Conservation Services Group

2012 Sustainability Report and 2013 Goals

May 13, 2013

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1.0 **LETTER FROM OUR CEO**

In 1979, several years before CSG was founded, U.S. reliance on imported fossil fuels was made all too abundantly clear; oil prices skyrocketed to over $15/gallon and widespread panic quickly ensued following the second Iranian oil crisis.

In short, our energy economy was unsustainable—it was environmentally reckless, economically short-sighted, and critically lacking in its ability to provide a public service.

From 1981-1987, my colleagues and I set off to create a new energy economy, one that centered on reducing U.S. reliance on imported fuels, by lowering the overall demand for energy. We knew that the only way for utilities to really invest the resources necessary to run effective energy efficiency programs, was to provide a financial model that incentivized, rather than penalized them for selling less energy.

If the oil crisis in the 1970s taught us anything, it was that the easiest, most cost-effective path toward achieving a more sustainable energy future is through energy efficiency.

After successfully implementing our first program for Mass Electric in 1986, which consisted of retrofitting a mere 1,000 households in Northampton, MA, CSG is now a leader in energy efficiency implementation in North America, with more than 700 employees nationwide and an annual revenue of $117 million.

While the report below serves as our first ever official Sustainability Report (see our Plan from last year here), I would argue that our work in the field—helping homeowners save money on energy bills, avoiding carbon emissions and their disastrous effect on the environment, and mitigating our dependence on foreign oil—are all indicative of our efforts each and every day to live and work sustainably.

That said, we know we can do better—both in our work in the field as a program implementer, and our internal practices within our 22 offices and 4 warehouses nationwide. This report is the first of many to come, and we encourage stakeholders to join us in our efforts to improve CSG's sustainability going forward.
Steve Cowell

2.0 INTRODUCTION

Target readers

Internal and external stakeholders, including CSG staff, clients, partners, and alliances.

Scope of reporting

Includes our greenhouse gas (GHG) emissions, savings numbers and avoided carbon emissions associated with our work in the field, and sustainability initiatives related to office practices in our 26 leased facilities (as of 2012) across the country.

Reporting period

This report covers GHG emissions (from January 1, 2011 to December 31, 2011) and program related energy savings numbers and office initiatives (from January 1, 2012 to December 31, 2012).

Objective

Provide an update to our stakeholders on our progress towards achieving the goals set forth in our 2012 Sustainability Plan.

2.1 *Goals Checklist*

The following report will address each of these goals in greater detail, as well as identify new initiatives we hope to accomplish in 2013.

2012 Goals	Yes	Partially	No
Continue our commitment to being climate neutral	✓		
Successfully transition to the Climate Registry to establish an absolute GHG emission reduction goal for Scope 1 and Scope 2 emissions.		✓	
Adhere to an internal communications plan that includes a formal discussion of this sustainability plan, and periodic reports in the *CSG Insider* newsletter and elsewhere detailing our progress toward achieving these goals.	✓		
Identify centralized vendors in each region that offer products meeting our environmental requirements.		✓	
Seek to locate any new operations in facilities that meet our sustainability requirements.	✓		
Create two tracking forms for regions: 1) waste management and 2) purchasing. These forms will assist finance administrators in monitoring CSG's progress toward adhering to the above guidelines.	✓		

2.2 *Report Structure*

This report has three sections:

1. **2012 Avoided CO2 Emissions:** As a program implementer, our work in the field, upgrading homes to make them safer, more comfortable, and more energy efficient, lowers the overall demand for fossil fuels. The amount of electricity, and natural gas and other fuels saved, represents significant avoided CO_2 emissions. We have provided an approximation of our 2012 savings numbers, and the equivalent amount of CO_2 avoided.

2. **Internal GHG Emissions:** CSG believes that central to a company's sustainability efforts, is its ability to accurately and consistently track, record, and report its annual greenhouse gas emissions (GHG) by a verified inventory. Identifying trends and areas with especially high levels of CO_2 output, allows CSG to prioritize and address these areas of concern. This report focuses on our 2011 emissions.[1]

3. **Status update on 2012 Initiatives:** We provide an update on the goals and initiatives set forth in the original 2012 Sustainability Plan. Specifically, we report on how well we were able to meet our Data Tracking and Recording Goals, and whether or not we were able to adhere to guidelines set forth in the Plan in each of our leased spaces.

