

Critical Elements of a High Performing Website

Peter Troast, Founder & CEO Energy Circle Webinar Series May 9, 2018

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Volunteer/Pro Bono

Efficiency First

Home Performance Project

Home Performance Coalition

1000 Home Challenge

Mallett Deep Energy Retrofit







What We'll Discuss

(1) Why Conversion Rate is So Important—Some Data

2 10 Critical Elements

Easy to find contact info

Prominence on Page

Credibility Indicators

Product/Service Based Navigation

Mobile Friendly

Skimmable Copy

Pages for All Services

Service Area

Good Design

Contextual Calls to Action



For Another Day

Onsite Search Engine Optimization (SEO)

Local Search Optimization

Offsite SEO

Website Authority

Link Building



WHY CONVERSION MATTERS THE DATA

165,577 Phone Calls 38,082 Form Submissions

LEADS / TRAFFIC



CONVERSION RATE

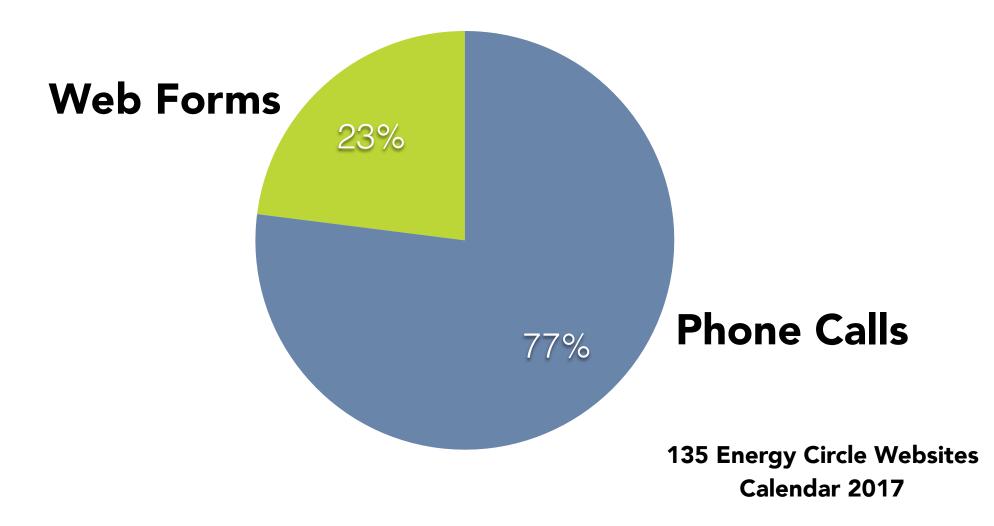


Changing Ways Prospects Contact You

- 1. Lead Form
- 2. Phone Call
- 3. Chat on Website
- 4. Chat from Google
- 5. Bid Request from Google
- 6. Text



Call Tracking is Vital





Why Conversion Matters So Much

	Before	
All Web Traffic	1625	
Conv Rate	7.72%	
Leads	125	
Lead -> Job	Job 12%	
Jobs	15	
Ave Job	8500	
Revenue	\$127,500	



Why Conversion Matters So Much

	Before	After		
All Web Traffic	1625	1625		
Conv Rate	? 7.72% 9.39°		+1.67 / 22%	
Leads	125	153	+27	
Lead -> Job	12%	12%		
Jobs	15	18	+3	
Ave Job	8500	8500		
Revenue	\$127,500	\$156,060	+28,560	



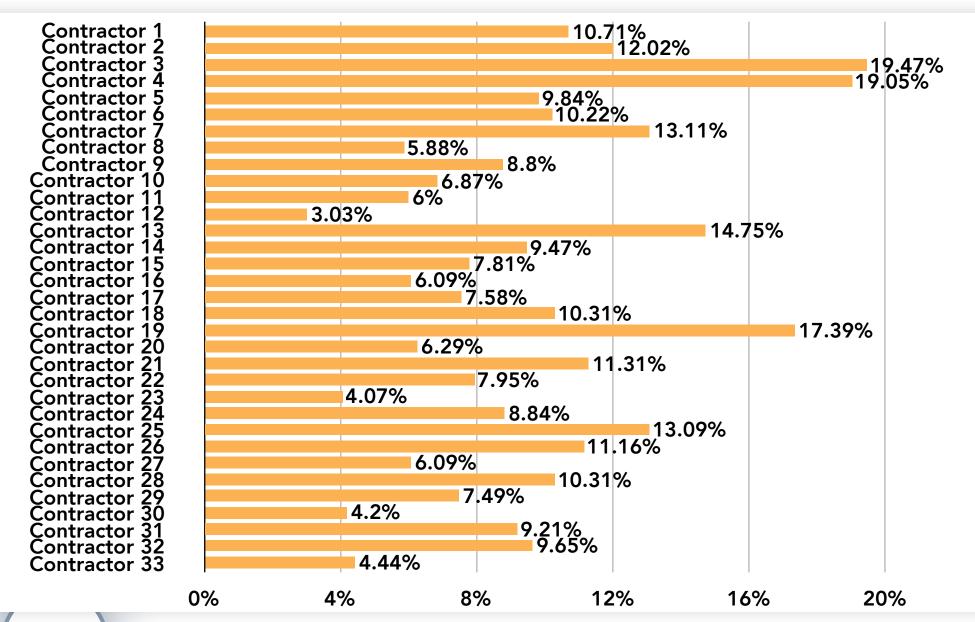
The Potential Upside

600 Visits/Month; 5% Lead to Job; \$8500 ave. job size

Conv Rate	1%	2%	5%	8%	12%	15%
Leads	6	12	30	48	72	90
Jobs	0.3	0.6	1.5	2.4	3.6	4.5
Revenue	\$2550	\$5100	\$12,750	\$20,400	\$30,600	\$38,250

