

Transforming a Home's Energy Inefficiencies into Cost Savings

“At the end of the day, I think a lot of those recommendations resulted in some real potential savings for the property, which is exactly what I was looking to do.”

- Craig S., Manahawkin, N.J.

Challenge

Craig faced years of higher energy bills as his HVAC system seemed to work overtime to reach and maintain desired home temperatures, but he didn't understand why. Despite continuously running, the system struggled to keep up during peak heating and cooling seasons, leading to discomfort and higher energy bills.

Solution

To address these issues, Craig scheduled an in-depth home energy analysis with New Jersey Natural Gas' (NJNG) SAVEGREEN® energy-efficiency team. The certified NJNG energy auditor uncovered specific factors that were causing the HVAC system to work inefficiently and provided an energy report with recommendations on next steps.

Result

The report's findings and recommendations provided Craig a roadmap to improve the energy efficiency of his home, lower energy costs and achieve home comfort with some improvements, like upgrading his AC unit.



A New Jersey Natural Gas (NJNG) customer for almost 14 years, Craig S. had lived in his Manahawkin, N.J. home for over four years when he decided an old air conditioning system had to go. “It wasn't running as efficiently as it could,” recalled Craig. He had already replaced one AC system and wanted to determine his home's efficiency before replacing the second one. Even though his 1960s home was reconstructed in 2008, he suspected there were still ways to increase efficiency.

Tapping into a Whole Home Energy Assessment Plus

Craig was intrigued when first hearing about the SAVEGREEN energy-efficiency program. “I talked to many neighbors who used the program and they spoke highly of it,” he said.

A certified NJNG energy auditor conducted a Whole Home Energy Assessment Plus, evaluating the home's HVAC system, appliances, insulation levels, ductwork, lighting fixtures and bulbs and other factors that can lead to increased energy consumption — and the higher bills that can come with it. Homeowners are invited to ask questions along the way to better understand the auditor's findings. Following the assessment, a report is generated that details energy-saving opportunities and personalized recommendations to help customers increase their home's energy efficiency, lower their energy bills and reduce their carbon footprint.

Most importantly, a home energy assessment can help homeowners prioritize those energy-efficiency fixes that can have the biggest impact on energy savings. The report also highlights rebates and a no-interest* financing option to help reduce upfront costs and make energy-efficiency projects — like insulation and replacing older HVAC equipment with high-efficiency models — more affordable.



Assessing Energy Efficiencies — and Inefficiencies

During the home energy assessment, Craig and the auditor walked around the property and through the house, focusing on HVAC and water heating equipment, walls, windows, doors and lighting. The auditor pointed out insufficient attic insulation levels, which Craig already suspected. However, he had no idea how this impacted the home's energy loss and his bottom line.

"The biggest piece was understanding the insulation issues we had; so, seeing them up close highlighted the energy inefficiencies in my home," he noted. Plus, a blower door test revealed air leaks coming through the front door and other areas around the home. Air leaks allow temperature-controlled air to escape from the home while outside air gets in, making the HVAC system work harder to regulate the home's internal temperature.

"I didn't realize how thorough the audit was going to be and what was going to be evaluated," Craig added.

"I was hoping the program would point out inefficiencies, things that could be done to improve the energy efficiency of my home. It did all that and more. It was a great experience."

Pinpointing the Best Home Efficiency Improvements

Less than 24 hours later, Craig received the assessment report and was surprised to learn through simple fixes he could reduce his annual energy consumption by up to 18%** and achieve potential cost savings of \$726** in the first year. The report included the home's current energy score and how it could improve with the suggested upgrades. "It was great to see the potential savings from recommendations within the report," Craig recalled.

Since having the home energy assessment, Craig started making the recommended improvements. In addition to upgrading his AC system to a high-efficiency model, he has installed new insulation in the attic and replaced the front door to address those costly air leaks.

Personalized Energy Savings and Helpful Customer Service

Craig said his experience with the SAVEGREEN team was a positive one on both a customer service and technical standpoint. "I was hoping the program would point out inefficiencies, things that could be done to improve the energy efficiency of my home. It did all that and more. It was a great experience," Craig said. "Many of the recommendations resulted in real savings [on my energy bill], which is exactly what I was looking for," he added.

*Terms and conditions apply. All offers are subject to available funding. Maximum OBRP 0% APR financing for eligible NJNG customers is \$25,000. All loans are net of NJNG rebates. NJNG reserves the right, with approval of the State of New Jersey Board of Public Utilities, to terminate, modify, suspend or extend this rebate program. NJNG rebates and incentives do not apply to new construction. Offer applies to qualifying equipment purchased and installed by June 30, 2027. Rebate applications must be postmarked within 120 days of equipment purchase date. Customer must submit a paid receipt and proof of permit with NJNG application. Visit [SAVEGREEN.com](https://www.savegreen.com) for rebates and financing terms and conditions.

**No amount of savings is guaranteed. Actual energy savings will vary based on weather, energy costs, home characteristics and occupant behavior.