[1] 2012 emissions have yet to be verified by a third-party auditor. This will happen in August 2013, and will be included in our 2013 Report.

3.0 **2012 AVOIDED CO_2 EMISSIONS**

CSG's core business is designing and implementing residential energy efficiency programs. As a mission-driven firm, our chief focus is promoting effective energy efficiency policy at the federal and state level, as well as meeting our clients' goals by achieving cost-effective energy savings. These savings equate to not only lower utility bills for tens of thousands of homeowners across the country, but also represent avoided CO_2 emissions. Below is an approximation of our 2012 results, including the energy savings facilitated by CSG-run programs as well as the equivalent amount of CO_2 avoided. [2]

2012 Summary: Programmatic Results	
Number of Audits Completed	>141,000
Number of Homes Weatherized	>64,000
Number of New Energy Rated Homes Certified	>5,600
Non-Electric Savings (MBTUs)	>1,700,000
Electric Savings (kWh)	>224,000,000
138,777 Metric Tons of CO_2 avoided in 2012	

These avoided emissions are equivalent to:[3]

- Removing 29,216 passenger vehicles from the road
- Avoiding CO_2 emissions from more than 15 million gallons of gasoline or 322,000 barrels of oil
- Avoiding 3.6% of the emissions from a coal-fired power plant annually.

The irrefutable science behind climate change suggests that if humans continue down the path of increased CO_2 emissions, we will face tremendous challenges as our planet continues to warm. CSG takes great pride knowing that the work we do at the policy level and in the field, helping homeowners to use less energy and to use it more wisely, is part of a much larger movement to protect our planet from future environmental degradation.

[2] CSG doesn't claim ownership of these savings. These numbers are a conservative estimate and should not be viewed as final or used for program evaluation purposes in any way.
[3] We used the EPA's Carbon Calculator to calculate these equivalencies. The calculator can be found at: http://www.epa.gov/cleanenergy/energy-resources/calculator.html#results

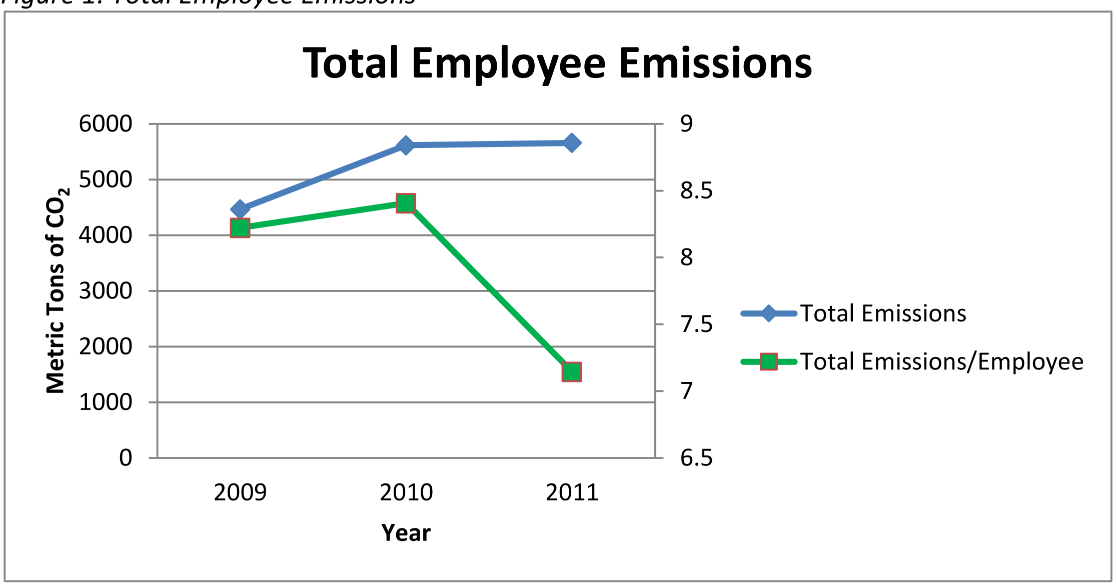
4.0 **INTERNAL EMISSIONS**

Since 2006, CSG has participated in the U.S. Environmental Protection Agency's Climate Leaders program, which set reporting protocols for companies interested in tracking and recording their GHG emissions. As part of the program, CSG committed to achieving carbon neutrality annually, a commitment we have fulfilled each year and will continue to fulfill.

