



# 2025 QHEC RFP – PEPCO

PREPARED FOR: ICF

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## PART II QUESTIONNAIRE

*1. ARE YOU A REGISTERED MARYLAND BUSINESS? IF SO, DESCRIBE YOUR BUSINESS. WHAT SERVICES DOES YOUR BUSINESS CURRENTLY PROVIDE IN-HOUSE AND VIA SUBCONTRACTORS? HOW MANY CUSTOMERS DOES YOUR BUSINESS SERVE IN MARYLAND?*

### BUSINESS STANDING AND CERTIFICATIONS

Elysian Energy is a registered Maryland business in good standing with the state. Our company is accredited by a variety of highly regarded standards-writing bodies that demonstrate our commitment to best practices in everything we do. Our company is accredited as an 'A+' business by the Better Business Bureau and a Maryland Green Business. Our business is further accredited by the USGBC, the Building Performance Institute, and as an Energy Star Partner.

### MISSION AND VALUES

Our corporate mission is simple: Enhance the built environment for a more sustainable future. Our business consists of over twenty professionals who are passionate about improving the comfort, sustainability, health, and safety of the homes, businesses, and living spaces of our clients. We believe in five core values:

1. Improving Lives - We create positive change in people's lives by improving the buildings in which we all live and work, reducing our impact on the natural environment.
2. Quality - We provide exceptional service that is professional, thorough, and on the cutting edge of energy efficient practices.
3. Integrity - We are committed to honesty, responsibility, accountability, and transparency in all of our practices.
4. Community - We build and strengthen relationships by emphasizing collaboration with employees, stakeholders, and the communities in which we work.
5. Expertise - We provide our clients with the highest level of energy advisement and improvements. We utilize our extensive experiences, broad knowledge base, and provide continuous education for our team.

### TEAM & CULTURE

Our corporate structure allows for both specialization and collaboration. As an example, for QHECs we have one staff member dedicated as our single-family QHEC Coordinator. She is tasked with understanding all details of this program. But additionally, several other staff members are former QHEC coordinators and are fully trained to fulfill all logistical needs in case our full-time coordinators are unavailable. Our Operations team works together to discuss issues and new procedures that come up as a course of business. And our coordinators meet regularly with field staff to keep them up to date with programmatic changes and any quality concerns.

We are also proud of our company culture, which underscores our mission and values. Each employee in our company has four paid days off to volunteer in the community. Our staff works with local non-profits including Blue Water Baltimore, Habitat for Humanity, Claggett Farm (Chesapeake Bay Foundation), and

Friends of Sligo Creek. Our team has logged thousands of hours of volunteer work through our volunteer program.

Our company's Green Team ensures that we incorporate sustainable business practices. We employ sustainability best-practices in all our marketing collateral and printing, through our office composting program, and through our purchase of energy efficient vehicles. Our efforts have earned us a Maryland Green Business Certification, and we have previously won the Maryland Green Registry Leadership Award for our sustainable practices.

## SERVICES

Elysian Energy provides a variety of energy efficiency services for homeowners, businesses, tenants, and government agencies. We focus largely on residential energy efficiency consulting for new and existing homes, as well as for commercial and multifamily clients.

- ASHRAE Energy Audits
- Quick Home Energy Check-ups
- Home Performance with Energy Star (HPwES)
- Energy Modeling Services
- Insulation and Whole-House Air Sealing
- Auditor Training and Testing - BPI
- Certification Services - LEED, ENERGY STAR, Passive House
- Commercial Energy Services
- Walk Through Energy Assessments
- Commercial Exterior and Interior Lighting & Controls
- HVAC services (in-house & via subcontractor)
- Electrification services
- General Contracting & Project Management (in-house)

As a BPI Accredited Contracting firm, we install insulation and perform whole house air sealing. We also improve duct tightness, insulation and design. For additional contracting services, we have a roster of trusted specialists for sub-contracting that includes: HVAC, roofing, water management (interior and exterior), masonry work, grade work, window and door replacements, as well as health and safety testing, remediating, and verification work. As a BPI Testing Center, we have trained and tested others in the auditor community as well as our own employees to be BPI Building Analysts and BPI Envelope Professionals. We also have a RESNET QAD on staff, and we provide Energy Star Certifications for New Homes. Elysian Energy also performs verification services and consulting for the USGBC's LEED for Homes program.

We advise commercial clients regarding their building's and/or business's energy efficiency. We are a participating contractor for PEPCO, BGE, and DC SEU Commercial Energy programs. Many of our Multifamily clients have chosen us because of our ability to service both in-unit and common area spaces.

## CUSTOMERS

Elysian Energy, LLC has provided over 7300 home energy audits (approx. 4500 in MD) in the past sixteen years and over 125,000 Quick Home Energy Check-Ups in the last fourteen years. We count homeowners, businesses, non- profits, municipalities, a foreign embassy, and three MD utilities among our clients. We are continually committed to the residents, businesses and government of the State of Maryland. Having established our business prior to the EmPower MD Act of 2008, we have adapted and embraced the transformation of the energy efficiency marketplace in our state. The synergistic services we deliver ensure

Elysian Energy, LLC continuously learns and grows to serve the mission of the EmPower MD Act through sage energy efficiency advisement and improvements.

We are a Maryland-based business, and our staff performs work in the state of Maryland for private clients and in support of the EmPower Maryland programs. Twenty-eight of our staff members reside in Maryland, so each year more than \$1,900,000 in payroll goes into the pockets of Maryland residents and thousands in payroll taxes are returned to help fund the State of Maryland. Furthermore, since our Maryland-based employees and office pay utilities in Maryland we also contribute funds to the EmPower Maryland programs.

We have worked with 69 different property management companies over several years to achieve incredible savings for Multi-family clients and their tenants. In that time, we completed over 54,000 Multi-family QHECs for customers in Pepco, BGE, and Potomac Edison territories. Cumulatively, we have saved our Multi-family clients over 30 Giga-watt hours of energy each year, and about \$10 Million in utility bills over the life of our installed products, including 4 million GWh and over \$750,000 last year alone. We are incredibly proud of our work with property managers to save water and energy and reduce carbon emissions.

Elysian Energy has an experienced staff trained to perform all services in building envelope improvements, including energy audits, combustion testing, insulation, air sealing, duct sealing, and more. Most of our field staff are trained to perform Quick Home Energy Check-ups. Elysian Energy subcontracts HVAC work, electric work, plumbing, and roofing. We also subcontract out additional QHEC marketing and QHEC performance depending on budget allocations. All subcontractors are supervised by Elysian Energy staff.

*2. DESCRIBE YOUR COMPANY'S EXPERIENCE IN BUILDING SCIENCE, ENERGY EFFICIENCY, DELIVERING HOME ENERGY AUDITS, AND PROVIDING COMPREHENSIVE BUILDING PERFORMANCE SERVICES. PLEASE PROVIDE ANY EXAMPLES (BUILDING, PROJECT, ETC...).*

Elysian Energy has been a regional leader in building science since our company's inception. We have a wide range of expertise across the spectrum of energy efficiency. We have experience with Quick Home Energy Check-ups, Home Energy Audits, Residential Contracting, Commercial Energy Audits, Multifamily Audits, Multifamily Contracting, Commercial Lighting, and Green Building Services. Yet all of our energy efficiency services depend on the expertise and passion of our employees. We will touch upon the qualifications of our staff in Part 4 of this proposal but would like to highlight our commitment to building science expertise here, before expounding upon our experience in each service area.

Our customers want us to provide expertise, to increase building efficiency and comfort, and to minimize risk. Whether we are invited to share technical information about designing and building a Passive House for a NASA physicist in Columbia, MD or to identify a critical health issue in a multi-family building in Montgomery County, the expertise and passion of our staff is the reason for our success.

## **BUILDING SCIENCE**

Every member of our auditing and field delivery staff is trained as a BPI Building Analyst. Most of our auditors have Bachelor's degrees (many with B.S.). Additionally, Elysian Energy, LLC has continuing education woven into the fabric of our culture, and our company invites collaboration so that each auditor has access to the technical training of all the others. This includes regular internal training and tuition reimbursement for our staff to study at accredited colleges. Our Commercial team has experience in both residential and commercial energy audits, and members of our team completed a training for Energy

Efficiency in Small Commercial Buildings by the Maryland Energy Administration. The team includes a HERS Rater, BPI BAs, BPI EAs, a Certified Energy Auditor (CEA) accredited by the Association of Energy Engineers, three Quality Control Inspectors, and a Multifamily BPI BA professional.