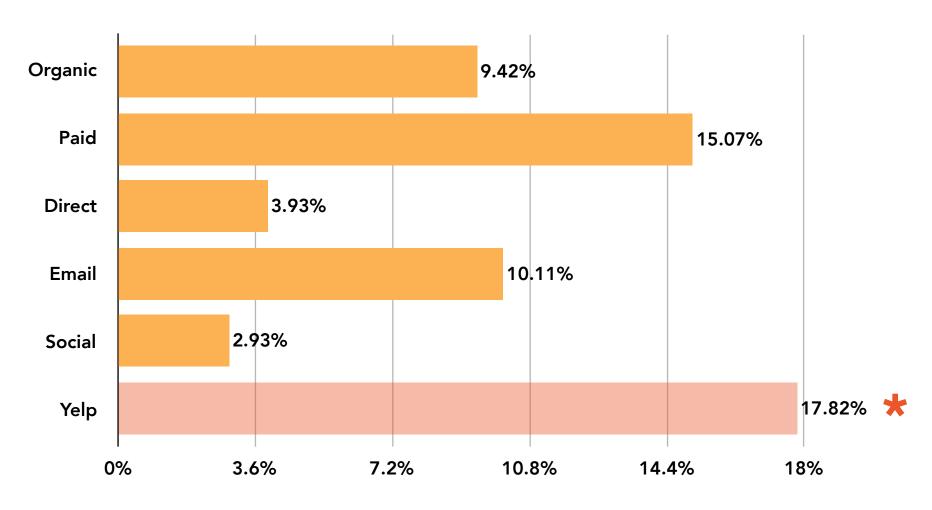


2017 Average Conversion Rates: Select Companies





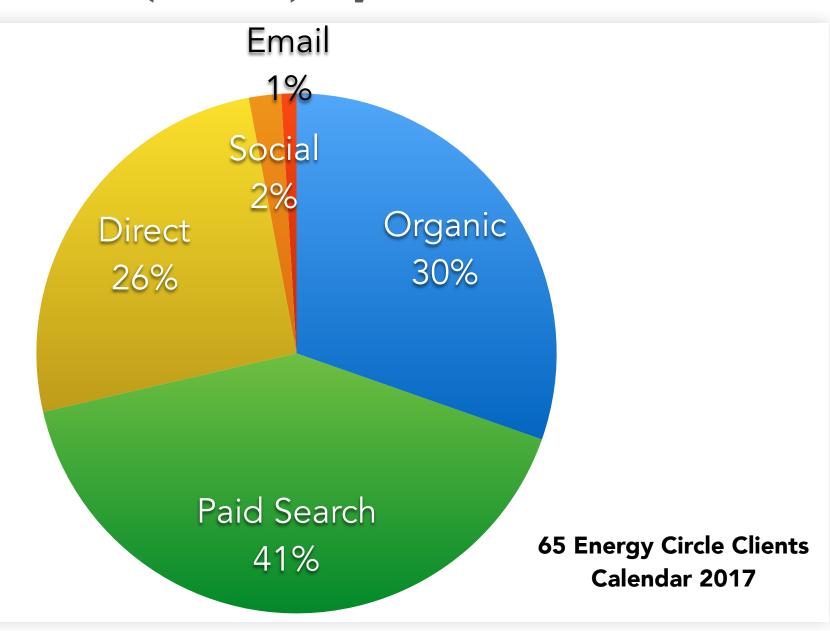
Average Conversion Rates by Channel



Data from 65 Energy Circle Clients, 12 months of 2017

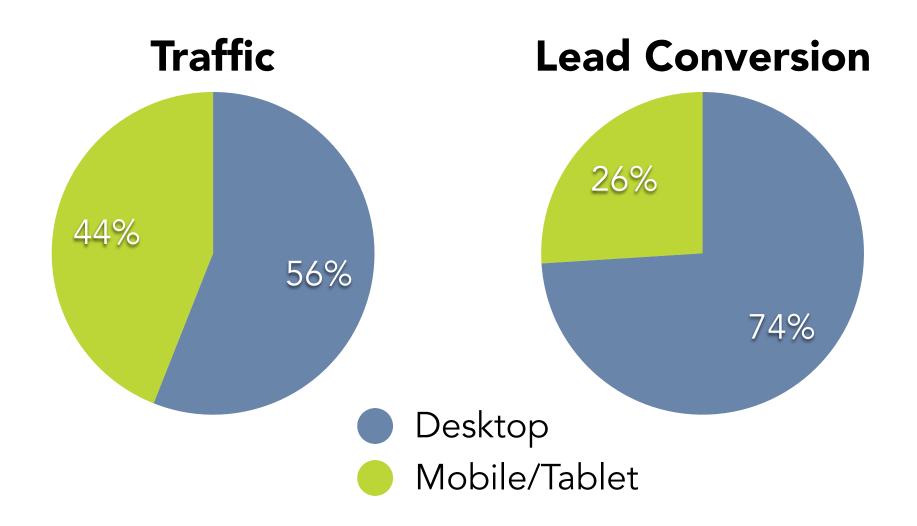


Conversions (Leads) by Channel





Desktop vs Mobile



67 Energy Circle Websites, Calendar 2017





CRITICAL WEB ELEMENTS THAT DRIVE CONVERSION

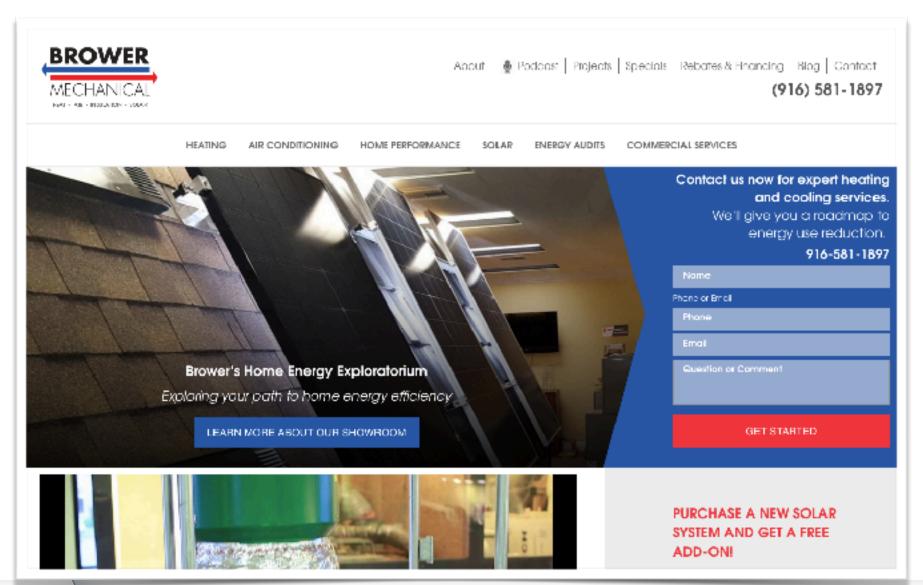
Design Can Be Subjective





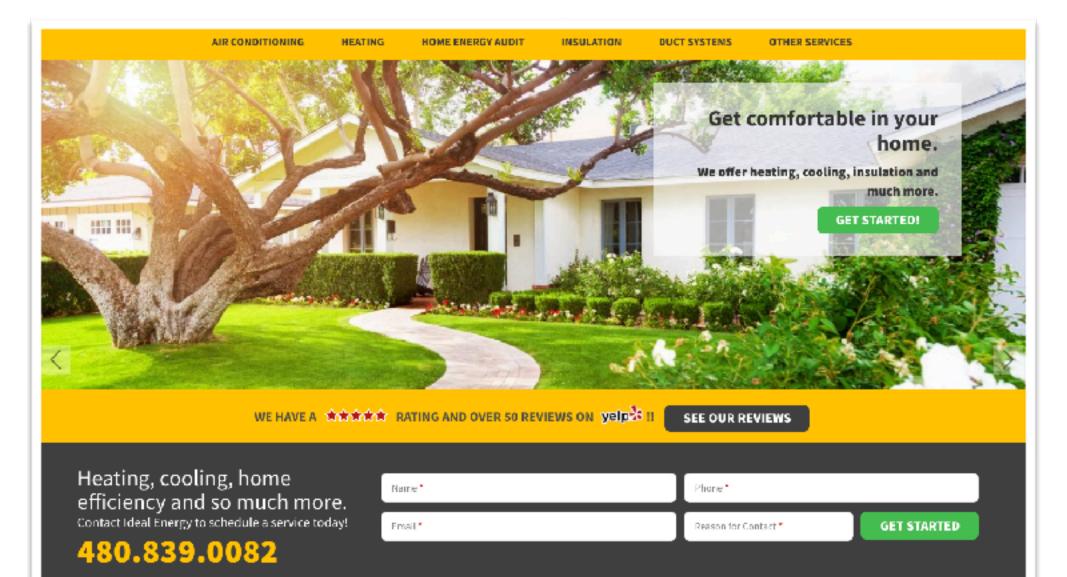
PROMINENT CONTACT INFORMATION (& CHOICE)