In 2012, CSG transitioned to the Climate Registry Program, one of three new GHG reporting bodies designated by the EPA. As a result, we adjusted to several methodology changes, which we address in the sections below.

The blue line in Figure 1 below shows our total CO_2 emissions for years 2009-2011, normalized to reflect the Climate Registry's new reporting protocols. Historically, our emissions have increased significantly from year to year. However, in 2011 we reported emitting only 42 more metric tons than in 2010. We hope this significant reduction in the rate of increase from 2010-2011, is indicative of some of the sustainability practices we have begun to implement. Not surprisingly, our intensity—our CO_2 emissions per employee—dropped dramatically in 2011.

Figure 1: Total Employee Emissions



In the sections below, we unpack company-wide emissions, breaking them down into three scopes:

- Scope 1: Emissions from CSG's fleet vehicles for work in the field[4]
- Scope 2: Emissions from office electricity usage[5]
- Scope 3: Emissions from business travel and employee commuting. While not

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[4] Under Climate Leaders, fuel combustion was also included. To accurately compare previous years to 2011, we removed emissions from this source.

[5] Under Climate Leaders, we only had to include emissions from facilities where we pay utilities. However, we normalized 2009-2010 to include electricity usage from all of our leased facilities.

mandatory under the Climate Registry method, CSG has always tracked and offset these emissions.

4.1 *Scope 1: CSG Fleet Vehicles*

As a result of our continual expansion and the need to provide field staff with company vehicles, CSG's fleet has more than doubled since 2006. In light of this, we have made a strong effort to improve the overall efficiency of our fleet, by purchasing high efficiency, or SmartWay vehicles whenever feasible.[6] Increasingly, we are finding that not only is this an environmentally responsible policy, but also that making these investments has direct benefits to our bottom line. Figure 2 below shows this trend:

Figure 2: Vehicle Fleets

Year	2009	2010	2011
Total Vehicles	68	86	104
SmartWay Vehicles	37	49	64
Percentage of SmartWay Vehicles	54%	57%	62%

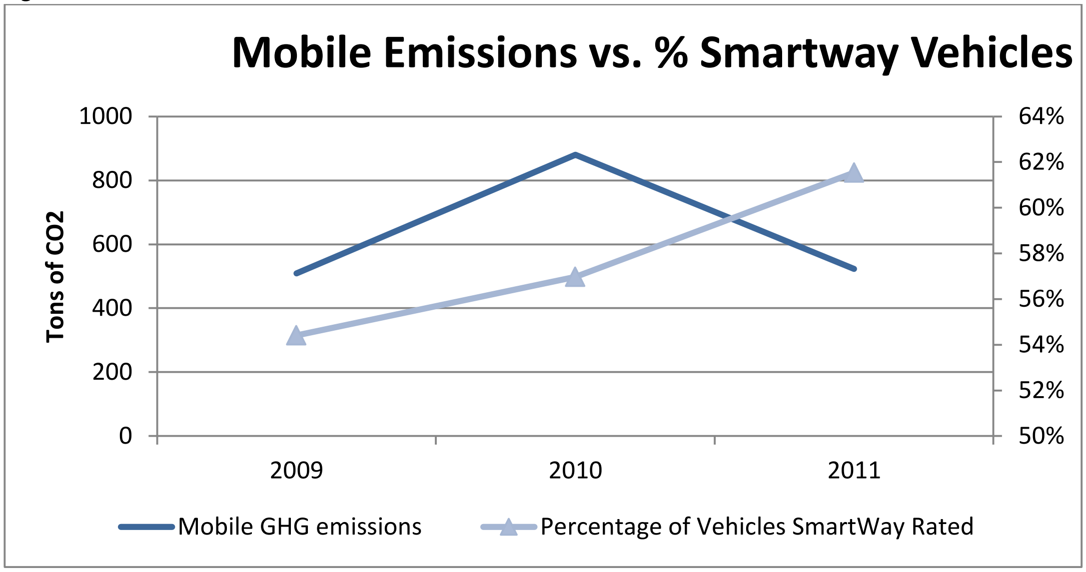
4.1.1 Impact on Emissions

From 2009-2010, we increased the number of high efficiency vehicles from 54% to 57%. However, we drove 383,281 more miles as a result of program growth, which increased our emissions significantly.

