

Who's Buying High Performance Homes & How Can You Target Them?

Peter Troast, Founder & CEO

RESNET Conference, Scottsdale, AZ February 29, 2016

Peter Troast

Founder/CEO of Energy Circle

Linked In: Peter Troast

Twitter: @EnergyCircle

G+: Energy Circle

Facebook: Energy Circle

Volunteer/Pro Bono

Efficiency First

Home Performance Project

Home Performance Coalition

1000 Home Challenge

Mallett Deep Energy Retrofit







The Energy Circle Sandbox

350+ High Performance Building Businesses

builders/remodelers, raters, auditors, architects, HP contractors, HVAC, non-profits

49* States

3.2 Million Web Visitors

Thousands of Leads

64,000 Tracked Search Terms in HP

Lots and lots of experiments

\$787+ million in Performance Building Work



What We'll Discuss

- 1) The Marketing Challenge in 2016
- What to Call High Performance Homes: The Language Challenge
- 3 Some Data (such as it is)
- 4 High Performance Home Buying Process
- 5 The Center of Your Marketing: Your Website
- 6 New Tactics in 2016





MARKETING IS CHANGING

(duh)

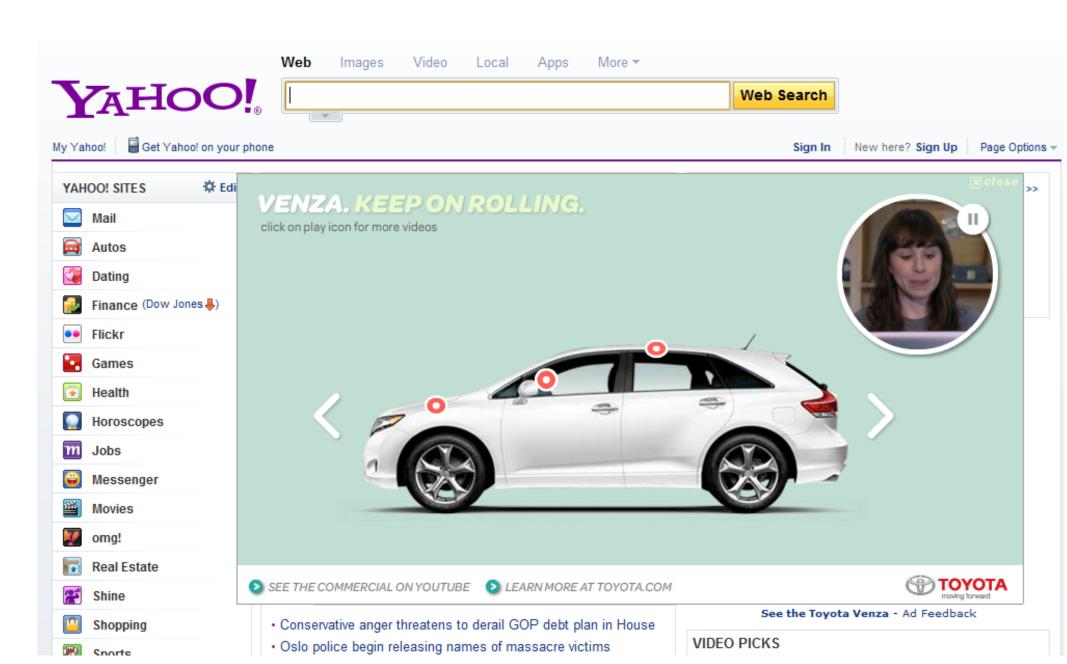


200 Million



NATIONAL DO NOT CALL REGISTRY

Peak 5 facebook



The "Uberization" of Home Services













thumbtack











So What's It All Mean for Builders and Contractors?



How People Buy in 2016

Realize a Need



- Q Everything
- Images
- Videos

my house is too hot

my house is too hot

my house is too small

my house is too humid

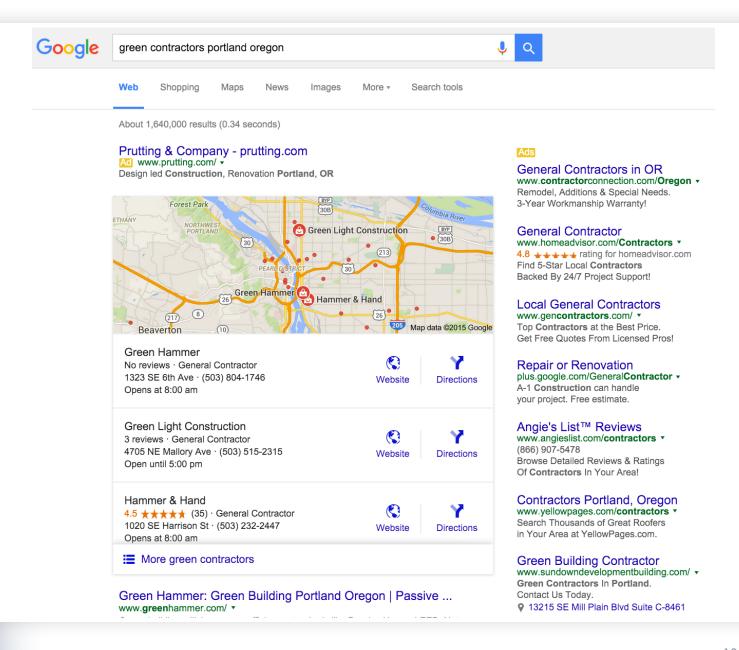
my house is too big

my house is too cluttered

About 337,000,000 results (0.33 seconds)



