



International District Energy Association

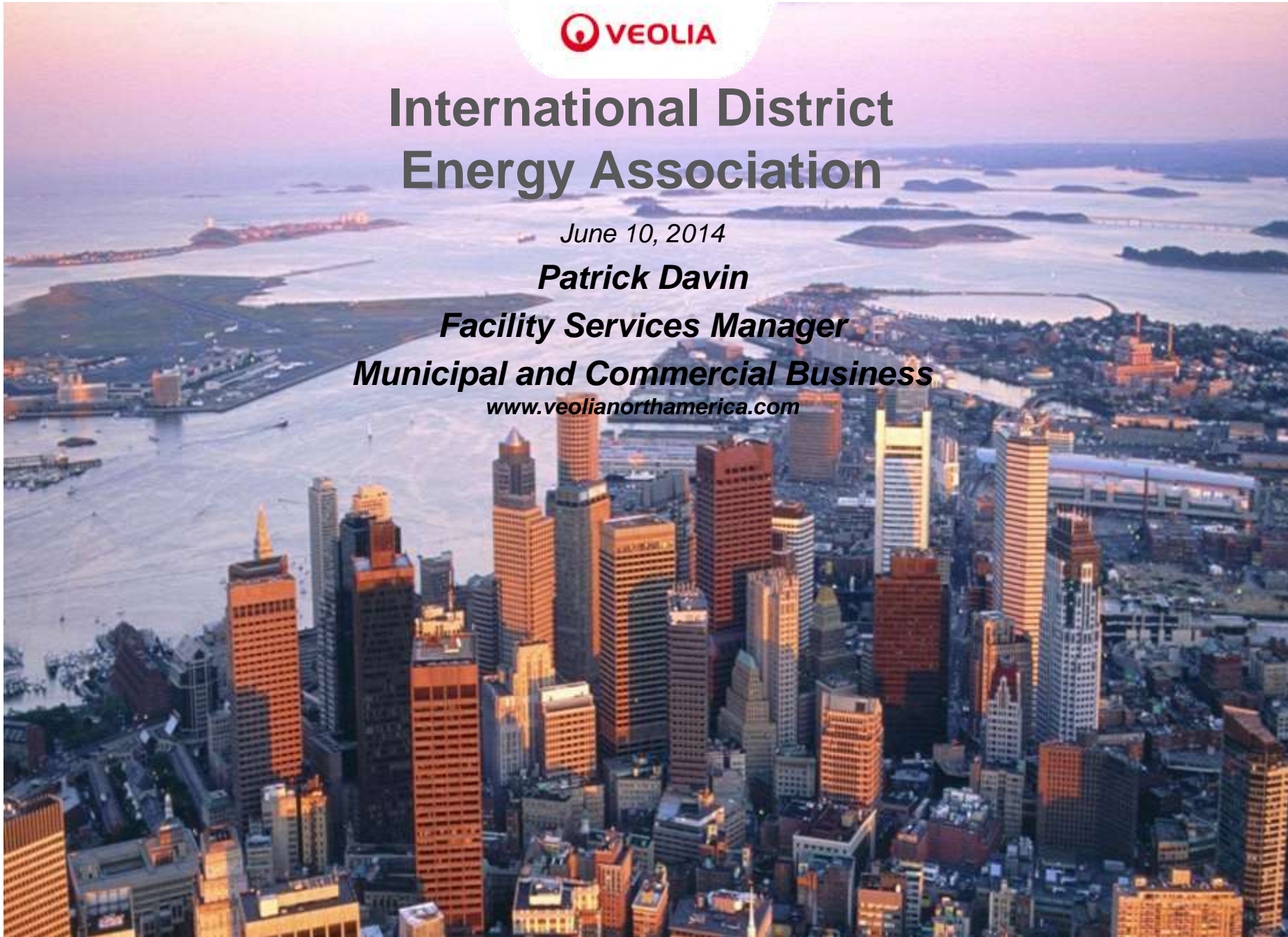
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Delivering Customer Service Beyond The Meter



Addressing The Needs Of The Customer

- Addressing the needs of the customer
 - *Taking time to listen*
 - *Helping the customer understand*
- 24 hour call center for customer issues
 - *Emergency Repairs*
 - *Reporting external events*
- *Proactive steam/energy consumption review at monthly invoicing*
 - *Outbound calls to help repair issues and improve efficiency*
 - *Can create an opportunity for a site visit*



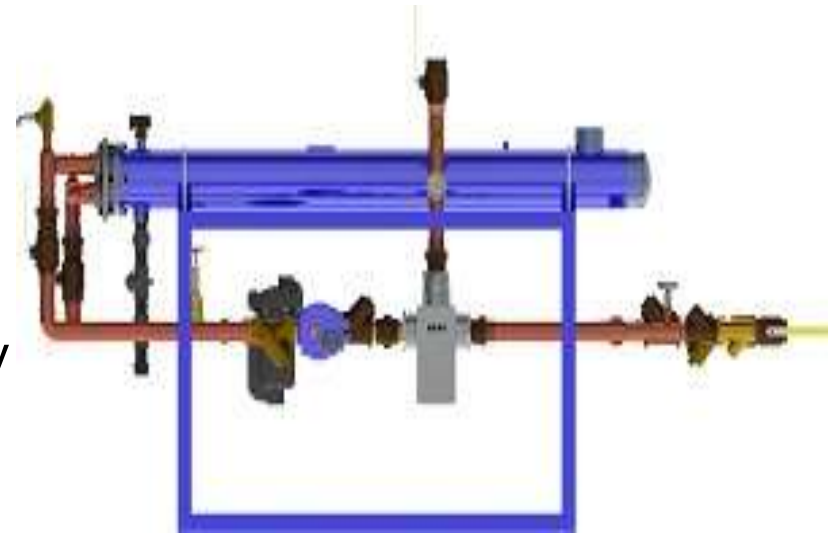
Delivering Customer Service Beyond The Meter



- **Contractual “free” inspections build trust**
- **Efficiency**
 - *Traps (Trap Audits)*
 - *Insulation*
 - *Heat timers*
 - *Controls*
 - *Set points*
 - *Sensors*
- ***Measuring and monitoring***
 - *Energy Star reporting*
 - *Tie meters into BMS systems*
 - *Traps*
- **Rental portable boiler**
- **Fuel hedging**

Developing Services Beyond The Meter

- Expansion outside of customer base
 - *Leverage property managers and existing contacts; reference sites*
- Expand scope at existing O+M sites
- Mechanical installations
 - *Small installations and repairs*
 - *Large mechanical system installations*
- Condensate recapture and recovery
 - *Improving efficiency of customers system*
- Design build work



Developing Services Beyond The Meter

- Synergies within Veolia to offer customers energy, water, and environmental services.
 - *Waste Disposal*
 - Paints
 - Solvents
 - Oils
 - Fluorescent Lighting
 - Ballast
 - Electronics
 - *Water Treatment*



Educating The Customer

- Educating the customer
 - *Customer Seminars*
 - Steam System Safety
 - Traps
 - The importance of properly working traps
 - The importance of NOT shutting a trap off as a fix for a leak
 - Control Valves
 - *Site Visits*
 - Walking down the customers system with the customer
 - *Plant Tours*



Questions?

Resourcing the world  **VEOLIA**