In 2011, for the first time in our seven year history of tracking this data, we saw this trend reversed. While the number of total miles increased as usual by 103,789, we saw our emissions drop significantly—almost reaching 2009 numbers. This shows that by steadily increasing the number of high efficiency vehicles, and replacing the most inefficient ones we have slowed and even reversed the trend of year over year increases in emissions from our fleet. Figure 3 captures these trends.

[6] For the SmartWay designation, a vehicle must receive better than average scores on EPA's Air Pollution and Greenhouse Gas scoring card. http://www.epa.gov/smartway/vehicles/index.htm

Figure 3: Mobile Emissions



4.1.2 2012 Prius Hybrid Initiative

In 2012, we ran a cost analysis of how much CSG was spending to reimburse employees for fuel within programs CSG delivers for the Tennessee Valley Authority. What we found is that many employees drove trucks and the costs to cover fuel expenses were high due to the inefficiency of the vehicles used.

We then looked at the operating costs (fuel and maintenance) if we transitioned 40 of our staff to Prius hybrids instead of expensing their fuel costs. We calculated average savings of $39,691/year, and 211 metric tons of CO_2.[7]

Based on these savings we made the decision to upgrade the majority of CSG's Tennessee fleet to Prius Hybrids. Not only are we reaping the economic benefits directly improving our bottom line, but we will have lowered our fleet emissions dramatically**.** In our 2013 report, we will highlight these emission reductions.

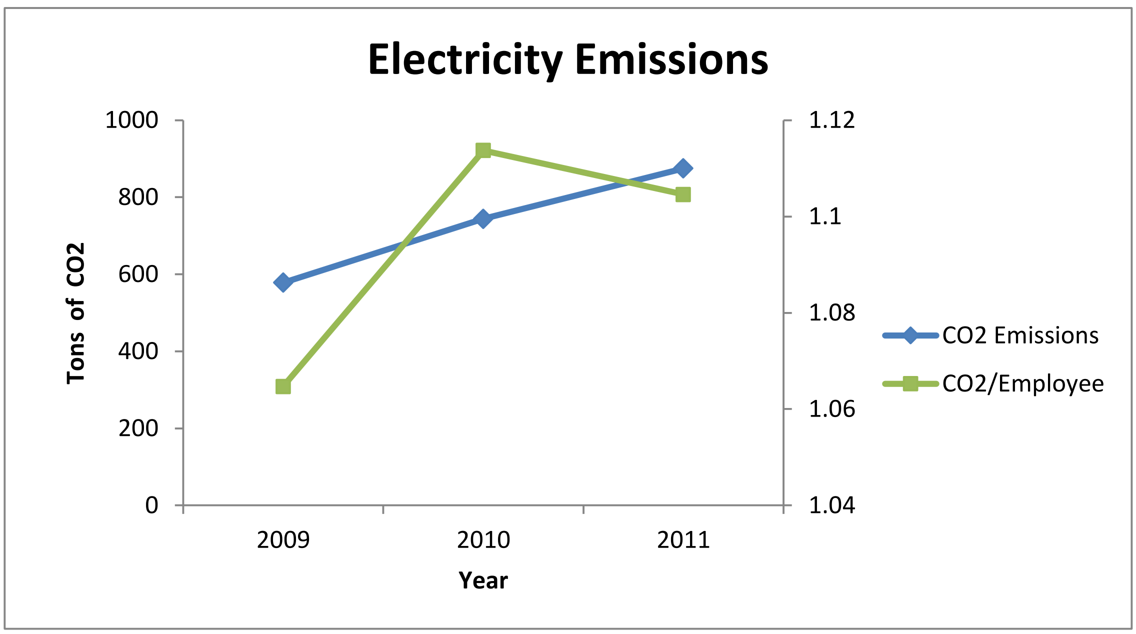
[7] Because CSG offsets all of our emissions each year, this would save us an additional $1,000, or $49,691/year.