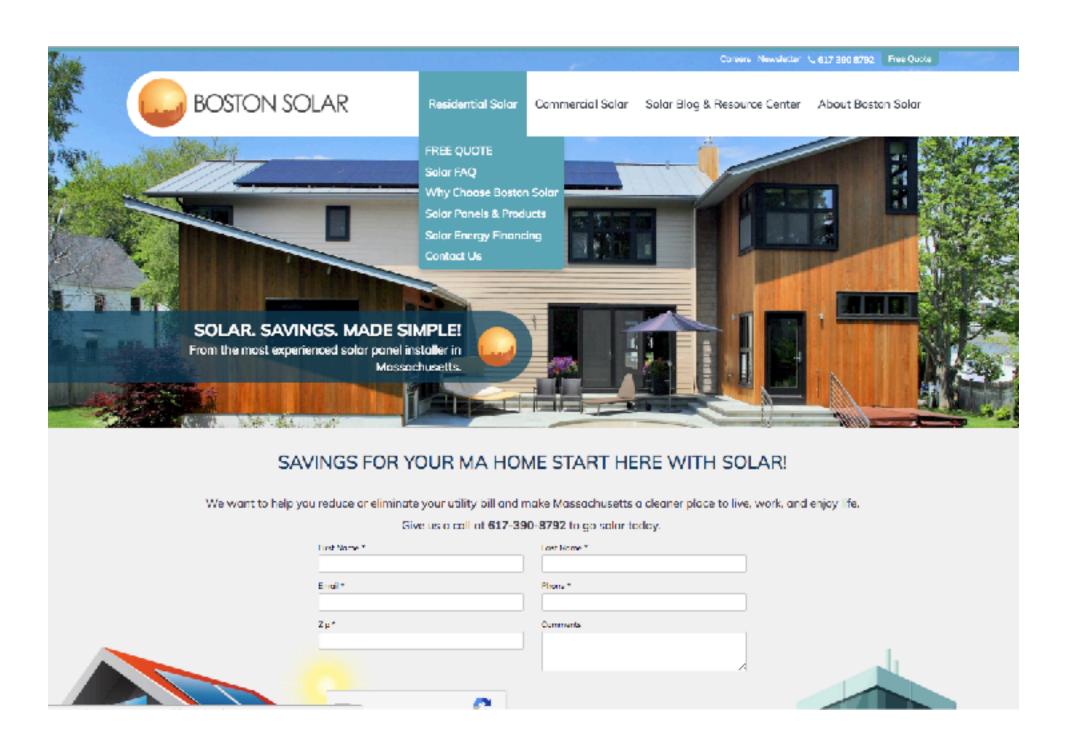
Simple, Above the Fold CTA

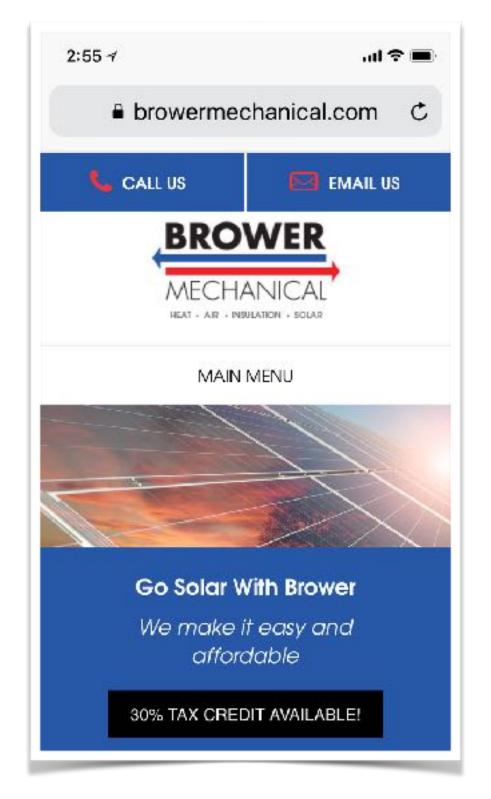














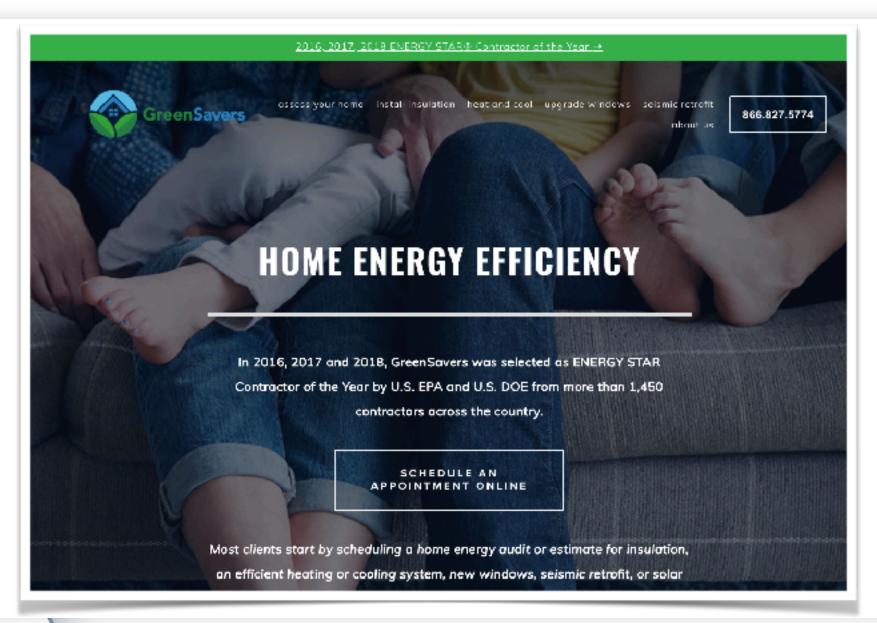
TRUST & CREDIBILITY INDICATORS

Use Em if You've Got Em



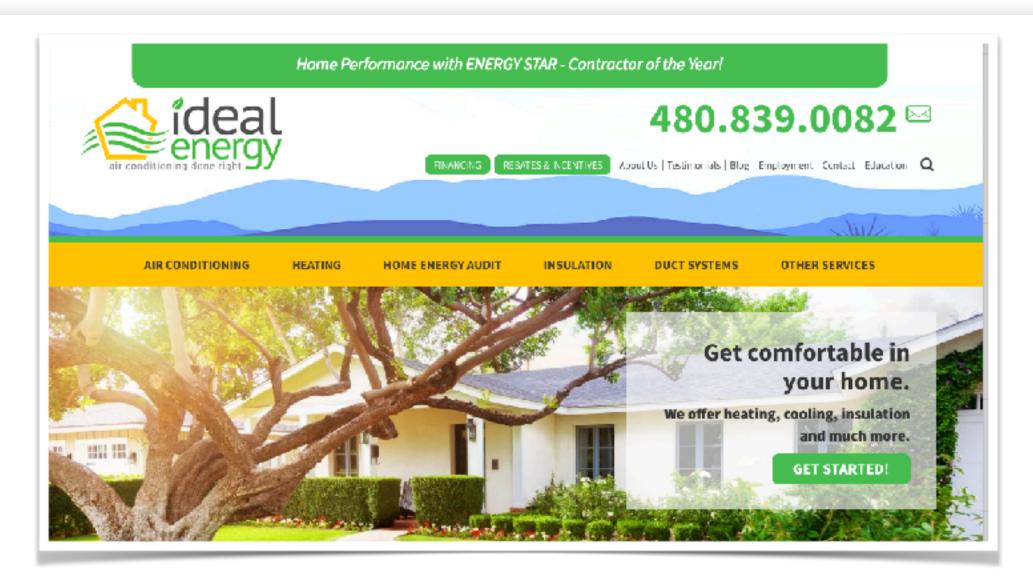


Leveraging Awards





Leveraging Awards



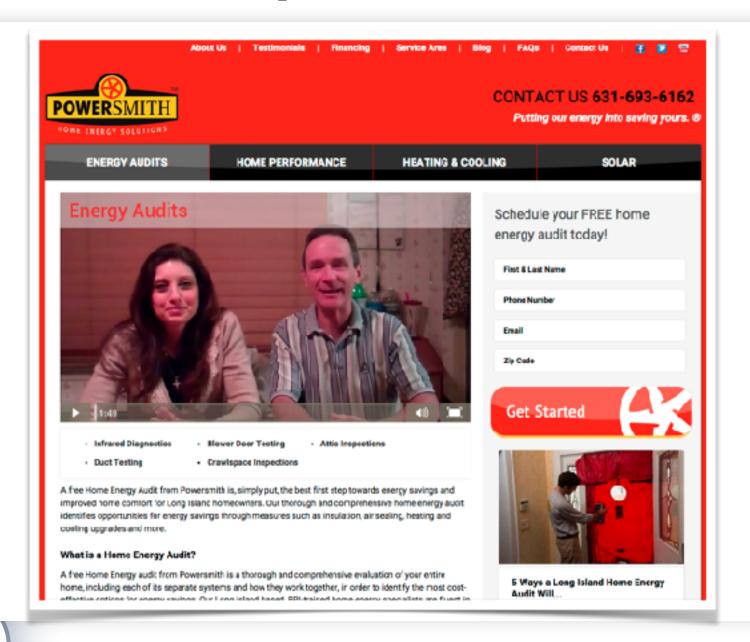


Trust Symbols





Trust: 3rd Party Validation with Video

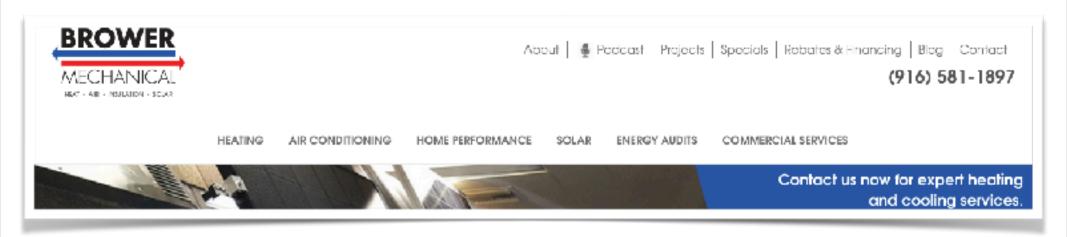






