



# DELIVERING A HIGH QUALITY CUSTOMER EXPERIENCE—WITH KEITH O'HARA

**Peter Troast, Founder & CEO**  
Energy Circle Webinar Series

**Keith O'Hara, President, CEO**  
Eco Performance Builders

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## Categories of Differentiation

1. Trust & Credibility
2. Branding & Reputation
3. Quality
4. Building Science & Innovative Technologies
5. Process & Customer Experience
6. Community Involvement
7. Price Transparency
8. Risk Reduction (Licensing, Insurance, Guarantees)





## Step 1

# Performance Assessment Phase

### Comprehensive Home Evaluation

We visit your home and conduct a thorough inspection. From the attic to the crawlspace, we assess how insulation, air sealing, and HVAC systems can be optimized to synergistically improve your home's performance and meet your goals.

1

### Phone Assessment

Our comprehensive assessment starts with an in-depth call with one of our home efficiency experts. You'll be able to ask questions, tell us about your goals, about the current setup of your home comfort system, and any time and budget constraints. If you're ready to move forward with an in-person home evaluation, we can schedule it during this assessment.

2



[Schedule a Home Performance Assessment](#)

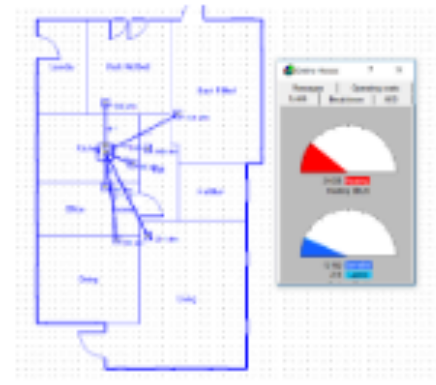


## Step 2

# Project Phase

### Custom Plan Development

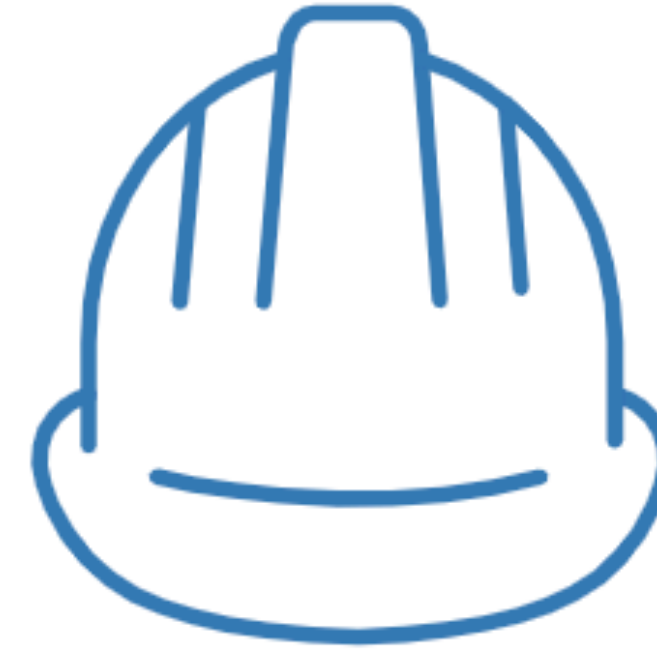
Drawing on our assessment, we craft a customized plan that integrates insulation, air sealing, and HVAC solutions. Our detailed report, complete with before and after pictures, outlines how these elements will work in tandem to enhance your home's comfort and efficiency.



### Airflow Planning

We meticulously plan airflow distribution to each room, ensuring even temperatures throughout your home. This attention to detail guarantees that every corner of your living space receives the perfect amount of heating or cooling for the room's size, shape, location, and other factors.

1



2

### Precision Design

This phase sets the stage for optimal performance. We construct a virtual model of your home using cutting-edge mechanical engineering computer platforms. This step lets us calculate the exact size of the HVAC system needed for your home to be comfortable on the hottest days of summer and the coldest days of winter.

3



4

### Expert Build

Our friendly build team brings your project to life with professional craftsmanship, ensuring every element is installed and configured for optimal performance.

Unlike construction projects you might have experienced in the past, our team plans carefully to minimize disruptions, shorten the work window, and prevent the spread of dust and insulation into your home.



### Step 3

# Testing and Commissioning



## Total Satisfaction

After making any necessary adjustments, we'll walk you through the work we've done and ensure you feel confident operating and maintain your new home comfort system.

1



## Testing & Adjusting

2

Before we wrap up, we conduct thorough testing to verify that every piece of your system is working properly and performing as expected.

For example, we measure reduced building leakage with a blower door test, assess power input to the system, and verify airflow to each room.

By measuring your system's energy output (BTU/hr) and power input and comparing these values to the manufacturer's data, we also determine its delivered performance. This crucial step allows us to accurately verify that your new system is as efficient as expected.



**QUESTIONS?**