The collaborative culture we have imbued allows our staff to quickly learn new material and to constantly improve. We have regular team meetings for our auditing staff, with dedicated training times, so staff can share technical lessons and best practices. The past addition of the Shower Start Adapter install to the Single-Family QHEC program provides a good example of our staff's ability to quickly learn best practices and disseminate that information to their colleagues. Shortly after the introduction of the Shower Start Adapter, one of our auditors posted a video of how to properly install the device. Recommendations on installation were discussed over the company forum, and at a staff meeting auditors were able to share their experiences with the device. These actions lead to better customer service, fewer customer complaints, and more savings for the program.

Our team also benefits from being a BPI Test Center. We have staff that conduct building performance trainings both for our own employees and for members of the professional community.

The educational experience our staff brings to our clients is coupled with extensive field experience. Since 2007, Elysian Energy, LLC has analyzed more dwellings than any other company in the region. Whether we're at the kitchen table during a QHEC helping a homeowner understand base load electricity usage or we're in the boardroom presenting root causes of health issues for builders as part of their risk analysis, Elysian Energy conveys the information our clients need to improve the performance of their building in a cost-effective way.

## **RESIDENTIAL ENERGY EFFICIENCY**

Our company has provided Quick Home Energy Check-ups to tens of thousands of residents in PEPCO and BGE territories. The QHEC is an important piece of our residential services. The QHEC is often the gateway to other energy efficiency programs and /or services within the suite of EmPower Maryland programs. Whether it's an appliance rebate, an HPwES audit, or air sealing and insulation, we love when our QHEC customers take the next step in their home's energy efficiency. That is why we spend time before, during, and after each QHEC communicating with our QHEC customers about what they can do for their home.

Elysian Energy has always been a provider of residential Energy Audits. Since the company's inception, we have performed energy analysis on over 142,000 homes in D.C., Maryland, and Virginia. Our Auditors have experience in every type of home imaginable. We have performed audits on mansions in Georgetown with indoor pools, on historical residences with multiple combustion zones, and for countless new homeowners.

In addition to consulting services for residential and commercial clients, we also perform contracting improvements. As BPI Accredited Contractors we performed approximately 300 Home Performance jobs in each of the past four years. We feel that quality is easiest to manage and to message when it is coming from the same company. Being able to provide comprehensive services to the homeowner from audit to test out greatly minimizes confusion and risk and is all part of the efforts Elysian Energy has been making to serve clients since 2007.

## COMMERCIAL ENERGY

We have worked with dozens of businesses in Maryland, DC, and Virginia to help commercial spaces benchmark, audit, and improve their energy efficiency. Our Commercial team has experience in a variety of spaces including Multi-family properties, restaurants, religious buildings, community centers, and government buildings. We have performed Walk Through Energy Assessments and ASHRAE Level II Audits for a variety of clients, including community landmarks like The City of Takoma Park Community Center, where we also performed major lighting upgrades. Our Commercial Department's work has led to greater relationships with our Multifamily clients. We have performed commercial audits and/or lighting upgrades on dozens of multifamily properties. These relationships have led to an increase in interest in the Multifamily QHEC provided the Multifamily QHEC program with substantial additional savings as a result.

## MULTI-FAMILY QHEC

As one of ICF's inaugural contractors for PEPCO's QHEC program and one of three inaugural contractors selected for BGE's QHEC program, we have participated in delivery of over 26,000 QHECs to multifamily PEPCO account holders. In total, we have delivered more than 54,000 QHECs to units in Pepco, BGE, and Potomac Edison, saving our clients over 20 Giga-watt hours each year. In addition to our QHEC participation, we have performed comprehensive multi-family audits for apartment and condominium complexes in the District of Columbia and Maryland. This service includes analyzing the units, common areas, stairwells, elevator shafts and motors as well as parking areas.

## OTHER EFFICIENCY SERVICES

Elysian Energy, LLC also offers energy efficiency consulting services including computer modeling (REM/Rate, Beacon, Wrightsoft J and D, Passive House Planning Package, Therm, WUFI, B-opt, and Design Builder) to optimize building design for designers – architects, HVAC companies, LEED-H teams, etc. We have also begun work in net zero retrofits and electrification.

In summary, we provide actionable information that balances short- and long-term goals of our customers. For residential customers, we have helped them make their homes more efficient and comfortable by recommending air sealing measures, increasing insulation, and/or attending to their HVAC systems (including duct balance testing).

*3. AS MENTIONED IN SECTION 3, PEPCO AND DPL WILL INCLUDE SMART THERMOSTATS AS PART OF THE QHEC PROGRAM DURING THE 2025 PROGRAM YEAR*

*A. DESCRIBE YOUR COMPANY'S EXPERIENCE IN INSTALLING AND TROUBLESHOOTING SMART THERMOSTATS AND WHETHER THESE TASKS ARE PERFORMED IN-HOUSE OR VIA SUBCONTRACT. PLEASE INCLUDE WHETHER YOUR COMPANY (OR SUBCONTRACTOR'S COMPANY) EMPLOYS AT LEAST ONE TECHNICIAN WITH AN HVAC-R JOURNEYMAN (OR HIGHER LEVEL HVAC-R) LICENSE.*

Elysian Energy has self-performed thousands of smart thermostat installations, including more than 6000 in the past two years. Utilizing Elysian Energy's in-house crew, we've installed thermostats on both single family

and multifamily homes coping with compatibility requirements for a large variety of heating and cooling equipment.

We have done extensive training with all of our staff to ensure their comfort and knowledge with Nest-E thermostat installation. We have compiled a list of potential problems and how to spot them and developed a protocol for testing thermostats before we leave the home. This has greatly reduced the need for follow-up visits and callbacks.

If our technician in the field encounters a wiring set up that is unfamiliar, we have other technicians available to troubleshoot. However, we never want to leave the customer with a non-working thermostat. So in the instances when one of our technicians still doesn't feel solid enough in their knowledge with a particular customer's wiring configuration, we will leave the original thermostat and perform a follow-up visit with one of our more experienced auditors.

Elysian Energy employs one HVAC-R Journey employee and two HVAC-R Masters.

*B. PLEASE DESCRIBE HOW YOU WOULD DEAL WITH THERMOSTAT ISSUES AFTER YOU'VE COMPLETED THE INSTALLATION; FOLLOW UP CALL, RETURN-VISIT, CUSTOMER COMPLAINTS VIA THE CALL CENTER.*

Before we leave them home we check for any voltage issues, and turn on the heating and cooling of the system, measuring the temperature of the air flowing from the vents. This has greatly reduced the need for follow-up issues.

However when they do arise, we first assess the issue over the phone. We determine what the problem is and whether it requires a follow up visit. For basic issues, like setting up Wifi, we have a few videos prepared to share with customers. For issues that are more complex but still within the customer's level of expertise, we employ video calls and walk the customer through the troubleshooting procedures.

Larger problems tend to fall into two categories - 1) problems localized with the thermostat, 2) new problems that have arisen since the thermostat installation.

For problems localized with the thermostat, often that the thermostat is a dud or minor wiring issues, we send one of our technicians back out within a week to fix the problem or simply replace the thermostat.

However sometimes, installing the thermostat reveals larger pre-existing problems. We haven't exactly caused these problems, but we changed the thermostat revealing the problems. These can include previously bad wiring and pre-existing electrical issues. When these occur, we either send our in-house HVAC staff to fix the issues or a subcontracted HVAC company, always within a week if not a day.

*4. DESCRIBE YOUR COMPANY'S APPROACH TO CUSTOMER SERVICE THROUGH SPECIFIC EXAMPLES. DOCUMENTED INTERNAL COMPANY WORKFLOWS FOR DEALING WITH CHALLENGING CUSTOMER AND CUSTOMER COMPLAINTS ARE PREFERRED. AWARDS/ARTICLES/TESTIMONIALS PROVING POSITIVE CUSTOMER SERVICE ARE ALSO WELCOME IN ORDER TO DEMONSTRATE YOUR COMPANY'S COMMITMENT TO PROVIDING EXCEPTIONAL CUSTOMER SERVICE.*

We know that we don't perform energy efficiency work in a vacuum. That is why our first value is 'improving lives.' How we work with our customers matters. We know that every customer contact is a job interview, and



the trust we build with our customers leads to them taking more action to improve their lives. When we do well, we have the potential to create even more savings for that client's colleagues, family, and friends. When we miss the mark, we know that there are comfort, durability and safety issues, as well as kilo-watt hours and water savings at stake. It is our mission to earn trust, develop rapport and establish credibility at every opportunity. Because we have a very diverse origin of inquiries (i.e. private, municipal, utility), our customer service starts with our clear website and professional, multilingual office staff (English, Spanish, and French). Coordinating various inquiries and appointments is no small task, and Elysian Energy, LLC recognizes the vitally important first impression. Our Operations team handles our initial customer care.

