

MPower Resident Engagement Introduction

MPower's resident engagement platform is straightforward and based on an **ASSESS • INFORM • INSTALL • MEASURE** framework. With MPower's guidance, property owners select one energy and one water campaign to implement at their properties for the next year.

ASSESS • INFORM • INSTALL • MEASURE

- ☐ MPower and property owner staff will meet to review the program, ensure clear understanding, and review the potential for energy and water savings.
- ☐ Property staffs will select one energy and one water campaign to implement.
- ☐ Property staff will conduct a pre-installation resident survey.

ASSESS • INFORM & INSTALL • MEASURE

- ☐ MPower will provide campaign materials to property staff that should be distributed to residents and, or displayed at the property to encourage conservation behaviors.
- ☐ Property staff will implement mechanisms to engage tenants with the selected campaigns.

ASSESS • INFORM • INSTALL • MEASURE

- ☐ Measure the impact of the campaign with end of campaign surveys.
- ☐ Evaluate changes in actual energy and water consumption through metered data.

ENERGY CAMPAIGNS:



Thermostat settings. Provide educational prompts to build awareness regarding how adjusting the thermostat affects energy consumption and environmental stewardship. Provide stickers or placards to residents for use in their home.



Light switch operation: turn off lights when not needed. Provide educational prompts near manually operated light switches in high usage areas. Print these in color, and place in easily visible areas. Locate these in property common areas. Provide stickers to residents for use in their home.

WATER CAMPAIGNS:



Laundry operation: wash with cold water. Provide educational prompts in laundry rooms at clearly visible locations. Locate these visual reminders near any detergent purchasing stations, clothes sorting areas, wash sinks, and clothes washers and dryers. Install the large laminated placards in laundry room or to individual washers.



Shower length: 5 minutes or less. Provide shower timers to residents to build awareness regarding the relationship between shower length and water and energy consumption. Hourglass-style 5-minute shower timers are available with suction cups to attach to shower assemblies.

We also provide door hangers for residents with the icons above in English on one side and Spanish on the opposite side.