

Everything We Know About Google Home Services Ads— Are You Ready?

Peter Troast, Founder & CEO Energy Circle Webinar Series *August 9, 2017* 

## 5 Ways To Go Broke On Google Adwords



By Dan Paradee | July 25, 2017

### The definitive guide to putting yourself out of business over the internet.

\*Please do not take any of this advice, and if you are currently using these tactics, please contact us immediately.

If you could stand to lose some of that pesky cash you have lying around without any return, then this guide is for you. Running an AdWords campaign without any experience is comparable to burning money, except in this case the fire is a very successful company called Google.

Mismanaging an AdWords account is easy. That's why there are professionals who study the system every single day. If you don't feel like studying, and would rather market aimlessly, check out the easy to follow steps below.

## Broad Match Keyword Matches

The quickest way to burn through your budget without getting any results is to use broad match keywords. Broad match keywords allow your ads to show to people who type in keywords that are what Google deems "relevant" to your keyword. Google is smart...right? The table below shows how using broad match keywords can result in your ad showing for a variety of terms you might.



## The Hidden Dangers of Buying Leads



By Peter Troast | June 28, 2017

For many contracting businesses, purchased leads — from lead brokers, franchises, lead-only marketing firms, Google, HomeAdvisor — are the way of the world. This is especially rampant in solar, where an entire breed of lead sourcing companies dominates the top of the funnel, and this approach is becoming prominent in HVAC and home performance as well.

Being overly reliant on purchased leads is a bit like the path to alcoholism: one or two glasses of red wine each night is good for your heart, but when it starts to be bourbon in your OJ each morning it ultimately leads to dependency, a failing liver, and death.

The lure of outsourcing your lead generation is understandable. Companies that offer these services promise "no risk," "no money upfront," "100% performance based." If your business can rely on a third-party to provide a steady flow of leads at a cost that pencils (more on that math in a bit), then everything should be hunky dory, right?

Wrong. Here's why:

## Dependency

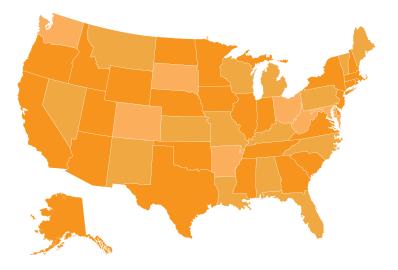
# **Energy Circle On The Road**

07/31 08/02: Building Science Summer Camp | Westford, MA

- 09/12 09/14: Contractor Leadership Live | Cleveland, OH
- 09/27 10/01: PHIUS Annual Conference | Seattle, WA
- 10/19 10/20: Home Performance Coalition SE | Southeast Regional | Greenville, SC
- 11/14 11/15: Home Performance Coalition CA | Long Beach, CA

## HPwES/Home Performance Coalition Sales & Marketing Workshops

09/07—Columbus, OH 10/05—Baltimore, MD 11/14—Long Beach, CA







Everything We Know About Google Home Services Ads— Are You Ready?

Peter Troast, Founder & CEO Energy Circle Webinar Series *August 9, 2017* 

## What We'll Discuss

- What are Home Services Ads?
- History: The Evolution of the Local SERP
- **Current Status**
- **Requirements: What is the Price of Admission?**
- How it Works
- **The Insulation Problem**
- Lead Economics—What We're Learning
- Implications/Recommendations

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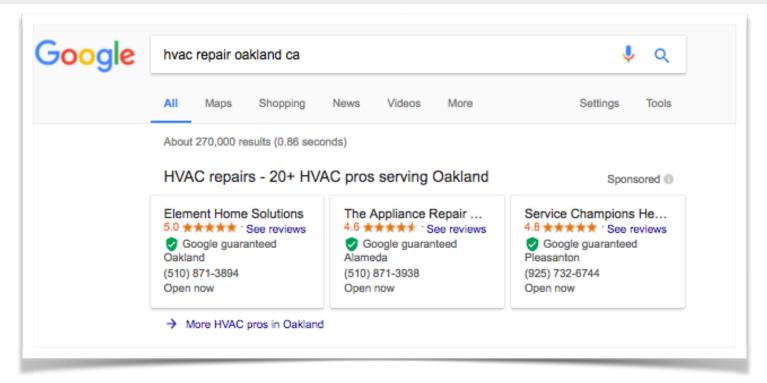
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# WHAT ARE HOME SERVICES ADS?

(HSA's)

# Intro to Home Services Ads



- New Google Ad Product—Top of Search Page (testing started 2 years ago)
- Affects all of HVAC & Insulation
- Charged as Price/Lead
- CA and Philadelphia Only, Rolling Out Nationally by Year End
- HomeAdvisor/Angies/Etc Killer?





# HISTORY: THE EVOLUTION OF THE LOCAL SERP

(search engine result page)

## Pre-August 2015

0

**#1 Boston Furnace Repair - WintersHomeServices.com** www.wintershomeservices.com/**Boston** (617) 855-7036 \$99 Off Service - Call Winters Now! Your Local Home Comfort Specialists Up-Front Pricing - Always On-Time Service - Fast & Reliable Experts

Wednesday - Techs Ready \$99 Furnace Tune-Up Boiler Repair/Service Emergency Service Now

A Boston, MA

B 77 Park Street Dorchester, MA

C Boston, MA

Boston, MA

E) 63 Hecla Street

Boston, MA

(F) Everett, MA

(781) 353-8852

(617) 288-2911

(617) 712-5060

(617) 209-4573

(617) 818-7601

(617) 394-1001

G 23 River Street

Dedham, MA

(781) 407-9800

D 182 Cottage Street #202

#### 24/7 Home Heating Repair

k www.newenglandheatingandcooling.com/ ▼ (857) 247-9716 Local Company 10% Off Service Calls All Systems Gas & Oil Free Estimate Gallery - Contact Us - Reviews - Articles

Heating Repair Services - Lanzaplumbing.com

20% Off All This Month On Heating Service & Repairs. Call Us Today!

#### Gas furnace repair Boston, MA - Yelp

www.yelp.com/search?find...Furnace+Repair...Boston%2C+MA \* Yelp \* Reviews on Gas furnace repair in Boston, MA Gomes Plumbing Heating and Cooling, ProSolutions Bath & Boiler, New Age Plumbing & Heating, Mr. Pipes ...

## Organic

Google

Paid

Heating Cooling Boston MA | Heating, Furnace Repair www.homeadvisor.com > Pro Ratings & Reviews > Massachusetts > Boston \* \*\*\*\*\*\* Rating: 4.7 - Review by HomeAdvisor Community Heating and Furnace Contractors Directory for Boston, Massachusetts. Find Customer-Rated, Prescreened Home Improvement Professionals for Boston, MA.

Heating Repair Boston www.heatingrepairboston.com Google+ page

Boston Standard Plumbing & Heating... bostonstandardplumbing.com 4.2 \*\*\*\*\* 13 Google reviews - Google+ page

Kellz Heating and HVAC Repair www.kellzheating.com 4 Google reviews - Google+ page

HVAC Boston www.hvac-boston.org 4 Google reviews

Gomes Plumbing and Heating www.gomesplumbing.com 4.9 \*\*\*\*\* 7 Google reviews · Google+ page

Metropolitan Air Conditioning/Heating... www.metropolitanhvacservice.com Google+ page

Gassco Inc www.gasscoinc.net 2 Google reviews · Google+ page

Map results for furnace repair boston, ma

Hudson Sudbury Waitham Ba Bon Mariborough Newton Framingham Needham Dedham Quincy CohaMag data ©20

Map for furnace repair boston, ma

#### Ads (1)

24-Hour Heating Repair www.calldipietro.com/ (978) 384-0132 Get Your Heating System fixed today DiPietro Heating-on call 24/7/365.