Search for a Contractor

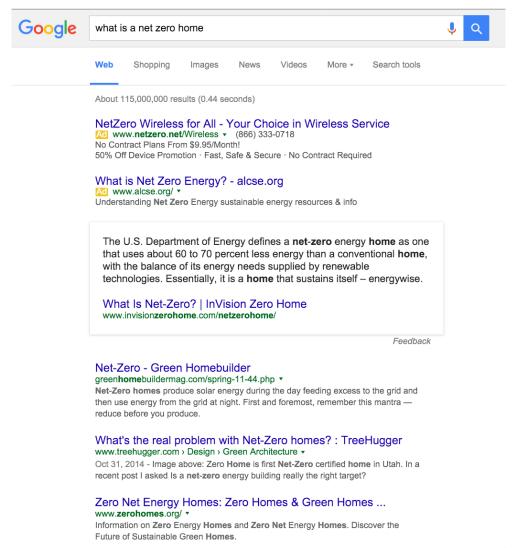




10/19/15

15

Investigate Options



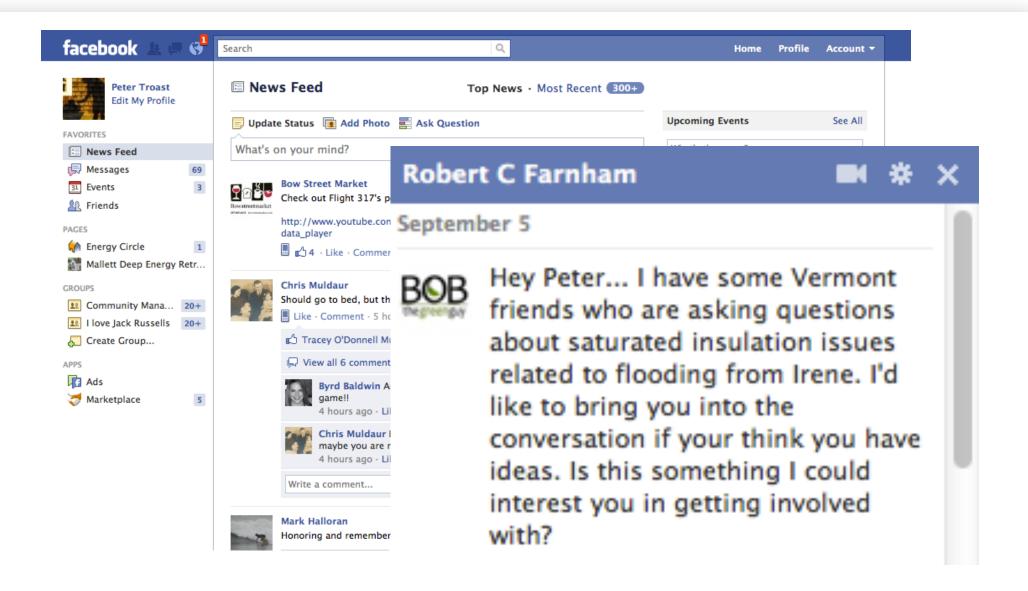
Data from Google External Keyword Tool on 11.14.11



10/19/15

16

Ask our Friends





Turn to Social Media: Blog Sites



Home » Community » Energy efficiency and durability

What is better - roof vents without soffit vents or Helpful? change to an unvented assembly? Sign in to I'm back after having met with the architect and asked about the soffit venting. We're designing a home in Southern California (hot dry / mixed dry climate) - the architect

is calling for an unconditioned attic, insulation on the attic floor at the ceiling, but fire codes in this wildfire prone part of the world now ban soffit vents of any kind, effectively requiring boxed or sealed eaves. The architect has drawn in a bunch of roof vents that apparently are permitted, but it makes me wonder how effective those can actually be, if they're halfway up the roof, and they're not every sixteen inches.

Might we be better switching to an unvented roof assembly? We are already planning on using radiant barrier sheathing on the roof sheathing to reduce the attic temp in summer. Could we put 2 inches of poly-iso foam on the inside of the roof rafters and ditch the vents?

Most years, we get only 4-5 nights that dip below freezing. But I know that unvented roof assemblies need to be designed not to accumulate moisture that can condense.

Thanks in advance.

ASKED BY SEAN MCLOUGHLIN POSTED MON, 11/07/2011 - 16:59 EDITED TUE, 11/08/2011 - 15:58

TAGS: ENERGY EFFICIENCY AND DURABILITY

■ PRINTER-FRIENDLY

SHARE

EMAIL THIS PAGE

8 Answers

oldest to newest \$ Save settings



1. I'm not exactly sure what you mean by clipped soffit but this may work. Since you say "virtually no soffit" does that mean that there is some soffit? As long as you have a 1" minimum soffit and a fascia boards you can install Cor-a-vents, strip vent - can install directly behind the fascia board if you want or behind the bedmould/crown mould if you do have a small







Turn to Social Media: Twitter



@focusonenergy How do I schedule an energy audit for our home we just bought in Superior?

19 hours ago via web

☆ Favorite 13 Retweet ♠ Reply



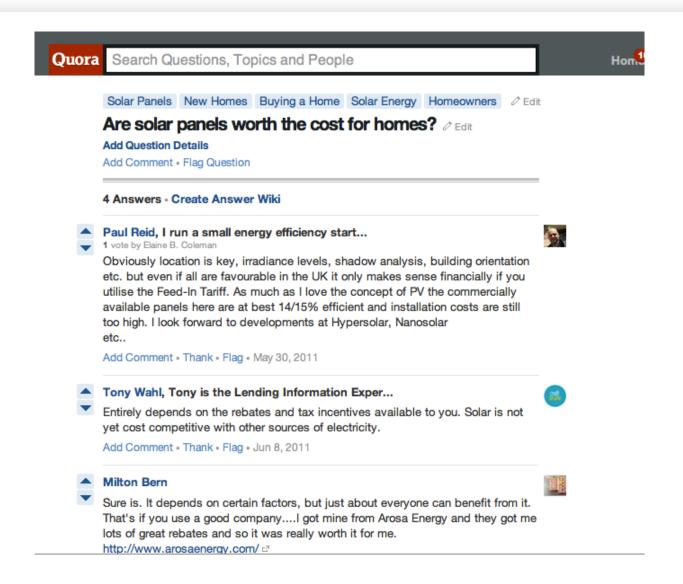
Wish my room weren't so cold. Poor insulation in this old house.

5 Nov via Twitter for iPhone

☆ Favorite ♣ Retweet ♠ Reply



Turn to Communities: Q&A





Dig Into Every Detail Available



Blog | Contact |

Enter your keywords SEARCH

ABOUT OUR WORK OUR SERVICES OUR WORLD

OUR COMMITMENT TO YOU TESTIMONIALS MEET THE TEAM



I founded Byggmeister in August of 1983. Our first clients hired us not because of our experience (we didn't have any) but because we were friendly, articulate, thorough, and easy to have around. That counted for a lot then.

