

Better Buildings Residential Network Peer Exchange Call Series

Marketing Residential Energy Efficiency in the Era of IRA (The Inflation Reduction Act)

June 8, 2023



Agenda and Ground Rules

- Moderator
 - Jonathan Cohen, Better Buildings Residential Network, DOE Residential Buildings Integration Program (RBI)
- Agenda Review and Ground Rules
- Residential Network Overview and Upcoming Call Schedule
- Opening Poll
- Featured Speakers
 - Peter Troast, Energy Circle
 - Deanna Cioppa, Pearl Certification
 - Pamela Brookstein, Elevate Energy
- Open Discussion
- Closing Poll and Announcements

Ground Rules:

- 1. Sales of services and commercial messages are not appropriate during Peer Exchange Calls.
- 2. Calls are a safe place for discussion; please do not attribute information to individuals on the call.

The views expressed by speakers are their own, and do not reflect those of the Dept. of Energy.





Better Buildings Residential Network

Join the Network

Member Benefits:

- Recognition in media, social media and publications
- Speaking opportunities
- Updates on latest trends
- Voluntary member initiatives
- One-on-One brainstorming conversations

Commitment:

Members only need to provide one number: their organization's number of residential energy upgrades per year, or equivalent.

Upcoming Calls (2nd & 4th Thursdays):

- 6/22: Paying for Home Decarbonization and Electrification Addressing Cost Questions
- 7/13: Stakeholder Engagement Keys to Success Lessons Learned by Energy Efficiency Programs

Peer Exchange Call summaries are posted on the Better Buildings website a few weeks after the call







Peter Troast

Energy Circle





MARKETING RESIDENTIAL EFFICIENCY IN THE ERA OF IRA

MANAGING EXPECTATIONS & DEMAND

Department of Energy, Better Buildings Residential Network

Peter Troast, Founder & CEO

June 8, 2023

What We'll Discuss

- EVOLVING CONSUMER AWARENESS OF IRA, HEAT PUMPS AND ELECTRIFICATION
- THE TIMING PROBLEM OF GROWING HOMEOWNER AWARENESS
- 3 STRATEGIC CONSIDERATIONS TO THINK ABOUT
- 4 IMMEDIATE MARKETING RECOMMENDATIONS



HEAT PUMPS INSULATION & AIR SEALING INFLATION REDUCTION ACT

EVOLVING STATE OF CONSUMER AWARENESS



≡ Q CLIMATE Che New York Times

This Guide Can Help You Save Money and Fight Climate Change

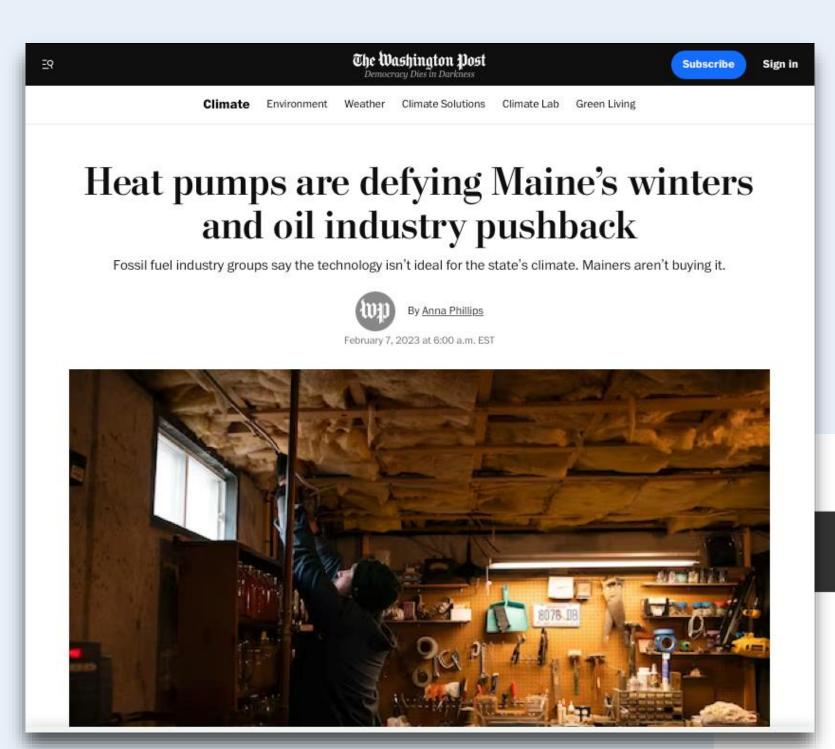
The new climate and tax law can bring big savings for anyone looking to buy an electric car or make their home more energy efficient.



Rv Nadia Ponovich and Flena Shao Feb 1 2023







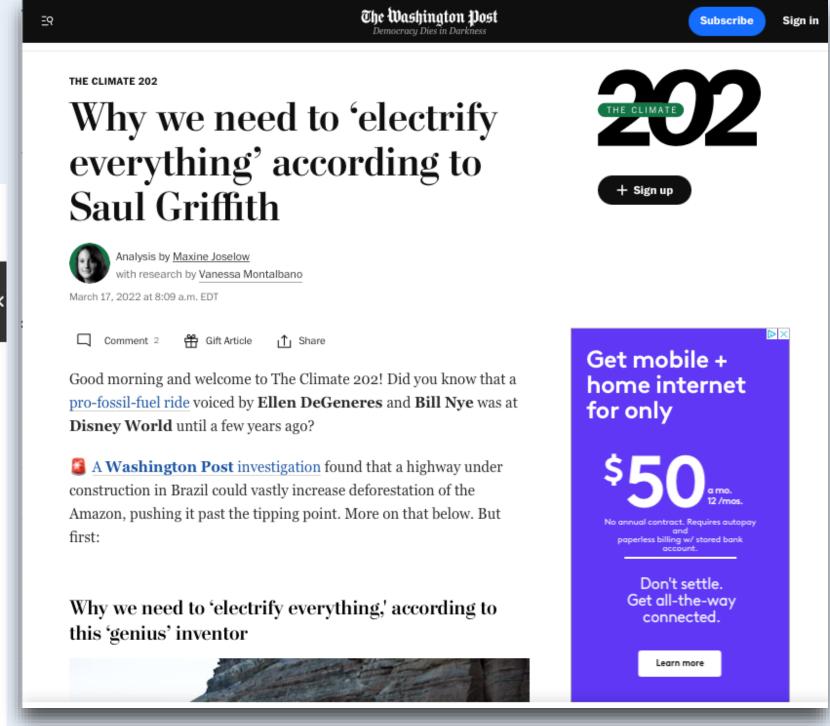


We Need to Make 'Electrifying Everything' Easier

Incentives and remodeling need to be more straightforward and equitable if we expect people to convert their homes away from fossil fuels