4.2 *Scope 2 Emissions: Office Electricity Usage*

Emissions stemming from office electricity usage are largely out of CSG's control; we lease all of our commercial spaces and do not have operational control over heating, cooling, or lighting operations. The blue line in Figure 4 below shows that our electricity emissions from office usage steadily increased from 2009-2011.[8]

From 2009-2010 our intensity, or electric emissions per employee increased as we added four additional facilities to our inventory. However, in 2011 we saw this trend reversed as a result of 123 new employees and no additional leased space required. We expect this trend to continue, and are committing to an intensity reduction goal of 6% over the next three years. We are making it a priority to identify initiatives in 2013 to establish a more active and engaged dialogue with our landlords, allowing us to better track these emissions as well as encourage landlords to consider energy saving projects. We requested each landlord to provide end-of-year utility billing data so we can more accurately calculate our usage, as well as provided them with directions about enrolling in the Energy Star Building Portfolio program. See section 7.0: Facilities, to learn more about these initiatives.

Figure 4: Scope 2 Emissions



[8] In our Plan, we actually reported that our emissions decreased from 2009-2010. However, in 2011 the Climate Registry required a different methodology for reporting electricity emissions. Now, we must include our emissions from every office building, even in offices where we do not pay utility bills. We do this by multiplying the square footage of the leased space by the energy intensity for commercial buildings. This estimate provides a conservative estimate (i.e., higher than if we used billing data) to determine our related emissions.

4.3 *Scope 3: Emissions From Business Travel and Employee Commuting*

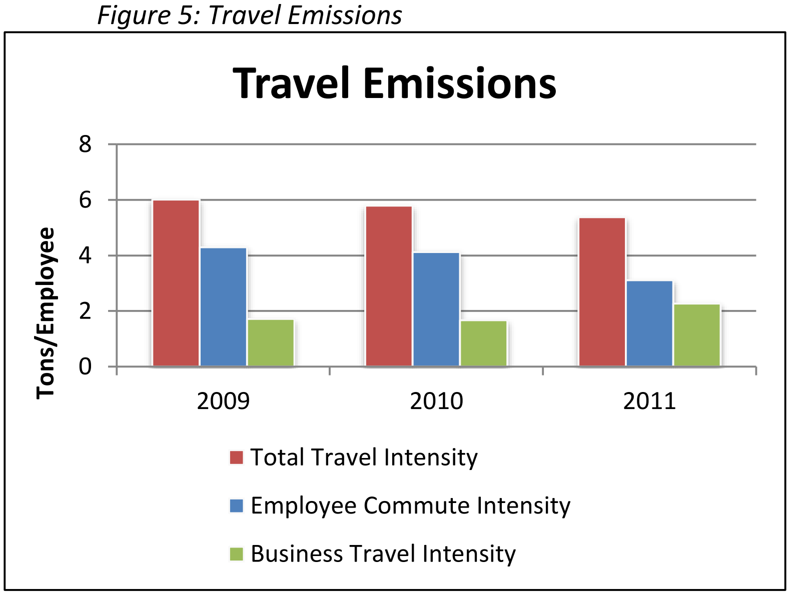
Tracking and recording Scope 3 emissions is considered optional; an organization may choose to include theses emissions in their report, but it is not required in order to receive Climate Registry certification of any type.

Nonetheless, CSG believes that capturing emissions pertaining to employees' commutes to and from work, as well as emissions related to business travel, is vital to accurately depicting the company's overall carbon footprint.

Figure 5 below illustrates two key trends:

1. CSG's overall intensity, or CO_2/employee related to travel, is decreasing. While in aggregate, Scope 3 emissions have increased over the past three years, this rate of growth has slowed dramatically. In fact, from 2010-2011, employee commuting emissions actually decreased for the first time ever (in spite of adding 124 new employees!).
2. While employee commuting intensity decreased each year, we can see from the green bar below that business travel intensity increased. This is an area where we know we can do better. Just as we have encouraged employees to carpool, and whenever feasible to take public transportation rather than drive, we are considering methods to mitigate emissions associated with air travel (where we see the largest carbon footrprint).

Figure 5: Travel Emissions



4.4 *2013 Goals*

In 2010, we saw both our total emissions and our overall intensity increase, primarily due to the fact that we greatly expanded our mobile fleet, as well as increased our electricity usage by adding four new offices.

However, in 2011 we saw a rate of emissions growth of less than 1%. This was largely the result of our continued investment in a more efficient, greener fleet, as well as a significant decrease in emissions pertaining to employee commuting.

