Imagine a home that listens and responds to your every command.

No buttons. No clutter. No effort.
A home that responds

Building for whole home voice.
A word on Voice

• It’s Fast
  • Humans can speak 150 words per minute vs. typing 40 words per minute

• It’s Easy
  • Just speak ... removed (disintermediate) the smart phone

• It’s Context Aware
  • Ability to understand a wide context of questions based on prior questions/interactions/location/other semantics
A word on Voice

Top voice usage on ecobee e4 smart t-stat
A word on Voice

Age demographic of voice device ownership...

Overlaps with energy program participation
A word on Voice – utility skills

E Source research shows that 60% of smart speaker owners said they’re “probably” or “definitely” be interested in a utility app that makes use of voice-activated skills.

A dozen utilities have voice skills, which provide:

- Account balance: 46%
- Efficiency tips: 38%
- Utility contact information: 38%
- Make a payment: 23%
- Source of electricity generation: 15%
- Outage status update: 15%
- Outage notification: 15%
- Smart home device control: 8%

Source: E Source, “Voice Control Changes Everything: Why Utilities Should Care About Virtual Assistants” August 20, 2018
Built for businesses of all sizes and sectors

SmartBuildings can manage any number of thermostats. Each ecobee thermostat model was designed to accommodate specific industry needs—making SmartBuildings the ideal solution for retail, schools, hotels, restaurants, multi-family buildings, and more.
FOR ALL THE PLACES WE CALL HOME
Set-up for Success
Build support and belief in the mission.

LEARN ABOUT THE COMMUNITY
• What factors affect comfort?
• What hardware is required?
• What do residents prefer?

INVOLVE STAKEHOLDERS
• Understand priorities and build a shared vision

ENGAGE RESIDENTS
• Early and frequently
• Support program partners with people-first training
Create an Installation Experience

Use install moment as an opportunity to educate and engage.

1. INSTALL AND CUSTOM SET-UP
2. REVIEW FACTORS AFFECTING THEIR COMFORT
3. LET THE RESIDENT ENGAGE WITH THE PRODUCT
Ensure Service and Support

Long-term thermostat use by the resident will ultimately make the impact.

1. ROUTINE FOLLOW-UPS
   Leverage data and analytics

2. COMMUNITY INVOLVEMENT
   Create ambassadors

3. STAKEHOLDER SUPPORT
   Maintain dialogue with program implementation partners

4. TECHNICAL SUPPORT
   Specially trained staff familiar with your program
Device & SmartBuildings options

Residential

Single family
- e4
- e3 lite
- Switch+

Income Qualified
- e3 Recertified
- e3 lite

Multifamily
- e4
- e3 lite
- Switch+

SMB Configurations

- EMS SI WIFI Thermostat
- EMS Web Portal
- EMS Mobile App
Services – Peak Relief (New)

Time of Use (TOU) solution for all devices

Won’t interrupt DR programs

Always on once enrolled
Resourcing our energy partnerships

Peter Black, Director of Canada
Jordan Agnew, Account Manager Canada (New)

Dain Nestel, Director of NA West (New)
Maitreyi Viswanathan, Account Manager NA West

Sarah Colvin, Director of NA East
Lisa Scott, Account Manager NA East (New)

Sam Kashani, Director of Retail
Joseph Le Selva, Manager of Retail
Greg Gabel, Manager of Retail
Resourcing retail / instant rebates

**Downstream Rebate Service**
- Failed: 46%
- Rebate Issued: 54%

**Failed validations include:**
- Not in utility system-of-record (not a customer, closed account, etc.)
- Incorrect information provided (name doesn’t match address, etc.)
- Wrong account type (Commercial accounts, etc.)

**Downstream Only:**
- Wrong Product (Product not eligible for rebate)
- Double-dip requests (already applied, received rebate, etc.)

**Validated Instant Rebate**
- Failed: 2%
- Coupon Issued: 98%

*Information provided by each vendor’s dashboard*
Resourcing retail / instant rebates

DIGITAL ADVERTISING
Geo-fenced mobile, banner, text, social

IN-STORE SUPPORT
Off-shelf, on-shelf, standees, training

PARTNER MARKETING
Dedicated emails, social

PR
Local news sources
ecobee thermostats collect 5,500 data points per home per day
The Bigger Picture – Donate Your Data
Discussion

www.ecobee.com