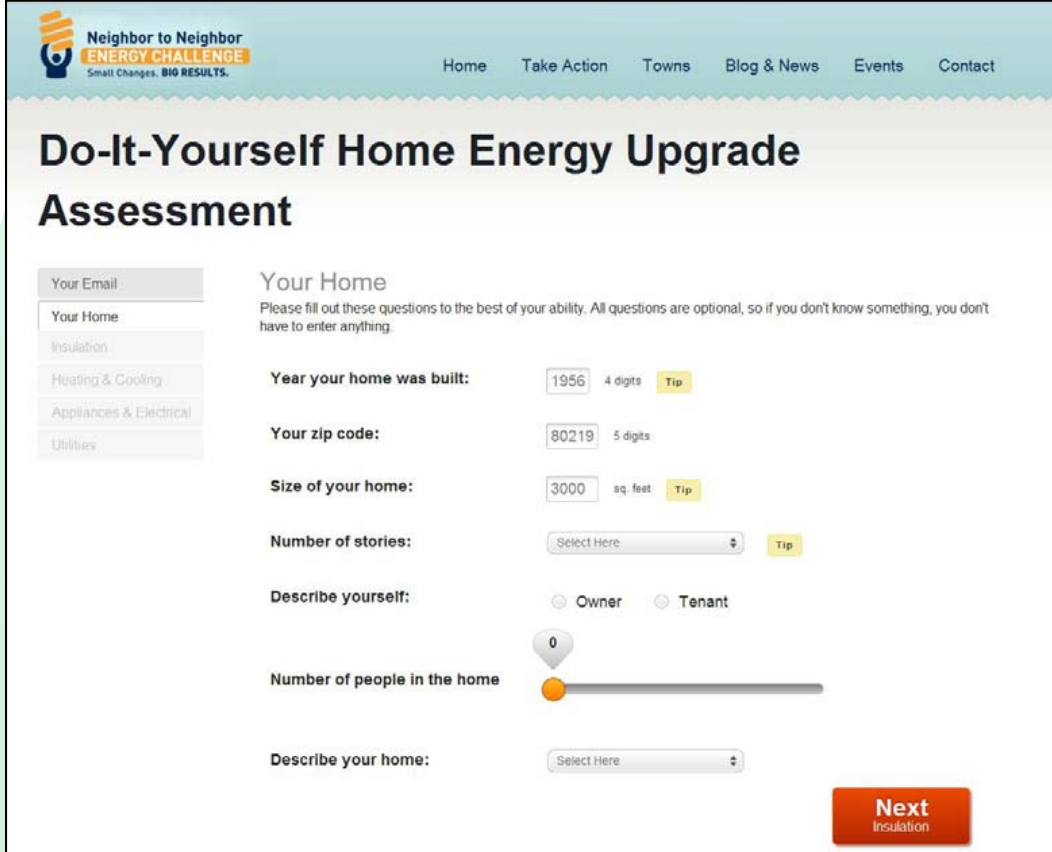


CUSTOMER DIY AUDIT AND FILE HANDLING

- ✓ **Engage Customers**
Improve customer satisfaction with more realistic results
- ✓ **Capture Data**
Best-in-class DIY audit provides better data
- ✓ **Faster, Better Audits**
Deliver audit files to the field, pre-loaded with data
- ✓ **Control Your Data**
Retrieve audits from field to your database



The screenshot shows a web-based form titled "Do-It-Yourself Home Energy Upgrade Assessment" under the "Neighbor to Neighbor ENERGY CHALLENGE" banner. The form includes a navigation menu (Home, Take Action, Towns, Blog & News, Events, Contact) and a sidebar with categories: Your Email, Your Home, Insulation, Heating & Cooling, Appliances & Electrical, and Utilities. The main form fields are: "Year your home was built:" (1956, 4 digits, Tip), "Your zip code:" (80219, 5 digits), "Size of your home:" (3000 sq. feet, Tip), "Number of stories:" (Select Here, Tip), "Describe yourself:" (Owner, Tenant), "Number of people in the home:" (0, slider), and "Describe your home:" (Select Here). A "Next Insulation" button is at the bottom right.

