

Home Energy Optimization

What to Expect



As part of the **Home Energy Optimization program**, a specially trained technician will spend 1–2 hours at your home during your set appointment, making tune-ups, identifying savings opportunities, and installing energy-saving items. The technician will activate and test the new products, showing you how best to use them, so you can start saving right away.

What to expect

A technician from PG&E's approved Home Energy Optimization participating contractor, will arrive at your home for your appointment.

After arriving, your technician will:

- Visually assess product installation areas, taking pre-installation photos as needed, and identify opportunities to save energy.
- Collect your copay, which is required before starting installation work.
- Log into your home's Wi-Fi.
- Help you log into the Sensi mobile app which will connect you to your smart thermostat.
- Assess and adjust your HVAC equipment as needed.
- Install energy-saving products.

How to prepare

Prior to your appointment, please be sure to have:

- Your smartphone
- The Sensi mobile app downloaded on your phone
 - [iTunes](#)
 - [Google Play](#)
- Your Wi-Fi password
- Payment for the service
- A PG&E My Energy Portal account and login

As part of the Home Energy Optimization program, PG&E is asking for your permission to share your energy usage data with its program implementer, ICF. Sharing access to the data allows PG&E to ensure the energy-saving products installed are effective. After installing the products, your technician will:

- Guide you in accessing the PG&E My Energy Portal. Here, you will access the Share My Data platform and select ICF from the dropdown list, allowing PG&E and ICF to check if the new products are helping you save energy. **See step by step instructions [here](#).**
- Walk through your home to ensure the installed equipment is working properly.
- Confirm your new equipment is connected to your Wi-Fi and/or mobile apps as needed.
- Address any remaining questions you have.