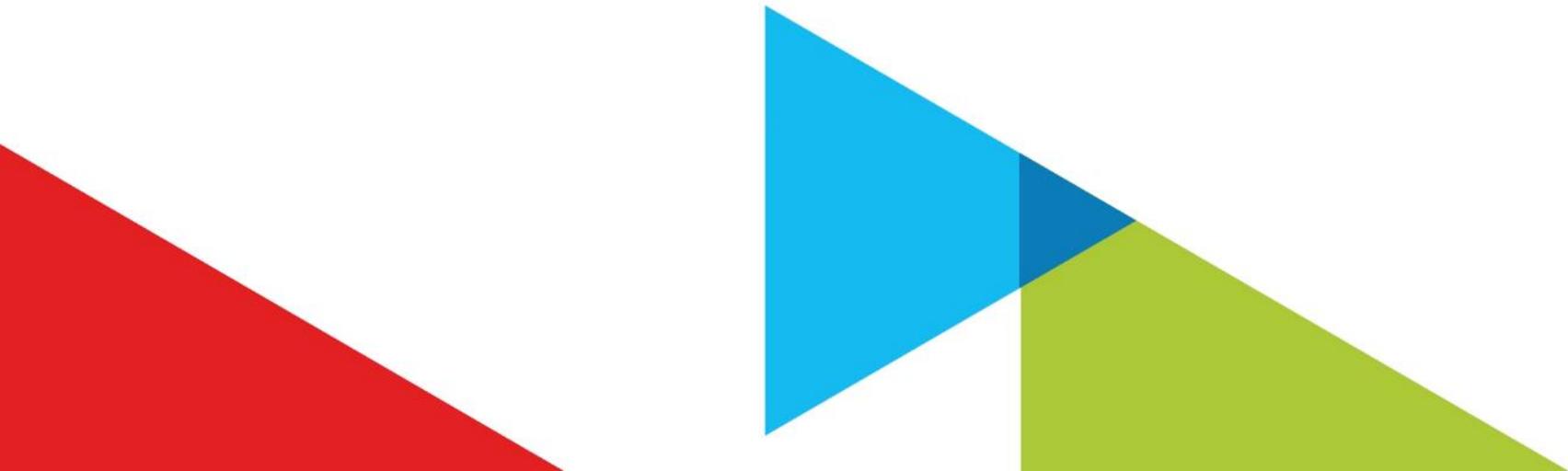


# COVID-19 impacts and safety improvements

Presented by Urban Efficiency Group



# Services provided since July 13, 2020



- 114 customers enrolled
- 22 assessments completed
- 2 homes weatherized

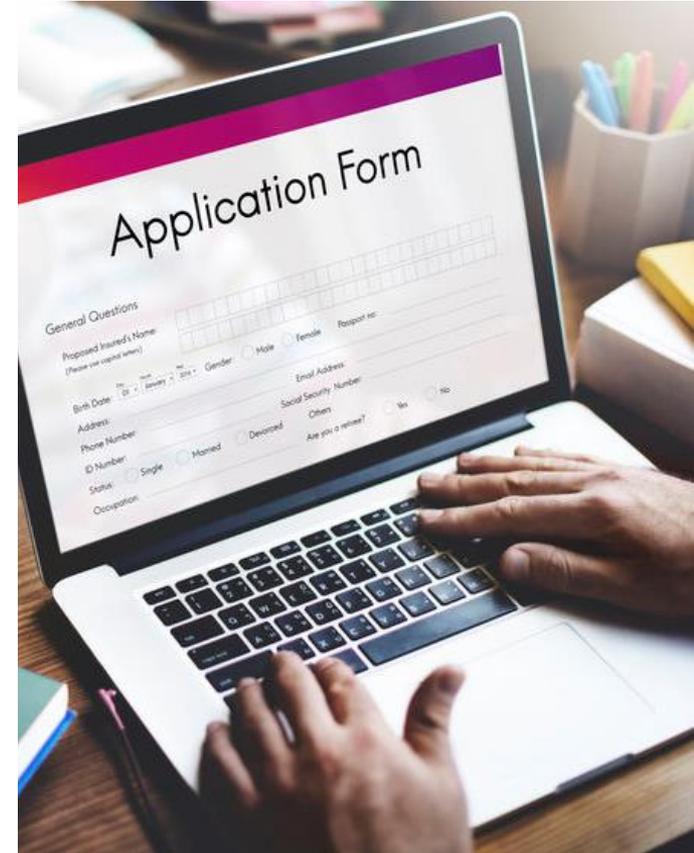
## COVID-19 impact on services/businesses

- **Improved customer convenience.** Enhanced, touchless marketing, enrollment, customer service and communication tools and processes make it more convenient for some customers to receive information, consultations and documents electronically and via telephone on their schedule. Reduced time onsite doing assessments means less time commitment for customers.
- **Lower touch service.** While touchless engagement tools improve access and convenience for some, new protocols reduce access and a valued personal touch for others. This is especially true among older, less technologically inclined customers, understanding safety is especially important for this demographic.
- **Operating cost.** Temporary workarounds, modified crew size, increased PPE, hygiene and distancing protocols, and supply chain issues have increased the time and materials cost for each project. Unplanned investment in longer term solutions, such as improved electronic access for customers, further erodes margin but may have longer term benefits.
- **Employee retention.** The three-month gap in service made it challenging and costly to retain technicians, though Urban Efficiency retained 100%. Retention will become increasingly difficult in the event of further lockdowns, requiring additional time and expense to ramp capacity.

# Marketing and administrative controls



- **Marketing.** Increasing use of virtual community enrollment events, social media, direct marketing and referral networks instead of in person events
- **Enrollment.** Collecting customer interview data (age of home, energy behaviors, etc.) during the online enrollment process instead of assessment.
- **Crew size.** Reduced installation crew size, maintaining consistent pairing of crew members, and staging installation tasks to separate workers
- **Screening.** Screening field employees using mobile health check application (technician track and trace – T<sup>3</sup>) and temperature checks.
- **Employee resources.** Provided education and resources for personal and workspace hygiene, including no-touch trash cans, hand sanitizer, disposable disinfectant towels to clean work surfaces and tools daily, etc.
- **Employee incentives.** Extended paid time off to reduce financial incentive to return to work when sick.



# Jobsite controls



- **Customer screening.** Asking customers screening questions during scheduling and upon arrival to a home to assess exposure risk
- **Right of refusal.** Provide customers with right of refusal policy and train field staff on how to respectfully communicate and reschedule if needed
- **Social distancing.** Talking with customers about social distancing pre-assessment and upon arrival, asking where they will be in the home, and coordinating with them to maintain 6 feet of distance
- **Abbreviated assessment** process using digital measuring devices, video and photographs to record data for entry offsite
- **Customer consultation.** Conducting pre- and post-assessment customer consultations by telephone or virtual conference instead of in person
- **PPE.** Requiring assessors and installers to wear professionally fitted respirators, uniforms, goggles, disposable gloves, head and shoe coverings
- **PPE handling.** Provided training and materials to improve efficacy and safety in dressing, cleaning and disposal of PPE
- **Customer PPE.** Offering customers disposable face masks at no cost at the time of service delivery