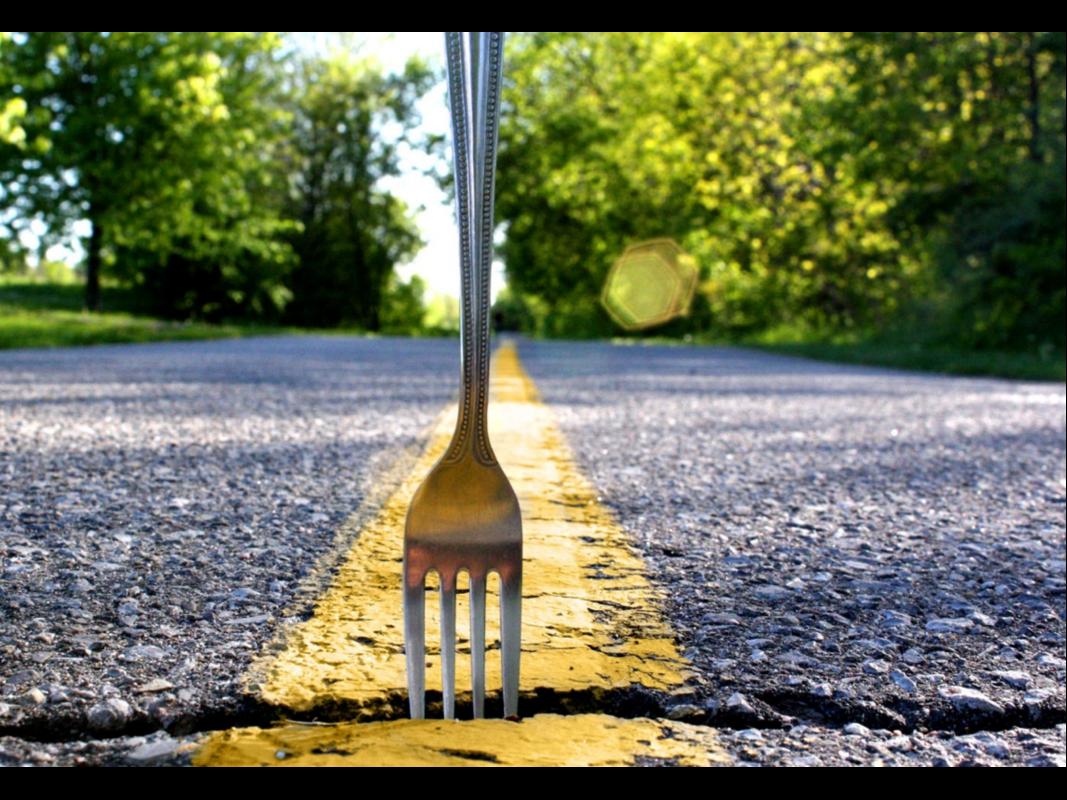


21

Finally...Buy (Convert to Sale)







Choosing the High Performance Path

"Best Builders?"

"Process?"

"Passive House?"

"Net Zero?"

''Cost?''



The Language Challenge

NAMES	CERTIFICATIONS ← "BRANDS"	
Green	Energy Star	Passive House (Haus)
Sustainable	LEED	Net Zero
Low Energy	NAHB	Deep Energy Retrofit
Healthy Home	Energy Fit	Pretty Good House
High Performance		



Do We Have an "Energy" Crisis?



"Im right there in the room, and no one even acknowledges me."

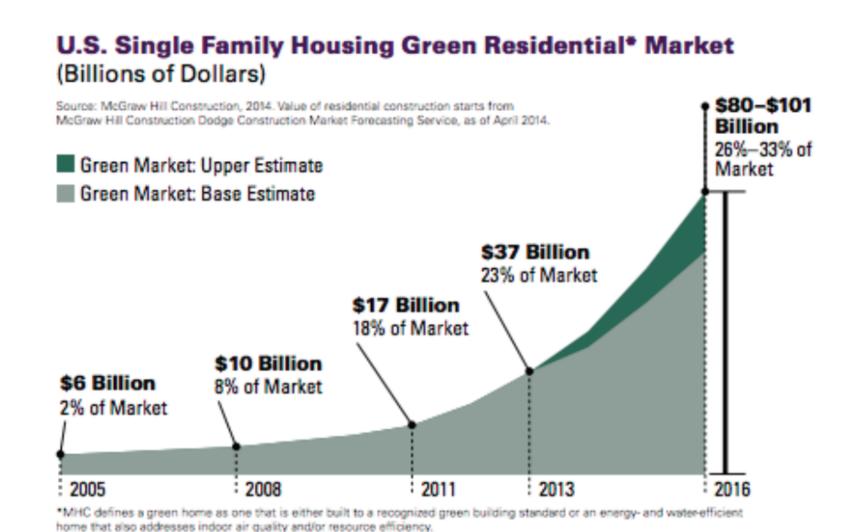




TREND DATA

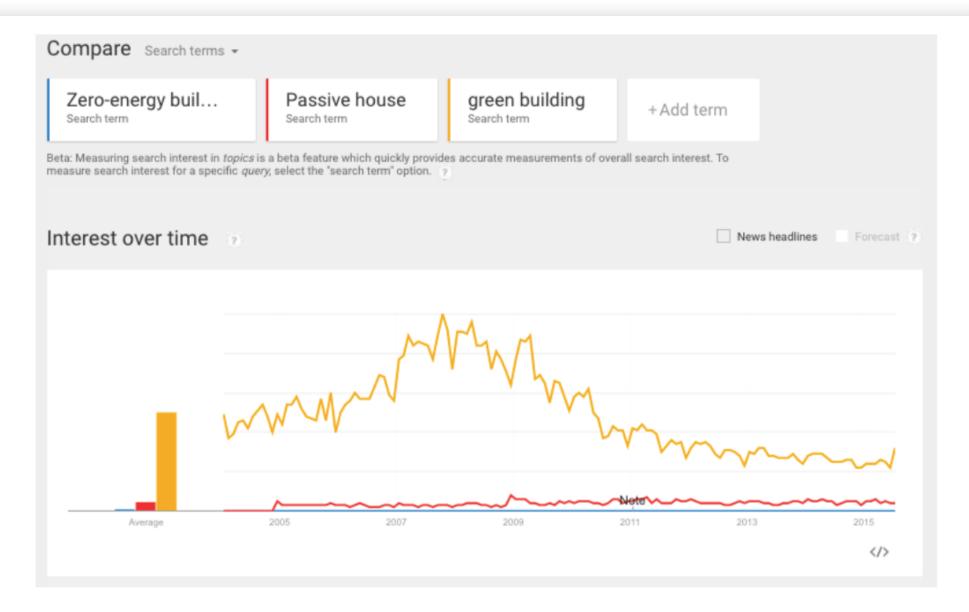
(possibly random)

Big Market?



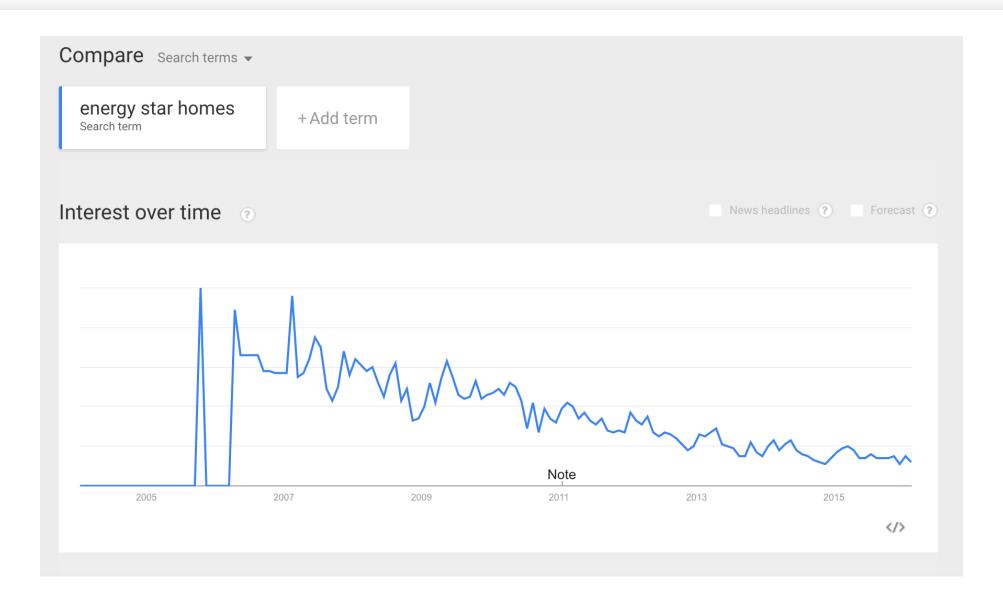


Fading Green?