By The Editors on July 1, 2022



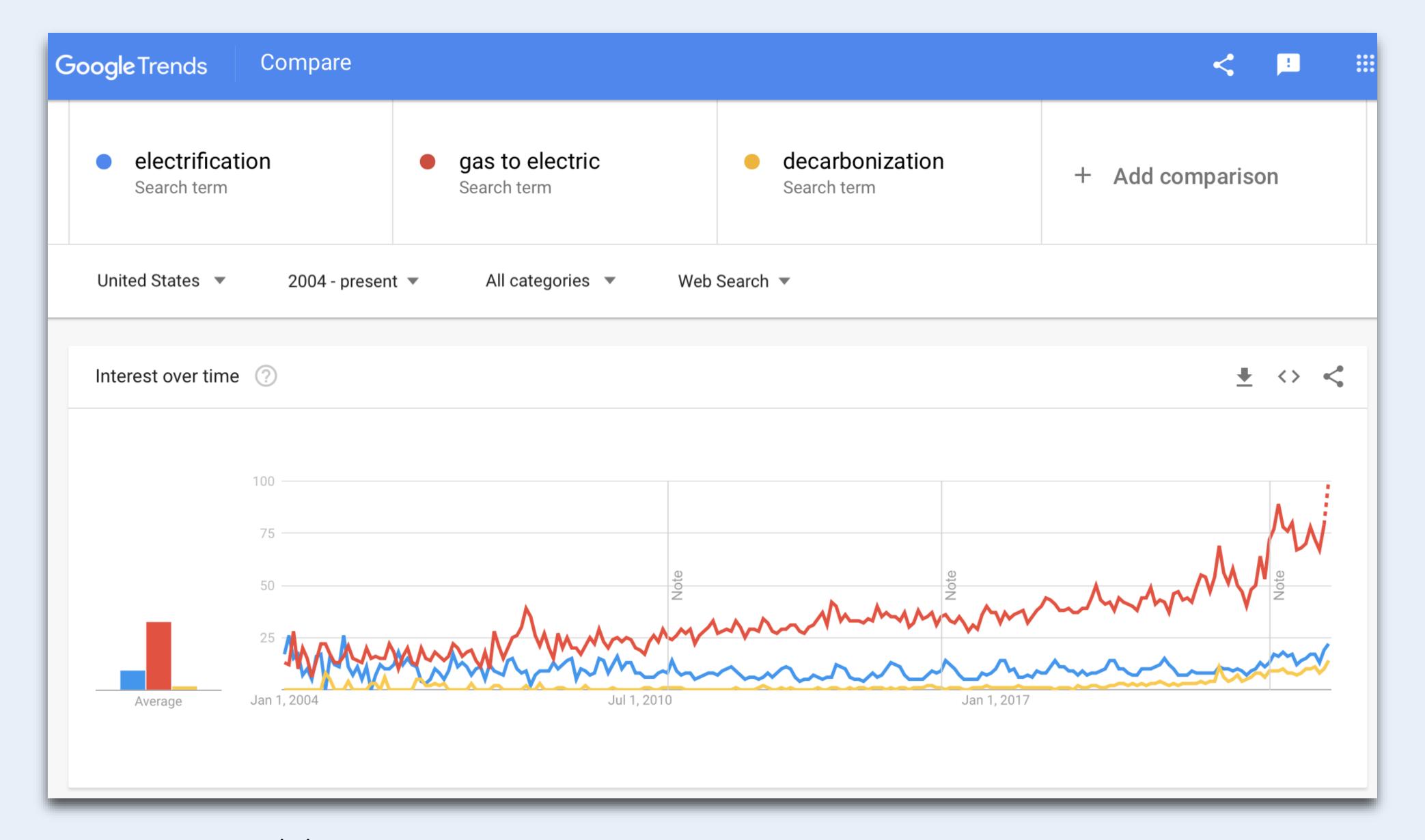




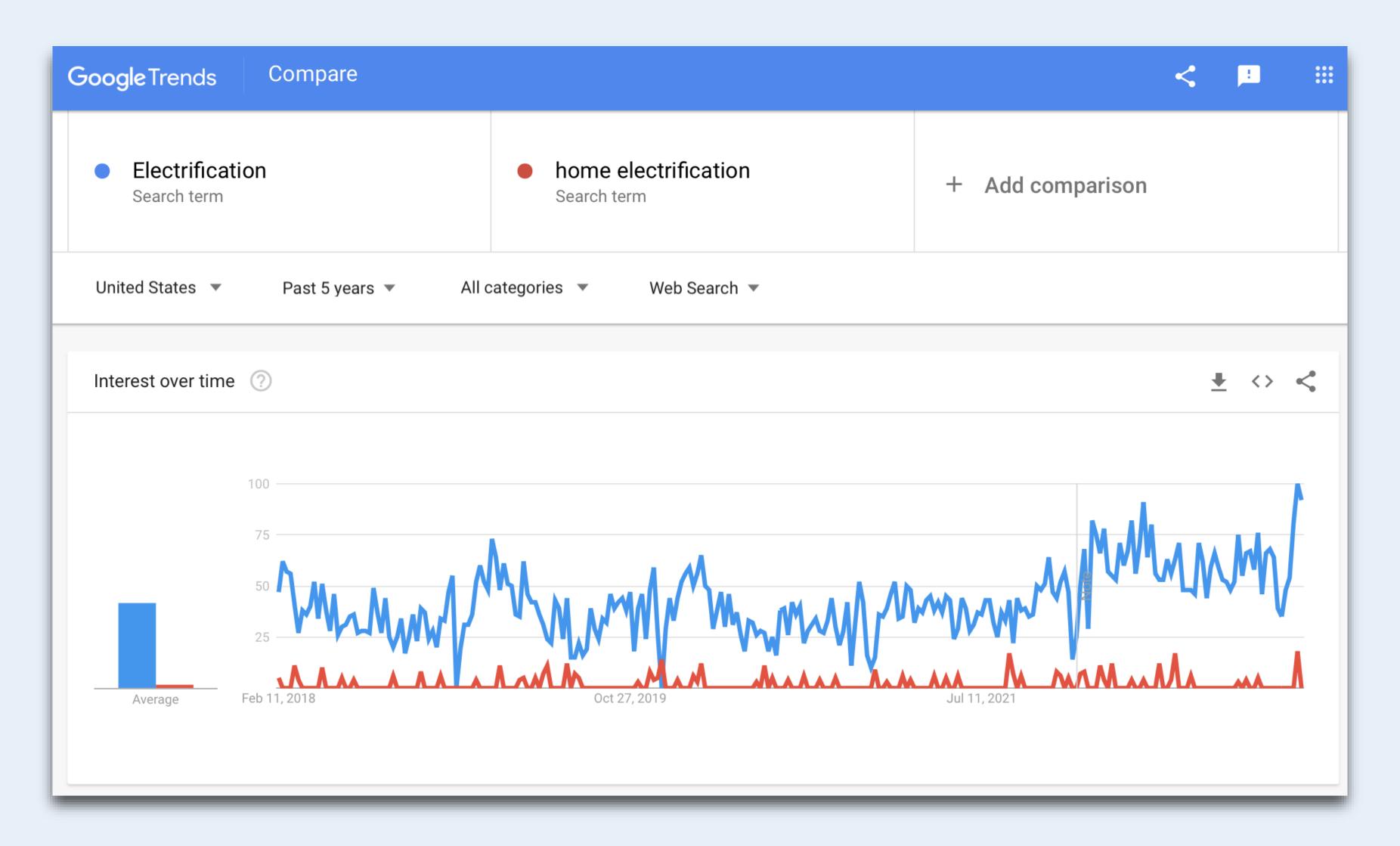
Evolving Consumer Awareness

Keyword	Intent	Volu =
heat pump	I C	74,000
① inflation reduction act of 2022	I	49,500
① heat pump water heater	I C	27,100
① heat pumps	I C	22,200
mini split heat pump	С	14,800
what is a heat pump	I	14,800
geothermal heat pump	I C	12,100
① heat pump installation	С	12,100
① infrastructure bill	I C	12,100
energy efficient windows	I	9,900
① how does a heat pump work	I	8,100
① solar tax credit	I	8,100
energy conservation	1 C	6,600
⊕ energy efficiency	1 0	6,600
① heat pump systems	I	6,600
① heat pump vs fumace	С	6,600
pool heat pump	С	6,600
① ductless heat pump	С	5,400
① how do heat pumps work	[1]	5,400
① heat pumps system	n/a	0



