



## Energy Savings Case Study

**Property:**  
Pepco Holdings, Inc.(PHI)

*"I believe everybody that works in the customer service department for the electric company should take the energy adviser training from greenNEWit because you get a better picture of the customer's concern and then can provide better recommendations." - Martha L., Pepco Energy Adviser*

*"After the energy efficiency training form greenNEWit, I was able to go right back to work and apply the applications. Now I really feel confident in giving customers energy tips and helping them reduce their electric bills. If you are a person that works in the energy industry, this training is a must!"*  
- Jacqueline R., Pepco Energy Adviser

### Summary:

We have been hired by Pepco Holdings, Inc. (PHI), one of the largest energy delivery companies in the Mid-Atlantic region that serves two million customers in Delaware, the District of Columbia, Maryland and New Jersey. They own the following utility companies: Pepco, Delmarva Power and Atlantic City Electric.

Since 2011, we have been providing ongoing training to help their energy advisers (call center employees) from Pepco effectively manage customer inquiries so they can provide recommendations that add value while creating energy saving opportunities. PHI is currently exploring ways for greenNEWit to participate in their overall customer service approach for 2014.