

System Success through Customer Care

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Investing in Customer Care

- Customers expect more
 - Information
 - Control
 - Service features
- New commercial investors
- We are connected to people



Case Studies: Analytics & Reports

- Data is key
- Analysis and reporting
- Visualization and notification

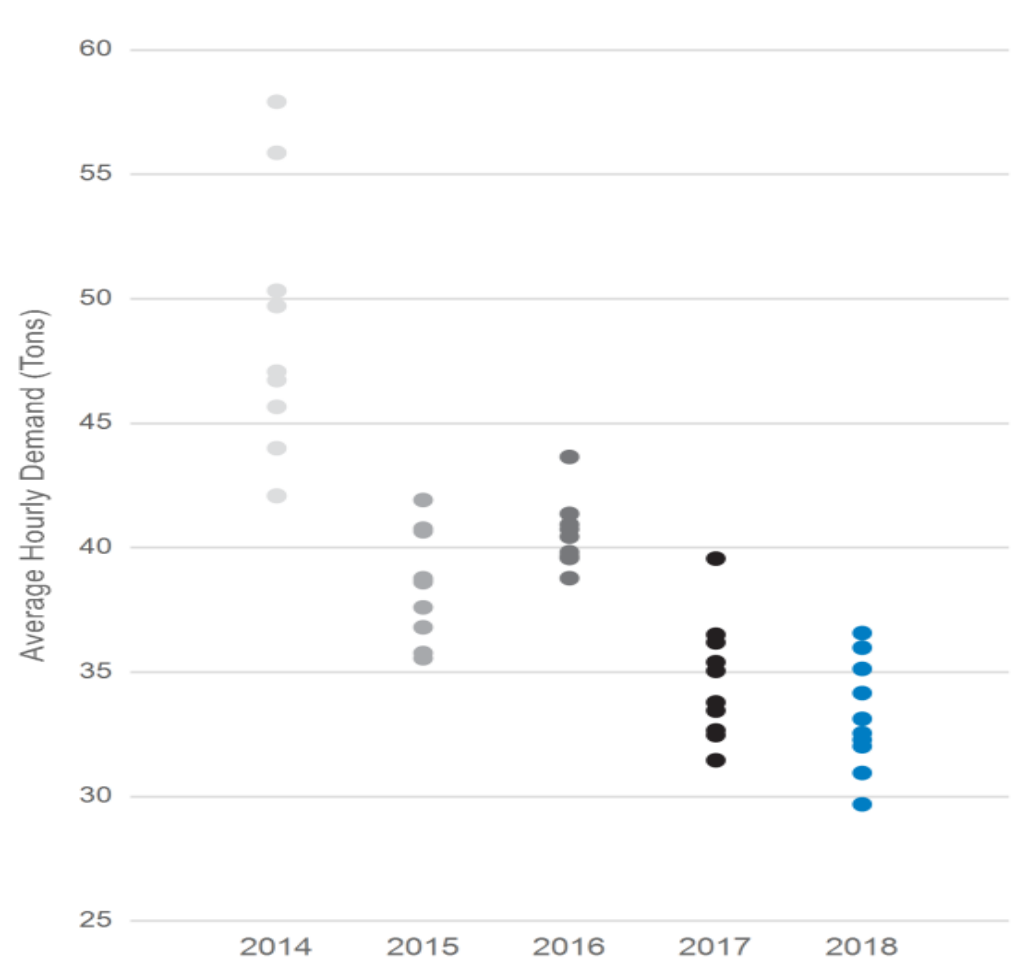




Analytics & Reports

July 2018																														
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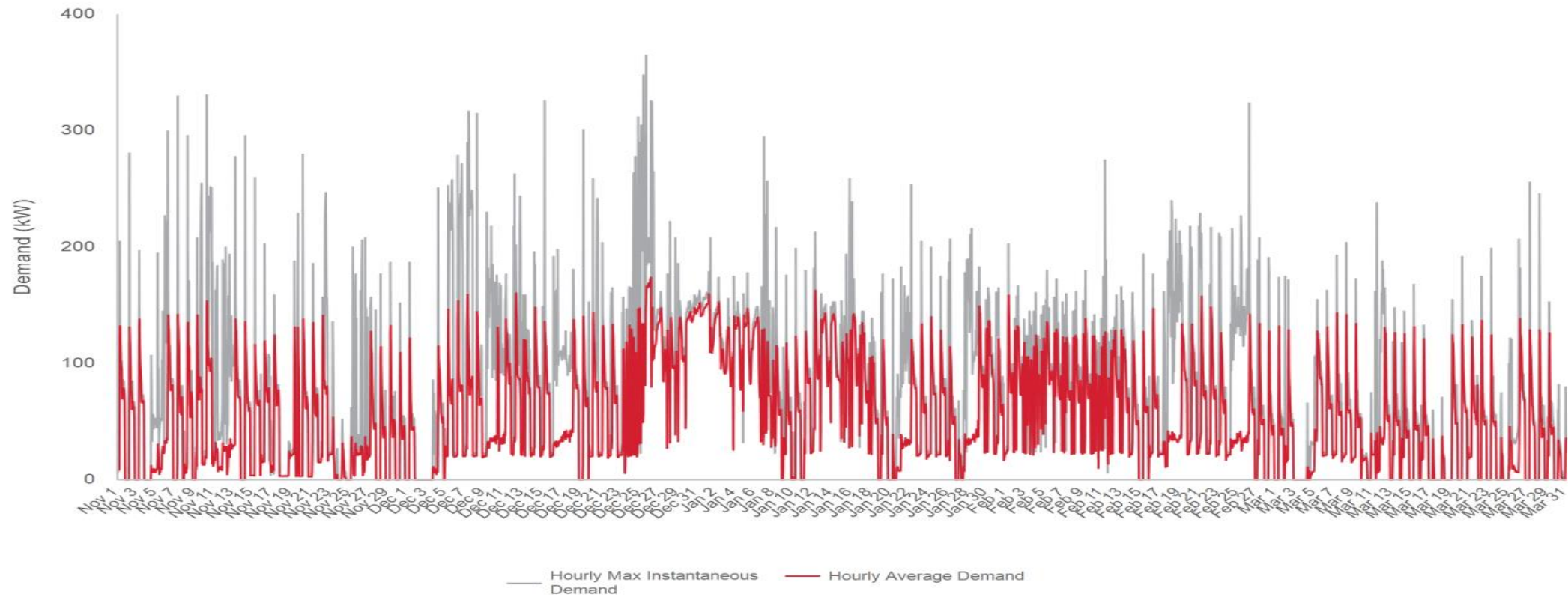
Analytics & Reports



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2	Aug 25	56	Jun 22	41	Jul 11	41	Jul 6	37	Aug 13	36
3	Aug 11	50	Jul 13	41	Jul 22	41	Jul 18	36	Jul 9	35
4	Jun 18	50	Jul 17	39	Jul 27	41	Jul 5	35	Jun 18	34
5	Aug 29	47	Jul 12	39	Jul 26	40	Jul 10	35	Aug 14	33
6	Jun 23	47	Jul 18	39	Aug 4	40	Jul 17	34	Jun 29	33
7	Jun 20	46	Jul 11	38	Jul 20	40	Jun 13	33	Jul 5	32
8	Sep 2	44	Aug 2	37	Jun 19	40	Aug 1	33	Aug 20	32
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10	Jun 2	42	Jul 5	36	Aug 2	39	Jul 26	31	Jul 12	30