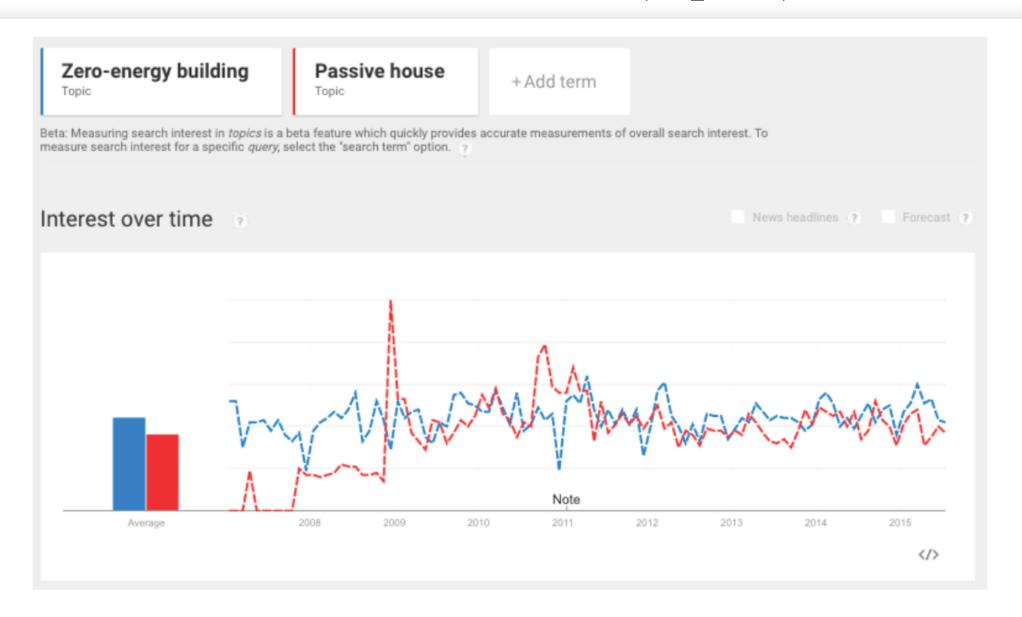


Wither Energy Star Homes?



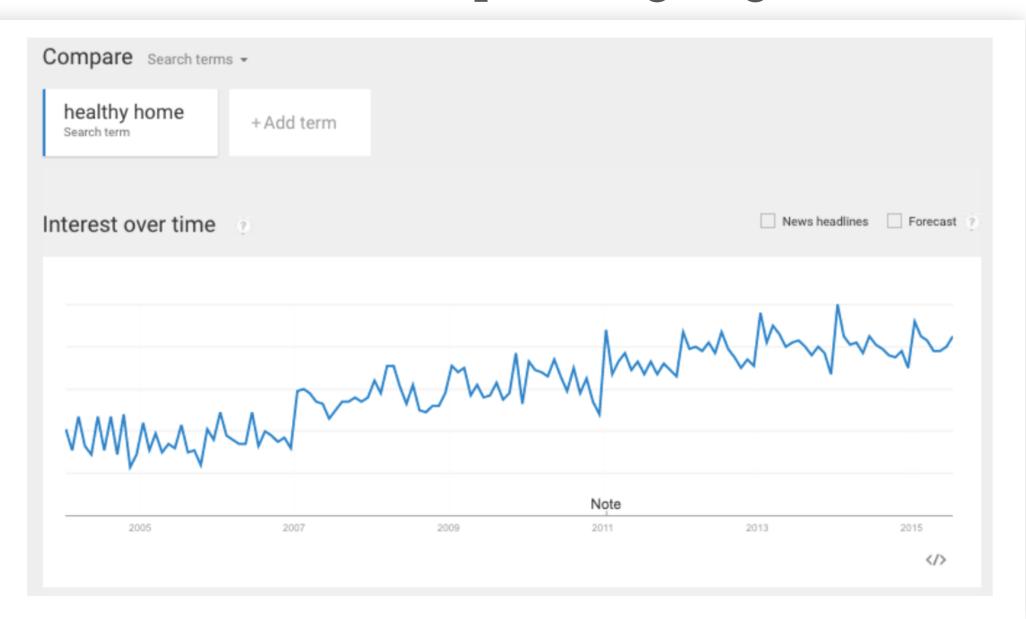


Net Zero vs Passive House (topics)





"skate to where the puck is going to be"

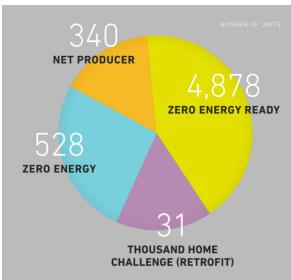








January 2016



TOP 10 STATES BY NUMBER OF BUILDINGS

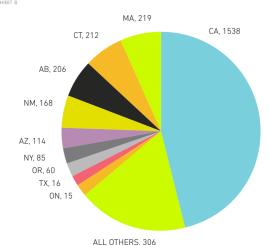
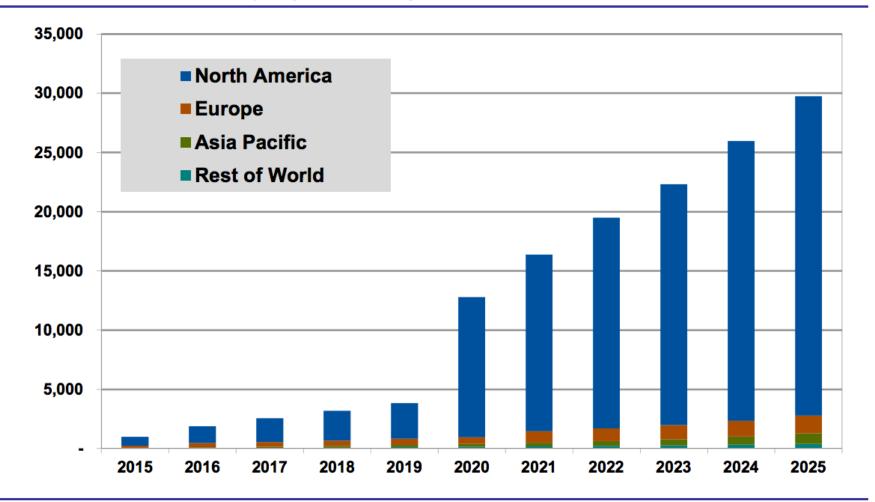
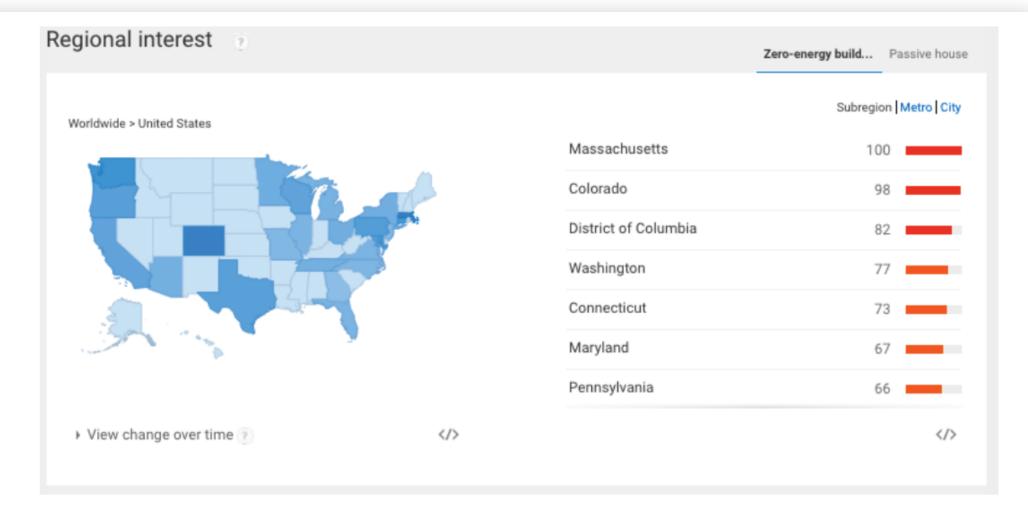