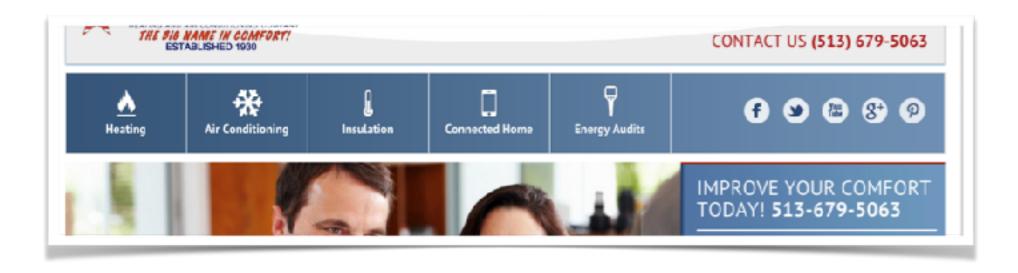
PRODUCT/SERVICE-BASED NAVIGATION

User-Relevant Navigation





User-Relevant Navigation



Sector Based Works Too

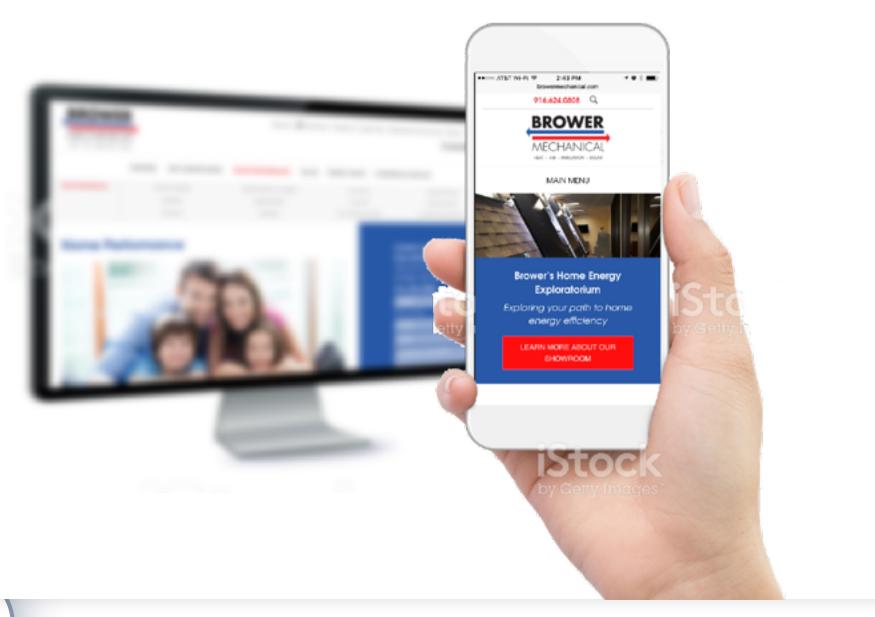






MOBILE FRIENDLY SITE

Mobile-Friendly & Responsive





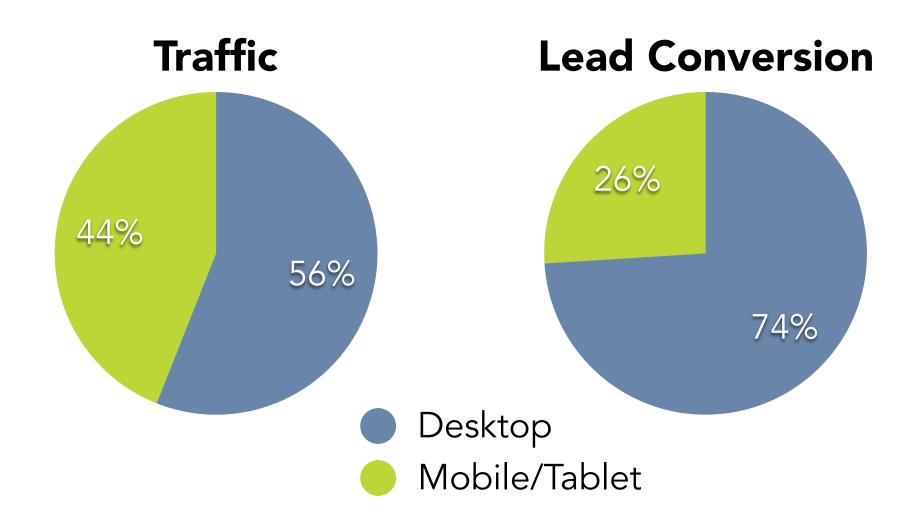
Implications of Mobile First

- Significant ranking penalties
- Loss of real traffic & calls





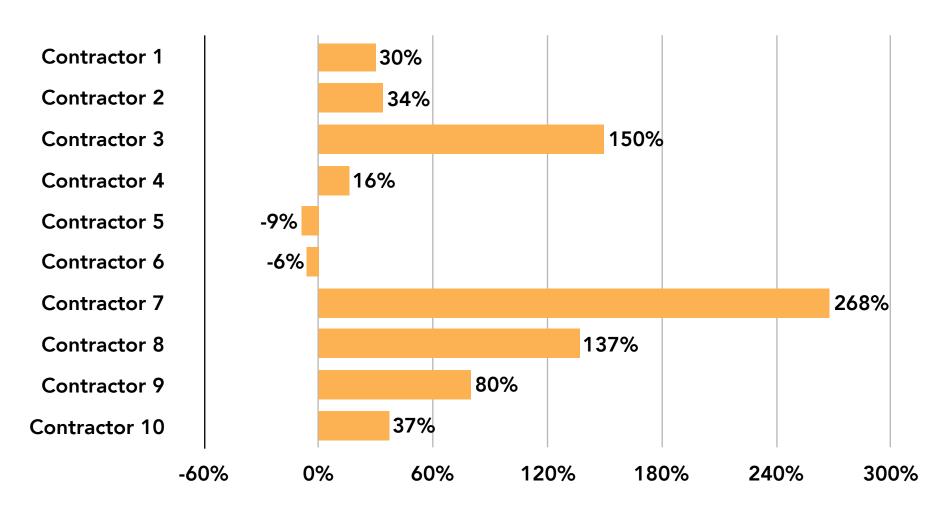
Desktop vs Mobile



67 Energy Circle Websites, Calendar 2017