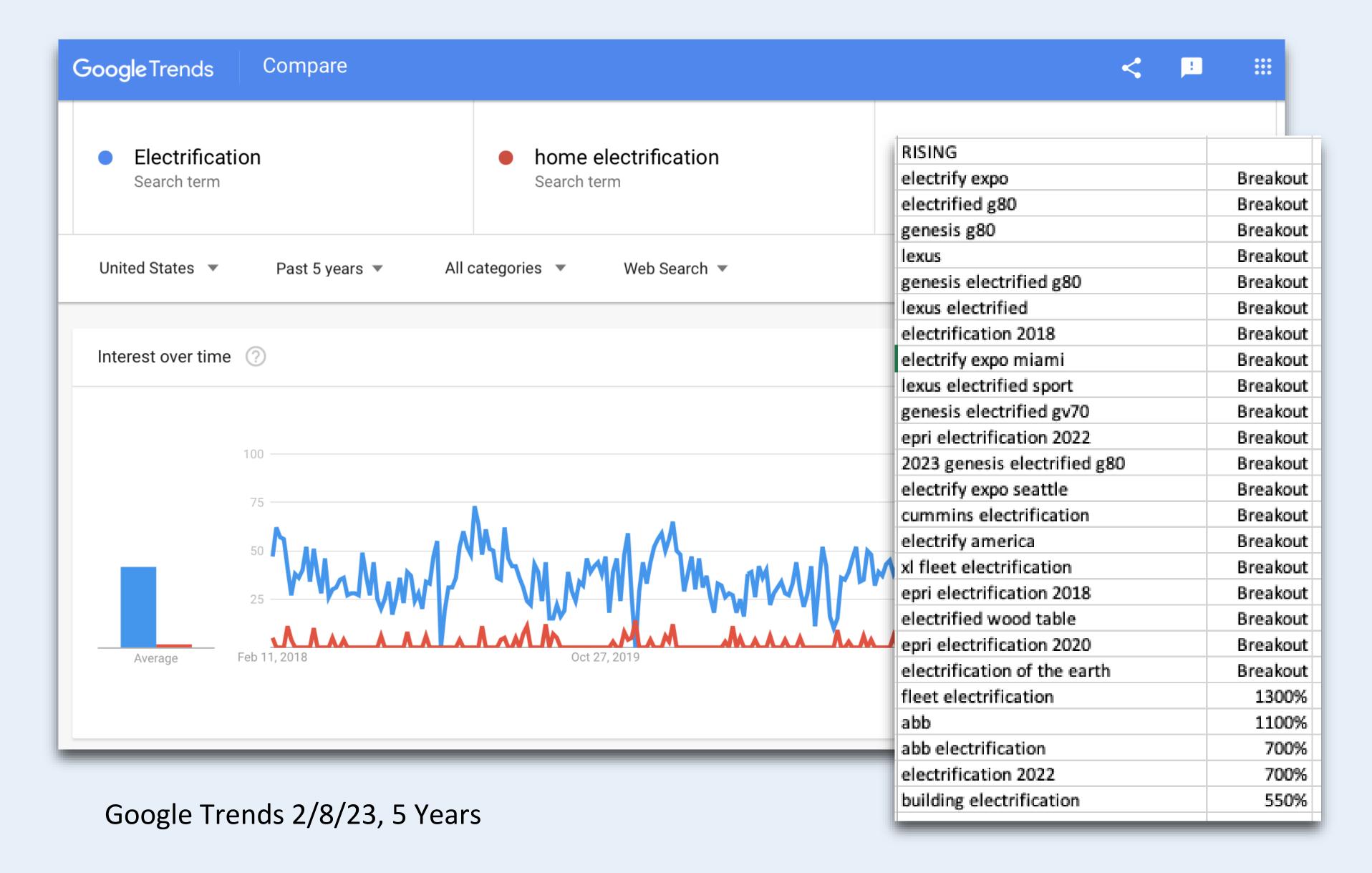




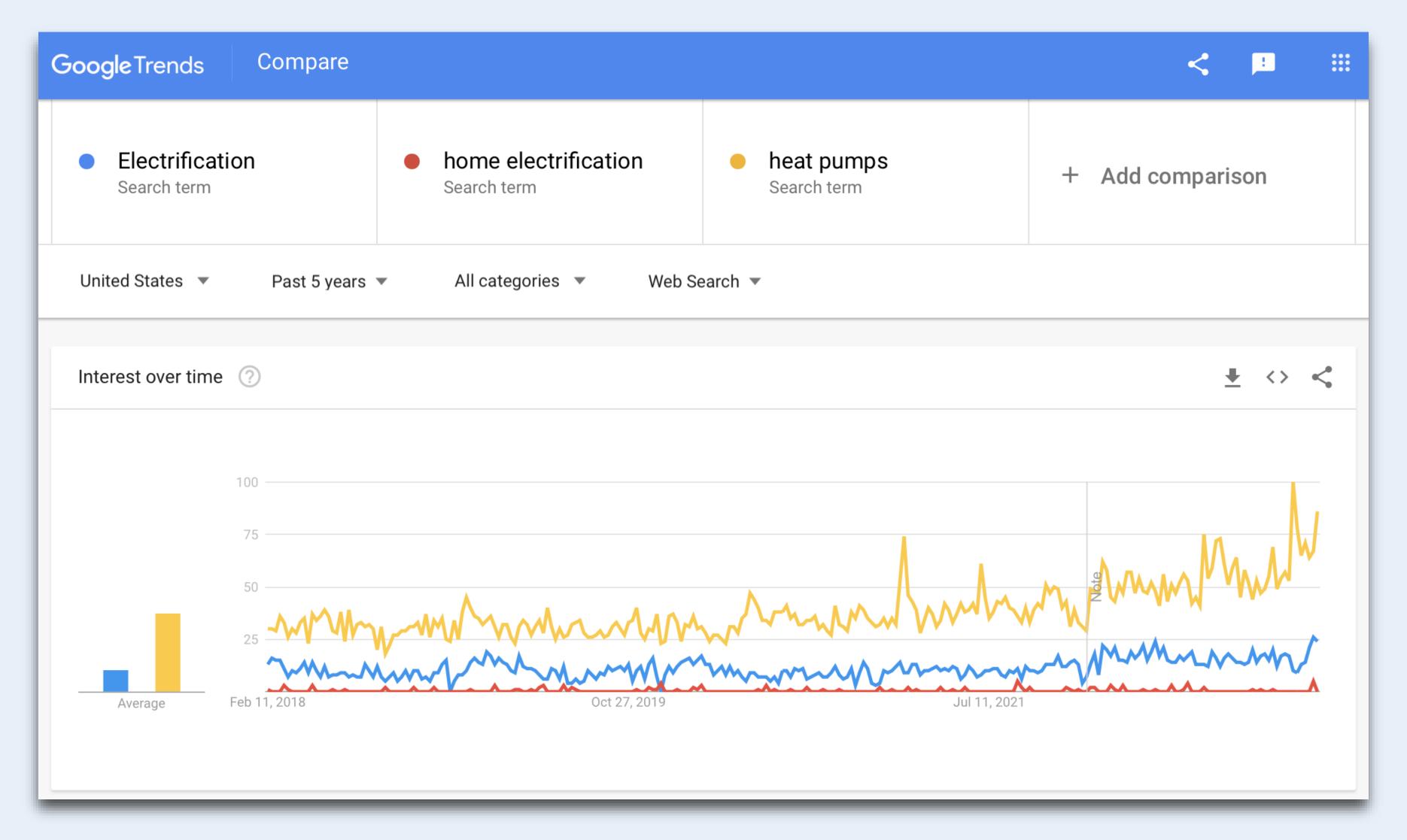


Google Trends 2/8/23, 5 Years



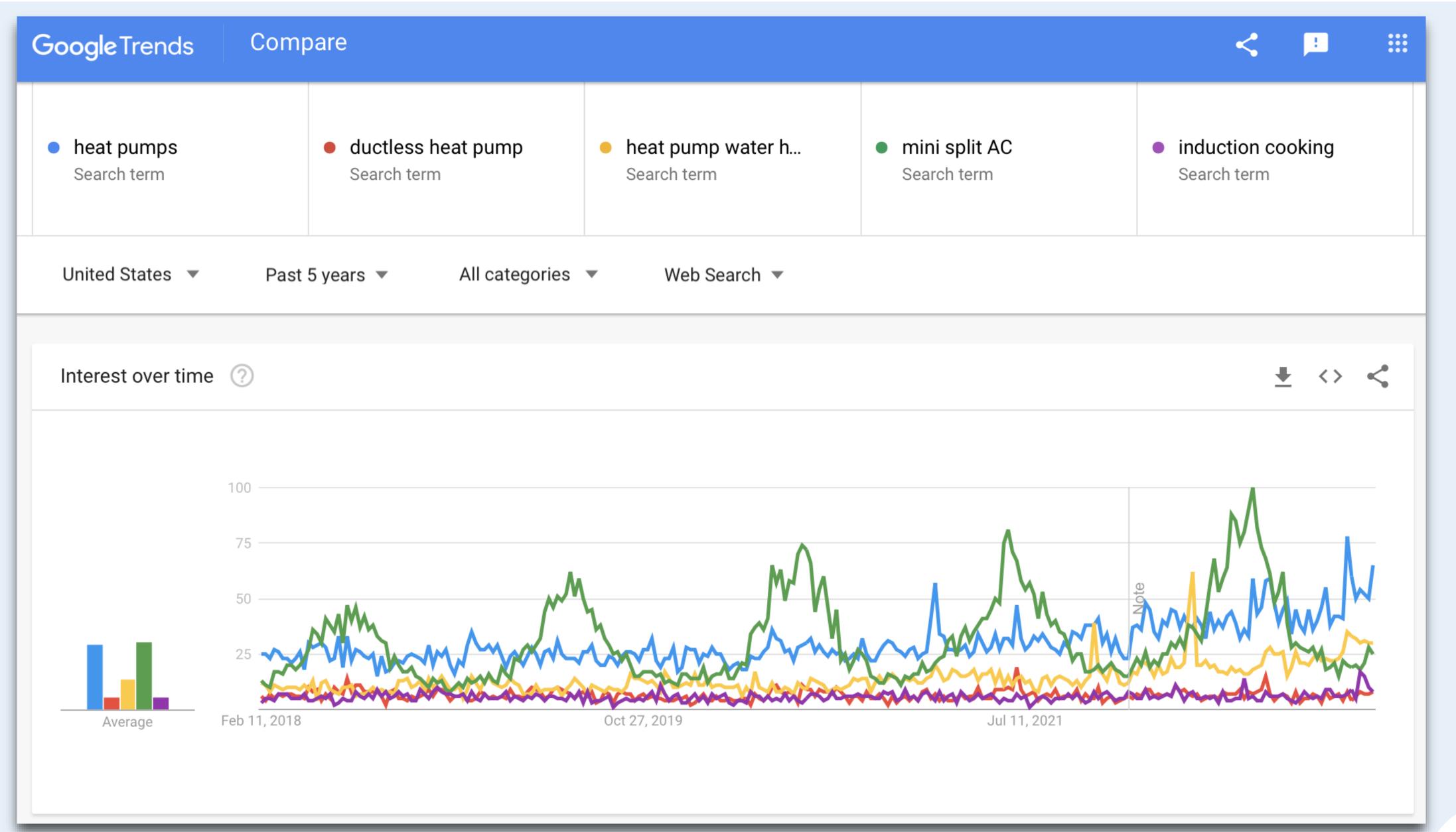






Google Trends 2/8/23, 5 Years



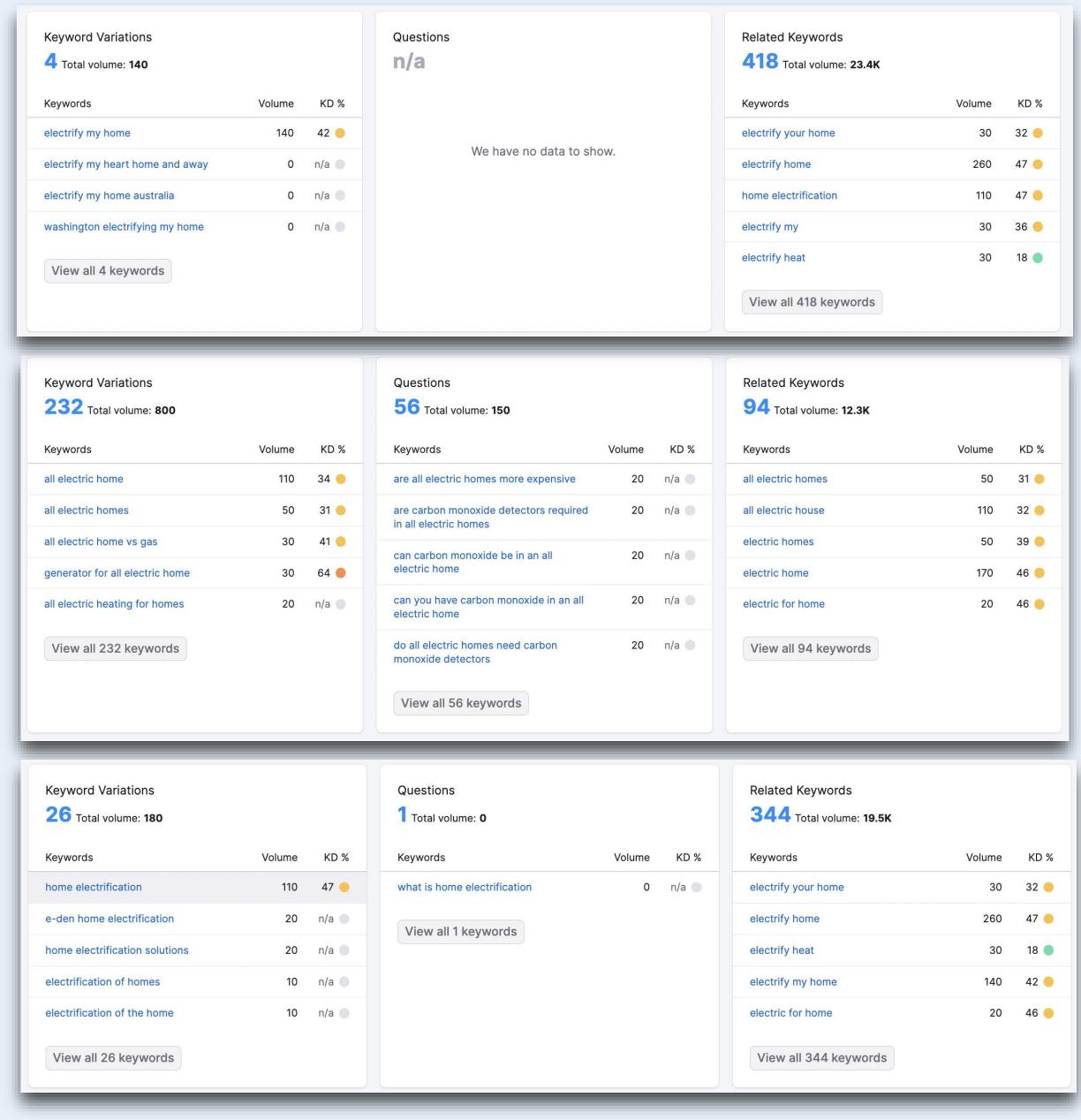




"electrify my home"

"all electric home"