## **STAFF EXPERTISE**

The professionalism of our auditing staff is the main reason that we have consistently been awarded contracts and renewals (e.g. DC HERS Program, ICF, Howard County Audit Program, DHCD) and have maintained a staff of approximately twenty employees for the past ten years (excluding periods of the pandemic). This success is the result of hiring energy efficiency professionals who are bright, passionate and affable. Furthermore, each auditor is screened in the interview process to ensure effective communication.

All of our permanent employees are W-2, full-time employees who are provided with paid vacation, health insurance, retirement, and other benefits. We feel that this approach greatly increases our ability to control quality, to attract and retain great staff, and to provide customer service of the highest order. And when independent contractors are used, they are trusted partners that we ensure pay more than a living wage to all of their staff. The strategy is expensive, increasing our fixed costs considerably. However, our philosophy is to be the best company we can imagine, and a company that hires and fires or uses many independent contractors (and the associated quality issues) misses the opportunity to develop lasting relationships internally and with clients. Our sincere hope is that this long-term strategy matters to ICF. It matters to us.

## **PROFESSIONAL DEVELOPMENT**

We also require ongoing training to expand our knowledge base and develop skills. We have all-staff meetings once per quarter to discuss best practices, not only on technical issues, but on verbal and written communication as well. Our departments have more regular meetings to ensure channels of communication are open to share departmental updates, best practices and lessons learned. This commitment to excellent customer service benefits our clients seeking to address immediate and long-term opportunities for improvement. We have found that when we present actionable information in an accessible and friendly manner, people make prudent decisions. This includes recommending various programs that complement the QHEC program. (e.g. HPwES, Peak Rewards).

## **OUR REVIEWS**

The response we receive from customers is almost entirely positive. Even on third-party websites we receive consistently positive feedback, including a near-5-star rating on Google Reviews. Our management team conducts quality control on all of our services to ensure that our customers receive the best service. We have adopted a 360° approach to assess our performance. This includes outreach to our clients to ensure they are happy with our professionalism and service. Our company is in over 10,000 dwellings per year (pandemic-excluded), and accidents or misunderstandings are practically inevitable. (The incidence rate is far below 0.001% of homes.) That is why our customer service portfolio includes a proactive approach



to dispute resolution that tracks performance and ensures a timely and satisfactory resolution. Our staff are trained to escalate complaints to their next-level supervisor rapidly to assure our clients that we are fully committed to them.

## TESTIMONIALS

*"Elysian has been a pleasure to work with for all our energy needs. Their professionalism and attention to detail is always at the highest level. Our company is very large and Elysian has met every challenge I've thrown their way!! Recommend".* Rick Lowman, Engineering Operations Manager, Southern Management Corporation

*"I was very happy with all of the services that were provided. The information provided was easy to understand and well presented. Many different options were analyzed and a great deal of patience was afforded to me in making my decisions. Elysian held my hand through the entire process, including applications for rebates from the electricity provider. I know I was a challenging customer, but no one ever made me feel that way."* John Blick, Principal Broker, Office Center, Kensington MD, Atlantic Real Estate Grp, LLC

Elysian Energy performed an energy audit and lighting retrofits for the Takoma Park Community Center and the Takoma Park Recreation Center, *"the staff is very responsive and helpful."* Daryl Braithwaite, Public Works Director, City of Takoma Park

*"...Customers are pleased with the services provided to them by Elysian Energy, LLC. We believe they have met our requirements to the letter and have been available when requested on other matters affecting the program with enthusiasm and professionalism. They are an excellent contractor, and we rate them among the best in the region".* Willie Vazquez, HERS Program Manager, DDOE

*"Elysian Energy, LLC is contracted to supply verification services for two LEED for Homes communities that EYA is developing – one is the District of Columbia and one in Fairfax, Virginia. They have met all contract obligations in a professional and competent manner, and have also gone above and beyond the expectations of their contract to provide invaluable feedback and consultation regarding the construction of high performance homes. I consider them an asset to the green building community and we look forward to working with them in the future. Please feel free to contact me for further feedback, if necessary. Thank you."* Karen Benner, Director of Product Development, EYA Construction

## WHEN A PROBLEM DOES ARISE

On the rare occasion when a problem arises, we have a standard protocol. Any issue that can be resolved quickly by the field technician is done so at the time of service, and the technician notifies the operations team, including our Program Coordinators as well as their supervisor CFO/COO Ethan Balis. If it is a problem that cannot be resolved immediately, Ethan is notified. Ethan will speak to the customer over the phone the same day to ensure that Elysian Energy has all of the details. If the resolution requires a skill set not available within Elysian Energy (e.g. plumbing), we will utilize one of our vetted contractors to resolve the problem as quickly as possible.

In any instance that the issue is not simply a repair, but an issue with a dissatisfied customer, our staff follow the same procedure. Ethan will speak to the customer to hear his/her concerns. Oftentimes the issue is a misunderstanding that can be resolved over the phone or with a quick site visit. For anything beyond this and for issues where the customer will not accept any resolutions, Elysian Energy will notify ICF of the issue in detailed writing.

## Dispute Resolution Example

To be very clear, Elysian Energy makes mistakes. It is extraordinarily uncommon that we cannot find common ground with our customers, including paying for remedies to issues that we did not cause. However, we understand the big picture, and the reality is, anyone can torch us on social media. Regardless of whatever outcome is outside of our control, owning our mistakes is well within our company's philosophy and ethical mandate.

To be more specific, we performed a home performance job for a client, "Mrs. M". Her principal complaint was that her house was "always cold." After a Comprehensive Home Energy Audit, we proposed a scope of work that included air sealing, insulation, and lighting retrofit work. She called us a few days after we left stating that her problems were not changed in the slightest. Our Contracting Manager was notified of this problem, and he personally visited Mrs. M's house to investigate. He found that a basement-unit tenant was leaving her bedroom window open 24/7 to ventilate cigarette smoke. While this was outside of the scope of our services, we did escalate the issue (from our Ops Dept. to our Contracting Manager, to our CFO/COO, to our CEO). Our CEO spoke with Mrs. M on multiple occasions that included a site visit to her home roughly 50 minutes away from our offices. In short, angry people don't go away: they want to be acknowledged and feel heard. Elysian Energy staff honor that human need, and we endeavor to make sure that 100% of our clients feel taken care of.

## TECHNOLOGY

Lastly, we have worked hard to improve the automation and technological dexterity of our operations and services. We created an automated proposal process for expediting contracting work, enhanced our system for making confirmation calls, and offer Multi-family QHEC customers the ability to handle Opt-outs through an online form. We have written records of the entire history of our work with a customer down to the time and duration of our first call. We can track installs and savings on Multi-family QHECs on a daily basis, which provides our clients with better insight into issues in individual units. For example, we can let property managers know immediately if a unit has a malfunctioning fire alarm, or mold issues in the bathroom. Our customers greatly appreciate our ability to work quickly and transparently to help them make the best decisions for their properties.

In summary: we take pride in our work; our enthusiasm is very well received by our customers; and we are proud of our contribution to meeting EmPower MD 2008's original savings mandate and all the amendments throughout the years that have greatly reduced Maryland's energy demand. We look forward to further engaging this shared mission.

*5. ARE YOU CURRENTLY A PARTICIPANT IN ANY OF THE OTHER PEPCO AND/OR DPL HOME ENERGY SAVINGS PROGRAMS? HOW DO YOU KEEP QHEC SEPARATE FROM YOUR OTHER BUSINESS OPERATIONS AND SERVICES.*

Yes, Elysian Energy, LLC is a participant in the Home Performance with ENERGY STAR Program and also in the following programs:

- ICF PEPCO SF QHEC Program
- ICF Pepco Individually Metered Multifamily QHEC Program

- PEPCO Business Service Provider

And we are a participant in several non-PEPCO Programs as well:

- ICF BGE SF QHEC Program
- ICF BGE Individually Metered Multifamily QHEC Program
- BGE HPwES Program
- MEA's HPwES Program
- SMECO HPwES Program
- DHCD MEEHA Program (pending renewal)
- MEA's LMI program partnered with Civic Works, Habitat for Humanity, and UCAP
- City of Bowie Energy Audits
- Montgomery County HOC Approved Contractor
- Montgomery County DEP Electrification Pilot Program Sole Contractor

All of these programs fit within our mission to enhance the built environment for a more sustainable future. However, each of these programs is served primarily by one or two distinct staff members with others to support. We divide our services and operations between six dedicated Operations Team staff. Our Operations team serves several dedicated departments including Multi-family, Commercial, Green Building, Energy Audits, QHECs, and Contracting.