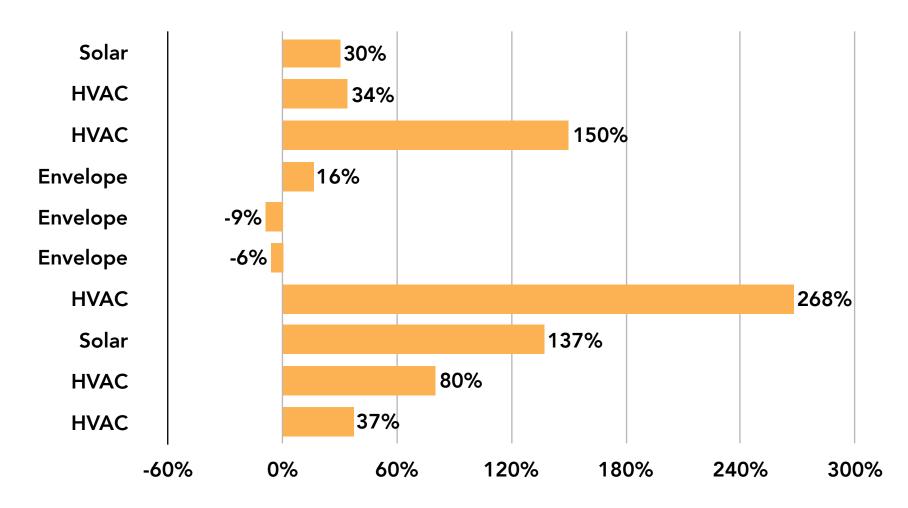
March 2016-2017 YOY Mobile Traffic Growth



Data from Energy Circle Clients, 12 months of 2016 vs 2017; \$4-6 Million Sales Contractors

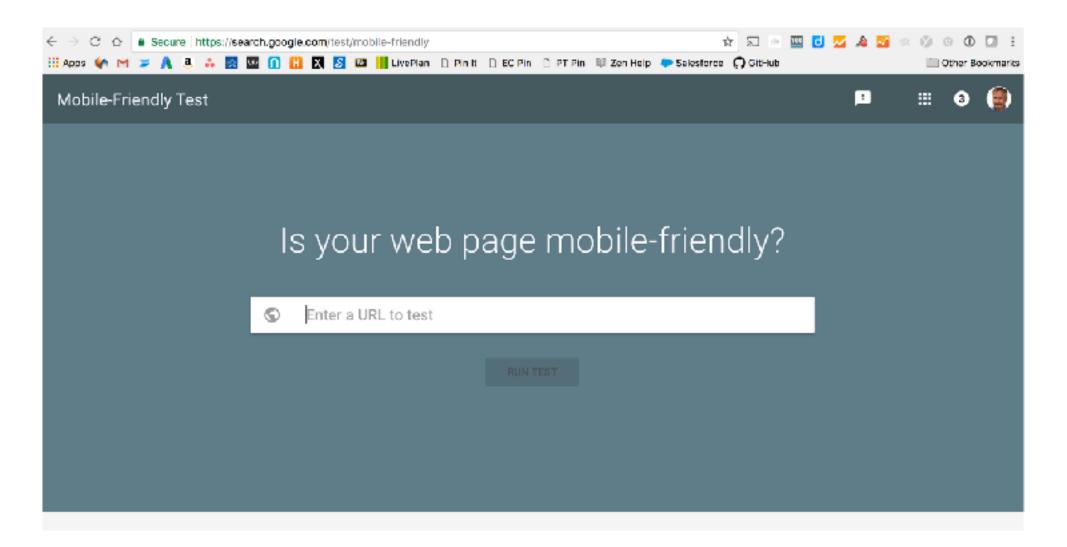


YOY Mobile Traffic Growth: Select Companies



Data from Energy Circle Clients, 12 months of 2016 vs 2017; \$4-6 Million Sales Contractors







EASILY SKIMMED COPY (WITH KEYWORDS)

Control:



Long Can Be Good

Treatment:





Statistical Confidence 98%



PAGES FOR EVERY KEY SERVICE

Google Analytics Site Content Data

Overview	□ Page ②		Pageviews 🕙 🕠	Unique Pageviews	Avg. Time on Page 🕙	Entrances ②
- All Traffic			26,053	21,293	00:05:06	12,166
Channels			% of Total: 100,00% (26,053)	% of Total: 100.00% (21,293)	Avg for Views 00:06:06 (0.00%)	% of Total: 100.00% (12,188)
Source/Medium	□ 1. /	عل	3,051 (11.71%)	2,361 (11.09%)	00:07:22	2,192 (1802%)
Referrals	2 /heating-cooling/convert-oil-gas	æ	1,172 (4,50%)	848 (3.97%)	00:01:43	532 (4.27%)
- AdWorda	□ 3 /convert-oil-gas	į.	985 (X78%)	775 (384%)	00:1847	640 (BORS)
 Search Engine Optimization 						
	4. Aubout	Æ	629 (2.41%)	490 (2.30%)	00:01:42	84 (0.69%)
→ Social	5 /ampleyment	Gr.	627 (2.41%)	371 (1.74%)	00:01:05	59 (0.40%)
· Campaigns	☐ 6. /contact-us	عا	623 (2.01%)	457 (2.16%)	00:01:69	196 (1.36%)
☐ Behavior	7. /heating-cooling/air-conditioning	ι_{ff}	487 (1.07%)	381 (1.79%)	00:01:22	214 (1.76%)
Overviow	□ 8 #Inancing-incentives	Ę.	432 (1.68%)	382 (1.78%)	00:09:43	181 (1.49%)
Behavior Flow	9. /heating-cooling	ıΈ	411 (1.58%)	296 (139%)	00:00:65	78 (0.64%)
- Site Content	☐ 10 /anergy-audits	£r	405 (1.55%)	307 (144%)	00:01:59	111 (0.81%)
All Pages	☐ 11. #inancing	عل	367 (1.41%)	307 (1.44%)	00:02:03	88 (0.56%)
Content Drilldown	12. /solar	rpr	386 (1.49%)	274 (1.29%)	00:05:20	30 (0.25%)
Landing Pages	☐ 13. /gns-water-heaters	브	352 (1.35%)	278 (121%)	00:18:03	244 (201%)
Exit Pages	14. /heating-cooling/boilers	Æ	345 (1.92%)	271 (1.27%)	00:01:20	90 (0.74%)
► Site Speed		er.				
+ Site Search	15. /convert-oil-gas-0		343 (1.32%)	300 (141%)	00:16:15	283 (2.38%)
► Events	☐ 16. Aservice-area	쓴	333 (1.28%)	288 (1.36%)	00:02:10	76 (0.62%)
- AdSense	☐ 17. /home-performance/insulation-services	$\iota_{f_{\overline{M}}}$	302 (1.16%)	202 (0.85%)	00:01:09	72 (0.59%)



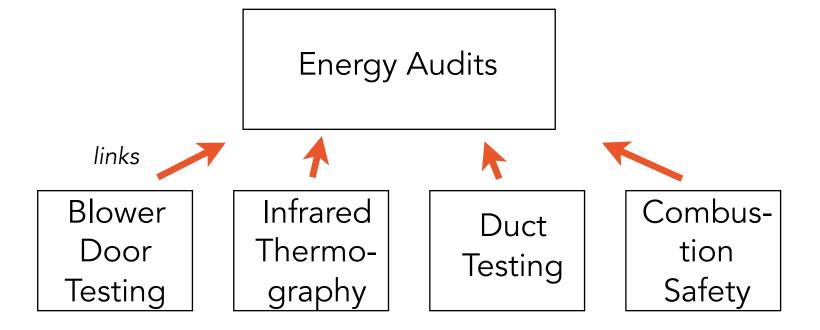
Services Content—Most Important

- Top Performing Pages in Search
- People are Looking for...
 - Attic Insulation
 - Cellulose Insulation
 - an Energy Audit
 - a new Furnace
 - Solar Panels
 - New Windows
- Getting Found = Having Content



Ideally: Dedicated Pages for Key Services

Logical, Clear Structure







PROMINENCE OF SERVICE TERRITORY

THE HASSLER DIFFERENCE

HEATING & COOLING

SERVICE & MAINTENANCE

ENERGY UPGRADES

ling a home energy assessment. A full evaluation of your home. can help us understand where there is opportunity to tighten your home's building envelope. and is a great first step toward:

- Increased Home Efficiency
- Lower Utility Bills
- Improved comfort in the home.
- Better indoor air quality
- Increased safety and health levels in the home.
- Increased home resale values.

If you're ready to improve the efficiency of your Alameda, Marin, or Contra Costa County home, contact us to schedule an energy assessment.

















THE HASSLER DIFFERENCE About Usi **Customer** Testimonials. Employee: Testimonials

Service Area

Heating & Cooling Indoor Air Quality SERVICE & MAINTENANCE Repairs Other Services

HEATING & COOLING

ENERGY UPGRADES Building Envelope Other Services Indoor Air Quality

FINANCING: PRODUCTS COMMERCIAL BLOG

REBATES &

CONTACT US

FA0

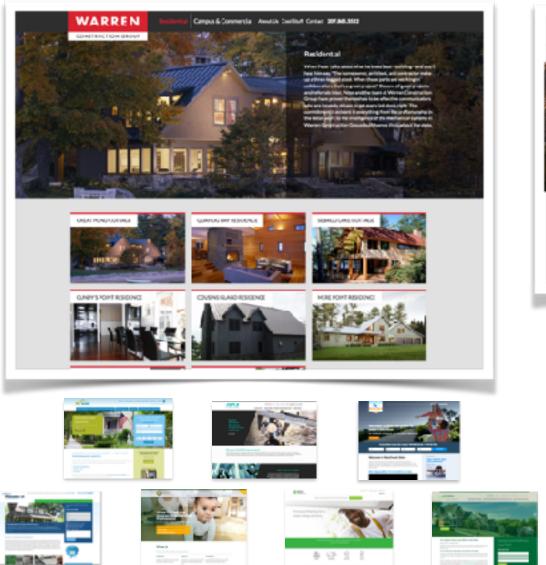


PROFESSIONAL, MODERN SITE DESIGN

Good Design Conveys Quality



Good Design Conveys Quality











CLEAR CALLS TO ACTION THAT ARE CONTEXTUAL (CTA'S)