Chart 1.1 Total ZNEH Units by Region, All Categories, World Markets: 2015-2025



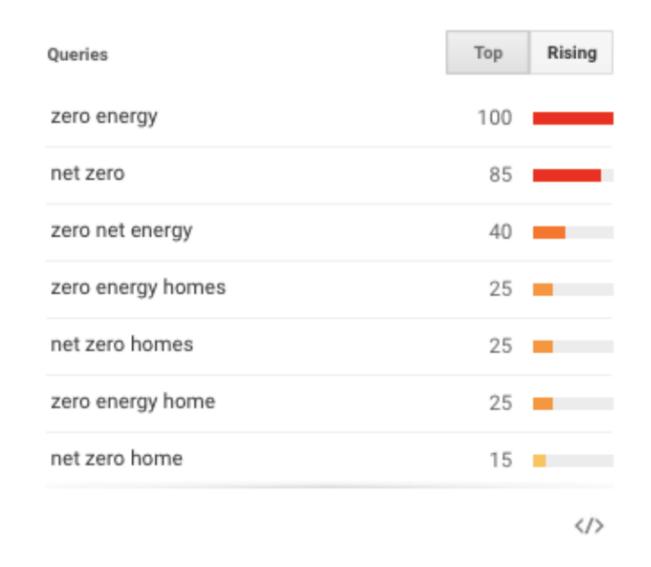
(Source: Navigant Research)

Net Zero Geographies



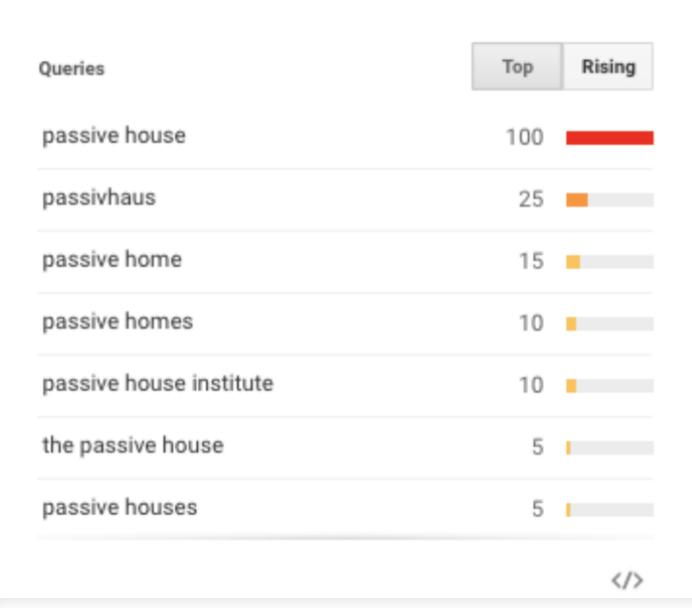


Net Zero Variations



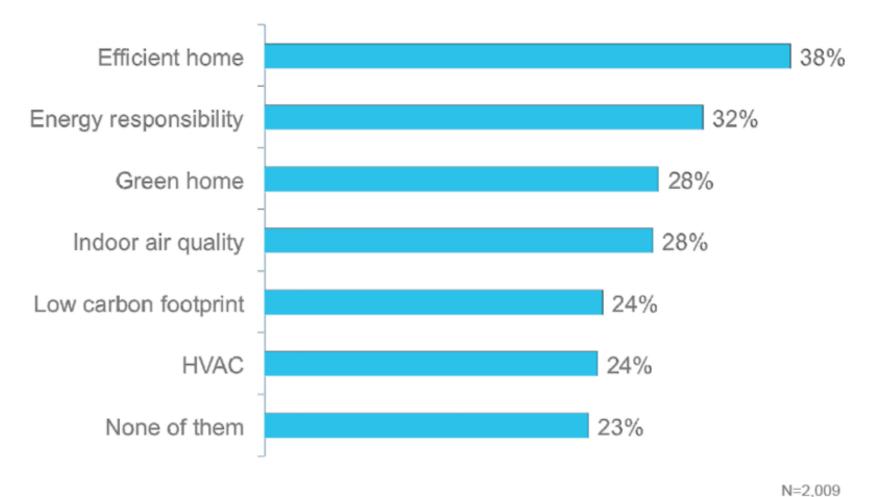


Passive House Variations



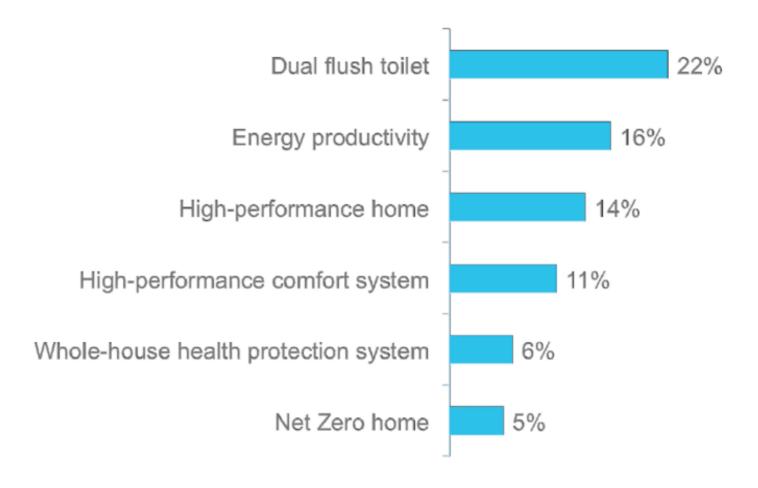


Terms or phrases you know you could confidently and correctly explain to a friend



N-2,009

Terms or phrases you know you could confidently and correctly explain to a friend



N=2,009

Shelton Grp



SOME DEMOGRAPHICS

(such as they are)

High Performance Home Buyers

AGE DEMOGRAPHICS	OTHER CATEGORIES	
Baby Boomers—Last Home	Academics	
Phenomenon Con V (25 55 yrs)	Technologists (Engineers,	
Gen X (35-55 yrs)	Medical, Technology, Software)	
Millennials (15-35 yrs)	Upscale/Wealthy	
	Green/Left Leaning	
	Health Focused	
	First Home	



41

McKinsey Segmentation

Green Advocates

"care about energy-saving behavior as a goal in its own right." Motivated by environmental factors. About 20% of the total population.