OptiMiser's Online DIY Audit: Customer Intake System

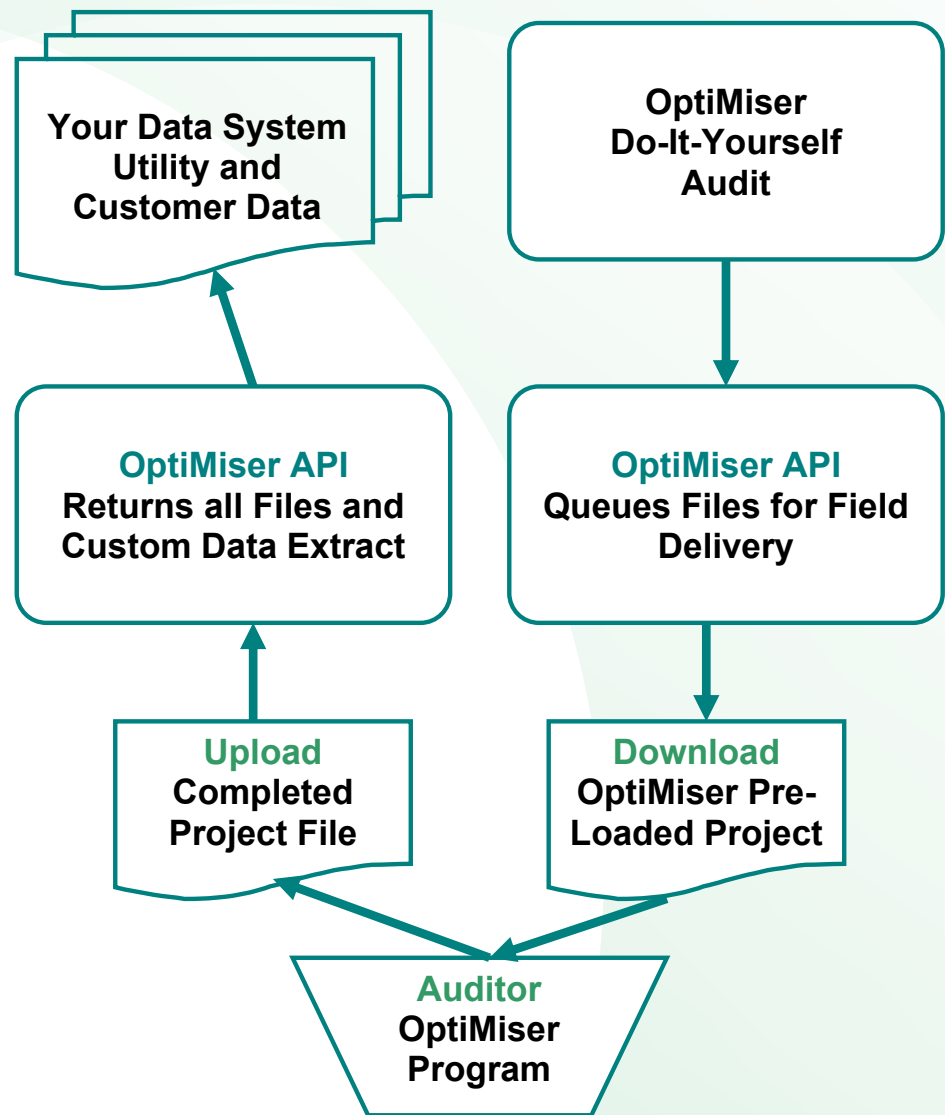
- Web-based or phone intake interface that is integrated with the OptiMiser system. The result is a near-to-complete audit file available before your auditor reaches the door.
- State-of-the-art energy assessment that uses all the careful analysis available in the full OptiMiser audit program, but with a simplified set of 31 questions. The Intake assessment uses a customized version of the automated utility analysis pioneered by OptiMiser, benchmarking the savings estimates against actual energy usage.
- Customer-friendly intake tool with "soft" questions that can easily be answered by most homeowners, requiring only ranges or "guesstimates" rather than exact measurements or ages. If the homeowner doesn't know a question, it can be skipped without jeopardizing the survey.

How it works

- Answers to the 31 questions are analyzed by OptiMiser's Expert System which builds and rebuilds models for the home until it finds the one that most closely matches the homeowner's answers.
- The resulting analysis applies the full power of the OptiMiser analytic engine to the DIY Audit analysis.
- Results from the DIY Audit are submitted to the OptiMiser ePortal, where they are combined with any customer and utility data available for the home.

The Result

- An OptiMiser project file pre-loaded with all available customer data, utility data, and the results of a powerful audit analysis.
- Auditors arriving at the door with pre-filled program screens, and prepared analysis.
- With one click auditors can receive files in the field for all their scheduled audits.



File delivery happens seamlessly and securely, automatically delivering files from OptiMiser's servers to your auditors. No need to go to a website, download, and save files. The auditor opens the file, and immediately has an audit with homeowner data, utility bills, and Intake Survey data pre-processed by OptiMiser's Expert System to produce a starting point that is more advanced than the final result of many audits!