



IntelliSOURCE-Customer™

IntelliSOURCE-Customer Enables Utilities to Strengthen Customer Relationships through Integrated Demand-Side Management Programs

IntelliSOURCE-Customer

Comverge's IntelliSOURCE-Customer module unlocks the latent customer engagement opportunities in a demand response program, moving demand response beyond its days as only an emergency capacity resource. The software enables utilities to deepen customer engagement by adding integrated energy efficiency capabilities to demand response programs, while also providing tools to better manage participation in a time-varying rate.

An integrated demand response and energy efficiency program is also more cost effective as the utility can utilize demand response assets not only as a capacity resource but also to meet energy efficiency targets. By combining the financial incentives for demand response program participation along with a smart thermostat that provides energy efficiency benefits, utilities will have an easier time recruiting participants into the program and the customer will be more satisfied with the program.

IntelliSOURCE-Customer includes native apps for iOS and Android for remote management of thermostats and other appliances and an actionable tips engine that help customers conveniently reduce household energy consumption. The IntelliSOURCE-Customer mobile app can also be used for demand response event overrides to give customers more choice and control as they participate in programs.

IntelliSOURCE-Customer provides many benefits for utilities and their customers:

Drive Engagement through Utility-Branded App

- Engages consumers using their mobile device, while also enabling remote management of a thermostat as well as appliances such as water heaters and pool pumps.
- Sends push notifications to inform customers of demand response events and deliver price signals.
- Includes location-based services that enable consumers to maximize energy efficiency while a consumer is away from their home.

Optimize Energy Savings for Customers

Efficiency Periods for Thermostats

- Enables customer to schedule efficiency periods during the day when they plan to be away from home.
- Combines a thermal model of the customer's home or business with local weather data to optimize the heating and cooling schedule for maximum energy efficiency – without sacrificing comfort.
- Automated energy efficiency measures can be coordinated with location of customer's mobile devices, at the customer's option.

Actionable Energy Efficiency Tips, Personalized and Incentivized

- Utilizes device telemetries, billing data and the thermal model of the home, combined with analytics powered by Apogee Interactive to deliver personalized energy efficiency insights to the right customers at the right time.
- Provides the customer with an estimated amount of bill savings that will result from performing suggested actions.

Maximize Participation in Price-Based Demand Response Programs

- Provides consumers with tools that enable them to achieve substantial savings with a time-varying rate such as programming tools for HVAC systems, water heaters and pool pumps.
- By automating price response in large appliances, IntelliSOURCE-Customer helps turn price signals into highly predictable and reliable operational resources.

IntelliSOURCE-Customer is an integrated module of IntelliSOURCE Enterprise, Comverge's enterprise demand response management system (DRMS) that automates every phase of demand response and energy efficiency programs, while also providing utilities a single operational view into all of their residential, small business, and commercial and industrial demand-side management (DSM) initiatives

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Comverge is an industry-leading provider of integrated demand response, energy efficiency, and customer engagement solutions that enable electric utilities to ensure grid reliability, lower energy costs, meet regulatory demands, and enhance the customer experience.