CSG’s 2013 greenhouse goals are:

1. Continue to identify cost saving and emission reducing initiatives to upgrade our fleet vehicles. Replacing employee vehicles with hybrids is turning out to be economically and environmentally advantageous. In 2013 we will look beyond our Tennessee Valley employees to other regions, to see if it makes sense to make similar investments.
2. Run a cost-benefit analysis on installing GPS systems in vehicle fleets. Potentially substantial savings and environmental benefits are associated with improving our navigational capacity and efficiency.
3. Obtain more utility billing data for our office and warehouse buildings to improve the accuracy of our estimations.
4. Assess effective and alternative methods to decrease airplane travel.
5. Continue to track and record our emissions, and report to the Climate Registry, maintaining our Climate Registered ™ status.
6. Purchase the appropriate amount of carbon offsets to remain carbon neutral in 2013.
7. Set an intensity reduction goal of 6% over three years related to electricity emissions from our leased spaces.
8. Achieve Climate Registered Silver designation by setting a GHG reduction goal and designating five best practices.

5.0 EMPLOYEE ENGAGEMENT: 2012 INITIATIVES

We set a goal of updating our staff throughout the year on our status toward implementing the objectives outlined in the 2012 Sustainability Plan. Our 2012 communications included:

- Distributed draft Plan to Executive Committee members in early April
- Posted the Plan on our company Intranet
- Distributed a company-wide message, informing staff about the Plan and encouraging staff to post comments; staff commented in this forum visible to all employees and Sustainability Team members responded to employee posts on the Intranet
- *CSG Insider* newsletter articles provided staff with updates on sustainability efforts, including tips for best practices at work, e-waste recycling initiatives, printing and recycling guidelines, LEED certified buildings, and ClimateSAVE℠ news
- The CEO asked all employees to participate in a commuting survey to document 2012 vehicle emissions and examine driving habits/behavior.

5.1 *Climate SAVE*

CSG is working to increase the number of employees who purchase Climate SAVE℠, a CSG-developed offset product offered to employees. They can calculate annual emissions associated with their household energy use, and buy enough offsets to completely or partially negate their personal carbon output. We view this offset product not only as a way to mitigate CSG's workforce emissions, but also as a crucial tool to engage and educate staff about ways to address climate change. An example of a newsletter article is shown below.

Three Reasons YOU May Want to Join ClimateSAVE

1. Walk the talk. CSG strives to create a more sustainable, energy economy and we encourage our employees to also practice sustainability in their lives overall. By purchasing ClimateSAVE, you can greatly reduce your carbon footprint.
2. It's cheap! Starting September 1st, we are lowering the price by 42%! For most employees, the average reduction will be $5-10 per month compared with the previous offering.
3. Win a prize. Participants are eligible to each receive $50 gift certificates.

5.2 *Data Tracking and Recording Goal*

2012 Goal	Status	Explanation
Maintain a list of all employee outreach efforts related to advancing CSG's Sustainability Plan.	Partially Achieved	While no formal list was kept, we did convene to discuss outreach efforts to date, as well as brainstorm new methods

5.3 *Going Forward: 2013 Goals*

- Provide staff with quarterly summaries about ongoing initiatives
- Establish a Westborough Green Team by the second quarter of 2013
- Establish a company-wide sustainability committee.
- Increase the number of employees participating in ClimateSAVE by 5%.

6.0 PURCHASING GUIDELINES: 2012 INITIATIVES

In our 2012 Sustainability Plan, we set a goal to move toward purchasing office supplies and furniture from vendors that offer environmentally friendly products, or "green alternatives."

We selected W.B. Mason as our primary vendor for office supplies. We selected this vendor based on their ability to offer us a preferred product list, which we can adjust to include the most sustainable and economically feasible products. See W.B. Mason's Green policy.

CSG's relies on three primary vendors to supply our office workstations and furniture: HON, Cherryman, and Automated Inventory Solutions. We selected these vendors because of their broad array of refurbished and Green Guard Certified products. [9]

CSG also recently selected Amazon to provide cloud computing services, with Intermedia as the host exchange. This is a move we expect will greatly reduce the environmental impact associated with our IT usage. See Cloud Computing and Sustainability—The Environmental Benefits of Moving to the Cloud.

6.1 *Adhering to Established Guidelines*

In our 2012 Plan, we established a set of purchasing guidelines we wanted to see implemented in our regional offices. Below is a status update on each guideline.