Disengaged Energy Wasters

"don't care about saving energy or saving money." Not interested in the environment, and not interested in saving money. 20%.

Traditionalist Cost-focused Energy Savers

motivated entirely by cost savings.

Home-Focused Selective Energy Savers

motivated primarily by home improvement, which may involve a cost-savings or technological element.

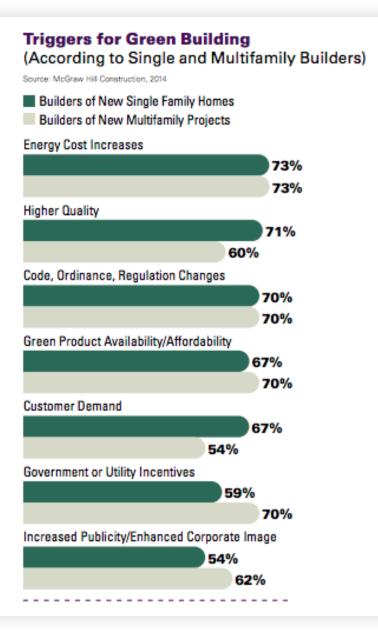
Non-Green Selective Energy Savers

happy to improve their homes' energy efficiency, as long as they don't have to think about it. "Set it and forget it."

*last 3 = 60%, not broken down

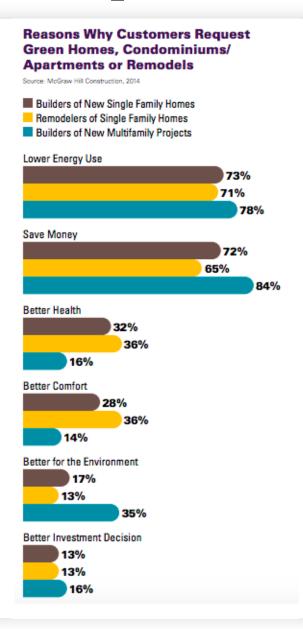


Triggers



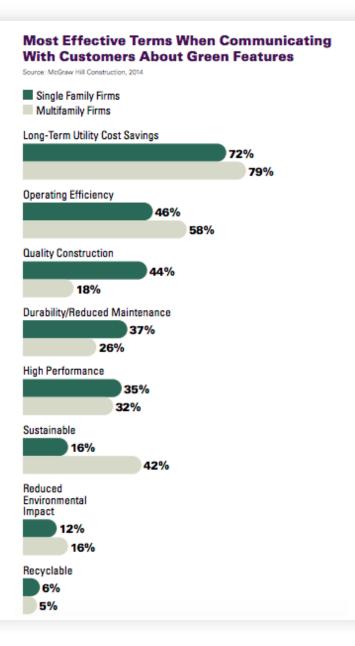


Why Customers Request Green





What Builders Think Works



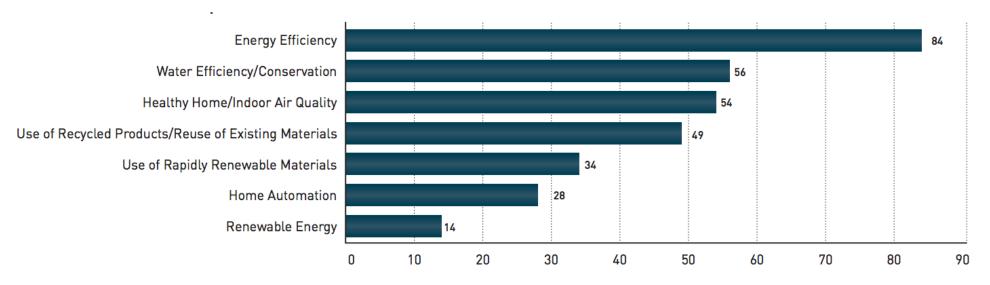


Defining Sustainable: Builders

Figure 24

Projects that Boost Energy Efficiency Remain the Most Popular Sustainable Improvements

Share of Contractors Reporting Installation of Environmentally Sustainable Projects (Percent)



Notes: Respondents were asked to select sustainable remodeling projects that their companies had installed over the previous year. Estimates are averages for the 2013:3, 2014:1, and 2014:3 surveys. Source: JCHS/Farnsworth Group Survey on Environmental Sustainability Trends in Remodeling.

Harvard Jt Center on Housing Studies Farnsworth Group Survey 2013/2014





DESIGN FOR YOUR USERS

(can they accomplish their goals?)

User Centric Websites

Target	Needs	Goal
42 Year Old Professional Male (in tech)	Performance Data Transparency Detail	 View Case Studies Download Planning Worksheet

User Centric Websites

Target	Needs	Goal
42 Year Old Professional Male (in tech)	Performance Data Transparency Detail	 View Case Studies Download Planning Worksheet
35 Yr Old New Mom	Eye Candy Health Worries	 Surf your Gallery Read your "Whole House Ventilation" Page Attend Community Workshop



User Centric Websites

Target	Needs	Goal
42 Year Old Professional Male (in tech)	Performance Data Transparency Detail	 View Case Studies Download Planning Worksheet
35 Yr Old New Mom	Eye Candy Health Worries	 Surf your Gallery Read your "Whole House Ventilation" Page Attend Community Workshop
65 Year Old Retiring Couple	Cost Data Aging In Place Features Process	 Read the "Predictable Home" blog post Viewed "Elements of a Permanent Home" page Sign up for site visit



Personas

Techie Tom

Overall Goal: To save energy and make his house more efficient because it's the smart thing to do, and (secondarily) because it's the right thing to do.

Level of knowledge: Very high. Knows what tools are out there, which are best. Up to date on consumer reviews and reports.

Attitude toward shopping: I want to buy from people like me, who know their stuff. **Informational Sources**: Web - blogs, Twitter, Major Media, Green focused media, Renewable media

What he wants: I need more information than they have on their site - details, practical experience, proof that they are the experts, and the product will do what I need it to do.

Motivation for efficiency: Two-prongs: 1). it's just smarter living. 2). it's the right thing to do for the planet - and (3) soon, people are going to catch on to it, and efficiency is going to be the next big thing. He wants to be at the top of that wave.

Age: 35

Profession: Software developer

Location: Boston

Personality: Type A. Over- educated energy geek. Likes to feel engaged, to be a part of

the process.

Home Life: Married. No kids.

Hobbies/releases: Mountain biking, long-distance running.



Personas

Heather the Greenie

Overall Goal: Wants to feel a part of the green community because those people seem cool, and throw good parties.

Level of knowledge: Low. Often falls under the spell of green-washing tactics, and "buys green" because it feels like what she should do. Some uncertainty because she's Republican and socially conservative. Not completely at ease with full-on Green.

