



Intelligent CustomerSM

Engage customers, deliver insight, and provide value.

Intelligent Customer

The Comverge Intelligent Customer program allows utilities to engage their customers in intelligent energy management by providing them with the insight and control needed to make smarter decisions concerning energy usage. By employing customer recruitment programs and services, intelligent hardware, and easy-to-use web-based interfaces, Comverge helps electric utilities create customized programs that deliver results with an impact.



Empower
Customers



Increase Participation
in DR Programs



Meet Requirements for
Customer Communication



Guaranteed
Success

Benefits

- Empower customers to actively monitor and control their energy footprint
- Increase participation in demand response programs
- Relieve strain on the electricity grid
- Provide customers with real-time data and energy prices, enabling them to take advantage of dynamic pricing, peak-time rebates, time-of-use pricing, and complex rate structures
- Receive a customized solution that reflects your brand, image, and program needs
- Meet regulatory requirements for customer communication
- Implement your utility program with guaranteed success – delivered by a partner that acquires and retains customers every single day

Flexible and customized solutions

Through our customer recruitment and customer support programs and services, you receive tailored solutions to accommodate your changing and expanding needs, as well as new demands on the grid that are created by ever-evolving smart grid technologies.



Support for every aspect of intelligent energy management

Through the industry's only proven, comprehensive set of intelligent hardware, software, and services solutions, Comverge delivers the insight and control that helps optimize energy consumption. This portfolio – coupled with our proven expertise – has earned us the trust of energy providers and consumers across the country and enables us to positively benefit their operations and bottom lines.

- **Intelligent hardware**

- IntelliTEMP™ – Empower consumers to gain control of energy use through dynamic programmable thermostats
- IntelliFOCUS™ – Enable consumers to monitor and manage usage in real time with an easy-to-read energy consumption display unit
- IntelliPEAK™ – Curtail air conditioner usage during events and ensure locations have signal receptions
- IntelliCONNECT™ – Send data over a cellular or broadband network at least twice an hour for a near real-time look at current usage

- **Intelligent software**

- IntelliSOURCE™ – Establish two-way communication between energy providers and consumers, and receive a consistent infrastructure for command and control of energy management programs

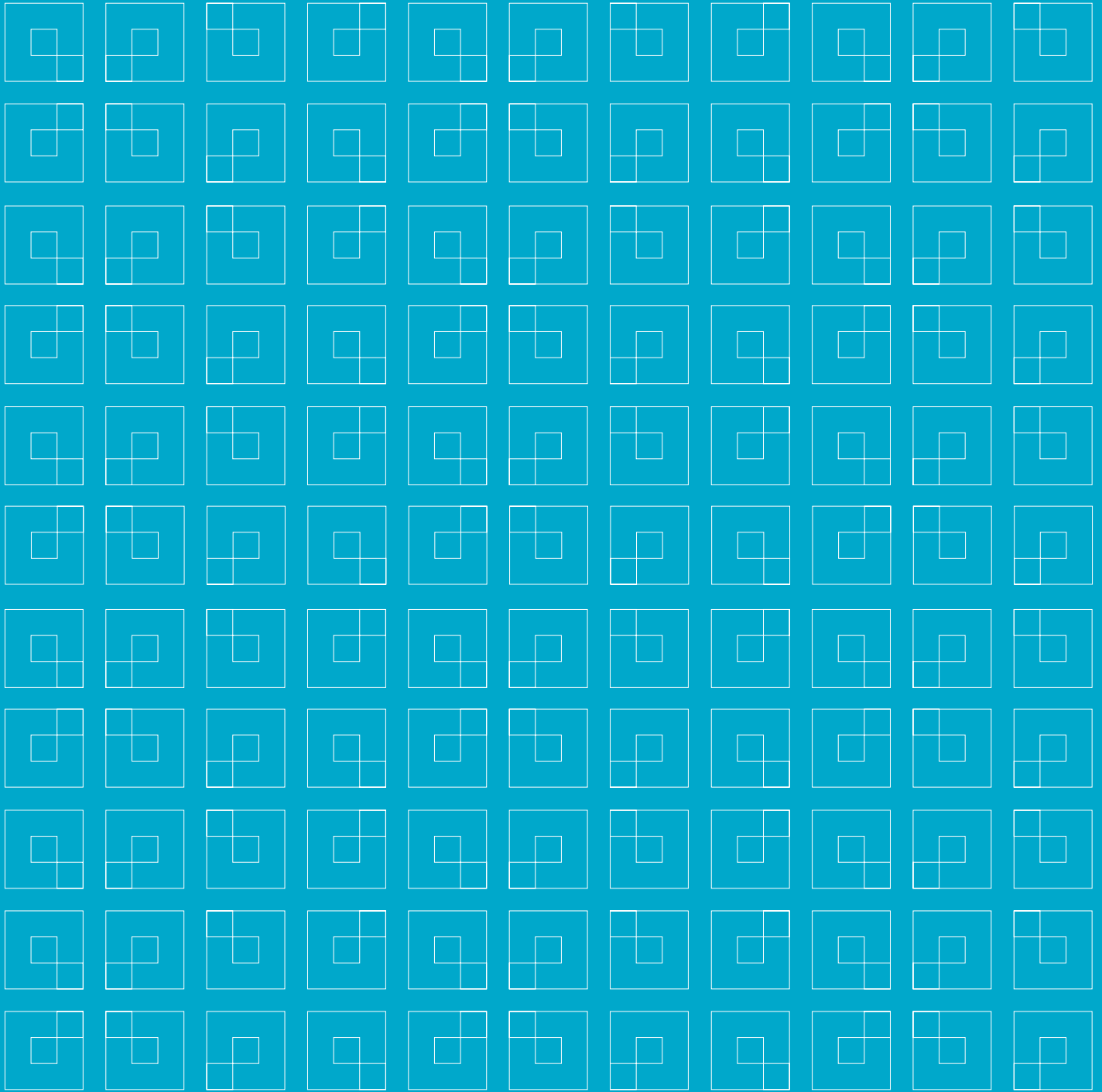
- **Intelligent services**

- IntelliMEASUREsm – Gauge program effectiveness and achieve greater program efficiencies to ensure you get the best return from your load reduction programs
- IntelliPLANsm – Work with experienced energy management professionals to develop and implement tailored strategies for optimizing energy use
- IntelliSUPPORTsm – Count on Comverge to handle all aspects of installation and customer care for demand response and time-of-use programs
- IntelliTECHsm – Ensure Comverge software solutions are effectively deployed and integrated with your applications
- Comverge Network Operations Center (NOC) – Manage and execute energy consumption strategies with help from a knowledgeable resource available 24x7

Why Comverge?

For more than 30 years, we have earned the trust of our customers by making demand response simple.

- We service 60-percent of the existing residential demand response install base
- Our solutions are designed to expand their capabilities to accommodate your changing and expanding needs
- We have long-term contracts to provide virtual peaking capacity programs to PG&E, SMECO, PacifiCorp, PNM, APS, and other leading utilities throughout the U.S.
- Through IntelliSOURCE, we provide a single platform that enables you to deliver innovative energy management applications to your customers – both residential and commercial and industrial



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