"home electrification"





heat pumps, mini splits, heat pump water heaters, solar

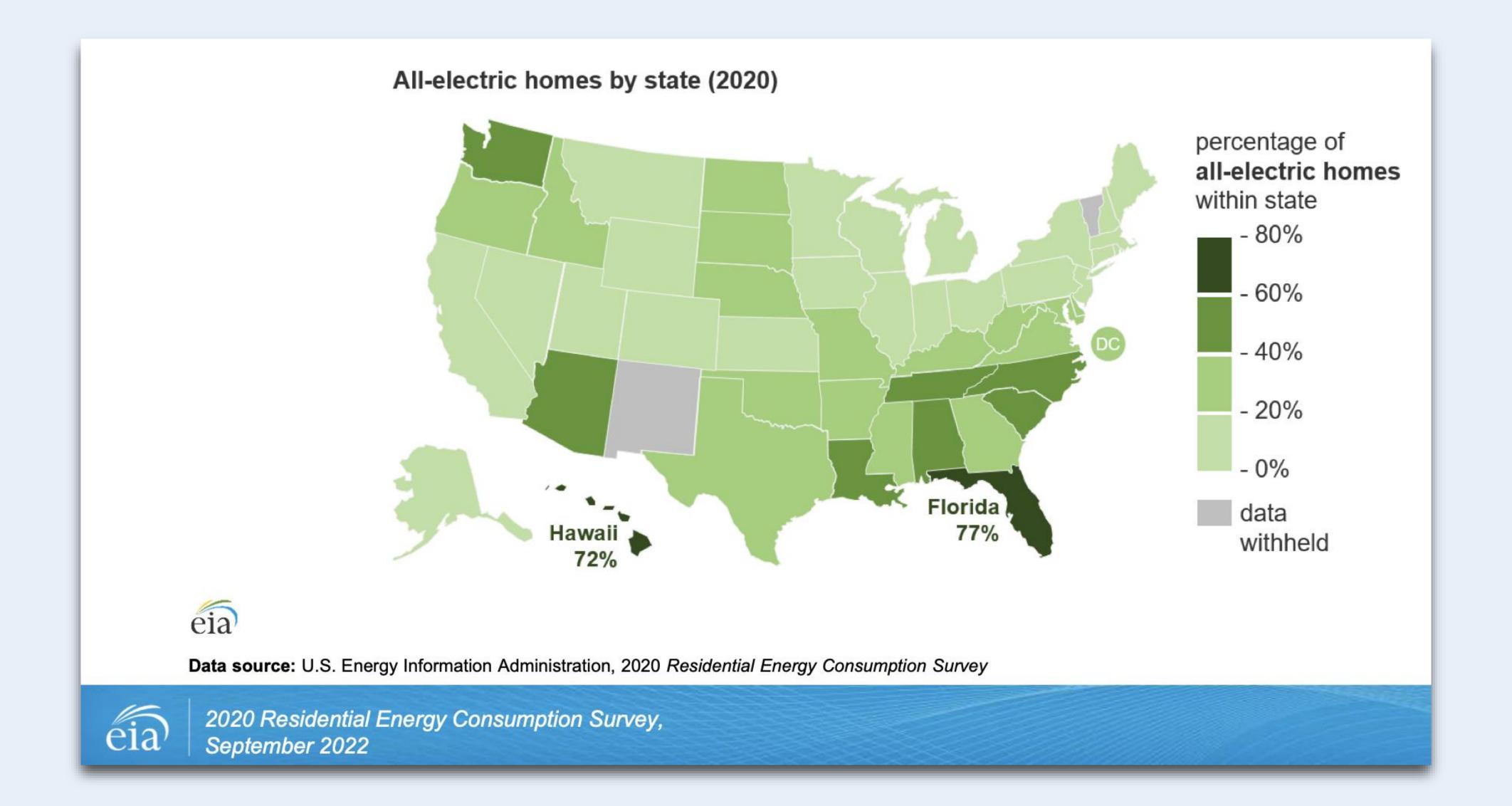
Aug-Dec 2022 vs 2021 (after IRA passage)

Impr.	Clicks <>	CTR <>	Avg. CPC	Conversions	Conv. rate	Cost
1,654,254	30,787	1.86%	\$6.58	7,272.84	23.62%	\$202,485.23
(+64.02%)	(+109.48%)	(+27.71%)	(-16.84%)	(+227.99%)	(+56.55%)	(+74.20%)

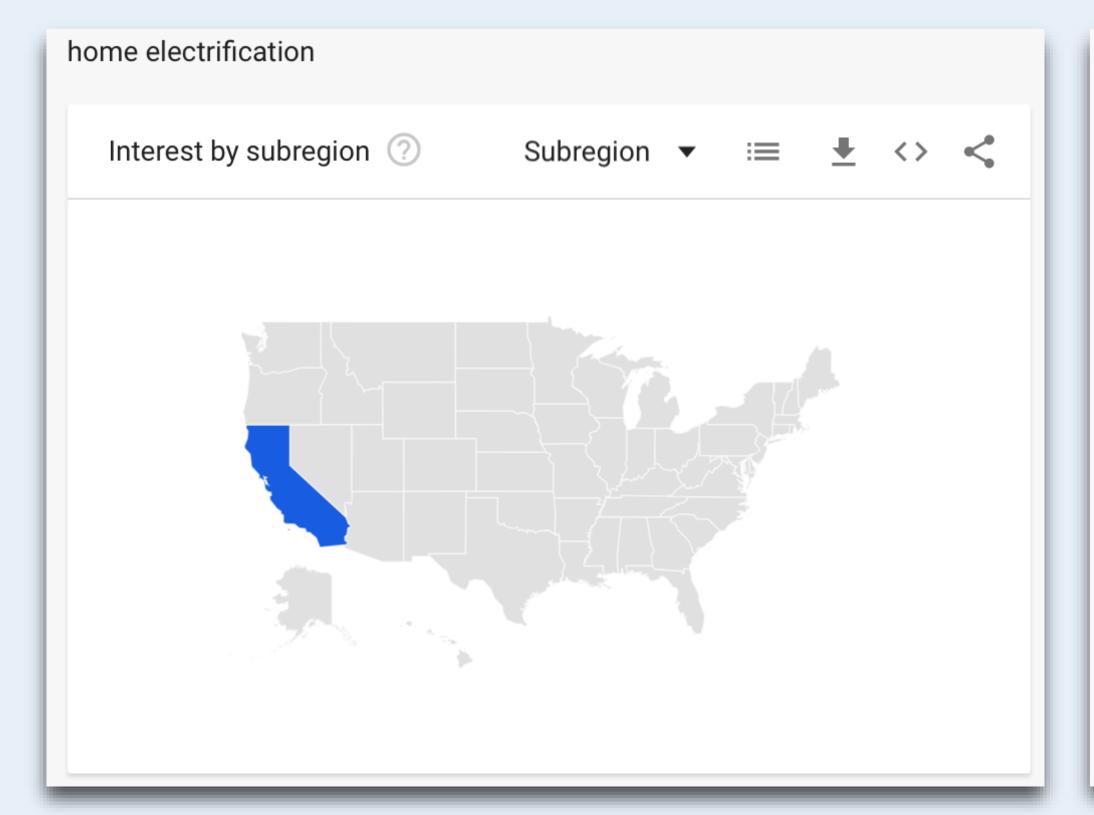


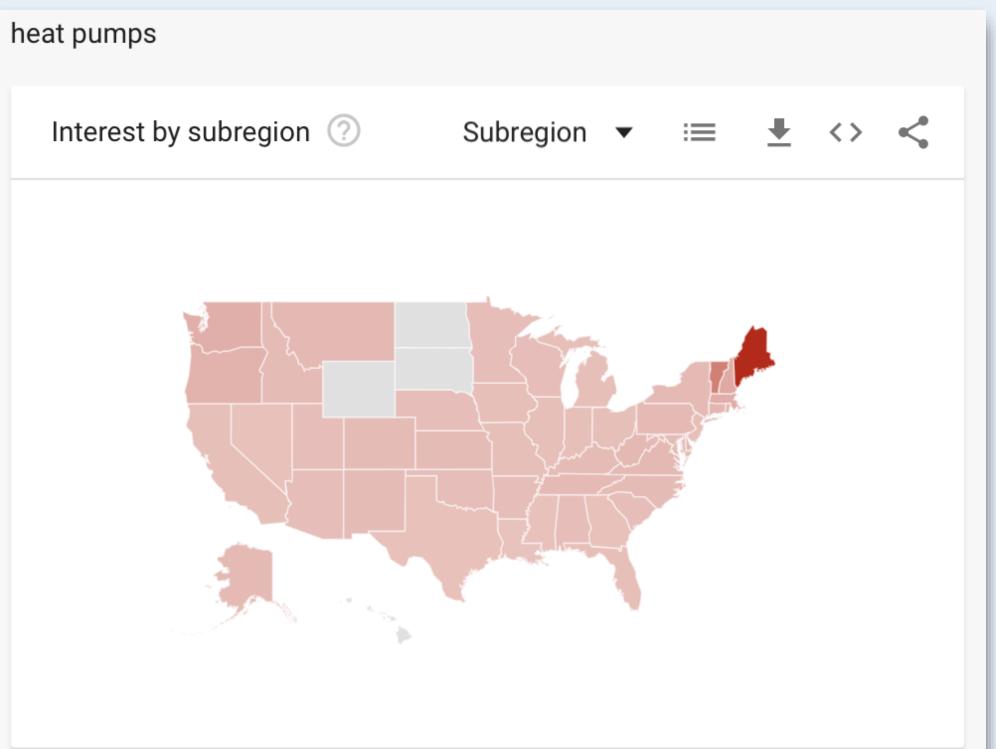












Google Trends 3/8/23, Last 12 Months



WHERE TO FOCUS: ELECTRIFICATION, HEAT PUMPS, INSULATION & AIR SEALING, IRA



Content

Education

Search Engine
Optimization

Right Now:

HEAT PUMPS

IRA

INSULATION/AIR SEAL

For the Future:

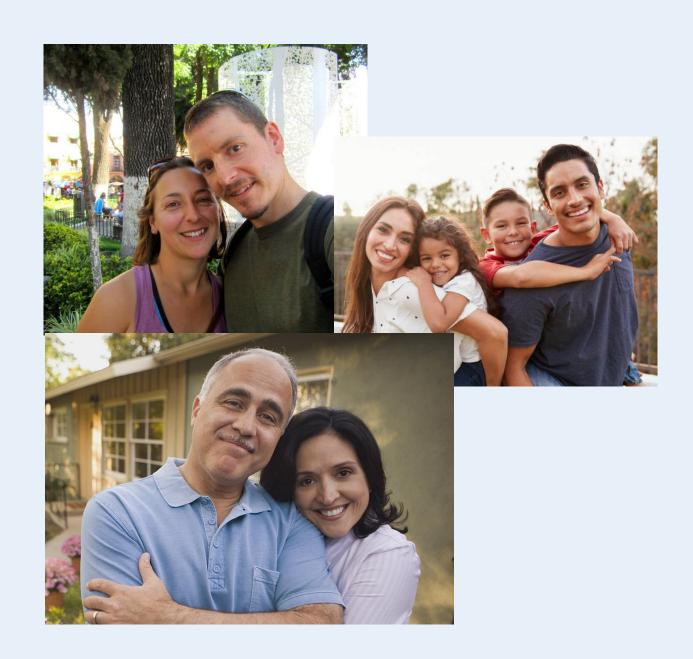
HOME ELECTRIFICATION



Target Audiences

LMI

First Home Young Families Retirees



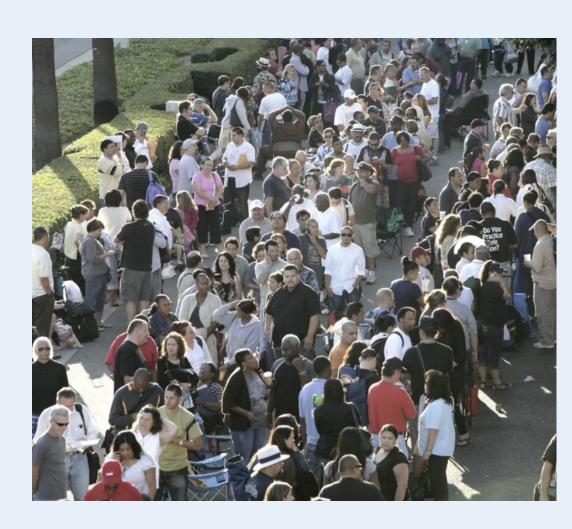
Electrification

Super Greens EV Owners



Heat Pumps & Envelope

Everyone Problem Houses





MARKETING APPROACHES:

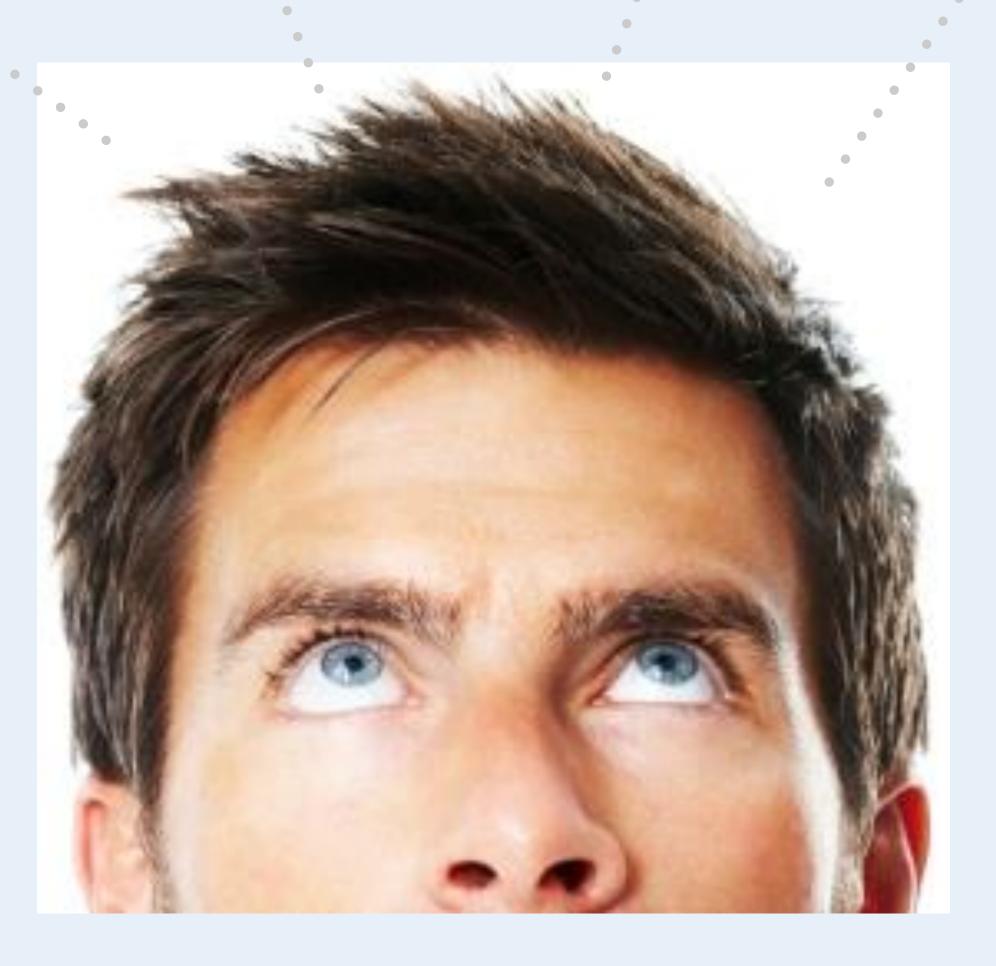
BRIDGING THE TIMING GAP BECOMING THE TRUSTED AUTHORITY



Keep in Mind:
We're Confused
About the IRA;
Homeowners are
VERY Confused

"Rebates"

"Tax Credits"





Lay the Foundation; Prepare for Active Marketing

Brand & Digital FOUNDATION	Active LEAD GENERATION
Slower building	More immediate
Website Incentive Content Video Google My Business Reviews Custom Audiences Awareness Paid Social	Google & Bing Ads Local Services Ads Facebook Lead Ads Video Advertising



Staging the Next 12 Months

April May June July August September October November December January February March

Tax Credit Focus with Year-End Urgency

Foundation Work, Audience Building & Planning Support

Rebate Campaign Ramp Up; Concrete Information by State

Campaigns in Full Swing



Strategic Considerations

- Company Positioning
 How Aggressive Around IRA?
 vs. "we're the incentive experts"
 vs. not communicating rebates/incentives
- Low/Moderate Income Focus
- SOP's & Data Management for Long Term Leads (CRM)
- Processes/Communications to Overcome Project Delays
- Shifts to Sales Process (incl modeling)
- Offer a Planning Process



QUESTIONS?

Peter Troast peter@energycircle.com





Deanna Cioppa

Pearl Certification





Marketing Residential Energy Efficiency in the Era of IRA



Deanna Cioppa Marketing Director, Homeowner Division June 8, 2023



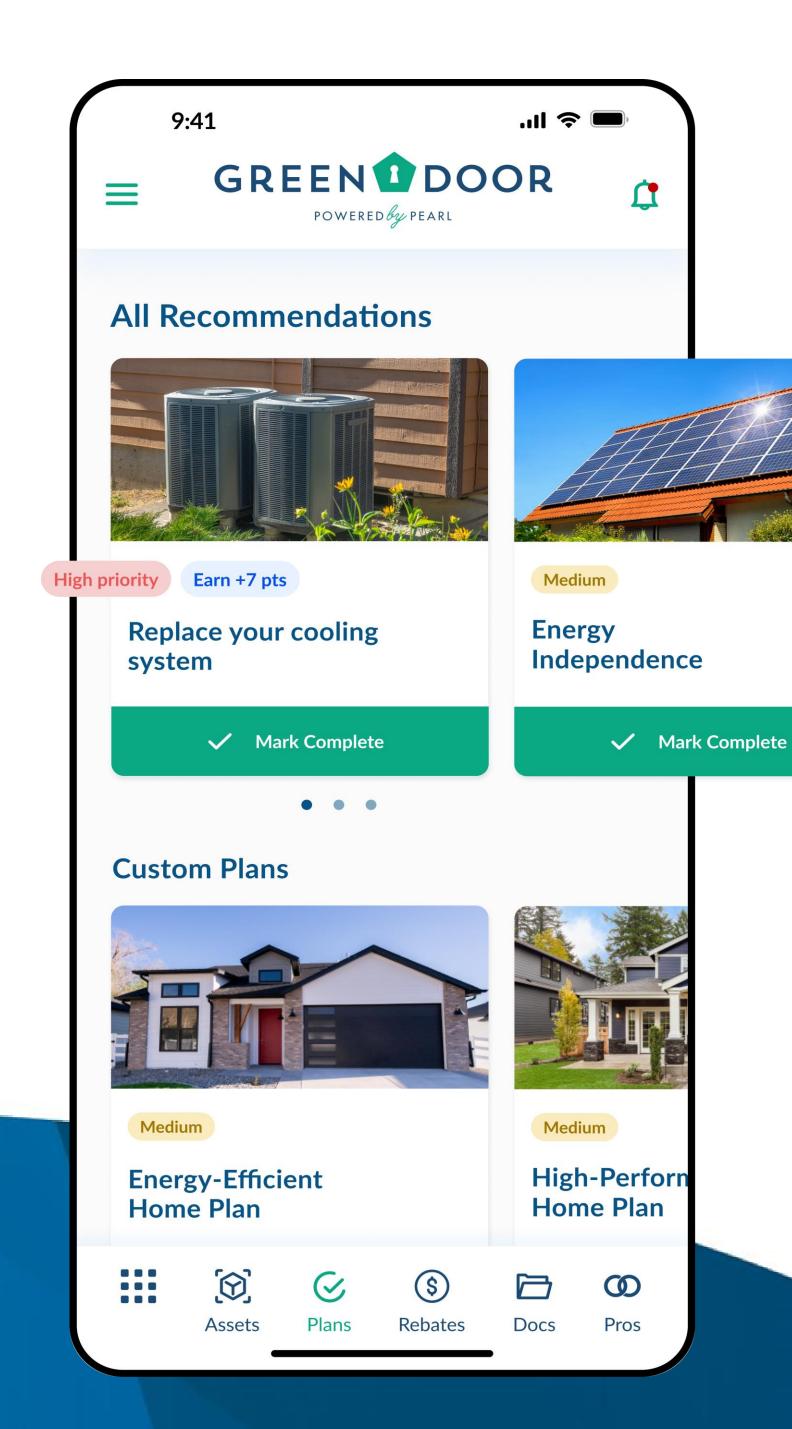
What is Pearl Certification?

Third-Party Certification for High-Performing Homes

Pearl Certification makes high-performance home value visible to benefit homeowners and the contractors, builders, raters, real estate professionals, and public entities who serve them.

The App: Green Door, Powered by Pearl

Green Door is an all-in-one home improvement app that helps you increase your home's value, improve your home's comfort and health, cut your energy bills, and shrink your carbon footprint.





Pearl Marketing to Homeowners Post-IRA

Opportunity:

 To educate US homeowners about existing and near-term incentives for adoption of energy-efficient home features, with the goal of driving adoption behavior now and in the future

What's needed:

Homeowner-facing content, and plenty of it



What does this content look like?