Informational Sources: Reads People Magazine on the sly, reads Vanity Fair, husband Receives Economist, WSJ

What she wants: Heather tends toward immediacy - buys when she sees something in the store, or hears about something that is widely appreciated. She wants to buy from either the cheapest place or the recognizable leader in the field.

Motivation for efficiency: Green is the new Coach bag.

Age: 29

Profession: Former professional in banking industry, now a stay at home mom.

Location: Suburbs

Personality: Heather is extroverted and funny. She likes to be busy, and appreciates a pretty constant buzz of activity. She is smart, and likes to surround herself with bright and engaged people.

Home Life: Heather has 4 children and a black lab. They have two houses - a ski house and a house in the suburbs. During ski season, she feels like she is constantly schlepping between the two places. She'd like something, some how to feel her life could be simpler.



Personas

Last-home William

Overall Goal: Envisions a dream home in a beautiful location where he and his spouse can spend their retirement years living well, at low operational cost.

Level of knowledge: High, but willing to take new input. He has read as much as he can and understands the basic parameters. It's not his first time working with contractors or building a new home. If he trusts you, he'll listen and learn. Informational Sources: Economist, local paper, reference books, trusted friends and family members, sometimes a blog or email newsletter.

What he wants: A great overall result. Executive decision-making power. A source of pride and a site for family reunions, now including grandkids. Freedom from high monthly bills. The ability to enjoy retirement, travel.

Motivation for efficiency: It's a soft investment. He knows it may not pay off entirely in his own lifetime, but he can afford it. The concept of home.



Profession: Doctor

Location: Suburbs or somewhat rural

Personality: Thoughtful, active and generally social, but likes his quiet time.

Home Life: William has seen his 3 kids through college. 2 of them are married and have homes of their own. The youngest has a job and her own place to live, although she has not completely solidified her finances yet. William and his spouse like to cook and go for walks together. They host a monthly revolving dinner party

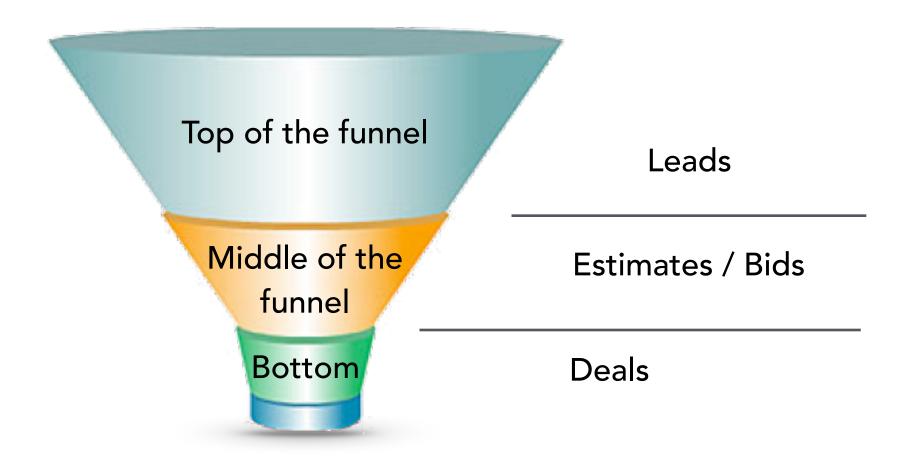
with about 10-12 friends, also babyboomers.





THE HIGH PERFORMANCE HOME BUYING PROCESS

Traditional Sales Funnel





High Performance Home Sales Funnel

Considering New House/ Renovation General Research/Gathering Top of Funnel Planning the House Researching Builders Estimates/Bids Middle of Funnel Negotiation Contract **Bottom of Funnel**





CRITICAL FEATURES OF HIGH PERFORMANCE BUILDER WEBSITES

1 Galleries

- Eye Candy is critical
- People want to dream
- Let them surf
- Quality images!

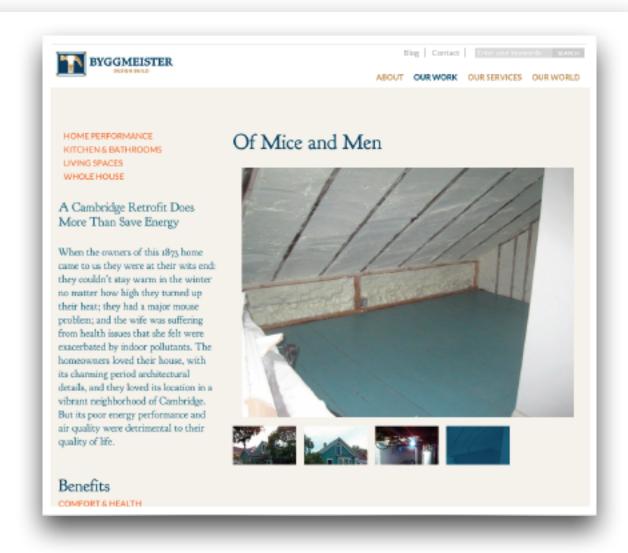






² Case Studies

- The details
- Determine the right level of detail for the audience





3

About Us / Working With Us

- Face it, people live in fear of bad contractor experiences
- Process
- Your company in the world Community, Pro bono

Are we a good fit for your project?

A high quality renovation isn't defined just by looks. It's defined by how well the workmanship holds up, how effectively the design accommodates your changing needs, and how efficiently your home operates over time. If you're looking for a contractor who's committed to the long term comfort and beauty of your home, we encourage you to get in touch. Company founder and president, Paul Eldrenkamp, would be happy to speak with you.





Content That Aligns With Search

- Brands & Certifications (Passive, Net Zero, etc)
- Issues & Concerns (IAQ, Healthy Home, Ventilation)
- Technologies (Heat, Cool, HRV, Solar, Electric integration, Microgrid)
- Services & Deliverables (Remodeling, Deep Energy Retrofit, Kitchen, Bathroom, Addition)











Multi-Stage Lead Capture

- Download a plan
- Attend a workshop
- Download Guide to Planning
 Your High Performance Home
- Attend open house
- Signup for Newsletter
- View online webinar

Considering New House/
Renovation
General Research/Gathering
Planning the House
Researching Builders

Estimates/Bids Negotiation

Contract

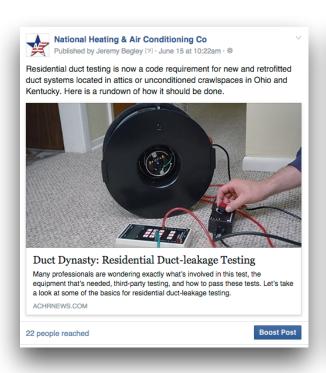




2016 MARKETING LANDSCAPE

(the rise of Facebook, Houzz, Pinterest)

