

## Dave's Top 10 Commonly Used Telecom & Energy Terms

Although there won't be a test at the end, I thought now would be a good time to review some recurring terms and acronyms that have come up on my recent customer visits...

**Combined Public Benefit Charge:** A fee on CT electric bills (typically less than 1¢/kWh) used to fund green energy initiatives, like LED's and solar.

**Demand Charge:** A fee charged on larger electric bills based on the maximum amount of electricity that was used over an increment of time.

**Electricity Suppliers:** For over 20 years, CT customers have been able to choose from dozens of suppliers. Fixed rates are highly recommended with a reasonable Early Termination Fee (ETF) of \$50 or \$100. Sometimes it may be worth committing to a lower rate with a much larger ETF.

**Energy Management System (EMS):** An EMS system uses technology and computer software designed to maximize energy efficiency.

**Fiber-Optics:** Fiber-optics offer extremely fast internet speeds (typically 100M, 200M, 500M, 1G simultaneously up & down) with increased reliability (but at a higher cost than traditional copper solutions).

**Fixed Rate vs. Variable Rate:** Emendee Tech only offers fixed rates to avoid surprises. If the rate seems too good to be true, it may be a variable rate.

**Hosted Phones:** The "brains" of a hosted phone system are located in a remote data center, or in "the cloud". Each phone or device (such as a laptop or smart phone) can connect to the "brains" over the internet, offering many benefits.

**Kilowatt Hour (kWh):** A 100-Watt bulb on for 10 hours = 1 kWh. Emendee clients used over 40,000,000 kWh's last year!

**LED's (Light Emitting Diodes):** LED's typically uses ~85% less electricity and last 25 times (or longer) than traditional bulbs.

**VoIP (Voice over Internet Protocol):** In a nutshell, VoIP technology allows you to make and receive voice calls with advanced features and at a lower cost. (Technically, a VoIP phone system can work without ever touching the Internet.)

## Customer Spot Light:



Todd Raymond, VP of Facilities at Wheeler Clinic, originally did energy upgrades with us over 8 years ago at a number of CT locations. Back in 2010, the savings were attractive, along with the 0% financing & incentives.

Fast forward to 2018: There are even more efficient-solutions, along with incentives & the same 0% financing!

According to Todd; "The conversion to LED lighting is a Facilities Manager's dream... allowing us to focus resources on other priority repairs. We are currently looking at other sites to make the conversion to LED's and will be using Dave's experience and expertise at Emendee Tech to help facilitate the process."