#### Furnace Service & Repair

www.sila.com/ T Home Heating Repair & Installations Schedule Your Appointment Today. 9 12 Manison Street, Stoneham, MA

#### Furnace repair

www.aireserv.com/reading -Fixed The First Time Or It's Free! Call Us In Reading, MA.

No Heat No Problem www.hoelectric.com/Get-Your-Heat -We Are Here For You 24hrs A Day! Boiler Service, Repair, Replacement

Furnace Repairs www.mrpipesplumbing.com/ -Call for Immediate Emergency Leak Repair in the Boston Area!

Same Day Heating Repair www.buxtonmehvacservices.com/ ~ (888) 403-2172 Immediate Response In Buxton, ME! Call Now For Same Day Repairs.

#### Furnace Repair Boston MA

www.chelseahvacservices.com/ ▼ (617) 370-5493 Affordable Furnace Repair. Serving Boston And East Boston, MA 9 96 Cottage St, Chelsea, MA

#### Home Heating Systems

www.bostonuniqueindoorcomfort.com/ ~ Energy-efficient home heating systems. Request a quote online!

## Google Paid

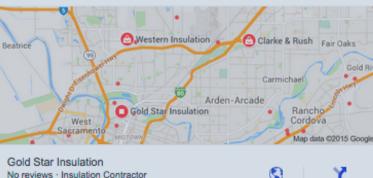
## Google Local 7 Pack

## Post-August 2015

Insulation/Air Sealing - semhq.net Acl alcal.semhq.net/ + Improve Your Home Energy Efficiency 10% Off All Products & Services Contact Us Now Our Services Get Instant Quote About Us

Sacramento CA Insulation - Professional Quality Contractors www.goldstarinsulation.com/ + (916) 229-6712 Free Estimates, Call Us Today! About Our Company - Contact Us

Insulation Contractors - cespro.net Mo www.cespro.net/ \* (916) 764-3780 Make Sure You Home Is Properly Air Sealed First. Give Us A Call Today! High Energy Bill Solution · CES Home Energy Audits · Home Air Sealing Services



C No reviews · Insulation Contractor N 10th St Website

Clarke & Rush 4.4 ★★★★★ 10 reviews · HVAC Contractor Open 24 hours

Western Insulation 4 reviews - Insulation Contractor N Market Blvd

Directions

Directions

C

Website

#### More insulation contractors

Home & Commercial Insulation Sacramento, California ... www.goldstarinsulation.com/ \*

Insulation Contractors in Sacramento, CA. Do you need an insulation company in the Sacramento, California area? Call Gold Star Insulation. Our team serves ...

#### Best Attic insulation in Sacramento, CA - Yelp www.yelp.com/search?find...Insulation...Sacramento%2C+CA \* Yelp \* Reviews on Attic Insulation in Sacramento, CA Carlos Insulation, Ruiz Insulation,

Attic Insulation Contractors jrputman.com/jr-putnam-attic-insulation + Offering The Very Best In Home Insulation Products. Call Us Today!

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Expert Insulation Service www.biosenv.com/Insulation + Efficiency Maine Qualified Partner. We Have The Best Solution, Call Us!

Spray Foam Insulation andersoninsulationme.com/spray-foam \* Save on heating & electric bills Request a free Quote in Maine & NH

#### A/c Installers Sacramento www.bellbroshvac.com/ \*

Local Air Conditioner Installation Payments as Low as \$89 Per Month.

J M Insulation www.jminsulation.co/ + (530) 713-6785

Removal & Installation Free quotes, affordable prices!

Insulation Company

www.adamsinsulation.net/ \* **Reliable Insulation Contractors.** Call Us In The Greater Bay Area.

See your ad here »

## Google Paid

## Google Paid

Google

Local

3 Pack

Organic

# Post-February 22, 2016

#1 Richmond Heat Repair - mawilliams-services.com

## Google Paid @ 4

## Google Local 3 Pack

## Organic

www.mawilliams-services.com/Richmond -		
30 Off Repair/Service. Call Today! Your Local, Reliable H 4/7 Emergency Service · Cost Effective Solutions · Satisfa		
69.95 Heater Tune-Up - Geothermal Experts - \$50 Off Ne		
Richmond Furnace Repairs - OneHourRich	nmond.com	
www.onehourrichmond.com/Richmond -		
ave On Your Next Energy Bill With Expert Furnace Repai leat Pump Installation - Total Comforft Guarantee - Indoor		
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mergency HVAC Repairs - wgspeeks.cor	n	
www.wgspeeks.com/   (804) 601-4577 ervice Technicians On Call 24/7. Proudly Serving Richmedian www.wgspeeks.com/   (804) 801-4577	and Since 1943	
old Weather Maintenance · Energy Efficient Systems · 70		
IVAC Services Richmond VA		
mechanicsvillevahvaccontractors.com/		
rust Our Friendly HVAC Experts Serving Greater Richmo		
ligh quality work · Written estimates · Punctual service · Bo		
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James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333	Michael & Son Richmo Map	nd data ©2016 Google 🍸
James River Air Conditioning Co.	Michael & Son Richmo Map	nd data ©2016 Google 🍸
ARWEST END ALS * * * * * (119) - Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333 Open until 11:30 PM	Michael & Son Richmo Map	nd data ©2016 Google 🍸
James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333 Open until 11:30 PM Michael & Son Richmond 4.2 * * * * (91) · HVAC Contractor 1407 Cummings Dr · (804) 360-7373	Michael & Son Richmo Map	nd data ©2016 Google 🍸
James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333 Open until 11:30 PM Michael & Son Richmond 4.2 * * * * (91) · HVAC Contractor 1407 Cummings Dr · (804) 360-7373	Michael & Son Richmo Map Website	nd data ©2016 Google Pirections
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Voodfin 4.8 * * * * (370) · HVAC Contractor 1823 N Hamilton St · (804) 730-5000	Michael & Son Richmo Map Website	nd data ©2016 Google Pirections
Voodfin 4.8 * * * * * (370) - HVAC Contractor	Michael & Son Richmo Map © Website Website	nd data ©2016 Google Pirections Directions
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## James River Air: Home www.jamesriverair.com/ -

... Conditioning Company Home Page | 1905 Westmoreland St. Richmond, VA ... we set out to provide furnace repair and HVAC maintenance like the Henrico ... Residential - Contact - Residential Coupons - 57 Tune-Up Special

#### AC & Heating Specialists | Michael & Son Services www.michaelandson.com/hvac-richmond/ ~

Emergency 24 HR Heating & AC Service. More often ... All of our Richmond VA Heating/Air Conditioning Trucks Are Fully Equipped with Everything You'll Need.