Throttled Organic Reach







22 / 189

8 / 55

79 / 1226

12%

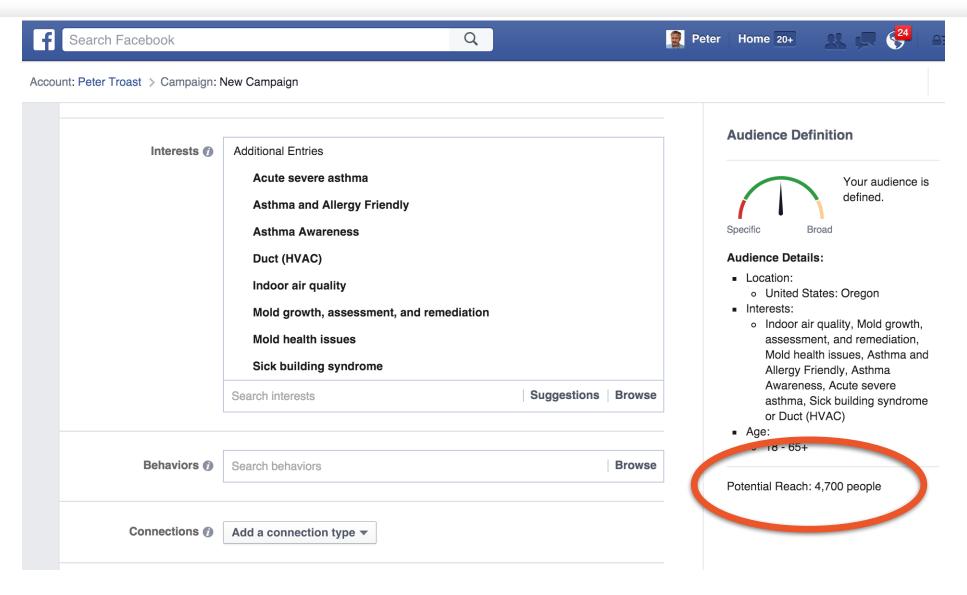
15%

6%



64

Amazing Targeting = Low Cost





Mind Blowing Targeting

Interests

Ventilation

Sick Bldg Syndrome

Mold Growth

Radon Mitigation

SEER

ASHRAE Handbook

R-Value

SIPs

HRV

Allergen

Thermal Comfort

Behavioral

Length of Residence

Recent Homebuyer

New Mover

Charities—Enviro

Home Renovation

Green Cleaners

AOL email

Gmail email

Primarily Cash

Watch Home Imp

Shows

Demographic

Expectant Parents

Very Conservative

Very Liberal

Donate to Liberal

Year Home Built

Square Footage

Home Value

Life Event: Newly Moved

Friends of Recently

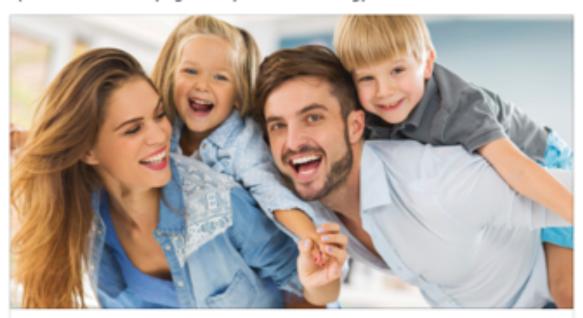
Moved

Liquid Assets

Net Worth



Spend less time worrying about your home's energy use.

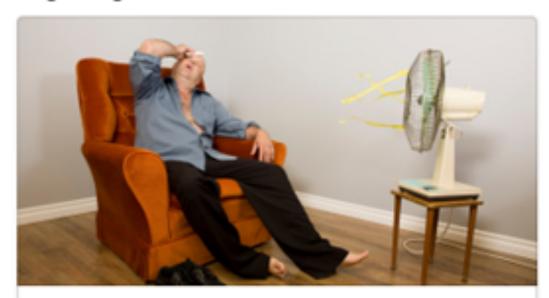


Free Home Energy Audit in Bellmore, NY

Our thorough home energy audit identifies whole home opportunities for energy savings. Plus, we make sure you're taking full advantage of NY and Long Island's amazing incentive and financing programs.

Like · Comment · Share

The Summer heat in New Jersey is just beginning.



Is Your Home Too Hot?!

With offers like 0% interest for 36 months,





Comment



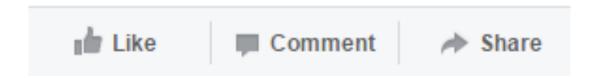
Share

Sponsored

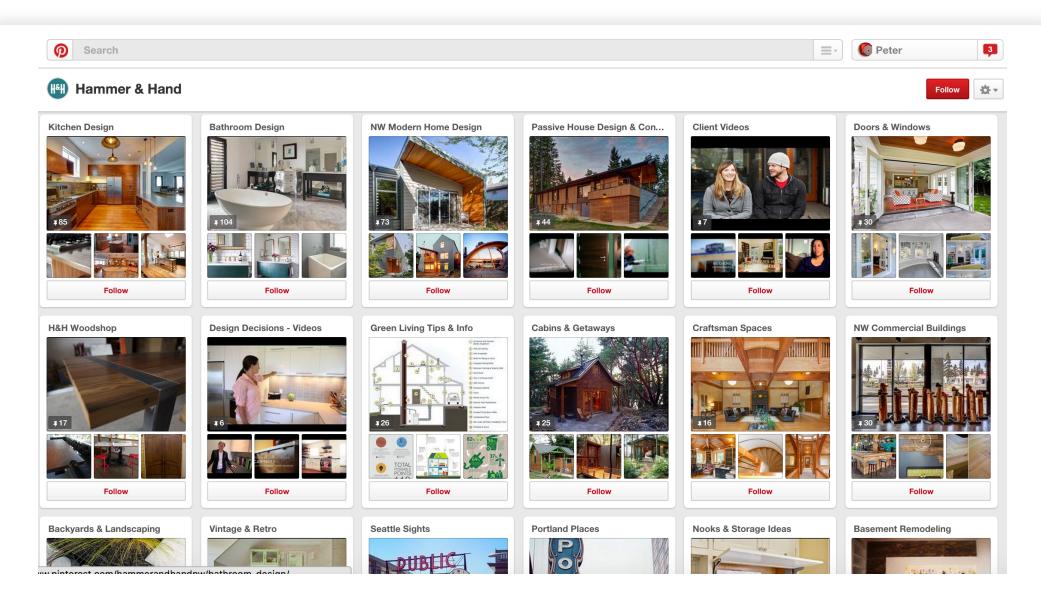
Too much of a good thing



24 Likes



Power of Pinterest





Houzz



Q Search Pros, Photos, Products & More...





Sign In

THE PHOTOS FIND PROS SHOP KITCHEN BATH BEDROOM LIVING OUTDOOR LIGHTING DECOR STORIES ADVICE



241 49 Followers Following



Custom residential construction along the Maine coast has been a focal point of our work for thirty years. Our team understands the demands the coastal environment places on buildings and has developed considerable expertise in construction details and methods designed to withstand them. Wright-Ryan Homes has the distinction of having built more award winning projects than any other builder in the State.

We operate a millwork and cabinetshop producing high quality custom cabinetry, Read More >

Cumberland County's Premier Home Builder

- General Contractors
- Contact: Allison Barton
- Location: 10 Danforth Street
 Portland, ME 04101





QUESTIONS?

Peter Troast

peter@energycircle.com

207.847.3644