

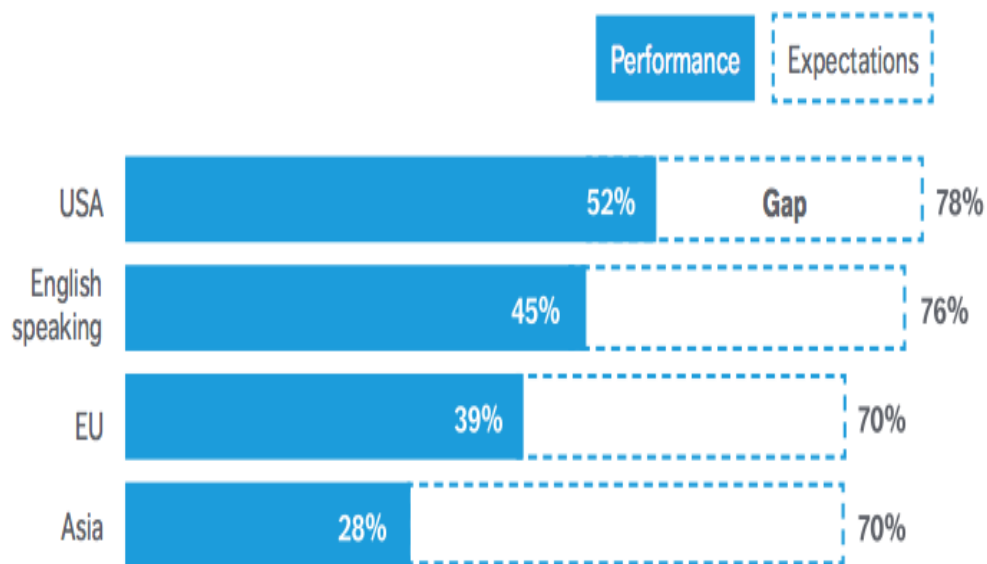
There are 5 Universal Truths

Utilities are not meeting customer expectations

There is a large “GAP” between expectations and what is delivered.

Customers expect more from their utilities. When it comes to cost, personalized information, and outreach — utilities fall short of customer demands.

Customer expectations vs. utility performance on services



At Eco Kong we fill this gap by striving to meet our customer’s expectations

Everyone wants lower bills

Customers are looking for ways to save

The desire for lower energy bills is universal, irrespective of the prevailing cost of electricity, average bill spend, culture, and income level. In the US, for example, energy bills have become the biggest financial concern for consumers, according to the Nielsen Global Survey of Consumer Confidence.

The performance gap on cost is higher than that on any other service category. Around the world, around 90% of customers view the cost of energy as a top-priority issue, but only 20% to 50% of customers are satisfied with what their utilities are charging.

At Eco Kong we are committed to show you ways to save with our comprehensive “whole house” audit

People look energy efficiency resources for energy information.

An independent home energy audit is the first step to saving energy and money. Also, called an energy assessment, a home energy audit helps you learn how you use energy, determine where it's being wasted and prioritize your efficiency upgrades.

Making energy efficiency upgrades identified in a home energy audit can save **5%-30%** percent on your monthly energy bill while also ensuring the comfort, health & safety, and performance efficiency of your home.

Eco Kong provides the information and guidance you need

Customers value personalized energy insights

Personalized Information as a Valuable service

Consistently energy customers rated personalized, insight-based options as highly valuable, and much more valuable than any other type of information.

This reveals that customers want “ **Building Performance Analyst**” to do the hard work of analyzing the data to give them simple, targeted and actionable takeaways.

At Eco Kong that’s what we do!

Everyone wants to know how they measure up

Everyone has a strong reaction when their neighbors are doing better

We’ve found that people around the world have strong and consistent reactions to learning how their energy use compares to that of others.



According to the Department of Energy, after home improvements based on an energy audit (assessment) are put in place, a family can save up to **30%** percent on energy bills.

Since 2002 more than 200,000 homeowners nationwide have improved their homes efficiency with comprehensive whole house solutions to enhance comfort indoor air quality, while reducing energy bills. (Energy star)