10 vays
the Inflation

Top tak Lways to homeowners from the Inflation Reduction Act

By Pro Blogger





Understanding the Homeowner Audience

- What are their unanswered questions?
- Where do they look for answers?



SEO/YouTube SEO

- Where do they "live" day to day?
- What formats do they share?
- What's the tone of this shared content?



Social Intelligence

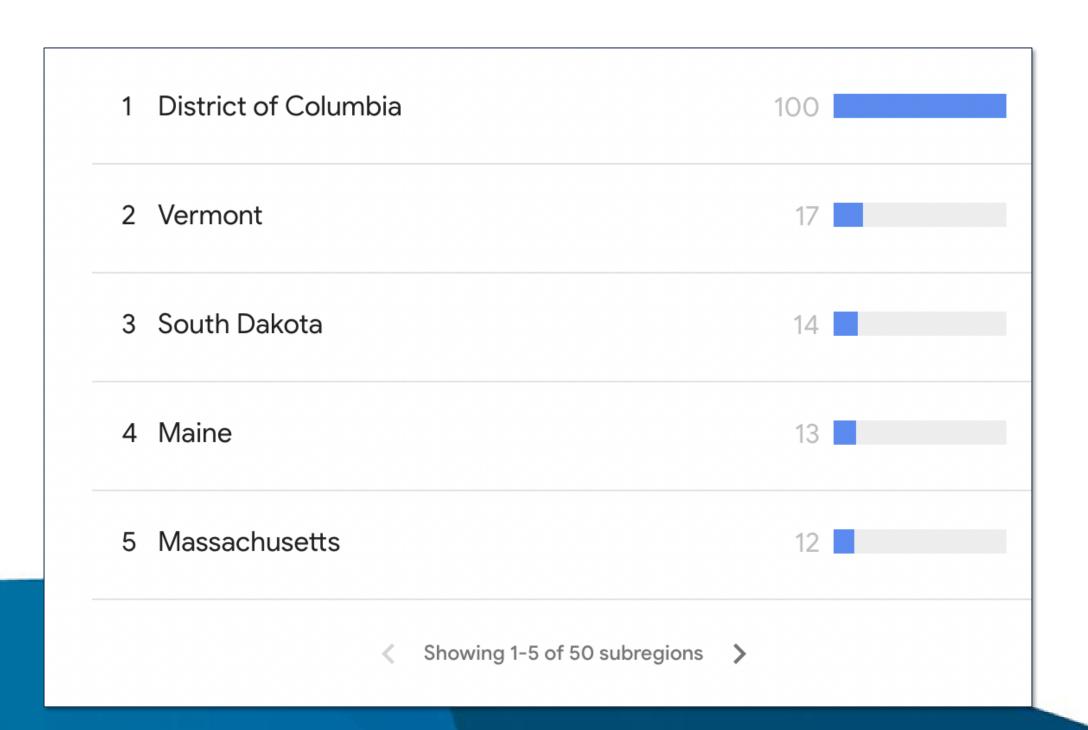


What Our Research Has Shown Us

What are their unanswered questions?

It's not necessarily IRA.

- "Inflation Reduction Act" is an insider term.
- If homeowners aren't searching for IRA, then what do we create content around?





What Our Research Has Shown Us

What are their unanswered questions?

Homeowners care about nuts and bolts.

- Top keywords we're tracking are about systems and appliances like heat pumps, solar, windows, etc.
- More likely to search for rebates and tax credits for these specific items.

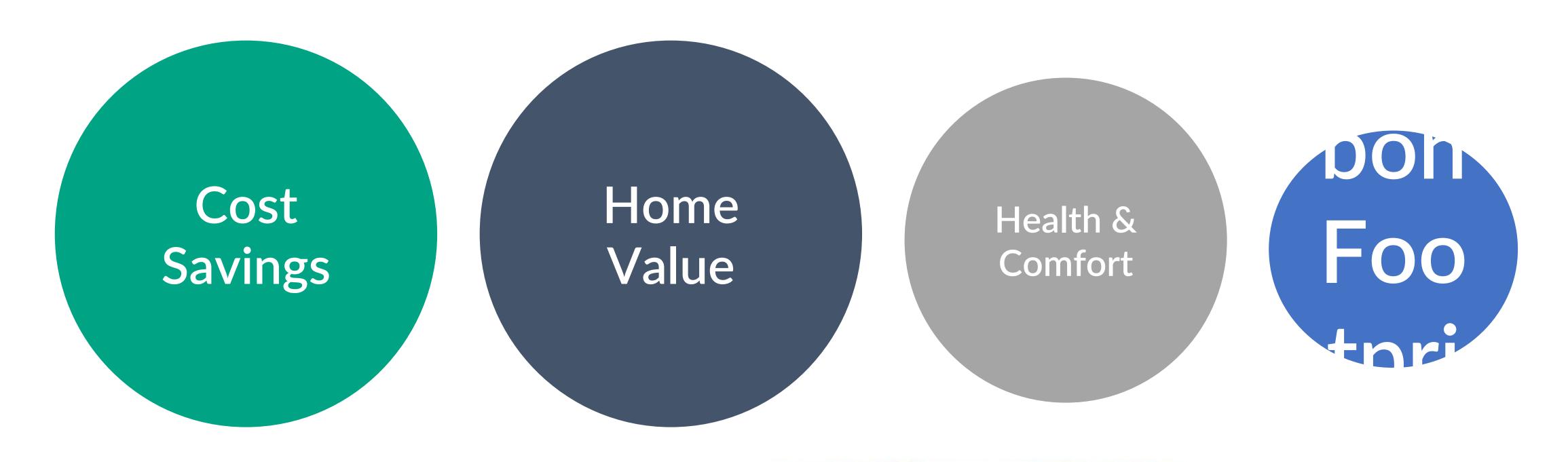
Keyword	Average Monthly Searches
Heat pump	74,000
Heat pump water heater	27,100
Mini split heat pump	18,100
Heat pump installation	12,100
Energy efficient windows	9,900
Solar tax credit	8,100
Energy efficiency	6,600

Source: SEMrush



Homeowners by Concern

Based on social intelligence gathering, SEO, and ad performance, 2022-2023





How We've Leveraged Our Understanding

Step 1:

Created Keyword
Clusters Organized
by Topic

Step 2:

Created Content in the Big Rock
Content Model

Step 3:

Supported with Paid Search, Organic & Paid Social



Premium Content



Everything You Need to Know

About Home Energy Rebates & Tax Credits



Blog (SEO)

Everything You Need to Know About Home Energy Rebates & Tax Credits

ial buyers, there are lots of reasons to want an energy-efficient home. But if the price of making ome performance improvements has given you pause, there's good news: There will soon be a number of ways

the 2022 Inflation Reduction Act (IRA), as well as through existing rebates offered by some utility providers. Let's

A High-Performing Home That Doesn't Break the Dalik

Before we dig into rebates and tax credits, let's identify exactly what we mean when we talk about "home performance improvements." In simplest terms, home performance improvements are upgrades and modifications ou can make to your home that reduce its energy consumption, increase health, safety, and comfort, and often lower the cost of running that home. These can include installing <mark>energy-efficient windows</mark> and doors, <mark>heat pump</mark> and heat pump water heaters, improved insulation, efficient electric appliances, improved wiring, and even a whole home electrification project.

In other words, these are projects that reduce or eliminate your reliance on combustion-driven appliances, such as gas stoves or gas- or oil-powered furnaces.

The IRA has and will reduce the cost of making these upgrades for many homeowners, as long as certain conditions are met. Let's get into that now.

Home Energy Rebate Programs

So what programs or initiatives do you need to understand in order to start planning your next home performanceprovement project? The list is long, but here's an overview of some of the most impactful policies and programs.

Green Door Guide to Heat Pump Rebates and Tax Credits





The Green Door Guide to Dryer Rebates (and Washer Tips, Too)



Green Door Guide to Heat Pump Water Heater Rebates and Tax Credits

Back to Blogs



Lead Gen Ads



#homerenovation #homeupgrade #homevalue #sustainability #energyefficiency #rebates #savemoney #taxcredits #powerofpearl



How to Save Big on Home

Comment

Green Door pearlcertification.ac-page.com/

Home Rebates & Tax Credits | Federal Heat Pump Tax Credit | Energy Efficien...

Learn how to apply for home energy rebates & tax credits on heat pumps, solar, & more. Learn about valuable rebates and tax credits for heat pumps,



Find a Pearl Contractor

Success Stories

How Certification Works

Create a free account now

performance journey. Download your copy of Everything You Need to Know About Energy Rebates & Tax Credits by clicking the link below.

ts you may qualify for. A great next step is to assess your home's perfor

- Shop lists of sustainable products from your plans.
 Connect with local, vetted Pearl Network Contractors to co
- · Earn points toward a Pearl Certification, which can add an average premium of

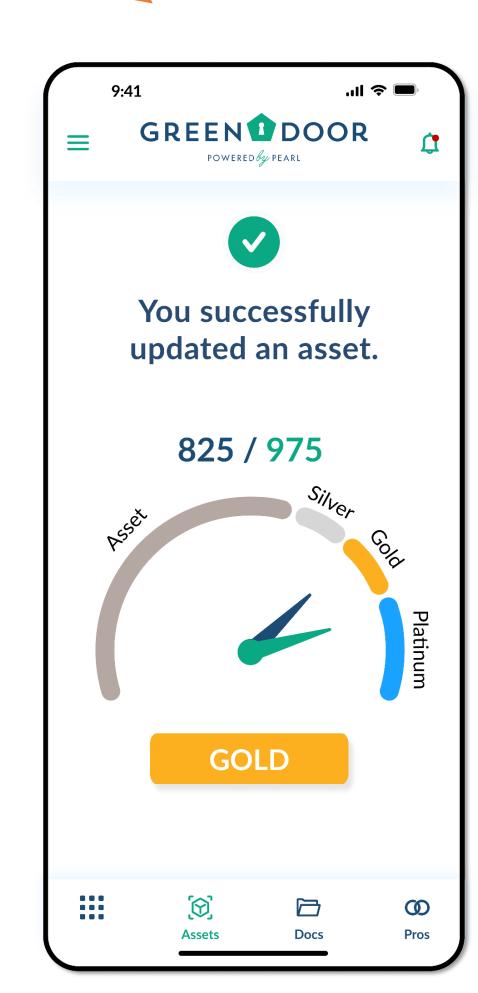
GREEN DOOR

GREEN DOOR

allation, home energy audits, and more.