As stated earlier, single family QHECs have their own coordinator, Skylar King. She works nearly 100% of her time on the QHEC program. In addition, our CFO/COO Ethan Balis spends much of his time working with Skylar to ensure quality control on for single-family QHECs

*6. DOES YOUR BUSINESS UTILIZE PERSONAL VEHICLES OR COMPANY-BRANDED VEHICLES TO SERVICE CUSTOMERS? ARE ANY OF THESE VEHICLES ELECTRIC OR HYBRID? DO YOU HAVE ANY PLANS TO INCORPORATE ELECTRIC OR HYBRID VEHICLES INTO YOUR BUSINESS?*

Elysian Energy utilizes a mix of company-branded vehicles and personal vehicles. Of our company-branded vehicles, we have a Toyota Prius that averages nearly 50 miles per gallon and a Rav4 hybrid as well. Several of our staff also drive hybrid vehicles, and one staff member has an all-electric vehicle. Our remaining vehicles are IC; however, we are very keen to purchase Hybrid EVs and EVs as they continue to increase range and become more cost-competitive.

*7. IS YOUR COMPANY CERTIFIED IN MARYLAND AS A MINORITY OR DISADVANTAGED BUSINESS ENTERPRISE (MBE/DBE)? IF SO, PLEASE RESPOND BELOW AND ATTACH DOCUMENTATION OF MBE/DBE STATUS.*

Elysian Energy is not a minority-owned business nor has MBE or DBE status. However, we do employ a highly diverse staff, and actively seek diversity in our hiring process and participation with our subcontractors.

*8. DESCRIBE YOUR COMPANY'S APPROACH TO QUALITY CONTROL AND QUALITY ASSURANCE. HOW DO YOU ENSURE THAT CUSTOMERS ARE RECEIVING A SIMILAR EXPERIENCE BETWEEN TECHNICIANS?*

Elysian Energy utilizes three different approaches to quality control and quality assurance that we feel benefit each other.

First is training and shadowing. We have a set training schedule and protocol for all new employees. We also have regular trainings both written and in person for all employees. When new elements are introduced to the QHEC program, like thermostats a few years ago, we will pull everyone from the field to hold a seminar, so everyone can practice the installations. We also hold regular shadowing sessions where the QHEC technicians are shadowed by their supervisor, a more senior employee, or each other, so the employees can learn from each other and improve their performance.

Second is phone quality control. Our QHEC Coordinator conducts weekly phone calls to check on the quality of the service, customer satisfaction, and to answer any of the customer's lingering questions.

Third is in-person follow up visits. Specifically for our self-generated leads, we send another technician for quality control visits. They knock on doors to verify that the customer received the services as stated in the QHEC report. They ensure the customer is satisfied with the QHEC and answer any questions the customer might have.

*9. IS YOUR COMPANY A NETWORK PARTNER WITH THE MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)? DOES YOUR COMPANY HAVE ANY EXPERIENCE PARTICIPATING IN MARYLAND'S EMPOWER LIMITED INCOME PROGRAMS, OR SIMILAR ASSISTANCE PROGRAMS ADMINISTERED BY NON-UTILITY ENTITIES?*

Elysian Energy has been a participant in many of DHCD's limited-income programs, including CIF, LIEEP, and MEAP. We performed work on more than 600 homes in those programs combined. We also have been a MEEHA-approved contractor.

In addition to the DHCD program we work on MEA's LMI grant program. We partner with NGOs Civic Works, Habitat for Humanity, and United Communities Against Poverty to perform home performance improvements for their clients. We have performed over \$2 million worth of work to help these organizations serve their communities.

**\*\*SINGLE FAMILY APPLICANTS ONLY\*\***

*10. NOT ALL PEPCO AND/OR DPL QHEC SUBCONTRACTORS RECEIVE PROGRAM-GENERATED LEADS. PROVIDE ANY EXAMPLES YOU MAY HAVE FROM PAST OR PRESENT LEAD GENERATION CAMPAIGNS. HOW DO YOU PROPOSE TO SUPPLEMENT UTILITY MARKETING EFFORTS WITH YOUR OWN TO GENERATE LEADS FOR THE PEPCO AND/OR DPL QHEC PROGRAMS? PROVIDE ANY EXAMPLES YOU MAY HAVE FROM PAST OR PRESENT LEAD GENERATION CAMPAIGNS, SPECIFICALLY THAT HAVE HIGH CONVERSION RATES FROM LEADS TO PARTICIPATION. PLEASE PROVIDE THOUGHTS ON HOW YOU MIGHT TARGET CAMPAIGNS TOWARDS THE LOW-TO-MODERATE INCOME DEMOGRAPHIC.*

Elysian Energy already has been self-generating single-family QHEC leads for more than eight years and multifamily leads for more than a decade. We have tried a number of different methods to self-generate leads, and our most successful technique so far has been door-to-door flyering/canvassing. Our neighborhood presence while being in neighborhoods has gained us trust in the community and spread good word of mouth

about the QHEC program and our company from those who have experienced the service. We understand that canvassing is currently not allowed in PEPCO and DPL territories.

For flyer/canvassed QHECs we perform regular quality control checks for each technician. We send another staff member to visit homes within a week of the original QHEC. We have a series of questions to ensure that the customer was satisfied with the work and that the work was up to our standards.

We also have experience with successfully collaborating with local non-profits with complimentary missions. For example, we partnered with Meals on Wheels for outreach to folks living with medical conditions and limited if not fixed incomes. We've also partnered with residential treatment nonprofits to provide QHECs, energy audits and home improvements for their group homes (e.g. Habitat for Humanity, Vesta, National Housing Trust and more).

Our extensive list of multifamily management companies can be found later in this submittal, but we currently have active working relationships with several management companies. This year alone we'll have performed multifamily QHECs for seven different properties owned by four different property management companies. We already have multiple properties lined up for the end of 2024.

In addition to looking for new customers, we have served on this program since its inception, so we have tens of thousands of previous customers, most of whom are now eligible again for a QHEC. We have had success reaching out to previous customers and letting them know about updates to the program since their previous QHEC. We've served hundreds of customers for the second time.

Even with our success in self-generation, our company thrives best with a balance of self-generated leads and utility-generated leads. We look forward to continuing this balance in 2025.

*11. HOW WOULD YOU APPROACH THE DELIVERY OF A SINGLE FAMILY QHEC WITH A SMART THERMOSTAT INSTALLATION? BASED ON YOUR EXPERIENCE, PLEASE DESCRIBE WHETHER THIS WOULD BEST BE ACCOMPLISHED IN ONE SERVICE VISIT, OR IF THE SMART THERMOSTAT INSTALLATION SHOULD BE COMPLETED IN A FOLLOW-UP VISIT (WITHIN A WEEK)?*

We have installed nearly 900 thermostats for Single Family QHEC customers in the past few years. We have tried a number of different procedures in that time and have generally found it best to install the thermostat during the initial QHEC visit. Our approach is as follows:

First we let the resident know that not all systems are compatible with the Nest-E and that not all systems fit the utility's requirements for installation. Then we assess the system to ensure the required wiring and make sure that we're not going to cause any problems by installing. If we detect any of these problems, we stop and let the customer know about the issue. If it's something that can be fixed with a professional HVAC site visit, we let the customer know that they can call us to come back once the issue is resolved.

Sometimes our newer technicians are not comfortable with the installation. We have other technicians available for a video call to walk them through the process, while they're still in the home. If the installation still cannot be performed, the technician lets our QHEC Coordinator know, and she schedules a follow-up visit for the installation.

## **\*\*PROGRAM GENERATED LEAD APPLICANTS\*\***

*12. PLEASE HIGHLIGHT YOUR COMPANY'S ADMINISTRATIVE ABILITIES TO HANDLE A LARGE VOLUME OF LEADS AND DATABASE REGULATION. DO YOU FEEL YOUR BUSINESS WILL BE EQUIPPED TO HANDLE CHANGES TO THE NUMBER OF LEADS DEPENDING ON DEMAND?*

Elysian Energy relies on two main assets to handle a large volume of leads: technology and our staff.

### **TECHNOLOGY**

Firstly, Elysian Energy staff have more collective experience with ICF/Utility software than any other home performance company. We have used Sightline/Vision, Scheduler, the Mobile Tool, Fulcrum, and now SIS since their commencement and, in some cases, in pilots before their commencement. Our knowledge of each of these tools is thorough.