## Nada

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All Maps Shopping News Images More - Search tools

About 269,000 results (0.58 seconds)

## Google Home Services Ad

	fied HVAC pros serving Oakland t with trusted and experienced professionals in your area +	Sponsored 👩
1	Supreme Plumbing & Heating No ratings · Oakland BBB A+ rated · Free estimate	Send request (510) 500-5673
3	Azer Appliance & Refrigeration 4.0 ★★★★ Union City BBB A+ rated · Family owned & operated	Send request (510) 698-2135
	Haddon Heating & Cooling 5.0 ***** Concord BBB A+ rated - Diamond Certified	Send request (925) 635-4729

More HVAC pros

The Best 10 Heating & Air Conditioning/HVAC in Oakland www.yelp.com/search?cflt=hvac&find\_loc=Oakland%2C+CA • Yelp • The Best 10 Heating & Air Conditioning/HVAC in Oakland, CA. Showing 1-10 .... Serving Oakland and the Surrounding Area ... Triton Group HVAC Engineering ...

Atlas Heating & Air Conditioning Company - Yelp www.yelp.com > ... > Heating & Air Conditioning/HVAC \* Yelp \* \*\*\*\*\* Rating: 5 - 130 reviews Atlas Heating & Air Conditioning Company - Oakland, CA, United States. In Oakland ..... At this time I've already received service from another HVAC provider.

## Organic

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Yelp 
The Best Heating & Air Conditioning/HVAC in Oakland on Yelp. Read about places like: Heating Experts, Spot Free HVAC Air Services, Hassler Heating & Air ...

Our 68 Best Oakland HVAC Contractors | Angie's List www.angieslist.com > Local Reviews > CA > Oakland + Angie's List + Find HVAC Contractors in Oakland, CA. Read Ratings and Reviews on Oakland, CA HVAC Contractors on Angie's List so you can pick the right HVAC ...

Lavine And Company: Oakland, CA HVAC Contractor ... www.oaklandhvaccontractor.com/ 
Call Lavine and Company now at 510-244-2825 to learn more about HVAC Contractor in Oakland, CA.

19 Best Air Conditioning and HVAC Services - Oakland CA www.homeadvisor.com > Pro Ratings & Reviews > California > Oakland \* HVAC and Air Conditioning Contractors Directory for Oakland, California. Find Customer-Rated, Prescreened Home Improvement Professionals for Oakland, CA...

Heating & Air Conditioning in Oakland CA - Bigham's One ... www.onehourheatandac.com/heating-air-conditioning/oakland-c/ -Air Conditioning & Heating Company serving Oakland CA, Bigham's One Hour ... Hour Heating and Air Conditioning is a full service HVAC company in Oakland. Alameda Air Conditioning, Heating & Ventilation (HVAC) www.diamondcertified.org/alameda-air-conditioning-heating-ventilation... \* HVAC system installation and repair in Alameda County, including Oakland CA. A quality home HVAC system can keep your home comfortable in all seasons.

TOP 10 Heating, Ventilation & Air Conditioning - HVAC ... www.primebuyersreport.org/ca/oakland-air-conditioning-heating-ventila... • The TOP 10 HVAC Contractors in Alameda County by The Prime Buyer's Report. ... Berkeley CA, Oakland CA, Alameda CA, Piedmont CA, Emeryville, .

Oakland, CA 94601 | Air Conditioning | Heating | HVAC ... comfyhvac.com/oakland-air-conditioning-heating.htm \* Our HVAC experts have years of experience installing, maintaining and repairing home heating and cooling systems in Oakland, CA, and we are always happy ...

#### Furnace Repair Oakland CA

www.qualtechhvac.com/ ▼
 \$25 Off Repair For 1st Time Customers In East Bay Area!
 AC Tune Up \$69 · \$25 Off 1st Time Repair · \$40 Off Duct Cleaning
 Heating & Cooling Service - Contact Us - Qualtech - Specials
 ♀ 4115 Blackhawk Plaza Cir #100, Danville, CA

#### Oakland HVAC Services

[35] www.onehour-heat-and-air.com/**Oakland →** Diamond Certified Repair & Install. On Time Same Day Service Call Now! Guaranteed Repairs · 24/7 Emergency Service · Locally Owned & Operated Independently Rated Highest in Quality – Diamond Certified

Oakland, CA HVAC Services Www.mooremechanical.com/Oakland \* Repairs, Installs & Replacements. Certified Technicians. Call Today! 30+ Years in Business - Diamond Certified - Family Owned & Operated A+ Accredited Business - BBB.org

Searches related to hvac oakland ca

atlas heating and air conditioning company oakland ca atlas heating oakland heating and cooling oakland, ca furnace repair oakland lavine and company oakland ca atlas heating south san francisco harry clark heating atlas gas furnace Google Paid

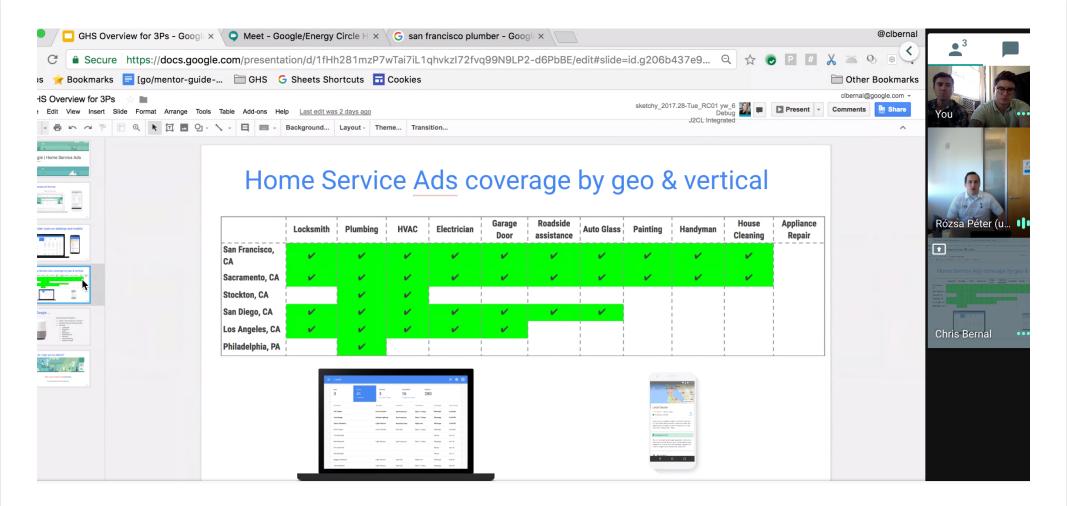
Google	hvac repair oakland ca	<u>୍</u>
	All Maps Shopping News Videos More	Settings Tools
	About 270,000 results (0.86 seconds)	
	HVAC repairs - 20+ HVAC pros serving Oakland	Sponsored
Home Services Ads	5.0 ***** See reviews     4.6 ***** See reviews       Ø Google guaranteed     Ø Google guaranteed       Oakland     Alameda       (510) 871-3894     (510) 871-3938	Service Champions He 4.8 * * * * See reviews Google guaranteed Pleasanton (925) 732-6744 Open now
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Google Paid	Oakland BBB A+ HVAC Technician - Diamond Certifie         Ad       eb.onehour-heat-and-air.com/Oakland ▼ (510) 969-6777         Providing Quality, Service, Integrity, And Convenience. Call Now!         Locally Owned & Operated · 24/7 Emergency Service · Guaranteed Repair         Highlights: On-Time Service, Straightforward Pricing         HVAC Repair - Quality Work - No Surprises - airmenh         Ad       www.airmenheatingandair.net/ ▼ (888) 259-7783         Call Our HVAC Repair Experts. Make An Appointment And Save.	rs · Licensed & Insured
Google Local 3 Pack	Rating - Hours - Atlas Heating and Air Conditioning Company Mater Values Heating and Air Conditioning Company Mater Values Heating and Air Conditioning Company Atlas Heating and Heating Atlas Heating Air Conditioning Company Atlas Heati	Volcanic Regional Preserve Montecase Map date 02017 Google WEBSITE DIRECTIONS

