

→ Designing and delivering flexible, customer-centric retrofit solutions



“ICF Account Manager Rob Riley deserves special recognition for his customer service engagement... He has made a wonderful habit of frequently visiting our office to provide application submission training for several new employees and to provide technical guidance with energy modeling. When we have had internal gaps in our office, he rolled up his sleeves and worked side by side with us to ensure our rebate paperwork was in order.”
 —Mark Lee, Owner, Better World Builders, LLC

We bring decades of experience designing and delivering energy and climate policies and programs with a focus on [decarbonization](#), [flexible load management](#), [electrification](#), and [customer insights and incentives](#). Our forward-thinking and innovative services create new customer pathways and richer relationships with utilities, yielding greater results as they deploy their residential retrofit programs.

For more information, contact:

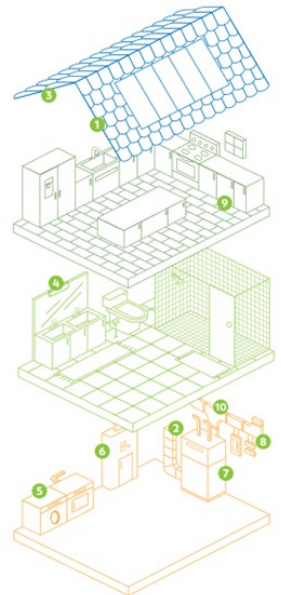
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About ICF
 ICF (NASDAQ:ICFI) is a global consulting services company with approximately 8,000 full-time and part-time employees, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at icf.com.

Contractor-driven programs that overcome increasing codes impacting energy savings

Residential retrofit programs, where contractors promote and install energy efficient measures to customers, have been a staple of DSM portfolios for over 20 years. While savings goals continue to increase, baseline equipment efficiencies have also risen, making it more challenging for programs to stay cost-effective. Yet, regulators continue to require that utilities offer retrofit programs to their residential customers.

With 30 years’ experience supporting federal and utility DSM programs across North America, ICF continually evolves our residential retrofit programs to deliver cost-effective energy savings. From developing tools and processes that simplify program participation and support contractor businesses, to deploying innovative incentive strategies that drive higher efficiency equipment and services, ICF programs respond to the ever-changing market. ICF’s retrofit programs include the following key strategies and solutions:



Customer and contractor experience	<ul style="list-style-type: none"> ▪ Award-winning marketing & outreach that drives awareness and participation ▪ Account managers who come from the residential retrofit industry and use language that contractors understand ▪ Multiple participation pathways (In-network contractors, out-of-network contractors, DIY) and application options (web, mobile, traditional) to better serve all customers ▪ Integration of equity strategies to maximize program participation across diverse and hard to reach customers
Effective tools	<ul style="list-style-type: none"> ▪ Contractor directory with a badged ranking system that helps customers find participating contractors ▪ Sightline™ Tools Suite, with program management tools, contractor report cards, and utility dashboards
Mentorship & training	<ul style="list-style-type: none"> ▪ In-person & online trainings that offer contractor CEU’s and are available 24/7 ▪ BPI Test Center with in-house proctors ▪ Mentorship programs to support DBE contractors
Innovations	<ul style="list-style-type: none"> ▪ Continuously identifying new measures through ICF’s Innovation Incubator ▪ Clean energy and decarbonization strategies to meet new utility goals ▪ DIY web tools that reduce program costs