Secondly, we utilize Salesforce to track all data on each Quick Home Energy Check-up customer, with sensitivity to Exelon's privacy policies. Salesforce is a web-based, password-secure, encrypted CRM. Elysian Energy has spent tens of thousands of dollars on customizations to Salesforce to streamline the administrative process for QHECs. This tool allows us to log every interaction our staff members have with each customer and share that information with all admin staff in a data-secure manner. Furthermore, we have customized Salesforce to automate processes around QHECs, including identifying each individual energy-savings installation per customer.

Thirdly, we use Google Calendars to coordinate schedules. Google Calendars communicates with Salesforce to provide a seamless transition of information.

Fourthly, we use Quickbooks to track all financial information for invoicing.

Elysian Energy has provided Quick Home Energy Check-ups to Maryland residents since the program first began in 2009. Each transition to new technology has provided its own challenges, and we'd be the first to admit that we have learned and grown from new challenges, especially during the transitions themselves. However, we have always found a way to use all new technology in a way that benefits the customers, including ICF, and the utility.

### **STAFF**

Elysian Energy has dedicated staff solely focused on the QHEC program. Skylar King is our single-family QHEC coordinator. She is tasked with ensuring that all QHEC work, no matter what the volume, goes through each stage of the process correctly. She coordinates with our field team and subcontractors (when needed). Skylar is fully versed in all utility-web-based software. Skylar works closely with CFO/COO Ethan Balis, who oversees the Multifamily QHEC program, and assists Skylar in communicating the QHEC Programs needs with ICF and the utility.

Program Manager Megan Murray and Contracting Director Sunita Pathik ensure that all staff have the home performance knowledge to speak informatively to Maryland residents. They also serve as a back-up to Skylar King for QHEC calls if she is unavailable. We hold regular trainings on various home performance topics, and we also invest in continuing education such as the MDBPA conference, the Home Performance Coalition

National Conference, and many other technical trainings (BPI BA, EP, Heating, MFBA, EA, QCI and HERS Rater training, OSHA 10, OSHA 30, and more).

*13. DURING THE 2025 PROGRAM YEAR, THE QHEC PROGRAM WILL BE MARKETING TO CUSTOMERS SCHEDULING WITH THE APPLIANCE RECYCLING PROGRAM.*

*A. PLEASE DESCRIBE HOW YOUR COMPANY CAN ALLOCATE RESOURCES IN ORDER TO ACCOMMODATE CUSTOMER REQUESTS FOR A SPECIFIC DAY AND/OR TIME.*

Nearly all of Elysian Energy's field staff are certified and trained to perform Quick Home Energy Check-ups, providing us with much flexibility in terms of adapting to our customers' schedules. Our operations staff have years of experience of accommodating the scheduling demands of prospective customers.

*B. WHAT IS THE MINIMUM NUMBER OF DAYS' NOTICE YOUR COMPANY WOULD NEED IN ORDER TO ENSURE THAT YOU ACCOMMODATE THESE REQUESTS ANYWHERE WITHIN THE UTILITY'S SERVICE TERRITORY?*

Elysian Energy's mandate is to schedule QHEC appointments as soon as possible but not later than two weeks (unless the customer has a very limited availability or has a special request for a later date). It's very likely that for customers in more populated areas, we will provide that service with one week's notice.

**\*\*MULTIFAMILY APPLICANTS ONLY\*\***

*14. PLEASE DESCRIBE ANY EXISTING OR FUTURE RELATIONSHIPS YOU MAY HAVE WITH MULTIFAMILY PROPERTY MANAGEMENT COMPANIES, TO GENERATE LEADS.*

Elysian Energy has an ongoing relationship with Signature Properties. We performed work for several of their properties in 2023 and 2024 and have more properties planned for 2025. We have signed Terms and Conditions forms for four properties from Rushmore Management totalling over 800 units and a OneWall Community with over 500 units.

In addition, we have active outreach to companies for which we performed QHECs in the past. We focus on properties that we helped more than 5 years ago, as all of those units will now be eligible again, and few of them will have Nest thermostats installed. In the list below, we've listed all the properties we've worked with since we began working on Multifamily QHECs in 2010.

*15. IF PLANNING TO DO A PARTNERSHIP WITH ANOTHER COMPANY, PLEASE DISCLOSE THE RELATIONSHIP.*

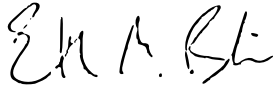
We occasionally received marketing help from Planit Green to introduce us to new property management companies. Other than that, all leads are generated from internal outreach, past customers, employee referrals, and word of mouth.



I understand this application is to determine my eligibility to participate in the Pepco and/or DPL Quick Home Energy Check-up Programs (QHEC) in Maryland and does not constitute any formal agreement to participate in the QHEC Program. I further understand that if my company is selected to participate, that it will require signing a standard task ordering agreement with ICF on behalf of Pepco and/or DPL outlining all terms, program policies, and procedures to deliver QHEC services.

Company Representative Name: Ethan M. Balis      Title: CFO/COO

Signed:

A handwritten signature in black ink, appearing to read "Ethan M. Balis". The signature is written in a cursive, flowing style.

## PART III ENERGY AUDIT REPORT AND DOCUMENTATION

Elysian Energy has extensive experience with the Multi-family QHEC Program. We have included two sections that detail our level of experience:

- I. A list of properties where we have completed Multi-family QHECs.
- II. The Multifamily report for Kent Village in Landover, Maryland.

### MULTIFAMILY QHEC EXPERIENCE

State	Management Company	Year
Chesapeake Glen Apartments	Equity	2010
Governors Green	Equity	2010
Howards Crossing	Hirschfeld	2010
Eagles Walk	Hirschfeld	2011
Ridge View	Hirschfeld	2011
Tall Oaks	Hirschfeld	2011
Clary's Crossing	Bainbridge	2010
Windsor Court and Tower	Zuckerman and Gravely Management Inc.	2011
Carrolltowne Village	Unknown	2011
Ashford at Woodlake	The Donaldson Group	2011
Woodvale	The Donaldson Group	2011
Carriage Hill	Sawyer Realty Holdings LLC	2011
The Commons at White Marsh	Sawyer Realty Holdings LLC	2011
Harbor Point Estates	Sawyer Realty Holdings LLC	2011
Charlesmont	Sawyer Realty Holdings LLC	2011

Cove Village	Sawyer Realty Holdings LLC	2011
Country Club Apartments	Sawyer Realty Holdings LLC	2011
Whispering Woods	Sawyer Realty Holdings LLC	2011
Fontana Village	Sawyer Realty Holdings LLC	2011
Dutch Village	Sawyer Realty Holdings LLC	2011
Gwynn Oaks	Sawyer Realty Holdings LLC	2011
Greens at Forest Park	Sawyer Realty Holdings LLC	2011
Highland Village	Sawyer Realty Holdings LLC	2011
Riverview	Sawyer Realty Holdings LLC	2011
Samester	Fairfax Station Enterprises	2011
Greenlyn	Fairfax Station Enterprises	2011
Lochwood	Fairfax Station Enterprises	2011
Patapsco Landing	Fairfax Station Enterprises	2011
Villas at Langley Park	Sawyer Realty Holdings LLC	2012
Princeton Estates	Sawyer Realty Holdings LLC	2012
Forest Hills	Sawyer Realty Holdings LLC	2012
Hamilton Manor	Sawyer Realty Holdings LLC	2012
Laurel Pines	Sawyer Realty Holdings LLC	2012
Regatta Bay	Sawyer Realty Holdings LLC	2012
Brinkley Manor	Borger Management, Inc	2012
Remington Place	Borger Management, Inc	2012
The Delano	Borger Management, Inc	2012
Pleasant House	Borger Management, Inc	2012
Wheaton House	Borger Management, Inc	2012
Parkland Village	Hercules	2012
Allentown	Hercules	2012

Wynfield Park	Riverstone Residential Group	2012
The Quarters	Riverstone Residential Group	2012
Eaves at Gaithersburg	Avalon Bay	2012
Courts of Devon	Bozzuto	2012
St. Paul	Bozzuto	2012
Sheridan Apartments/Chillum Terrace Apartments	Zalco	2012
College Park	Camden	2012
Cascades Overlook	David S Brown Enterprises LTD	2012
Brookside Commons	David S Brown Enterprises LTD	2012
St Charles at Olde Court	David S Brown Enterprises LTD	2012
Moravia Park Apartments	David S Brown Enterprises LTD	2012
Lake Falls Apartments	David S Brown Enterprises LTD	2012
Pickwick East	The Rachuba Group	2012
Fairway Ridge	Mid-Atlantic Realty Management Inc.	2012
Maplewood	Mid-Atlantic Realty Management Inc.	2012
Coldspring Station	Mid-Atlantic Realty Management Inc.	2012
Fordliegh Apartments	Mid-Atlantic Realty Management Inc.	2012
Park Plaza	Mid-Atlantic Realty Management Inc.	2012
Wildwood Apartments	Mid-Atlantic Realty Management Inc.	2012
Woodington West Apartments	Mid-Atlantic Realty Management Inc.	2012
Williston Apartments & Townhomes	Mid-Atlantic Realty Management Inc.	2012
Northwest Townhomes	Mid-Atlantic Realty Management Inc.	2012
Jamestowne Apartments & Townhomes	Mid-Atlantic Realty Management Inc.	2012
Lake Falls Apartments	David S Brown Enterprises LTD	2012
Caral Gardens	Mid-Atlantic Realty Management Inc.	2012