Clear Call to Action





What Makes a CTA Effective

Prominence on Page

Above the Fold Stands Out Visually

Relevance

to Page It's On to Where Traffic is Coming From

Remember: It's an Exchange of Value





Value Statement



Relevance

FREE PHONE CONSULTATION
877.411.2534

Offer

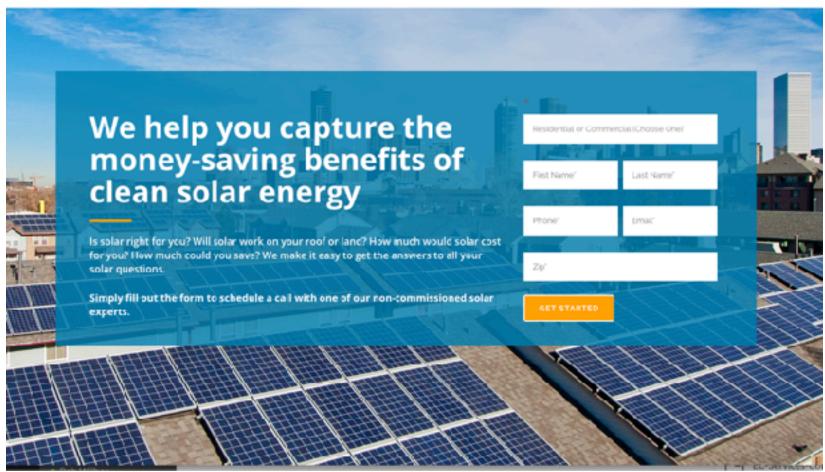
Action

Prominence



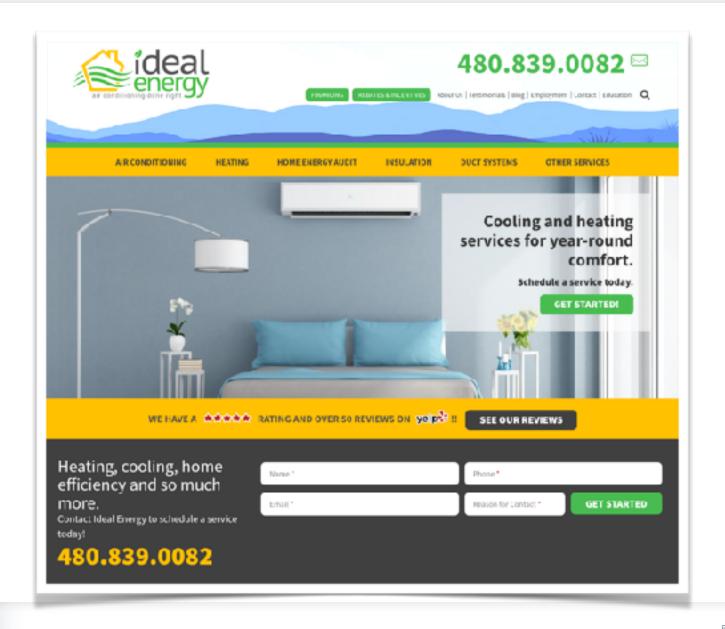
RESIDENTIAL

303.872.7971 FREE QUOTE





Prominence



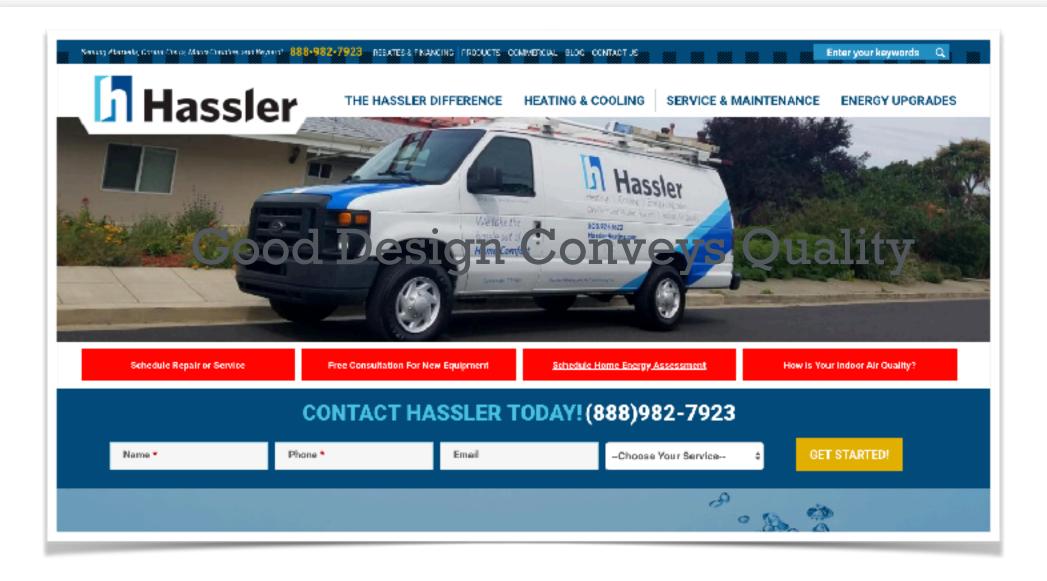


Prominence





Multiple CTA's





Relevancy = Conversion

Energy Audits --> "Comprehensive Evaluation...."

Multi-Family Audits --> "Complete ROI analysis..."

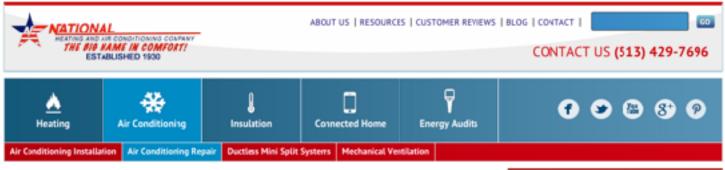
Financing Programs --> "See if you qualify..."

Indoor Air Quality --> "Allergy & asthma problems..."

Solar --> "What's your solar potential..."



Most Important: Relevance



Air Conditioning Repair



Air conditioners do break down from time to time, no matter how well they're maintained. Unfortunately, this is most likely to happen in the heat of the hot Cincinnati summer - when you need your air conditioner the most! When your AC breaks down, National Heating and Air Conditioning is always available for your air conditioning repair.

We will take care of your AC system at any time, and our fast and reliable team members will ensure that your air conditioner repair is top priority and up and running again as quickly as possible. Additionally, our team of technicians will take any necessary maintenance steps to ensure that your AC functions properly and efficiently in the future.

We understand the importance of a comfortable home, particularly during the hottest and coldest months of the year. If you have any trouble with your HVAC systems, be sure to call our team of experts to discuss any installation or repair questions you may have.

National Heating and Air Conditioning has been providing top service to Cincinnati homeowners for more than 80 years - when it comes to services for your air conditioning system, look no further than National.

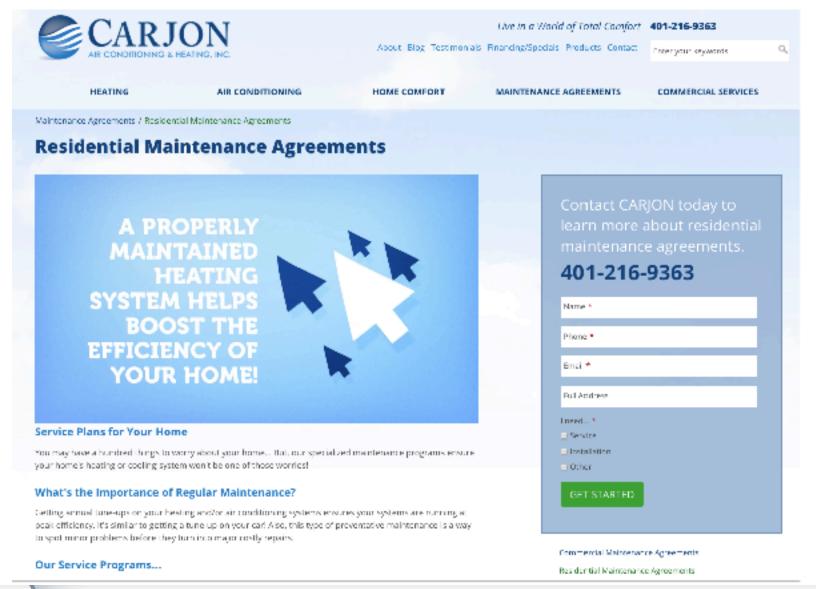
Please give us a call. We will be able to provide you with a top level of service and work to keep you and your home cool this summer.