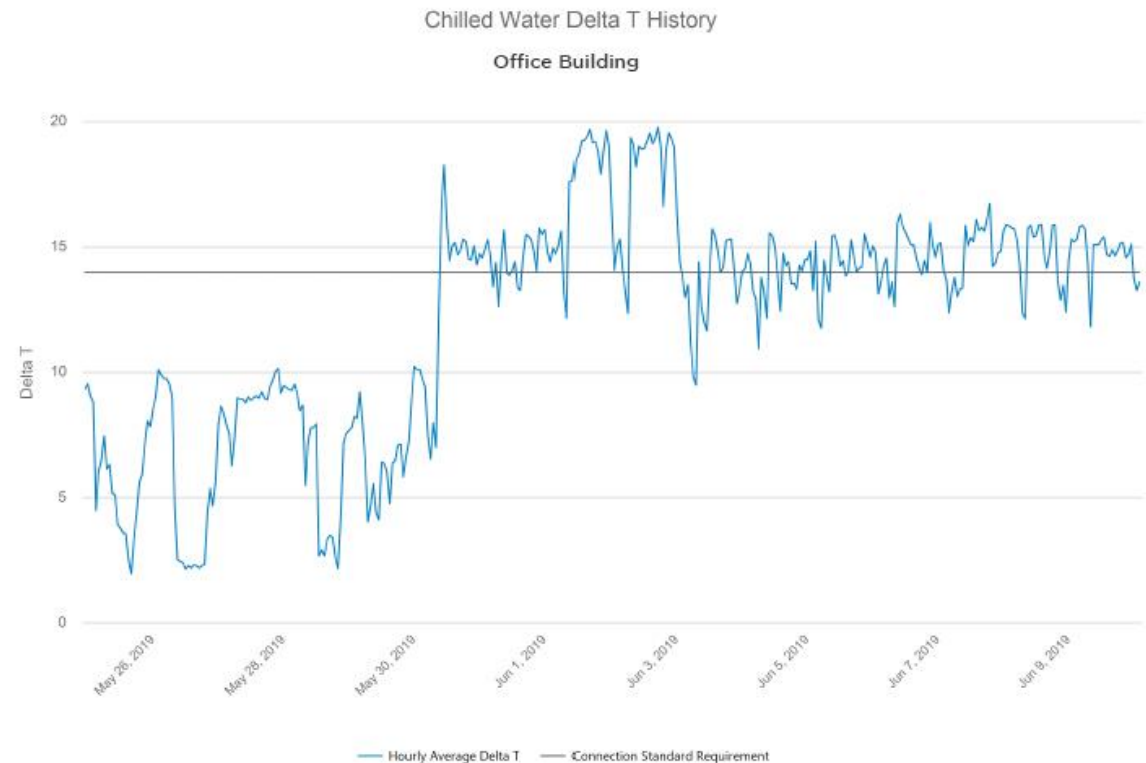
Analytics & Reports

Hot Water Hourly Demand Data 11/1/2017 - 3/31/2018



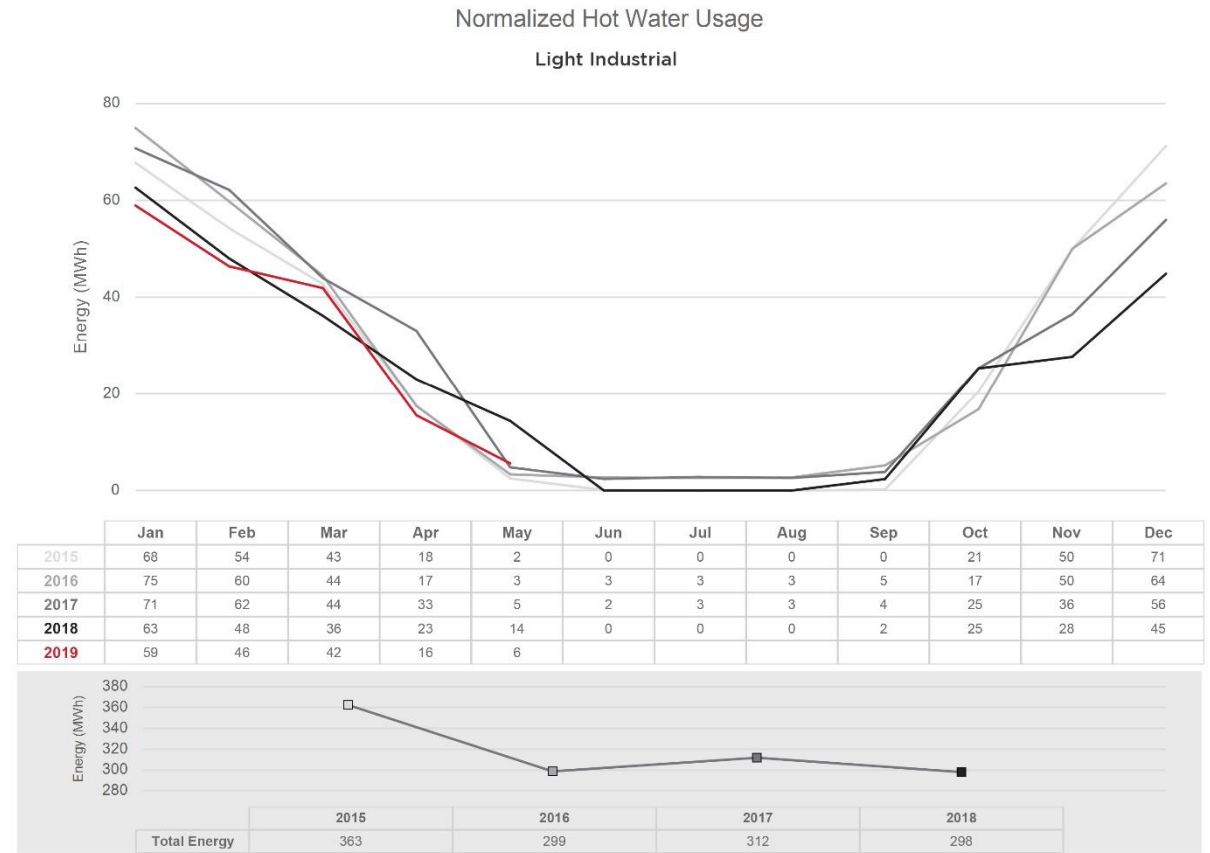
Analytics & Reports – Customer Building

- Office building
- Heating and cooling
- 114,700 square feet served
- 36 years on the system
- Issue: Delta T
- Recommendation: Review control settings and check sensors



Analytics & Reports – Customer Building

- Light industrial
- Heating
- 15,000 square feet served
- 28 years on the system
- Issue: Customer-driven energy efficiency
- Recommendation: Upgrade controls for scheduling and set points



Energy Efficiency Projects

- Deploy engineering staff to problem solve alongside the customer
- Meet internally to discuss solutions and best practices



Partnering for Improvements

- Optimizing cooling schedule
- Delta T improvement
- Lowering hot water return temperatures



Customer Engagement

- Operating engineers seminar – Saint Paul & Duluth
 - energy conservation
 - preventative maintenance
 - all about heat exchangers
 - fix what's broken and clean what's dirty
- Customer appreciation lunch
- Community presence



Ever-Green Energy Way: Customers First

Core Value: Deliver Exceptional Service. We put our customers first, providing innovative solutions and responsive services that exceed expectations.

Customers First

- Listen
- Understand the customer's perspective.
- Meet customers where they are without judgement.
- Respect customer resources.
- Make it easy to work with us.