Greenspring Overlook	AHC/Equity	2012
Center Place Apartments	A&R Management	2012
Annen Woods	Associated Estates	2012
The Westwinds	Sawyer	2013
Fallsgrove	Camden Property Trust	2013
Largo Town Center	Camden Property Trust	2013
Summerfield	Camden Property Trust	2013
Russett	Camden Property Trust	2013
Clearbrook	Camden Property Trust	2013
Highland Square	Riverstone Residential Group	2013
The Emerson	Riverstone Residential Group	2013
Avalon Traville	Avalon Bay	2013
Archstone Grosvenor Tower	Avalon Bay	2013
Eaves Rockville	Avalon Bay	2013
Eaves Washingtonian Center I & II	Avalon Bay	2013
Huron	Vesta, Inc.	2013
Silver Hill	Vesta, Inc.	2013
The Rothbury	Klingbeil Communities	2013
University Landing	Humphrey Management of MD	2013
Avalon at Grosvenor Station	Avalon Bay	2013
Avalon Cedar Place	Avalon Bay	2013
Hampton Point	Associated Estates	2013
Reflections	Associated Estates	2013
Stone Point	Bozzuto	2013
Gramercy Apartments	Bozzuto	2013

Fitzgerald	Bozzuto	2013
Concord Park at Russett	Bozzuto	2013
Poplar Glen	Bozzuto	2013
Spinnaker Bay	Bozzuto	2013
The Promenade	Bozzuto	2013
Forrest Street Apartments	A&R Management	2013
Stuart Hills	A&R Management	2013
Park Heights Place	A&R Management	2013
Avalon Russett	Avalon Bay	2013
The Apartments at Briarwood	Avalon Bay	2013
Eaves Columbia Town Center	Avalon Bay	2013
Avalon at Fairway Hills	Avalon Bay	2013
Estates	Drucker & Falk	2013
Rollingwood Apartments	Riverstone Residential Group	2014
Carriage Hill Apartments	Southern Management	2014
Kent Village Apartments	Southern Management	2015
Southview Apartments	Southern Management	2015
Steward Manor Apartments	Southern Management	2015
Hampshire Village Apartments	Southern Management	2015
Town Center Apartment Homes	Montgomery County Housing Opportunities Commission	2015
Monte Verde	AHC/Equity	2015
Homecrest House	B'nai B'rith	2015
Augsburg Village	Augsburg	2015
Bright Meadows	Edgewood	2016
Quebec Arms	Residential One	2016

Day Village	Drucker & Falk	2016
Pangea Pines	Pangea	2016
3405 Fairview	Pangea	2016
3302 Clifton	Pangea	2016
2826 Windsor	Pangea	2016
2416 Etting	Pangea	2016
3512 Clifton	Pangea	2016
Pangea Oaks	Pangea	2016
Pangea Springs	Pangea	2016
Sutton Place	Eastern Property Real Estate	2017
Stone Point	Bozzuto	2017
Weinberg House	Weinberg Senior Living	2017
Weinberg Place	Weinberg Senior Living	2017
Orchard Gardens	Edgewood	2017
The Whitney	Bozzuto	2017
Avalon Traville	Avalon Communities	2017
Wildwood Gardens	The Mount Washington Group	2018
Mt Clare Overlook	Evergreen Partners Housing	2018
Bethany Apartments	Ash Management	2018
Prescott Square	Blue Ocean	2018
Brooke Court	Signature Properties	2018
Greenbelt Park	Signature Properties	2018
Cheverly Gardens	Signature Properties	2018
Clay Court	Signature Properties	2018
1701 W Pratt	Equity Management	2018
Eaves Columbia Town Center	Avalon	2018



Avalon Fairway Hills	Avalon	2018
Avalon Russett	Avalon	2018
Grosvenor Tower	Avalon	2018
Eaves Washingtonian	Avalon	2018
Brook at Columbia	Murn Management	2018
Church Hill Manor	Quest Management Group	2019
Westchester Gardens	Summit Management	2019
Wisconsin Place	Equity Residential	2019
Veridian Apartments	Equity Residential	2019
Woodside Village	Humphrey Management	2019
Falcon Crest Mills Crossing	Sage Management	2019
Parkland Square	Signature Properties	2019
Kernan Gardens	Waz Investments	2019
Liberty West	Thomas Realty	2019
Avalon Arundel Crossing	Avalon Bay Communities	2019
Kent Village	Southern Management	2019
Magnolia Farms Apartments	Geller Properties	2019
Hillcrest Village	Schweb Partners	2019
Essex Park	Geller Associates	2019
Ten Hills at the Hills	Schweb Partners	2019
Marlow Towers	Schweb Partners	2020
Marlow Gardens	Schweb Partners	2020
Riverview Townhomes	Greenbrier	2021
The Modern Hilltop	Upperlux Realty	2022
Wynfield Park Apartments	Sage Properties	2022
The Townes at Heritage Hill	Sage Properties	2022

Sunnybrook Senior Apartments	Conifer	2022
Avalon at Fairway Hills (ongoing)	Avalon Bay Communities	2022
Eaves Columbia Town Center (scheduled)	Avalon	2022
Mills Crossing (scheduled)	Sage Properties	2022
Westhill Apartments (scheduled)	Conifer	2022
Glen Burnie Town Apartments	GY Properties	2023
Annabal Apartments	GY Properties	2023
Milford Station	GY Properties	2023
Stone Point Apartments	Bozzuto	2023
10X Living	Greystar Management	2023
Gates of Owings Mills	Signature Properties	2023
Park Greene Apartments	Signature Properties	2023
Centre at Silver Spring	Acento Real Estate	2023
The Oaks at Oxon Hill	The Oaks at Oxon Hill	2023
Flora Park Apartments	Olive Tree Management	2023
The Pearl	Tower Companies	2023
Blair Towns	Tower Companies	2024
Preserve at Cradle Rock	Hamilton Zanze	2024
Fieldside Grande	Sage Ventures	2024
Liberty West	Signature Properties	2024
Dunhill North	Signature Properties	2024
Hills at Milford Mill	Signature Properties	2024
Queens Ridge	Signature Properties	2024
Shakespeare Park	Conifer Realty	2024
Park Greene	Signature Properties	2024

# KENT VILLAGE

## MULTIFAMILY QHEC REPORT

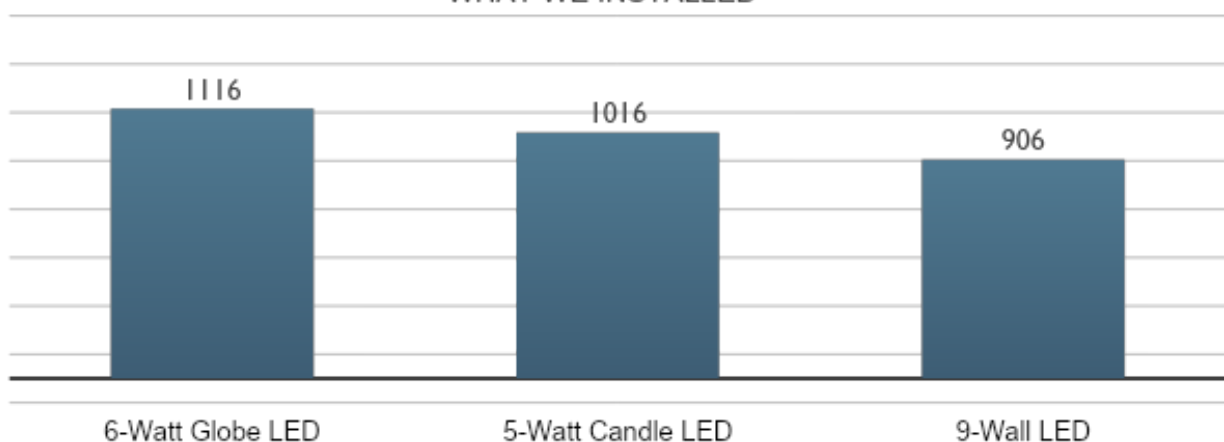
Prepared By	Elysian Energy
Prepared For	Southern Management
Property Name	Kent Village Apartments
Property Address	6707 Hawthorne St, Landover, MD 20785
Utility Service	Pepco

### IMPROVEMENT SUMMARY

Elysian Energy performed 525 Quick Home Energy Check-ups (QHECs) for the Kent Village community. This report details the effects of the changes we made and gives suggestions to increase the durability of the buildings and equipment, benefit the health and safety of the tenants, and save Kent Village and its tenants money by reducing O&M, equipment replacements, and utility costs.