Guideline	Status
➢ Each regional office should have a pre-determined list of green products to choose from	➢ Each Finance Administrator is encouraged to buy from the preferred products list. In the event that this does not happen, a report is automatically generated, and an adequate explanation is required from the Administrator justifying the purchase. ➢ In 2012, 57% of the products we purchased were listed on W.B. Mason's Green Product list.
➢ When furnishing offices, use recycled or refurbished products whenever possible. New furniture must be Green Guard® certified (third-party tested and found to	➢ Over 35% of the furniture bought in 2012 was either refurbished or recycled. All new furniture purchases were Green Guard® certified.

[9] See HON Goes Green and Cherryman's products.

contain very low levels of chemical emissions) and manufactured in ISO 140001 certified facilities.	
➢ **Purchase only refurbished printer toners and recycled ones.**	➢ The majority of toners purchased in Westborough, our headquarters and largest office, are re-manufactured. We recycle each one at the end of its life cycle. ➢ Our goal is to roll this policy out to the rest of our offices in 2013.
➢ Purchase or lease ENERGY STAR® appliances and equipment.	➢ In 2012, we did not purchase any new appliances or equipment. However, we made it official company policy that all computers must be purchased by Network Operations—no exceptions. Whenever feasible, CSG purchases EPEAT-certified electronic equipment. EPEAT is an EPA-sponsored standard for greener electronics, manufacture, operation and recyclability. ➢ This is a full life-cycle standard for electronic equipment from manufacture to end-of-life covering design, energy use and recycling, including the reduction/elimination of environmentally sensitive materials, design for end-of-life (and more effective and safe recycling), energy conservation, end-of-life management, packaging and other criteria. Energy Star is incorporated into the EPEAT certification process.
➢ Use only 100% post-consumer recycled paper or "FSC-certified" copy paper. Other paper products such as bathroom and kitchen must be 100% post-consumer recycled or FSC certified.	➢ After completing a cost analysis, we determined that while it would be too cost prohibitive to buy 100% recycled paper in each one of our offices, we now mandate that each Administrator buy paper that is at minimum 30% post-consumer recycled.

6.2 *Data Tracking and Recording Goal*

2012 Goal	Status	Explanation
By the end of 2012, each region will have tracked their preferred list of vendors as well as a preferred list of products.	Partially Achieved	While we have narrowed down our office and furniture purchases to three vendors, we still need to identify and track the number of green products purchased each year moving forward.

6.3 *Going Forward: 2013 Goals*

- Eliminate the use of bottled water by installing water filtration systems in each office.
- Move toward AAA toner in every office.
- Remove personal printers to limit the number of toner cartridges and support services needed.
- Improve the sustainability of our coffee machines in each office by switching to a pod-system (rather than using K-Cups) or identify regional K-Cup recycling companies.
- Continue to track office purchases by holding quarterly meetings with suppliers and move to purchasing at least 60% of our office supplies and 1/2 of our furniture from recycled, refurbished, or the environmentally advantageous alternative.

7.0 **WASTE MANAGEMENT**

We identified the following set of best practices currently adopted in our Westborough office (headquarters). In 2012 we made the commitment to track whether or not these practices were being followed in each of our regional offices. We sent out a twenty-six question survey to each office administrator, analyzed the results, and are currently working with each office to establish greater uniformity and improve our waste management practices.

7.1 *Adhering to Established Guidelines*

Guideline	Status
➢ Provide recycling bins throughout each office and equip all offices with recycling for paper, cardboard, plastic, glass and aluminum when appropriate.	➢ After survey our offices nationwide, we determined that each offices recycling practices varied greatly. For example in many regions, recycling is single stream, while in some regions, employees must separate all content. We are hoping to create more unanimity across the region and will send out a similar survey at the end of 2013 to assess our progress.
➢ Use bottle-less water coolers to avoid plastic and the GHG emissions resulting from the transportation of the water from remote locations.	➢ We again saw a broad range of practices in this area and are working to implement unanimity in 2013.
➢ Locate companies capable of recycling 100% of our office electronics, including company-issued cell phones.	➢ In 2012 we used E-Cycle to implement a responsible wireless reuse and recycling program. We sent in 165

mobile phones in 2012, equivalent to 6,600,000 gallons of water.[10]

- We made the decision to have all e-waste shipped to Nashville and Westborough, our two largest office locations, in 2013. We will identify a certified recycling company, which will be responsible for handling *all* of CSG's e-waste.
- CSG utilizes the services of Veolia Environmental to recycle all batteries in Westborough, MA. We recycled 150 lbs. of batteries in 2012.
- We held an e-recycling day in Westborough for both CSG company equipment and employee equipment. We will be conducting a similar event in May of 2013.