## Organic



# **CURRENT STATUS**

# Two Weeks Ago from Google





# Two Weeks Ago from Google

	Locksmith	Plumbing	HVAC	Electrician	Garage Door	Roadside assistance	Auto Glass	Painting	Handyman	House Cleaning	Appliance Repair
San Francisco, CA	×	×	×	×	×	~	~	~	×	×	
Sacramento, CA	×	×	×	<ul> <li>Image: A second s</li></ul>	×	×	× .	×	×	×	
Stockton, CA		~	~			1					1   
San Diego, CA	×	~	~	<ul> <li></li> </ul>	×	×	×				1
Los Angeles, CA	~	~	~	~	×						1
Philadelphia, PA		×				1					1

**Known Google Outreach**: Long Island, Atlanta **Press**: Nationwide by end of 2017



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# Google's "Big" Differentiator

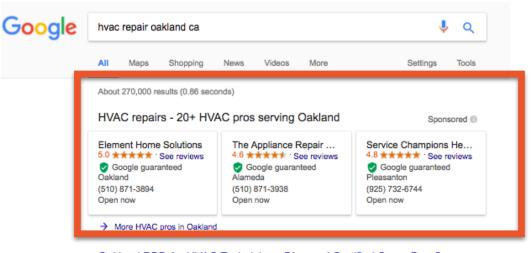
## Google guaranteed

This pro is backed by the Google guarantee, which means they're licensed, insured, and pre-screened. Any job you book with them is guaranteed to be done right or your money back. Learn more

\*Up to \$2,000 Lifetime



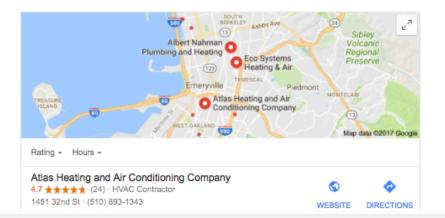
## Google's "Real" Differentiator



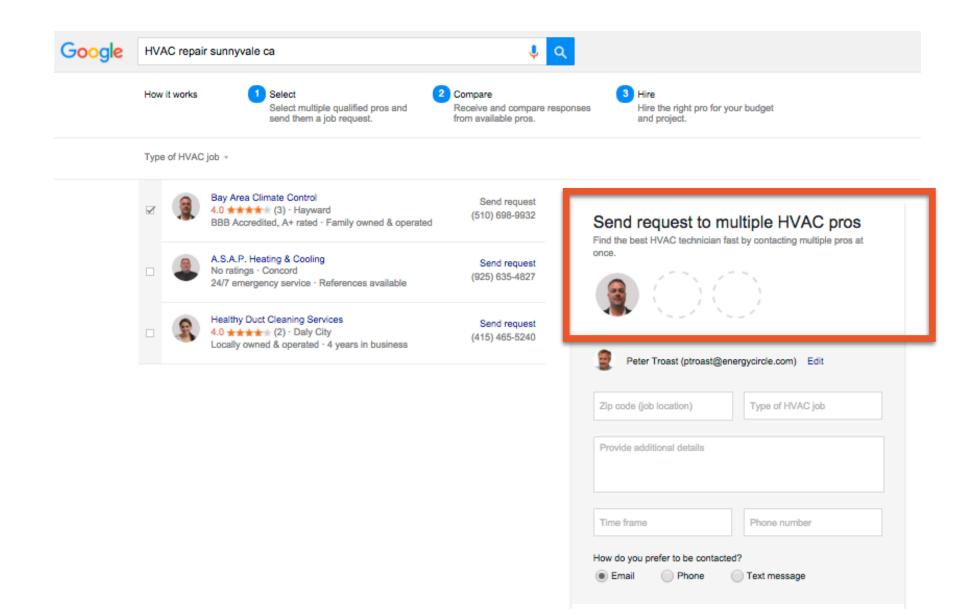
Oakland BBB A+ HVAC Technician - Diamond Certified Same Day Svc [Ad] eb.onehour-heat-and-air.com/Oakland 
(510) 969-6777 Providing Quality, Service, Integrity, And Convenience. Call Now! Locally Owned & Operated · 24/7 Emergency Service · Guaranteed Repairs · Licensed & Insured Highlights: On-Time Service, Straightforward Pricing...

HVAC Repair - Quality Work - No Surprises - airmenheatingandair.net

Ad www.airmenheatingandair.net/ - (888) 259-7783 Call Our HVAC Repair Experts. Make An Appointment And Save.







You'll typically receive responses within hours.

Cancel

Send (1)

Privacy



# REQUIREMENTS: WHAT'S THE PRICE OF ADMISSION?

# **Minimum Requirements**

## What's included in a background check

For each worker, the background check includes inquiries about Social Security number validity and criminal history (including cross-checks against national sex offender and terrorist/sanctions registries). At the company level, the process also includes professional license and insurance verifications, as well as civil litigation history (including judgments and liens from federal and state courts).

- Background Checks—100% No Criminal History for All Customer Facing Employees
- License Check
- Insurance Check

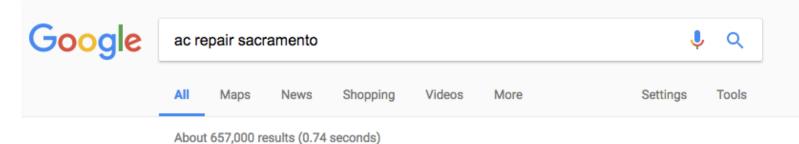


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# HOW IT WORKS. FUNCTIONAL DETAILS.

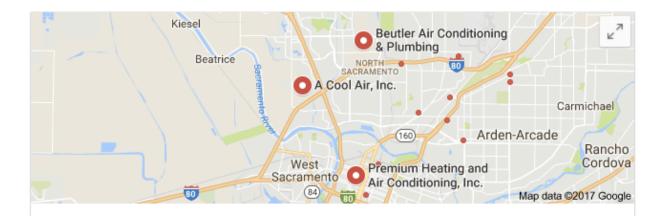
# **Engaging HSA Ads**



About 657,000 results (0.74 seconds)

#### AC repair - 50+ HVAC pros serving Sacramento Sponsored Bell Brothers Plumbing, ... Gilmore Heating Air Solar Beutler Heating & Air Co... 4.8 ★★★★★ · See reviews 4.8 ★★★★★ · See reviews 4.6 \*\*\*\* See reviews Google guaranteed Google guaranteed Google guaranteed Sacramento Sacramento Sacramento (916) 905-7000 (916) 936-0928 (916) 915-8319 Open 24/7 Open 24/7 Open now