ANNUAL SAVINGS PER UNIT	TOTAL ANNUAL ESTIMATED SAVINGS
<b>\$27.69</b> The estimated annual savings that residents should see (on average) from reduced electricity usage	<b>\$14,537.32</b> Total estimated annual savings from reduced electricity usage

### WHAT WE INSTALLED



CO2 SAVED ANNUALLY	TOTAL kWh SAVED ANNUALLY
<b>75 Tons</b> The average annual amount of CO2 your property will save each year through reduced electricity usage	<b>103,838</b> The average annual amount of kWh your property will save each year through reduced electricity usage

We installed several energy-efficient products in every participating unit. Installations included an average of 6 low emitting diodes (LEDs) per unit. We predict the installs will save Kent Village and its tenants approximately \$14,537.32 annually and will prevent 75 tons of CO2 from being released into the atmosphere each year (Appendix A). Additionally, similar properties have found that installs from participation in this program has reduced lighting ticket requests by 20 percent.

The body of this report describes recommendations for improving the durability and safety of Kent Village and their equipment. Overall, the dwellings at Kent Village are in good condition. This report describes how the staff can improve on what they are already doing, and these recommendations will reduce the need to replace equipment and repair the building, while protecting the health and safety of the occupants.

We hope you find this report useful. Please contact us at any time with questions or comments. You can reach the Kent Village Project Lead, Joseph Walderman at joew@elysianenergy.com or by phone at 301-830-4058.

## MOISTURE CONTROL

Moisture management is of paramount importance to building durability. Moisture damage contributes to 90% of all building material failures (ASHRAE). In fact, inadequately managed moisture leads to building problems costing more than \$9 billion annually in the U.S. (ASTM). And with regard to risk management, moisture will soon replace asbestos as the most frequently mentioned topic in building litigation (C. Gaal, NJ Investigation Commission Counsel).

For example, moisture problems can lead to corroded ductwork, rotted framing, and premature mechanical equipment failure, resulting in expensive replacement and repairs. It can also lead to negative health effects among building occupants and create risk for potential lawsuits if any building occupant sickness can be traced to exposure to pathogens (e.g. respiratory distress from mold and Legionnaire's Disease).

The following recommendation works on three basic principles: 1) Moisture gradients are present both within a dwelling and between the inside and outside. 2) Managing moisture begins with preventing it from entry into the building. 3) Active ventilation moving moisture directly outside is better than passive ventilation (e.g. vents connecting to the outside).

## RECOMMENDATIONS TO REDUCE MOISTURE

- Ensure that the AC condensate lines are draining properly.
- Adequately seal all ductwork with caulk, and/or mastic.

- Adequately seal the openings to the outdoors in the mechanical closets with spray foam, caulk, and/or mastic.
- Encourage residents to use bathroom fans during and after showers.
- Properly vent bathroom fans to the outside, making sure that the vent is sealed along its length.
- Seal all loose dryer vent connections with mesh tape and mastic.
- Inspect all drainage pipes and pans to ensure that they are cleaned, properly sloped, and tightly connected.

#### **ADDITIONAL RECOMMENDATIONS TO REDUCE UTILITY EXPENSES, IMPROVE SAFETY AND DURABILITY, AND INCREASE COMFORT**

- Change the air filter at least once per quarter and ideally once a month during the peak heating and cooling months.
- Apply duct mastic to properly seal all main duct connections, especially those in outdoor mechanical closets.
- Use outlet gaskets to seal the outlet and switch faceplates.
- Install programmable thermostats in all apartments.
- Remediate existing mold and install adequate ventilation to prevent further mold issues.
- Insulate exposed water pipes

We would like to stress the importance of carbon monoxide detectors. Gas-fueled heating equipment can produce carbon monoxide (CO). In large quantities, CO is fatal. CO escapes undetected to humans because it has no odor or color. Since all of the apartments had gas stoves and domestic hot water heaters, it is important to have a working carbon monoxide detector in every unit. We recommend incorporating CO detector battery checks and testing into your regular preventative maintenance schedule to ensure proper function.

## APPENDIX A: INSTALLATIONS<sup>1</sup>

Elysian Energy staff spent 9 days at Kent Village and installed energy-saving measures in 525 units. Most units received 6 LEDs. In total, we installed 3,038 LEDs.

### Projected Annual Savings

Install Measures	Total Installs	kWh	Tons CO <sub>2</sub>	mBTU	Therms	Gallons	\$ Savings
6-Watt Globes	1,116	32,913	23.6	-	-	-	\$4,607.82
5-Watt Candles	1,016	30,845	22.2	-	-	-	\$4,318.30
9-Watt A19	906	40,080	28.8				\$5,611.20
Property	3,038	103,838	74.6				\$14,537.32

Projected Annual Savings are derived using the National Energy Efficiency Partnership (NEEP) 'Mid-Atlantic Technical Resource Manual', and our data collection during the Quick Home Energy Check-up.

## APPENDIX B: DETAILED RECOMMENDATIONS

### HEATING AND COOLING

Efficient operation of heating and cooling systems is a function of good maintenance. According to Apollo Hydro Heat & Cooling technicians, the air handler is not a high maintenance unit that requires regular servicing, however it is vital to change the filters on a regular basis in order to ensure proper functioning of the blower fan. It is suggested to change these filters once every three months at a minimum and once per month in peak heating and cooling months.

### WATER HEATING

The water heater is the integral unit that needs close attention within the Hydro Heat system. The recommended temperature setting for domestic water heaters is 125°F. It is recommended that the water heaters be set at this temperature during the non-heating seasons. It is also important to notify tenants of the fire and safety concerns related to placing items (especially flammable) on top of the water heater. This area should be cleared of all items and should never be used for storage. It is highly recommended to insulate any exposed water pipes coming from the water heater.

<sup>1</sup> These estimates are based on the National Energy Efficiency Partnership (NEEP)'s 'Mid-Atlantic Technical Reference Manual', which provides a guide for the projection of energy savings. You can see the guide at the following link. Some assumptions were made differently from NEEP, including retention of light bulbs installed (98% instead of 88%), and faucets per home (based on actual installs for Wildwood Gardens, rather than NEEP constant). We used utility rates of \$0.14/kWh, \$1.20/Therm and \$5.90/1000 Gallons of Water to calculate estimated savings.

[http://www.neep.org/sites/default/files/resources/TRM\\_March2013Version.pdf](http://www.neep.org/sites/default/files/resources/TRM_March2013Version.pdf)

## **AIR SEALING**

Most windows and doors themselves are in good condition and more than adequate to prevent air infiltration. However, we have two suggestions that will maximize effectiveness. For doors, apply and maintain the weather-stripping along the base of all exterior doors. For windows, install rubber weather sealing or window insulation film during cold months. Ensure that tenants lock windows when closed to prevent misalignment and air gaps.

## **APPLIANCES**

Consider replacing appliances more than 10 years old with new ENERGY STAR units. An Energy Star rated fridge will save 20% in electricity costs over other new units. Replacing a fridge 10 years or older can save you over \$50 a year. An energy star rated dishwasher will use 31% less energy and 33% less water than a conventional unit. See [www.energystar.gov](http://www.energystar.gov) for more information and savings potential

## **TAX INCENTIVES**

Consult [www.dsireusa.org](http://www.dsireusa.org) for all applicable tax incentives for energy efficiency improvements. Maryland has many incentives that apply to the recommended improvements.



## PART IV QUALIFICATIONS OF KEY STAFF

Below you can find a summary of the qualifications of our key staff. Certificates, resumes, and educational documents can be found in the appendix.

