

TAKE THE SHOCK OUT OF ENERGY BILLS

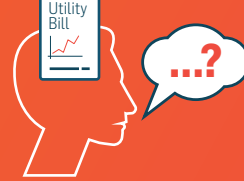
BILL SHOCK INCREASES YOUR COST TO SERVE

Higher than normal energy bills can lead to an increase in call volume, a reduction in customer satisfaction and contribute to increased arrearages.



WHAT IS A "HIGH BILL"?

\$30 or 30% more expensive than expected for the average customer



HOW DO HIGH BILLS IMPACT YOU?

63% of calls received are bill-related, at an average cost of \$8.50 per call

CAUSES OF HIGH BILLS

Despite the fact that we know weather effects energy usage, it still comes as a surprise to most customers and is the leading cause of bill shock.



EXTREME COLD



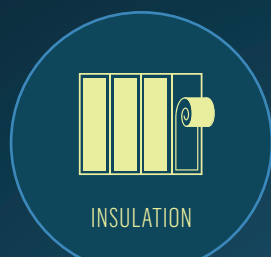
EXTREME HEAT



RAPID TEMPERATURE CHANGE

Not only does weather effect customer's bills, consider this, annual weather-related power outages have **MORE THAN DOUBLED SINCE 2003.**

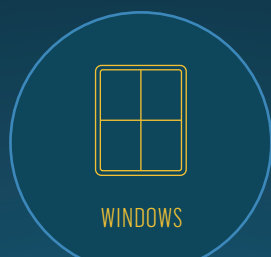
HOME CHARACTERISTICS THAT CONTRIBUTE TO HIGH BILLS



INSULATION

60 M

Approximately 60 million U.S. homes are under-insulated



WINDOWS

25%

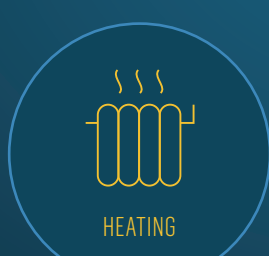
Old or faulty windows can be responsible for up to 25% of a heating bill



WATER HEATER

27 M

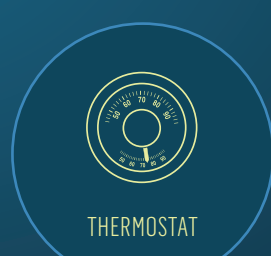
Approximately 27 million U.S. homes have a hot water heater that is more than 10 years old



HEATING

45%

Space heating is the largest energy expense in U.S. homes, accounting for 45% of energy bills



THERMOSTAT

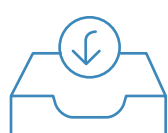
> 68°F or < 78°F

Thermostats set to temperatures >68°F or <78°F could lead to higher than normal bills during peak seasons

Personalized alerts that target the specific characteristics and needs of a customer's home increase satisfaction and reduce the risk of Bill Shock.

YOUR SOLUTION TO AVOIDING CUSTOMER BILL SHOCK:

TENDRIL HIGH BILL ALERTS



TIMELY AND ACTIONABLE INFORMATION

By the time a customer receives a bill, it's too late for them to do anything to reduce costs, but with High Bill Alerts you can deliver notifications in the middle of a customer's current billing cycle that contain actionable information about what they can do immediately to affect their next bill.



PERSONALIZED HIGH BILL ALERTS

Tendril's sophisticated home simulation model allows us to determine how sensitive every home is to changes in weather and to customize spending estimates and recommendations. Accurate personalized savings estimates are more impactful than generic savings.



NO SMART METER DATA REQUIRED

Since Tendril's home simulation model doesn't require smart meter data and our notifications are easy to implement, you can be sending messages to customers in a matter of weeks.

METRICS OF SUCCESS

According to J.D. Power, billing and payment satisfaction rates are higher for customers that receive high bill alerts.

92%

Customers likely to alter energy usage after receiving high bill alert*

15 MILLION

KWh saved for customers in one month*

89%

Average customer satisfaction with high bill alerts*

Don't let bills be a shock.

[REQUEST A DEMO](#)