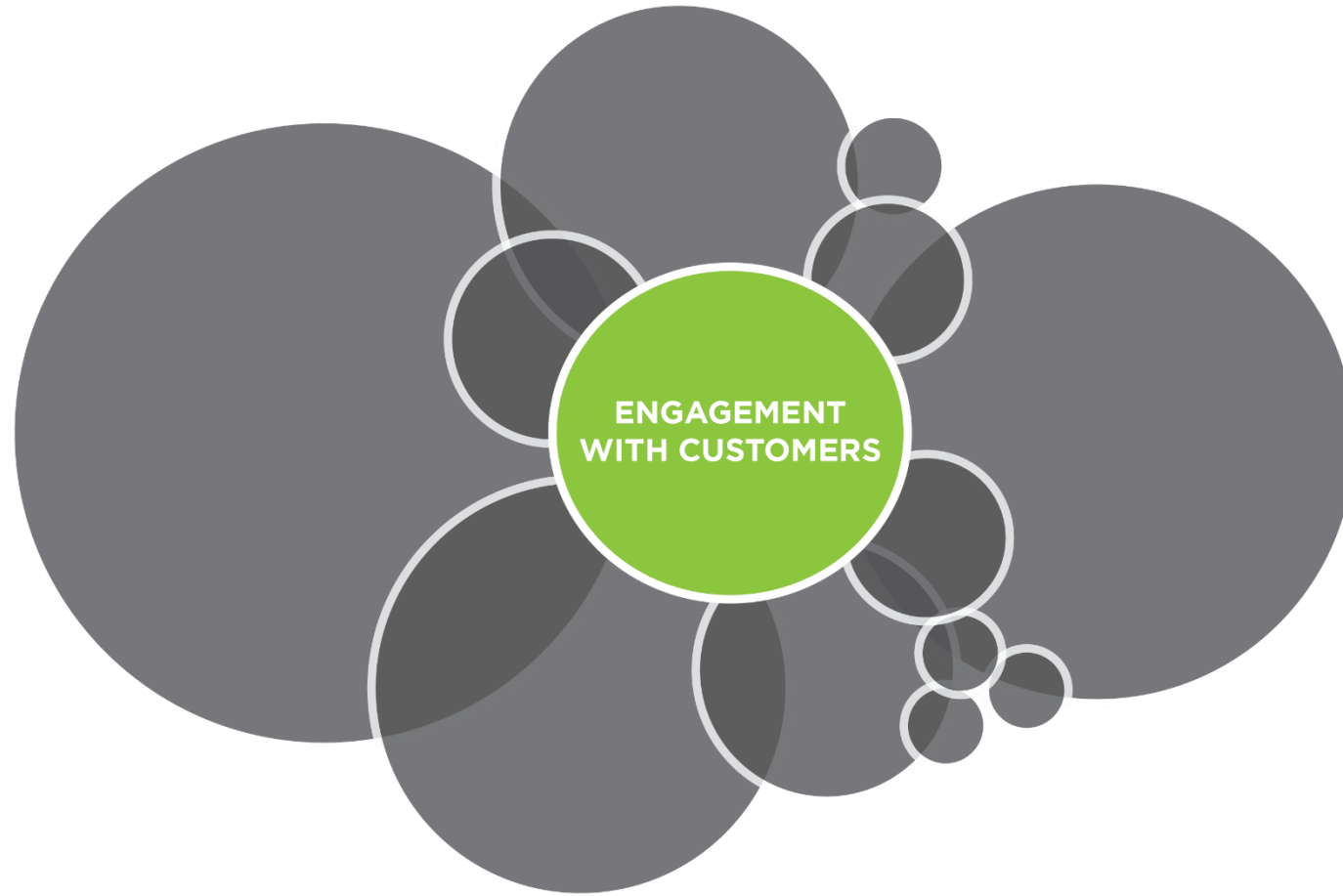
Accountability

- Be responsive. Be proactive.
- Partner in problem solving.
- Find the answer.
- Do what you say you will.
- Know your job and company.
- Check in with customers.
- Visit over call. Call over email.
- Empower your team.
- Get ahead of customer issues.

Integrity

- Be courteous. Be genuine. Be honest.
- Communicate thoughtfully and clearly.
- Treat customer's complaints as fact.
- Do not blame others.
- Do not be afraid of conflict, but handle it with care.
- Share your service ideas.

Customer Engagement by Teams



Initiatives

- Develop customized team approach to customer care
- Identify process improvements for sales and service cycle
- Incorporate customer care into existing team member training program
- Formalize relationship management protocols and integrate tracking and triggers into CRM platform
- Evaluate new opportunities for customer engagement
- Enhance customer care focus in new employee onboarding
- Encourage continuous improvement and team member input



Questions

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