#### → More HVAC pros in Sacramento





## Click on Contractor HSA

Soogle guaranteed - Pros are pre-screened and insured. You're guaranteed to g	et the job done right or your money back. Learn more
Element Home Solutions 5.0 ★★★★ · BBB Accredited A+ rated Open now until 6 PM + © Google guaranteed Oakland	X (510) 871-3894 Send Request
<ul> <li>Overview</li> <li>Element Home Solutions specializes in all aspects of residential and commercial HV, services as well as Attic &amp; Crawlspace insulation removal and installation and air duc cleaning. We offer you More</li> <li>Google guaranteed - Get the job done right or your money back. Learn more</li> <li>Qualifications</li> <li>Background checked, Insured, Contractor License B, C-20 997392. Learn more</li> <li>Services</li> <li>Install heating system, Install ducts &amp; vents, Clean ducts &amp; vents, Install AC, HVAC maintenance, AC maintenance, Heating maintenance</li> <li>Service areas</li> <li>Alameda, Alamo, Albany, Antioch, Bay Point, Berkeley, Blackhawk, Campbell, Castro Valley, Concord, Cupertino, More</li> </ul>	
The Appliance Repair Doctor         4.6 ★★★★★ · BBB Accredited A+ rated       Open now until 11 PM ✓         ② Google guaranteed         Alameda	📞 (510) 871-3938 🕥 Send Request
Service Champions Heating & Air Conditioning         4.8 ★★★★ · BBB A+ rated         Open now until 8 PM ←         Google guaranteed         Pleasanton	C (925) 732-6744 Send Request
Barker Mechanical Services       4.7 ★★★★★ · BBB A+ rated       Ø Google guaranteed       Dublin	(925) 725-1052 SEND REQUEST



# Click on "More HVAC Pros"

Google	heating repair sa	an francisco		ال م			Sign in
Home Services							Sponsored 🚯
			Find	ا the right HVAC ا	pro for the job		
		ZIP code Type of HV	'AC job	•		REFINE RESULTS	Video Video
		🥏 Google guaranteed - F	Pros are pre-screened and	l insured. You're guaranteed to ge	t the job done right or your money bac	ck. Learn more	
		Element Home Solutions 5.0 ***** · BBB Accredi © Google guaranteed Oakland		Closed now Opens at 8 AM -	<b>L</b> (510) 871-3894	SEND REQUEST	
		The Appliance Repair Do 4.6 ★★★★★ · BBB Accredi Google guaranteed Alameda		Open now until 11 PM 🗸	📞 (510) 871-3938	SEND REQUEST	
		Healthy Duct Cleaning Se 4.8 **** © Google guaranteed Daly City	ervices	Closed now Opens at 8 AM ←	<b>L</b> (415) 993-1965	SEND REQUEST	
		Hi-Tech Heating and Air 4.5 ★★★★ · BBB A+ rate © Google guaranteed San Bruno	d	Open 24/7 👻	<b>(</b> 925) 725-1172	SEND REQUEST	



# Full Listing, Top Spot

Scoople guaranteed - Pros are pre-screened and insured. You're guaranteed to get the job done right or your money back. Learn more

#### Element Home Solutions

5.0 ★★★★ + BBB Accredited A+ rated ② Google guaranteed Oakland Closed now Opens at 8 AM - (510) 871-3894

SEND REQUEST

×

#### Overview

Element Home Solutions specializes in all aspects of residential and commercial HVAC services as well as Attic & Crawlspace insulation removal and installation and air duct cleaning. We offer you the finest and reliable services at a very reasonable rate. If you are looking for professional and expert services then you are at the right place. Contact Element Home Solutions for all of your HVAC, attic clean up and insulation services. Less

Google guaranteed - Get the job done right or your money back. Learn more

#### Qualifications

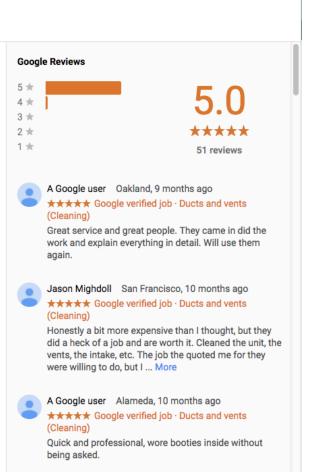
Background checked, Insured, Contractor License B, C-20 997392. Learn more

#### Services

Install heating system, Install ducts & vents, Clean ducts & vents, Install AC, HVAC maintenance, AC maintenance, Heating maintenance

#### Service areas

Alameda, Alamo, Albany, Antioch, Bay Point, Berkeley, Blackhawk, Campbell, Castro Valley, Concord, Cupertino, Danville, Dublin, East Palo Alto, El Cerrito, El Sobrante, Emeryville, Foster City, Fremont, Hayward, Lafayette, Livermore, Los Altos, Los Altos Hills, Los Gatos, Martinez, Millbrae, Milpitas, Moraga, Mount Hamilton, Mountain View, Newark, Oakland, Orinda, Pacifica, Palo Alto, Piedmont, Pittsburg, Pleasant Hill, Pleasanton, Redwood City, Richmond, San Bruno, San Carlos, San Francisco, San Jose, San Leandro, San Lorenzo, San Mateo, San Pablo, San Ramon, Santa Clara, South San Francisco, Stanford, Sunnyvale, Sunol, Union City, Walnut Creek, Woodside Less





# Refining Search by Job Type

## Find the right HVAC pro for the job

95677	Repair AC		REFINE RESULTS
	Sector Sector		



# Reranking by Job Type

Fin	d the right HVAC p	oro for the job	
95677, Repair AC Edit			
Soogle guaranteed - Pros are pre-screened a	nd insured. You're guaranteed to get	the job done right or your money bac	k. Learn more
Brower Mechanical 4.5 * * * * • BBB Accredited A+ rated © Google guaranteed Rocklin	Closed now Opens at 8 AM ←	<b>L</b> (916) 936-0906	SEND REQUEST
Service Champions Heating & Air Conditionin 4.8 ★★★★★ · BBB Accredited, A+ rated	ng Open now until 7 PM ↓	<b>L</b> (916) 836-0828	SEND REQUEST
Bell Brothers Plumbing, Heating and Air Cond 4.8 ★★★★ · BBB Accredited A+ rated ⊘ Google guaranteed Sacramento	dit Open now until 7 PM ↓	<b>L</b> (916) 905-7000	SEND REQUEST

# Prompt for Selecting Multiple

Google	ac repair sacram	iento	ę d			Sign in
Home Services						Sponsored 🕕
		Fi	nd the right HVAC p	oro for the job		
		ZIP code Repair AC	v		REFINE RESULTS	tidar tidar
		<ul> <li>Google guaranteed - Pros are pre-screened</li> <li>Bell Brothers Plumbing, Heating and Air Co</li> <li>4.8 ***** · BBB Accredited A+ rated</li> <li>Google guaranteed</li> <li>Sacramento</li> </ul>		the job done right or your money ba	ack. Learn me	
		Gilmore Heating Air Solar 4.8 ***** • BBB Accredited A+ rated © Google guaranteed Sacramento	Open 24/7 🗸	🍋 (916) 936-0928	SEND REQUEST	
		Beutler Heating & Air Conditioning 4.6 **** © Google guaranteed Sacramento	Open 24/7 🗸	<b>L</b> (916) 915-8319	SEND REQUEST	