- Put in the kind of pro you're looking for and your zip code.
 Click on our Network Contractor profiles to read more about them.
 Click Connect to get in touch and set up your project.

profile in Green Door with your new assets, and a Pearl team member will certify the work for your peace of mind and assign any Pearl Points you might qualify for to help you reach the next tier in Pearl's Certification system.





Never, <u>ever</u> launch a campaign without a firm understanding of your audience as content consumers.

SEO keyword research and social intelligence gathering can be done without a massive budget outlay.

Some tools we like \rightarrow

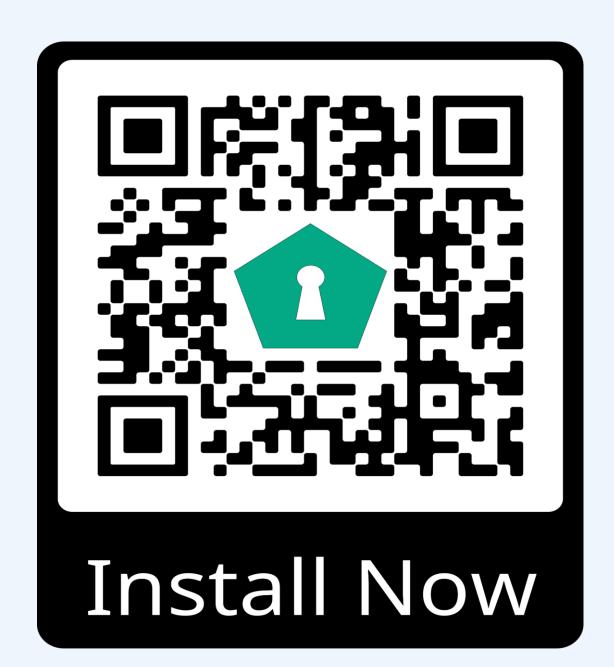
SEO

- Google Trends
- Google Analytics & Search Console
- Google Ads (includes Keyword Planner)
- SEMrush (paid)
- TubeBuddy (paid but cheap)

Social Intelligence (all paid)

- Buzzsumo
- AdClarity
- Talkwalker
- Brandwatch

Get Green Door for yourself!





Thank you.

deanna.cioppa@pearlcertification.com

More on Pearl | Green Door App



Pamela Brookstein

Elevate Energy





Sold! Listing and Marketing a High-Performing Home

June 8, 2023

Agenda

- Introduction
- Homebuyers and energy efficiency
- Opportunity at home sale
- Real estate engagement



We design and implement programs that reduce costs, protect people and the environment, and ensure the benefits of clean and efficient energy use reach those who need them most.

Value for High-Performing Homes

- Continuing education course designer
- Real estate agent instructor
- Consumer research







What do we know from Elevate's research?

What do homebuyers know about energy efficiency?

Not much

"What is a heat pump? Or air-sealing?"
- Chicago homeowner, 2022

Did homebuyers think about efficiency when home shopping?

- No, not really
- HOWEVER! All is not lost.
- They become engaged when:
 - Presented with range of benefits
 - Have lived experience

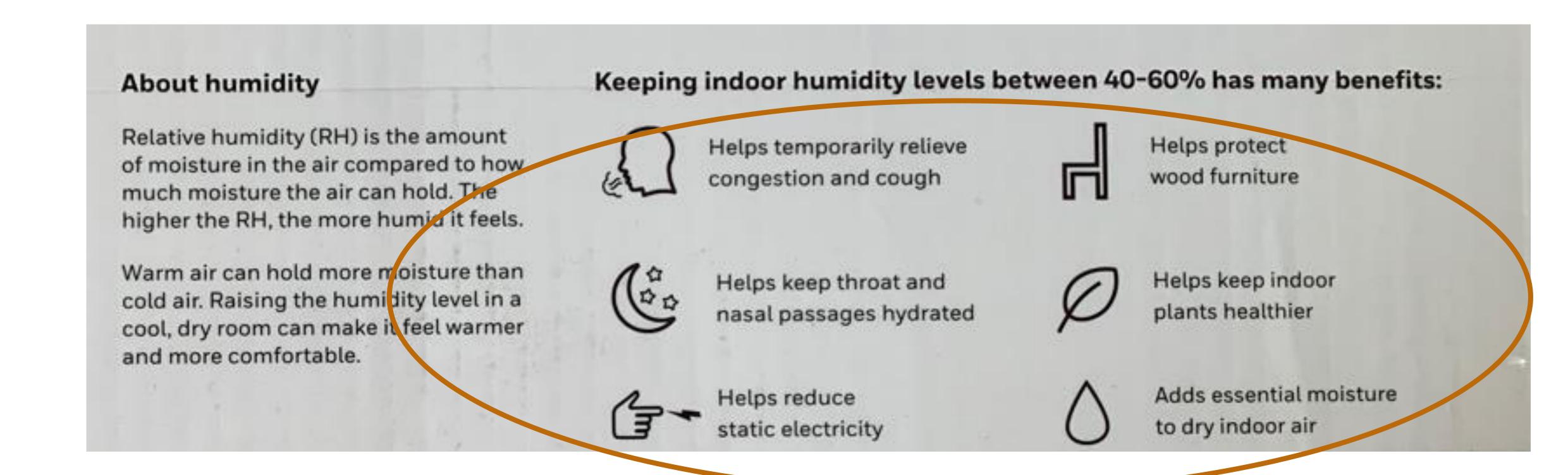
Why do I need to talk about ALL of the benefits?

Tastes Great, Less Filling



Why do I need to talk about ALL of the benefits?

