and natural gas.
- 1.2 million electric and 816,000 natural gas customers.
- 43,000 square mile territory.
- 3,000+ employees.



What is the Smart Savers Initiative?

- The Ameren Illinois Energy Efficiency Program is committed to helping customers increase the comfort of their home, manage energy usage and reduce energy costs.
- Residential customers living in eligible ZIP codes can receive a no-cost Google Nest Thermostat E or an ecobee3 lite.
- Customers can choose self-install the smart thermostat themselves or can have a Program Ally Contractor install it for them for free of charge.
- Goal to install 9,900 smart thermostats in residential customers home through the Smart Savers Initiative.



Engaging Community-Based Organizations and Program Ally Contractors

- Innovation solutions to engaging community-based organizations across the service territory.
- Focus on engaging, retaining and recruiting new Program Allies to participation in the Initiative.
- Expand partnership with Peoria Production Solutions to distribute smart thermostats.



Questions?



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