# Select & Prompt

Find	the right HVAC p	oro for the job		
95677, AC maintenance Edit				
Google guaranteed - Pros are pre-screened and in	nsured. You're guaranteed to get	the job done right or your money ba	ck. Learn more	
Brower Mechanical 4.5 ★★★★ · BBB Accredited A+ rated ② Google guaranteed Rocklin	Closed now Opens at 8 AM 👻	<b>L</b> (916) 936-0906	✓ SELECTED	•••
Service Champions Heating & Air Conditioning 4.8 ★★★★★ · BBB Accredited, A+ rated	Open now until 7 PM 👻	<b>L</b> (916) 836-0828	SELECTED	
Bell Brothers Plumbing, Heating and Air Condit 4.8 ★★★★ · BBB Accredited A+ rated <ul> <li>Google guaranteed</li> <li>Sacramento</li> </ul>	Open now until 7 PM 👻	<b>L</b> (916) 905-7000	✓ SELECTED	
Ace Plumbing Heating & Air Conditioning		-		
Select 2–3 pros to contact Brower Mechanical  Service Champions He	Bell Brothers Plumbin 😣		NEXT	



# **Answer Questions**

wer a few que	estions				
er Mechanical	Service Champions He	Bell Brothers Plumbin	3 HVAC pros selected	95677, Repair AC	
Describe	e the job				
What's the p	problem?		When did the pro	blem start?	
Select all t	hat apply	Ŧ	Select one		Ŧ
What kind o	f location?		Which phase are	you in?	
Select one		•	Select one		-
Any more in	fo? (optional)				
Specify					
				BACK	NEXT

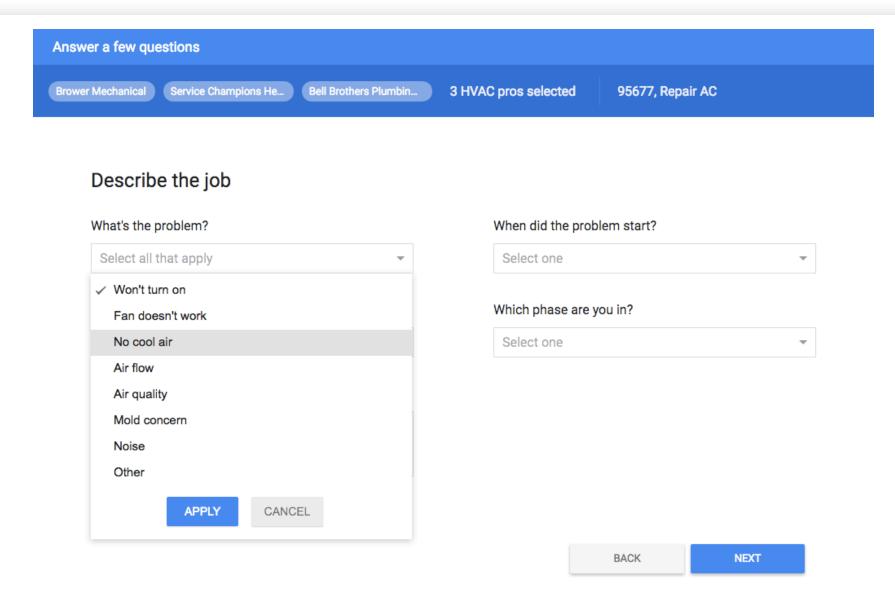


## **Answer Questions**

wer Mechanical Service Champions He Bell Brothers Plumbin.   Describe the job   What's the problem?   Won't turn on   What kind of location?   Residence		
What's the problem? Won't turn on	n 3 HVAC pros selected 95677, Repair AC	
What's the problem? Won't turn on		
Won't turn on 👻 What kind of location?		
What kind of location?	When did the problem start?	
	Today	Ŧ
Residence	Which phase are you in?	
	Ready to hire	~
Any more info? (optional)		
Specify		
	BACK	



# Job & Problem Taxonomy





### Home Services Ad Options 🛛 ☆ 🤷

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fx Duct and Vents

<i>J</i> ~	A	В	С	D	E	F
1	Duct and Vents	Heating System	HVAC Maintenance	AC System	Thermostat	Other HVAC Work
2	Clean Ducts & Vents	Heating Maintenance	Older than 3 years	Install Or Repair - Central AC	Install or Replace	
3	Install Ducts & Vents	Install Heating System	3-5 years		Central Heat	
4	Repair Ducts & Vents	Repair Heating System	6-10 years	Install, Maintain & Repair	Central Cooling	
5	Heating/Cooling	Forced Air	Less than 10 years	Window Unit	Electric Baseboard	
6	Dryer	Furnace	Not Sure	Wall Unit	Heat Pump	
7	Kitchen Exhaust	Not Sure		Portable Unit	Fireplace	
8	Bathroom Exhaust	Other		Not Sure	Not Sure	
9	Other			Other	Other	
10						
11		What's the Problem?	(Last Check-Up)	What's the Problem?	Repair Or Reprogram	
12		No heat	6 Months Ago, Or Less	Won't Turn On	Mechanical/Manual	
13		Low heat	6-12 Months Ago	Fan Doesn't Work	Digital non-programma	able
14		Noise	12-24 months Ago	No Cool Air	Digital Programmable	
15		Gas smell	Less than 24 months	Air Flow	Nest or other smart style	
16	-	Pilot light is out	Never	Air Quality	Not Sure	
17		Other	Not sure	Mold Concern	Other	
18			Other	Noise		
19				Other		
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31	Key:					
32	Bold	Type of HVAC Job				
33	Italics	Service Needed				
34	Regular Text	Type of Equipment/Service				