Consider...my humidifier



The experience economy and its relationship to benefits

74% of Americans prioritize experiences over products*

Cinque Terre



Couch





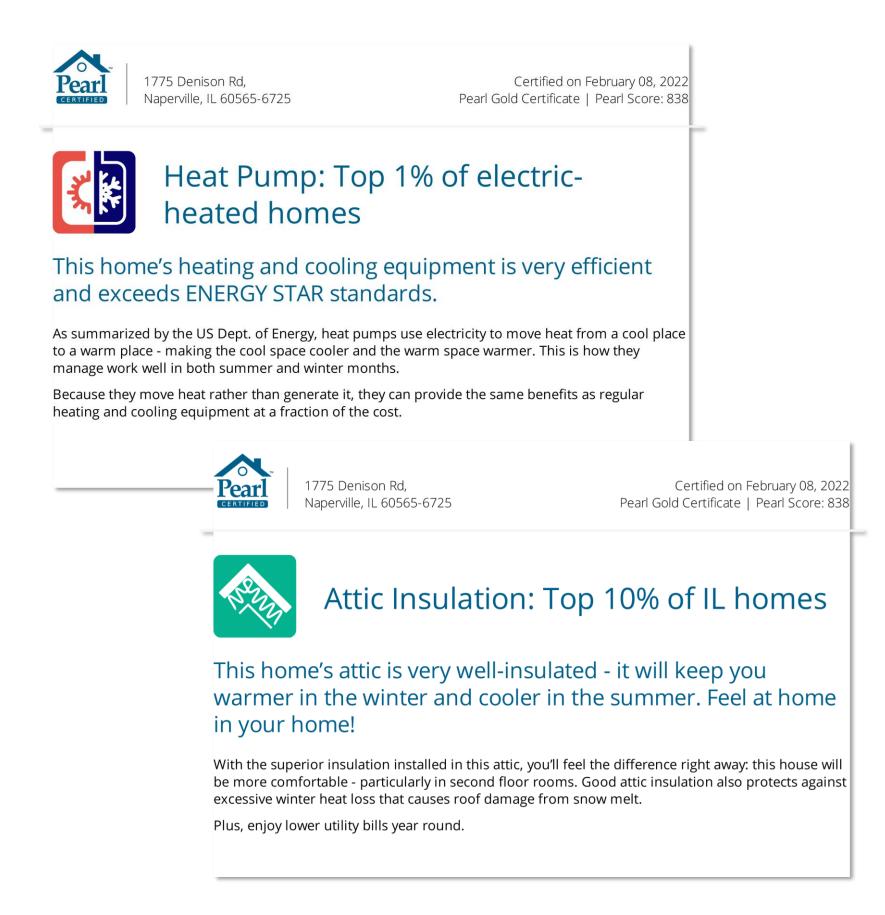
The opportunity with home sales

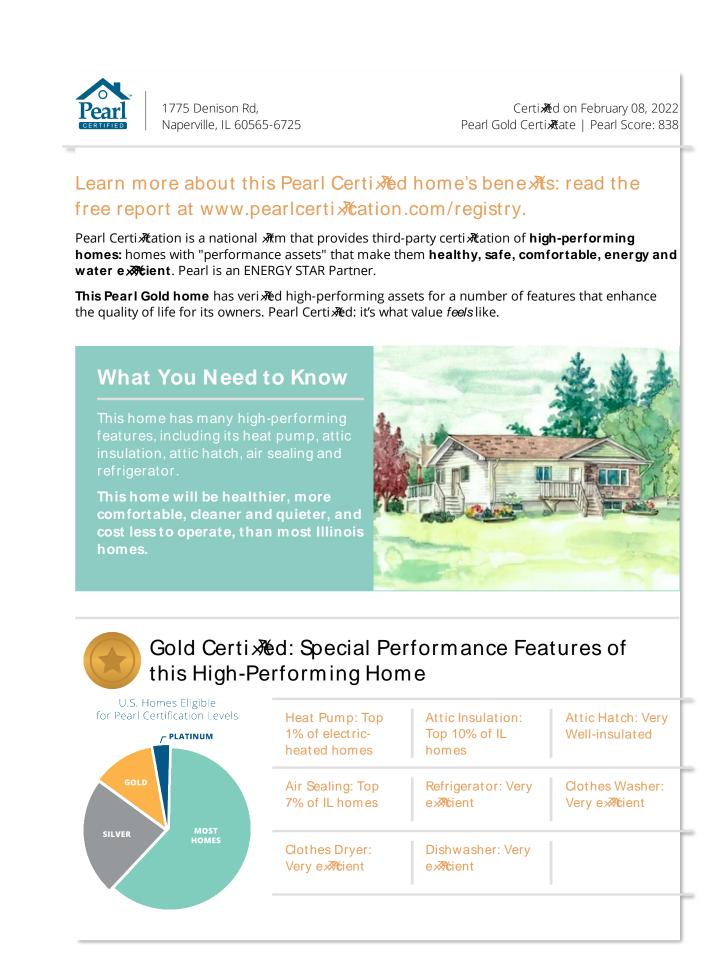
Opportunity at the time of sale

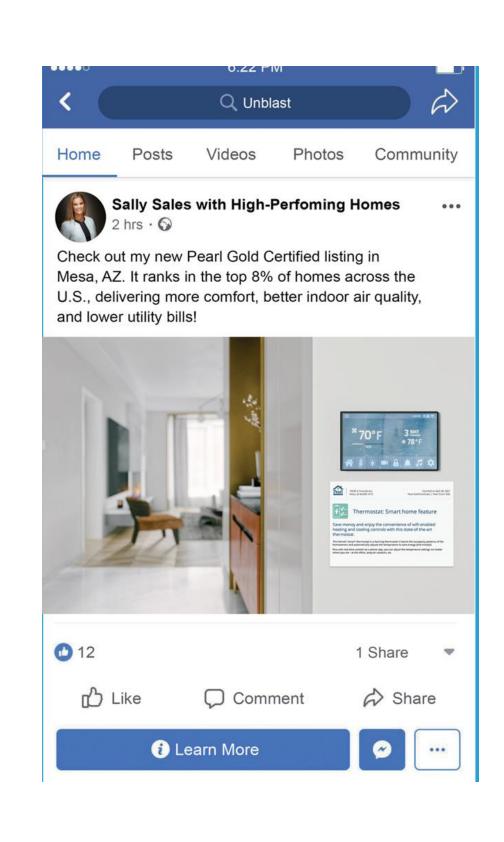
- Open house and showings
- Real estate listing



An example of benefits and experience: Pearl Certification







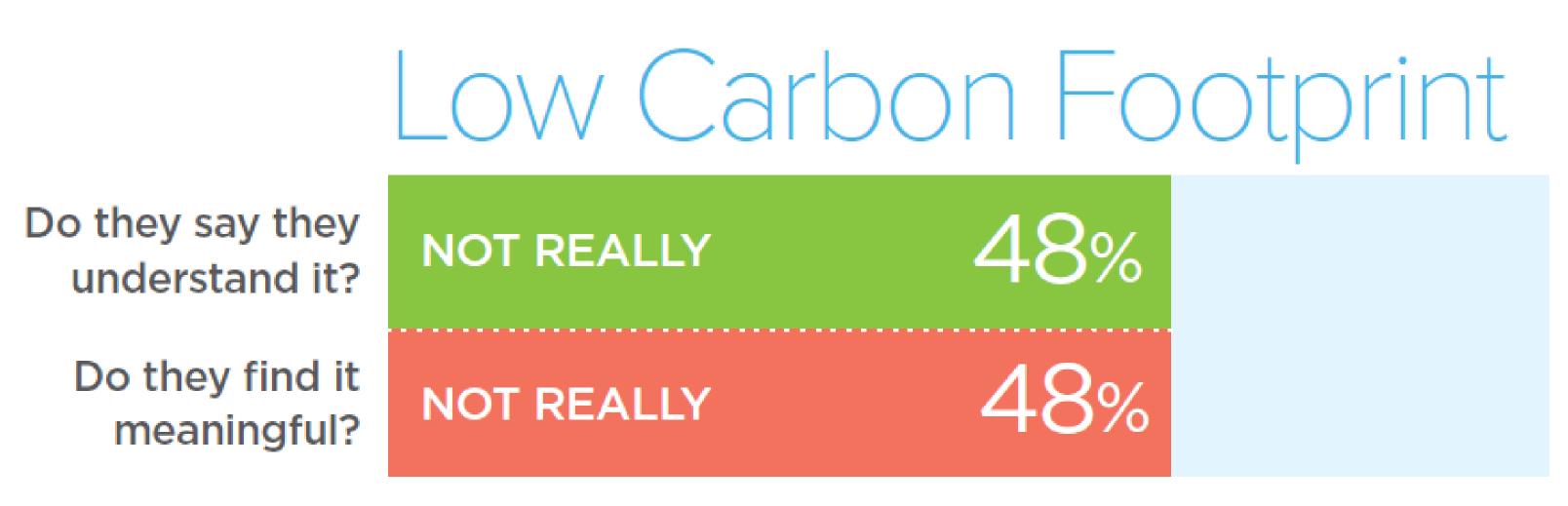


An MLS Listing in Cedar Rapids, Iowa A missed opportunity

Are you looking to reduce your carbon footprint?

Does anyone buy a home for the low carbon footprint?





sheltongrp.com

Are you looking to reduce your carbon footprint? Invest in energy efficiency today and enjoy the **cost savings** for a lifetime.

This is one benefit. The home costs \$575,000. Buyers may not care that much about cost savings.

Are you looking to reduce your carbon footprint? Invest in energy efficiency today and enjoy the cost savings for a lifetime. This home was built using some of the latest technologies to be a "Net Zero Energy" ready home.

Oh no! What does this mean? What type of experience does it provide?

Are you looking to reduce your carbon footprint? Invest in efficiency today and enjoy the cost savings for a lifetime. This home was built using some of the latest technologies to be a "Net Zero Energy" ready home. These technologies include the use of a heat pump for the heating/cooling. Added insulation under the concrete slab.

Why mention the concrete slab in a listing? I want a fancy home that gives me a great living experience that my friends envy.

Are you looking to reduce your carbon footprint? Invest in efficiency today and enjoy the cost savings for a lifetime. This home was built using some of the latest technologies to be a "Net Zero Energy" ready home. These technologies include the use of a heat pump for the heating/cooling. Added insulation under the concrete slab. "Zip" system sheathing with high density foam added.

In the words of Janet Jackson: What have you done for me lately?



Real estate agents and the opportunity

Why real estate professional engagement?

- Real estate agents talk to everyone
 - Rural, urban, suburban
 - All incomes
- 86% of sellers/buyers use a real estate agent
- People ask their agents about all sorts of things
- But: we must engage and education in a way that resonates

elevatenp.org/education-for-real-estate-agents



Solutions based on research

- Third-party certification
 - Who wants third-party certification?
 - Agents, appraisers, homebuyers
- Turn-key marketing materials
 - Feature the whole range of benefits
- High-quality continuing education







Cost less to heat and cool

More comfortable

Healthier for their occupants



Increased home value



Better for the environment

Contact information

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- 773-269-2220
- elevatenp.org/real-estate-professionals



ELEVATE

- ElevateNP.org
- info@ElevateNP.org
- @ElevateNPOrg
- © ElevateNPO
- © ElevateNP



Smart Tools for Efficient HVAC Performance (STEP) Campaign





Scan this QR code to visit our website Contact: christian.valoria@pnnl.gov

The STEP Campaign aims to increase adoption of smart diagnostic tools to streamline HVAC system performance testing and troubleshooting, reducing energy-wasting faults and improving occupant comfort.

To join the STEP Campaign, visit: bit.ly/3DFmEaE



HVAC Contractors and Technicians

- Reduce callbacks, improve consistency and quality, streamline processes
- Find out where to get training on smart diagnostic tools
- Be recognized for successful adoption of smart diagnostic tools!



Utilities and Program Implementers

- Streamline quality installation and quality maintenance programs
- Improve engagement with your contractors
- Be recognized for programs that utilize smart diagnostic tools!



HVAC Training Organizations

- Offer qualified training on System
 Performance with smart diagnostic tools
- Promote your training events
- Be recognized for providing training!



Weatherization Organizations

- Ensure your ASHP/CAC installations are operating at optimized efficiency
- Develop pilot with PNNL team
- Be recognized!

ORGANIZING PARTNERS















Buildings UP

The Buildings Upgrade Prize



Building capacity to transform U.S. buildings into energy-efficient and clean energy-ready homes, commercial spaces, and communities

Upgrading existing buildings to efficiently run on clean energy will help address climate change. This means transitioning **residential and commercial buildings** to efficient electric equipment, such as **heat pumps and heat pump water heaters**, and ensuring comfort with measures such as **insulation and air sealing**.

Teams participating in **Buildings UP** will develop innovative plans to leverage the billions of dollars through the Bipartisan Infrastructure Law, the Inflation Reduction Act, utility rebate programs, and many other funding sources available and capitalize on this unprecedented opportunity to improve our homes, businesses, and communities.

Buildings UP will award more than **\$22 million** in cash prizes and expert technical assistance to bring winning ideas to life.



www.heroX.com/buildingsUP

Form Your Team and Submit Your Application by July 2023!

- Community-based organizations
- Local governments
- Utilities
- Non-profit organizations
- For-profit energy efficiency companies
- and more!

Multi-stakeholder teams are encouraged

Application support available for new and under-resourced teams

Follow Buildings UP on HeroX for prize info and updates

Questions: buildingsUP@nrel.gov

Explore the Residential Program Guide

Resources to help improve your program and reach energy efficiency targets:

- Handbooks explain why and how to implement specific stages of a program.
- Quick Answers provide answers and resources for common questions.
- Proven Practices posts include lessons learned,
 examples, and helpful tips from successful programs.
- <u>Technology Solutions</u> NEW! present resources on advanced technologies, HVAC & Heat Pump Water Heaters, including installation guidance, marketing strategies, & potential savings.
- Health + Home Performance Infographic spark homeowner conversations.



https://rpsc.energy.gov





Health + Home Performance Infographic



DOE's new Health + Home Performance Infographic reveals the link between efficiency and health – something everyone cares about. Efficiency programs and contractors can use the question-and-answer format to discover a homeowner's needs.

The infographic is ideal for the "kitchen table" conversations where people decide what to do - and who they want to do it. It also has links for homeowners to find a qualified contractor if they do not already have one.

Download this infographic from DOE's Better Buildings Residential Network.

Looking for photos to help tell your energy efficiency story? Visit our image libraries: https://www.energy.gov/eere/better-buildings-residential-network/articles/image-libraries



Beginning Thursday, June 8, 2023, the U.S. Department of Housing and Urban Development (HUD) will host a one-day conference and three-day special event on the National Mall in Washington, D.C. called the Innovative Housing Showcase – and the U.S. Department of Energy (DOE) will be there!





Thank You!

Follow us to plug into the latest Better Buildings news and updates!





Office of Energy Efficiency and Renewable Energy

<u>Facebook</u>

Please send any follow-up questions or future call topic ideas to:

bbresidentialnetwork@ee.doe.gov



