

## Highland Resident Finds Comfort in Unbiased Energy Advising



On a hot summer afternoon, Emily sits in her cool Victorian home near Highland Square.

Last spring, Emily received a mailer from the [Denver Energy Challenge](#), the City's free residential energy efficiency program. Having suffered through several chilly winters in her Victorian home, she had already been considering what she could do to make her house more comfortable, but didn't know where to start. She asked family and friends for advice and learned that air sealing her basement could help. But beyond that, she was at a loss for what to do and who to call. "If I hadn't learned about the Denver Energy Challenge, I probably would have been paralyzed and done nothing", Emily said. Upon seeing that the Denver Energy Challenge was a free and neutral service provided by the City and

County of Denver, she decided to call to set up an appointment. "For 5 years our program has built its reputation around a neutral energy advisor who helps homeowners understand energy upgrades, while giving them the tools to move forward with projects that make sense for their home and budget. Once a homeowner realizes all that an energy advisor can do for them, they almost think it's too good to be true; but it's not", said Program Administrator Julie Saporito.

Reid, her energy advisor, came to Emily's home for a no-cost one-hour consultation. Many Denver residents also utilize phone appointments to avoid having to be home during the work day. They discussed Emily's goals and concerns and looked at her home's insulation levels, air sealing, mechanical equipment and more. After the appointment, Emily received an action report from Reid, prioritizing work that she could do to get the most bang for her buck and to achieve her goals. After receiving bids from three different contractors, Emily sent them to Reid. He reviewed them for her and helped her to decipher the different proposals, scopes of work and costs. "Reid was really great about helping me to sequence the work," she noted. In the end, Emily chose to insulate and air seal her attic, seal rim joists in the basement and install a whole house fan. Her contractor and energy advisor also ensured that she captured available rebates from the local utility in order to save money.

As a result of the work, Emily happily reports that her energy bills have dropped by 40-50% per month and she now feels much more comfortable at home. She explains that the process was as seamless and painless as possible; she was so thrilled with the result that she's told everyone she knows about her experience and even posted about it on her social media account. When asked what her favorite part of the program was, she said that she appreciated the fact that she did not feel obligated or pressured at any time by her advisor. She really valued the neutral personal relationship that she developed with

Reid and felt good about the decisions that she was able to make with his guidance. “When I moved into an old home I had resigned myself to the fact that winters would be chilly, but this year I’m actually looking forward to winter knowing that I’ll feel much more comfortable and have lower energy bills,” she says with a smile.

“The program doesn’t pay for upgrades, nor do residents need to be in a certain income, so it’s available to anyone in the city simply looking for expert advice without any ulterior motive besides helping you navigate the process,” says Saporito. For more information visit [www.DenverEnergy.org](http://www.DenverEnergy.org) to contact an advisor, or call 720-865-5520.