Name	Profile	Degree	Certifications / Specialty
Jim Conlon	Principal	BS Biology	Certified Passive House Consultant RESNET QAD Professional ACCA Manual J and D Certificate Holder PHIUS+ Rater Verifier LEED-H Green Rater HERS Rater BPI Building Analyst BPI Envelope Professional HVAC-R Journeyman
Ethan Balis	CFO/COO	MBA Environmental Strategic Management	Operations and Project Management Communications Strategic Planning
Skylar King	QHEC Coordinator	B.S. Environmental Science and Technology	Logistics and Operations
Rolando Jovel	Energy Auditor		BPI Building Analyst
Thomas Richards	Energy Auditor	B.S. Environmental Science	BPI Building Analyst
Megan Murray	Program Manager	BS Environmental Conservation Studies	
Richard Aikins-Andoh	Energy Auditor		BPI Building Analyst

Julio Jovel	Crew Supervisor		BPI Building Analyst
Martin Hood	HVAC Specialist	BA Psychology	HVAC-R Journeyman EPA 608
Ralph Vanveen	Electrician	Associates in Business	Journeyman Electrician
Christopher Nicholson	Electrician		Master Electrician
Sandra Johnston	Energy Auditor		BPI Building Analyst
Jessica Murphy	Energy Auditor		BPI Building Analyst
Brett Murphy	Energy Auditor		BPI Building Analyst
Jason Hewett	HVAC Specialist		HVAC Master
Kerensa Loadholt	Energy Auditor	BS in Geology	BPI Building Analyst

## PART V PROFESSIONAL REFERENCES

Our company has a great deal of direct experience with both Multi-family and single home QHECs. We touch upon our experience, technological capabilities, marketing methods, and past experience in great detail in the questionnaire (Part II of this proposal).

### **EVIE SCHWARTZ - SPECIAL PROJECTS MANAGER**

- [evie.schwartz@maryland.gov](mailto:evie.schwartz@maryland.gov)
- 410.537.4000
- [energy.maryland.gov](http://energy.maryland.gov)
- We worked with Ms. Schwartz at Civic Works for several years on a number of projects including performing home performance work on the Low-to-Moderate Income Grant Program funded by the Maryland Energy Administration. And now we work indirectly with her at the Maryland Energy Administration.

### **STACI BASDEO - ICF INTERNATIONAL, PROGRAM IMPLEMENTER FOR THE QHEC PROGRAM**

- [Staci.Basdeo@icf.com](mailto:Staci.Basdeo@icf.com)
- 443.718.4888
- [www.icf.com](http://www.icf.com)
- Ms. Basdeo can verify our commitment to ensuring that QHEC programs succeed on budget.

### **SELENE MCCONACHY - ICF INTERNATIONAL, PROGRAM IMPLEMENTER FOR THE HOME PERFORMANCE PROGRAM**

- [Selene.mcconachy@icf.com](mailto:Selene.mcconachy@icf.com)
- [www.icf.com](http://www.icf.com)
- Ms. McConachy can verify our commitment to ensuring that Home Performance programs succeed following all protocols.

### **MOSHE MARCUS – SAGE VENTURES, VP ASSET MANAGEMENT**

- [mmarcus@sageventures.com](mailto:mmarcus@sageventures.com)
- 703.317.4696
- [www.sageventures.com](http://www.sageventures.com)
- We conducted hundreds of Multifamily QHECs for Sage Ventures in the past few years.

## COMMERCIAL PRESCRIPTIVE EXPERIENCE

Project Name	Project Type	Work Type	Start Date
Roma Pizza SB	Restaurant	SB WTEA	7/1/13
S & A Beads	Retail Shop	SB WTEA	9/12/13
MHP Greenwood Terrace	Multifamily	ASHRAE I	9/1/13
MHP Bradford	Multifamily	ASHRAE I	9/1/13
MHP Amherst Gardens	Multifamily	ASHRAE I	9/1/13
MHP Amherst Square	Multifamily	ASHRAE I	9/1/13
MHP Silver Spring/Nolte II	Multifamily	ASHRAE I	9/27/13
City of Takoma Park	Municipal Building	ASHRAE II	9/1/13
SMC Triangle Towers	Multifamily	ASHRAE II	2/5/14
SMC The Chateau	Multifamily	ASHRAE II	2/5/14
SMC Park Ritchie	Multifamily	ASHRAE II	2/5/14
SMC Summit Hills	Multifamily	ASHRAE II	2/5/14
SMC The Palisades	Multifamily	ASHRAE II	2/5/14
SMC Hampshire West	Multifamily	ASHRAE II	1/10/14
SMC Twin Towers	Multifamily	ASHRAE II	3/5/14
SMC Silver Spring Towers	Multifamily	ASHRAE II	3/5/14
SMC Hampshire Village	Multifamily	ASHRAE II	3/1/14
SMC Clairidge House Apartments	Multifamily	ASHRAE II	3/5/14
SMC Fountain Park	Multifamily	ASHRAE II	3/1/14
St. Andrew Kim Korean Catholic Church	Religious	ASHRAE II	11/1/13

Temple Emanuel	Religious	ASHRAE II	12/1/13
Atlantic Real Estate	Office	ASHRAE II	1/1/14
Fisher BioServices	Laboratory	WTEA	1/1/14
Silver Diner Greenbelt	Restaurant	WTEA	2/1/14
Silver Diner Rockville	Restaurant	WTEA	2/1/14
The Meredith	Condo Building	ASHRAE II	3/1/14
Viers Mill Baptist Church	Religious	WTEA	3/1/14
MHP Sligo View	Multifamily	SB WTEA	7/6/14
MHP Merrimac	Multifamily	SB WTEA	7/6/14
MHP Gilbert Highlands	Multifamily	SB WTEA	7/6/14
MHP Crossroads	Multifamily	SB WTEA	7/6/14
SMC Kent Village	Multifamily	SB WTEA	7/6/14
SMC Daniel's Run	Multifamily	SB WTEA	7/6/14
Takoma Park Recreation Center	Recreation Center	SB WTEA	7/6/14
The Donaldson Group, The Phoenix 5804	Multifamily	ASHRAE II	7/6/14
The Donaldson Group, The Phoenix 5802	Multifamily	ASHRAE II	7/6/14
The Donaldson Group, The Phoenix 5800	Multifamily	ASHRAE II	7/6/14
Lee Development Group	Office	ASHRAE II	7/6/14
Kibana Hair Salon	Retail Shop	SB WTEA	7/6/14
Vietnamese Restaurant	Restaurant	SB WTEA	7/6/14
Daily Dish	Restaurant	SB WTEA	7/6/14
SMC South Hill	Multifamily	ASHRAE II	8/1/14
SMC Carriage Hill	Multifamily	ASHRAE II	8/1/14
SMC Gateway Gardens	Multifamily	ASHRAE II	8/1/14
SMC Graduate Hills & Gardens	Multifamily	ASHRAE II	8/1/14

SMC Marlborough House	Multifamily	ASHRAE II	8/1/14
SMC Oxon Hill Village	Multifamily	ASHRAE II	8/1/14
SMC Powder Mill Village	Multifamily	ASHRAE II	8/1/14
Flats at Wheaton	Multifamily	ASHRAE I	8/29/14
Viers Mill Baptist Church	Church	SB WTEA	9/1/14
Highland Square	Multifamily	ASHRAE II	9/16/14
The Phoenix	Multifamily	ASHRAE II	10/15/14
St. Andrew Kim	Church	ASHRAE II	12/30/14
Concord Office Center	Office	ASHRAE II	1/2/15
Fountain Park	Multifamily	ASHRAE II	1/12/15
SMC – Powder Hill	Multifamily	ASHRAE II	1/31/15
HOC Alexander House	Multifamily	ASHRAE II	3/2/15
Friends of Great Kids Farm	Office	ASHRAE II	8/28/15
King Farm	Multifamily	Lighting	9/17/15
Fallswood	Multifamily	Lighting	11/30/15
SMC Southview	Multifamily	Lighting	1/28/16
SMC Hampshire Village	Multifamily	Lighting	5/1/16
Crestwood	Multifamily	Lighting	5/30/16
Fenestra	Multifamily	Lighting	5/31/16
University Gardens	Multifamily	Lighting	5/31/16
University Towers	Multifamily	Lighting	5/31/16
Homecrest House	Multifamily	Lighting	6/30/16
Residences at Rio	Multifamily	Lighting	7/7/16
Park Sutton	Multifamily	Lighting	11/30/16
Kenwood Nottingham	Multifamily	Lighting	5/26/17

Park Place	Multifamily	Lighting	11/14/17
Andrew Schwartz	Office	ASHRAE I	6/1/18
Bellevue Manchester	Multifamily	Lighting	10/12/18
Stewartown	Multifamily	Lighting	10/12/18
Horizon Run	Multifamily	Lighting	4/15/19
Forest Park Senior Center	Office	Lighting	12/4/19
Stewartown	Multifamily	Modeling/ Consulting	ongoing