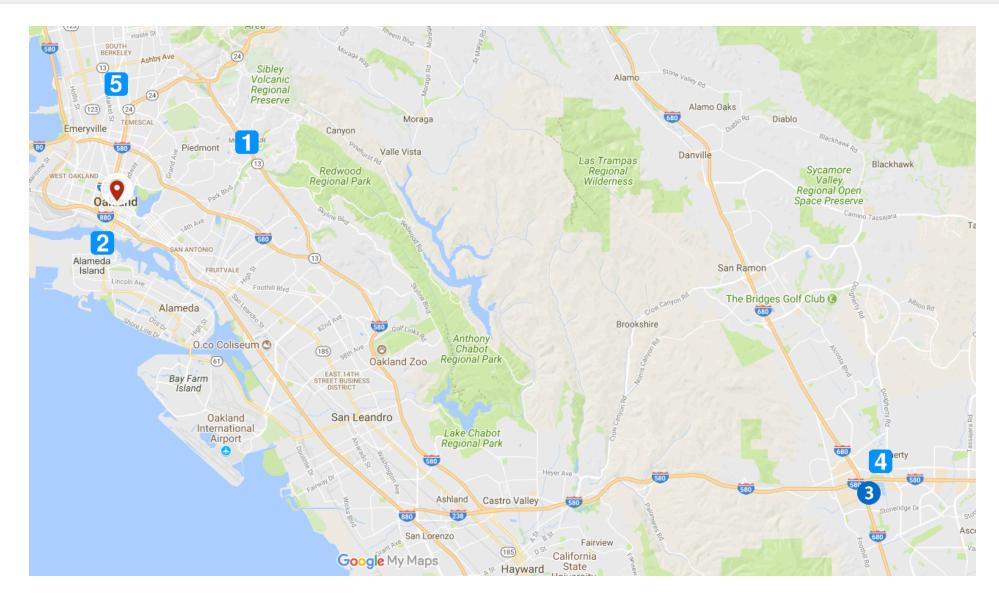
# What We Know About Rankings

Google guaranteed - Pros are pre-screened and in	sured. You're guaranteed to get the j	job done right or your money back.	Learn more
The Appliance Repair Doctor 4.6 * * * * * BBB Accredited A+ rated 9 Google guaranteed Nameda	Open now until 11 PM 👻	📞 (510) 871-3938	SEND REQUEST
Service Champions Heating & Air Conditioning 1.8 ***** • BBB A+ rated 9 Google guaranteed Pleasanton	Open now until 8 PM 👻	<b>(</b> 925) 732-6744	SEND REQUEST
Element Home Solutions 5.0 ***** · BBB Accredited A+ rated 9 Google guaranteed Dakland	Open now until 6 PM 👻	📞 (510) 871-3894	SEND REQUEST
Barker Mechanical Services 1.7 ***** • BBB A+ rated 9 Google guaranteed Dublin	Open now until 5 PM 👻	🍋 (925) 725-1052	SEND REQUEST
Healthy Duct Cleaning Services 1.8 ***** 9 Google guaranteed Daly City	Open now until 8 PM 👻	🐛 (415) 993-1965	SEND REQUEST
Climate Solutions 5.0 ***** 9 Google guaranteed Jnion City	Open now until 8 PM 👻	🐛 (510) 871-3945	SEND REQUEST
Hi-Tech Heating and Air 1.5 * * * * * • BBB A+ rated 9 Google guaranteed San Bruno	Open 24/7 +	🍋 (925) 725-1172	SEND REQUEST
Bay Area Climate Control 4.4 * * * * * BBB Accredited A+ rated 9 Google guaranteed Hayward	Open now until 5 PM +	📞 (510) 871-3905	SEND REQUEST

## 1. Approved for Google Guarantee

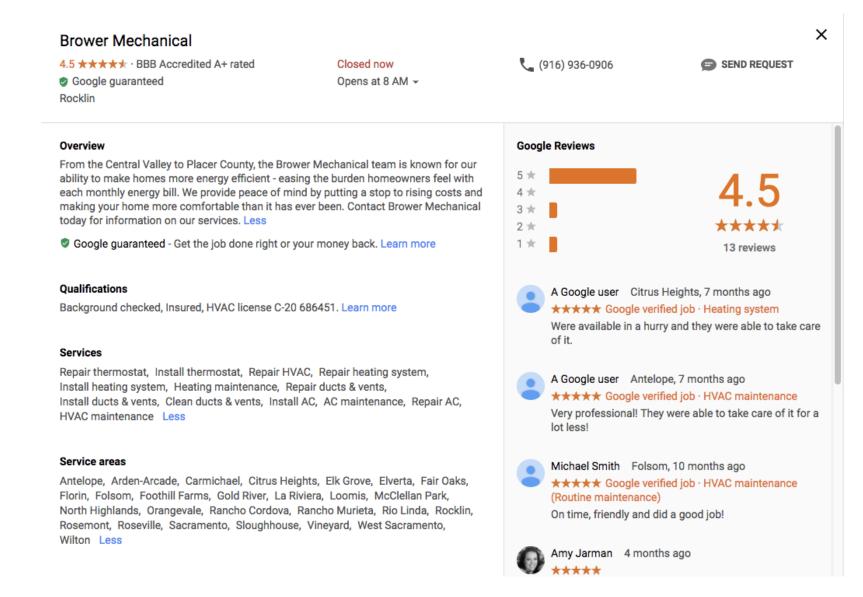
- 2. Presence of Google My Business (GMB) reviews
- 3. Proximity to ZIP code of search

