

5/3/2021

UTAH

*HOME ENERGY REPORTS Program Year 2020****Program Description***

The Utah Home Energy Reports program is a behavioral program designed to decrease participant energy usage by providing comparative energy usage data for similar homes located in the same geographical area. Additionally, the report provides the participant with tips to decrease their energy usage. Equipped with this information, participants can modify behavior and/or make structural equipment, lighting, or appliance modifications to reduce their overall electric energy consumption. Program participants have the option to opt-out of the program at any time if the feel program is not providing value. Program experience over several years indicates a very small percentage of customers opt-out of the program annually.

**PROGRAM ADMINISTRATION**

Bigdely is responsible for the following:

- Design and distribute paper and electronic reports. (All participating customers either receive paper reports or an email report based upon their preferences.)
- Maximizing email treatment for customers receiving electronic reports.
- Deploying and maintaining a web portal – All participants have access to a web portal containing the same information about their usage provided in the report. In addition, all Utah residential customers (including non-participants) have access to the web portal which contains other benefits such as the ability for customers to update their home profile (for more accurate comparisons) and suggestions on ways to save energy. Participants can also select the option to opt-out of the program on the web portal.