

# Streamlined Audits Drive Savings and Customer Confidence

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### THE STORY

Serving more than half a million customers across the mid-Atlantic, this natural gas utility is committed to service excellence, delivering safe and reliable energy, and offering programs that help customers save money while improving home comfort.

### THE GOAL

By partnering with trade allies to deliver in-home energy audits, the utility could ensure homeowners received quality service. However, with multiple contractors relying on different tools and manual processes, it became difficult to calculate energy savings and incentive levels consistently. These discrepancies in reporting slowed customer adoption and reduced confidence in the program.

The utility needed a single, streamlined solution to deliver accurate audits, simplified reporting, and build lasting trust with customers.

### THE SOLUTION AND RESULTS

Franklin Energy introduced Snugg Pro, a BPI-2400-compliant whole-home energy auditing platform. With its intuitive interface, adaptive energy modeling, and professional customer reports, Snugg Pro ensured every audit was accurate and consistent.

The platform flexibility also allowed customization to program needs, supporting the utility's long-term goals for both participation and savings.

The results:

- **Consistent delivery:** Contractors now follow a standardized process that reduces discrepancies.
- **Efficiency gains:** Incentive calculations are faster and more accurate.
- **Customer trust:** Clear, homeowner-facing reports help families understand upgrade options and the value of efficiency improvements.

**8,667**

AUDITS COMPLETE SINCE 2021

**2,800**

AUDITS PERFORMED  
IN THE LAST 12 MONTHS



TRUSTED BY HUNDREDS OF  
CONTRACTORS