## **Guarantee Ranks Over Proximity**





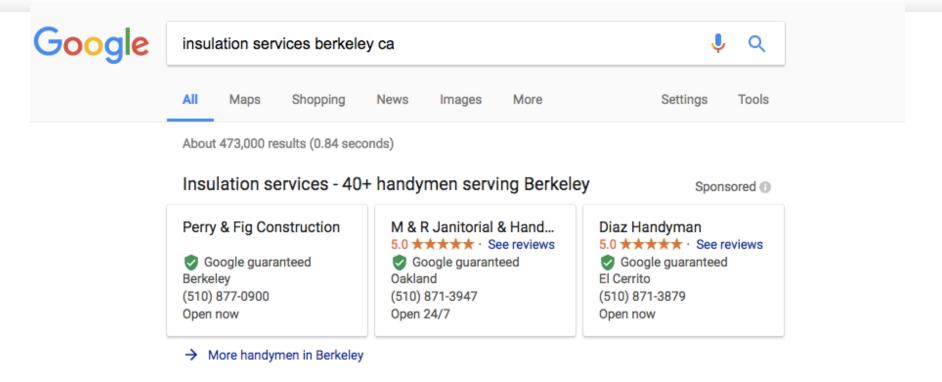
### HSA Reviews + GMB Reviews

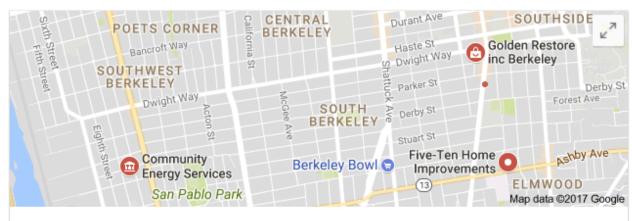




# THE INSULATION PROBLEM

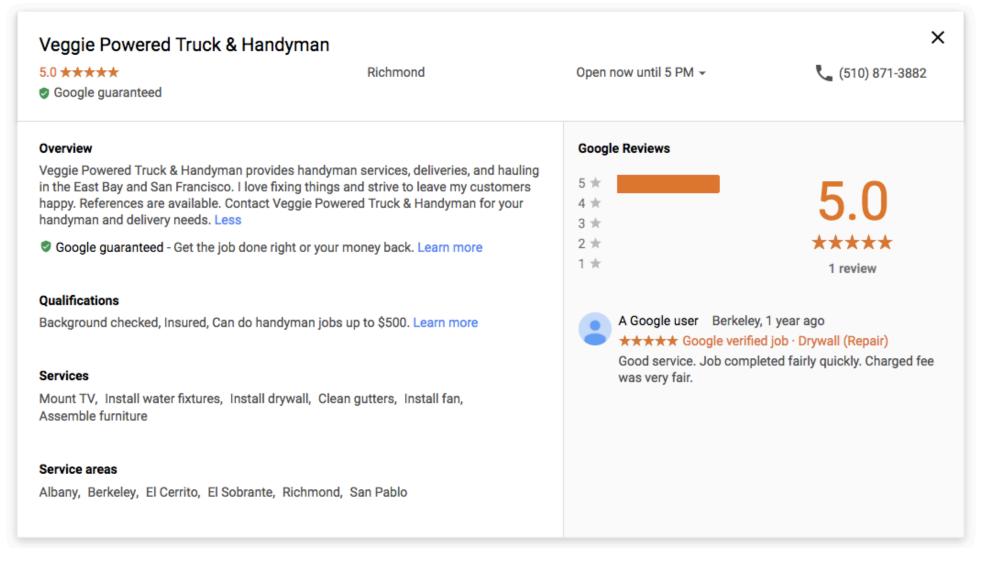
### "Insulation" Delivers Handymen





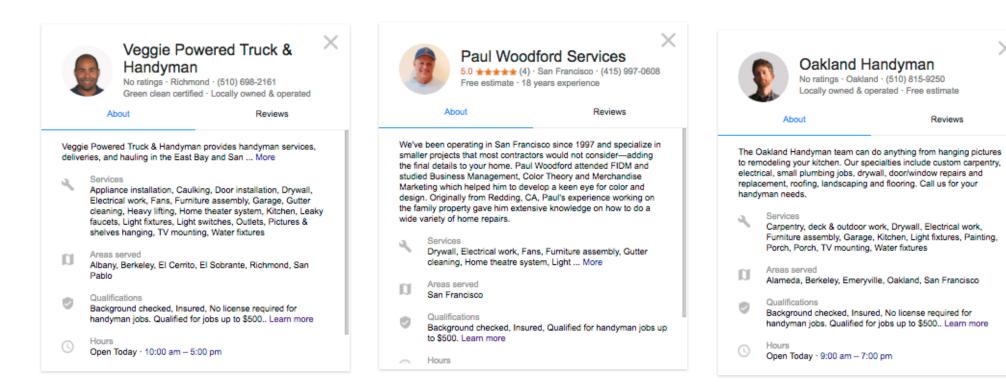


# **Veggie Powered!**





41



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Reviews



# **LEAD ECONOMICS**

#### Lead Economics

\$50 for a nonexclusive lead sold to you & two competitors

33% chance of customer contact

Real cost/lead: \$150

Close rate: 33%

Full Acquisition Cost/job: \$450

Minimum Job Size at 7% CAC: \$6,429



8/9/17

44



# IMPLICATIONS & RECOMMENDATIONS

# Implications of HSA's Going Nationwide

- Significant Impact on HVAC & Insulation
- Page One Prominence --> It Will Siphon Traffic
- Currently the Economics Do Not Work

Feedback from our clients is most leads are for service, not install

• Distinct Small Company Bias

Easier to pass background checks \$2000 Lifetime Guarantee

Skews Market to Think Small

One size fits all for locksmith, plumber, handyman Positions HVAC and Building Envelope as small commodity jobs

• Multiple Vendor Approach Hurts: Be On Your Digital Game



### **Our Recommendations**

- Sign Up (No obligation)
- Choose Categories Carefully
- Assess Keyword Strategy Against Categories Google knows...
- Focus on Google My Business Reviews
- Prepare for Background Checks
- In the Program Already? Report back to us!

	Interested in Home Services? Stare some information about your business, and well get in touch as we extend the pilot to new areas and types of businesses. Ourmently available in select cities in Los Angeles, San Diego, Sacamento, Stockton, and the San Francisco Bay area. Verticals may vary by location.					
gories	Business name *		First name *			
	Business city *		Last name *			
	State *	-	Title *			
	Website URL e.g., http://www.google.com		Phone number *			
			Email address *			
	Number of U.S. employees and contractors *					

What is the best way to categorize your business? Check all that apply. Plumber House Cleaner Locksmith Handyman Contractor Electrician General Contractor Painter Garage Door Pro Heating, Ventilation and Air Conditioning (HVAC) Roadside assistance service Auto glass service Other



# **Questions?**

#### Founder/CEO of Energy Circle

peter@energycircle.com

Linked In: Peter Troast

Twitter: @EnergyCircle

G+: Energy Circle

Facebook: Energy Circle

#### Volunteer/Pro Bono

Efficiency First Home Performance Coalition 1000 Home Challenge Mallett Deep Energy Retrofit







#### Home Services Ad Options 🛛 📩 🖿

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	A	В	с	D	E	F	G	н	1
	Duct and Vents	Furnace or Forced Air System	Heat Pump	HVAC Maintenance or TuneUp	AC System	Air Quality System	Dehumidifier or Humidifier	Thermostat	Other HVAC Wor
	Install or Replace	Install or Replace	Install or Replace	Less than 1 year	Install Or Replace - Central AC	Install or Replace	Install or Replace - Dehumidifier	Install or Replace	
	Repair or Clean	Natural Gas Fired	Gas (Central Heat)	1-5 Years		Electrical Attraction	Desiccant	Furnace	
	Heating or Cooling Vents	Propane Gas Fired	Electric (Central Heat	5-10 Years	Install or Replace - Window AC	Electrostatic Precipitating - "electronic"	Mechanical	Boiler Radiator	
	Dryer Vents	Oil Fired	Hydronic Baseboard Heat	10-15 Years	In Window Opening	Whole House Electrostatic Precipitating	Other	Heat Pump	
	Both	Electric Fired	Radiant Heat (Floors)	Older Than 15 Years	Mounted To Wall	HEPA Air Cleaner	Not Sure	Radiant Floor Heat	
	Not Sure	Not Sure	Wood Stove	Not Sure	Want Recommendation	Clean Air Cabinet		Other	
		Other	Pellet Stove	Repair Or Clean	Not Sure	Other	Install or Replace - humidifier	Not Sure	
			Electric Wall Heater		Other	Not-Sure	Ultrasonic warm/cool mist		
)		Repair	Not Sure	(Last Tune Up)			Ultrasonic cool mist	Repair Or Reprogram	
		Preventative Maintenance	Other	6 Months Ago, Or Less	Repair or Maintain - Central AC	Repair or Relocate	Evaportive cool mist	Furnace	
		No Heat In One Room		6-12 Months Ago	Maintenance	(When Was Filter Cleaned	Air washer	Boiler Radiator	
3		No Heat In Any Rooms	Repair or Maintain	More Than 12 Months Ago	Unit Not Running	Just cleaned Filters	Steam Vaporizer	Heat Pump	
4		Not Warm Enough	Nothing Happens When Turned O	n Not Sure	No Air Conditioning In One Room	3 Months Ago Or Left	Other	Radiant Floor Heat	
5		Pilot Light Off	Not Warm Enough		No Air Conditioning In any Rooms	4-6 Months Ago	Not Sure	Other	
3	-	Odd Noises	Runs Constantly		Not Cool Enough In One Room	7-12 Months Ago		Not Sure	
7		Gas Smell	Cold Air Instead of Warm		Not Cool Enough In Any Rooms	More Than 12 Months Ago	Repair or Relocate - Dehumidifier		
в		Leakage	Maintenance		Leaking	Other	System Stopped Working		
9		Other	Other		Other	Not Sure	Overflows Or Leaks		
D							Freezes Up		
1					Repair or Relocate - Window AC		Smells Bad		
2							Air Too Dry		
3							Air Too Moist		
4							Mold or Mildew		
5							Maintenance		
6							Other		
7									
3							Repair or Relocate - Humidifier		
9							Air Too Dry		
)							Air Too Moist		
1	Key:						Mold or Mildew		
	Bold	Type of HVAC Job					Not Getting Water		
3	Italics	Service Needed				Using Too Much Water			
4	Regular Text	Type of Equipment/Service				Clogged/Solidified Wick or Sponge		•	
5			_			Grill Caked with Mineral Deposits			
6							Maintenance		
17							Other		



Comments 2. Share