7.2 *Data Tracking and Recording Goal*

2012 Goal	Status	Explanation
The Policy and Advocacy team will work with facilities to create a form (to track waste recycling details and improvements for each office). By the end of 2012, we will provide an update of each office's progress toward implementing the above guidelines	Partially Achieved	A survey was created and sent out, with the results summarized above. In 2013, a more comprehensive survey that includes all of our buildings will be completed.

7.3 *Going Forward: 2013 Goals*

- Ensure that all offices have recycling bins at desks.
- Remove individual desk printers from offices unless determined to be absolutely necessary.
- Identify a print on demand solution in Westborough in 2013. This service will cut down on the amount of larger printers throughout the office.
- Install water dispensers in each office and remove gallon jugs for safety and environmental reasons.
- Establish a process to exclude bottled water at meetings.
- Require all offices to ship their e-waste to either Westborough or Nashville (depending on geographic proximity) twice a year. This not only will save energy and greenhouse emissions, but

[10] E-Cycle Annual Impact Report

also keeps extremely harmful toxins such as lead, zinc, mercury and flame retardants out of landfills and drinking water. Identify one (if national) or two recycling companies to handle all incoming e-waste at these offices.

- Expand "e-waste day" to our regional offices to encourage electronic recycling.
- Move toward a double-sided printing policy on all large copiers and printers in each office.
- Work with Itron to create a system which would require you to physically enter a code at each printing station prior to printing.
- Work with other offices to provide mugs and cups to all employees, to eliminate the waste from disposable plastic cups.

8.0 **FACILITIES**

CSG leases all 22 of our offices and 4 storage facilities. This means that while we have limited ability to influence electricity usage or fuel usage, as our landlord maintains operational control, we seek to lease Energy Star and/or LEED certified facilities whenever feasible. Currently, we operate out of two LEED certified offices and one Energy Star office; as our leases are up for renewal and as we add additional leased spaces, every effort will be made to purchase Energy Star and/or LEED space.

8.1 *Adhering to Established Guidelines*

Guideline	Status
➢ Use certified low VOC (volatile organic compounds) materials (e.g., carpeting, paint) during construction.	➢ No new buildings in 2012
➢ Ensure that lighting is equipped with occupancy sensors.	➢ No new buildings in 2012
➢ Prioritize offices that offer bike racks and shower/locker facilities to encourage non-vehicular commuting.	➢ No new buildings in 2012

8.2 *Data Tracking and Recording Goal*

2012 Goal	Status	Explanation
In 2012, the list of all facilities will include attributes of each facility (e.g., LEED and/or ENERGY STAR certification) and other aspects related to	Partially Achieved	We sent out a request to each landlord requesting utility billing data for each facility, as well notified them about the EPA Energy Star program. This program allows landlords to track, manage, and improve

sustainability. We will continue to monitor the acquisition of newly leased space, as well as work with landlords whenever possible to enforce the above guidelines.		the overall sustainability of their buildings. We need to follow up with them in 2013 and encourage them to continue to improve building performance.

8.3 *Going Forward: 2013 Goals*

- Work with landlords to acquire more utility billing data, to provide a more accurate accounting of emissions associated with electricity usage.
- Send emails and U.S. mail communications to landlords, alerting them of EPA's Energy Star program.
- Identify a video conferencing system that each office will adopt.

9.0 **CONCLUSION**

As a leader in U.S. residential energy efficient implementation, CSG takes great satisfaction in our ability to offer our clients cost-effective, innovative programs. We attribute our nearly 30 years of success to our ability to attract passionate, hardworking employees who bring a conscientious approach to their work daily.

In addition to highlighting CSG's commitment to tracking, recording, and offsetting our greenhouse gas emissions, this report is also meant to underscore the relationship between the work we do in the field and our company culture. Our longstanding commitment to an energy efficient economy and to sustainability pervades the work we do and is reflected in this report. We strive to attract and develop an innovative workforce that supports the CSG mission.