24 HOUR AG CALL 513-4					
First Name *	Last Name *				
Email *					
Phone Number *					
③ SUBMIT					

Client Testimonials Their technician Dave was bnowledgable, professional, and triendly - and arrived within 30 minutes. Scott's analysis was on target and Dave was able to fix and service my unit in about 45 mins. I



Service Specific: Relevance = Conversion





Relevance to Traffic Source

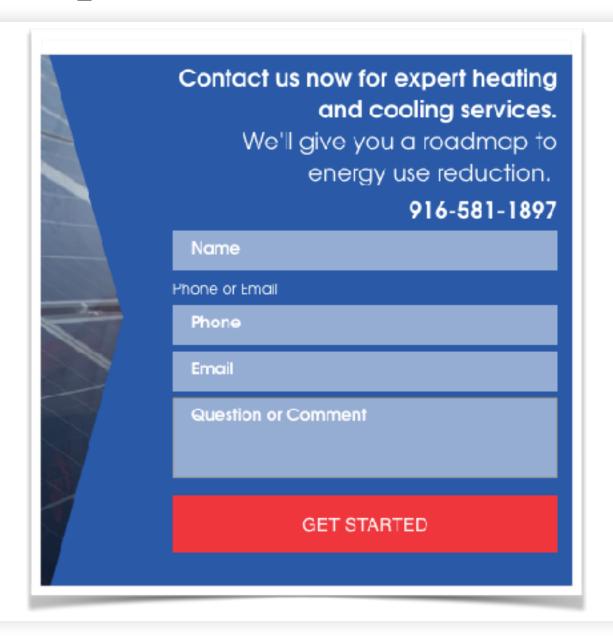
Our Partnership with Efficiency Maine: Helping homeowners qualify for \$3500, or more, in rebates



As a registered vendor with Efficiency Maine, Evergreen Home Performance has helped hundreds of homeowners henefit from the generous relates offered through Efficiency Maine's Weatherization Make your home more comfortable & energy efficient with Efficiency Maine and Evergreen Home Performance! First Name * Last Name * Phone * Email ★ City/Town *

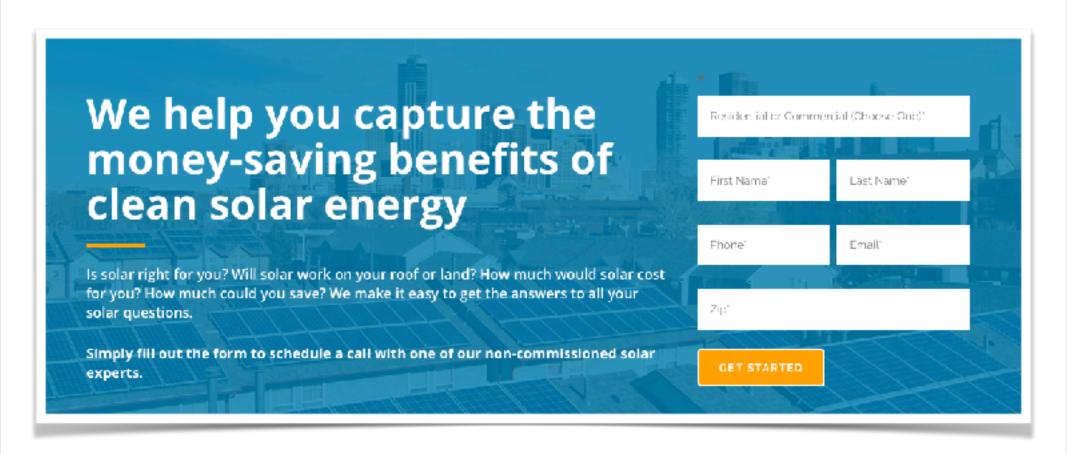


Value Proposition CTA





High Value/Non-threatening





Explain the Value

FNFRGY AUDIT | Why Assess Your Home's Energy Efficiency? | Free Consult

Why Assess Your Home's Energy Efficiency?



When you plan comfort and efficiency improvements, evaluating your home is the first step.

We start by identifying your unique goals and priorities, and design improvements that fit your needs and your home.

Big Picture Understanding

The comfort and efficiency problems you've identified may have suprising connections and root causes. We listen to your concerns, look over your current energy use, and inspect your home to device project possibilities during your free energy



Improve your home's energy use with a personalized improvement plan from Evergreen.

(207) 358-444°

First Name *

Last Name *

Phone *

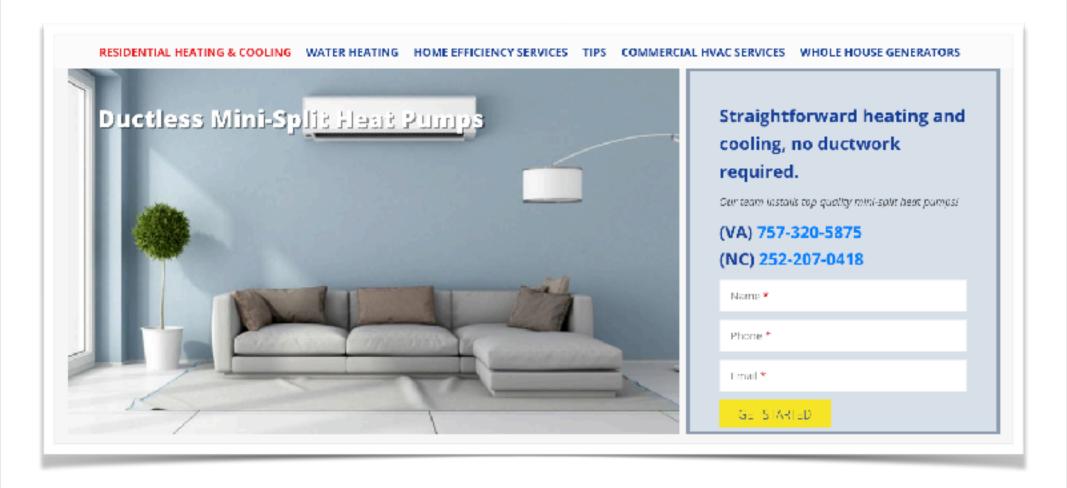
Email *

City/Town *

Message



Explain the Value





Provocative





Different Audiences Different CTA's







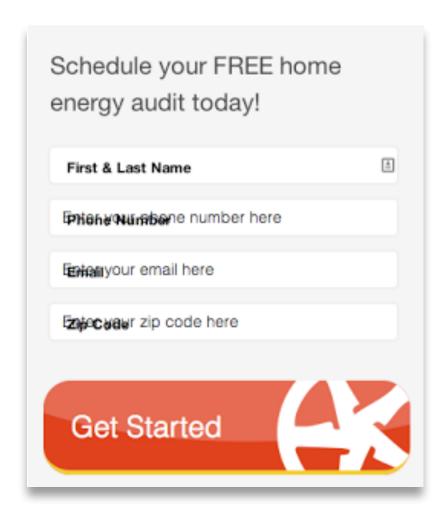
Challenge of Solar & Insulation

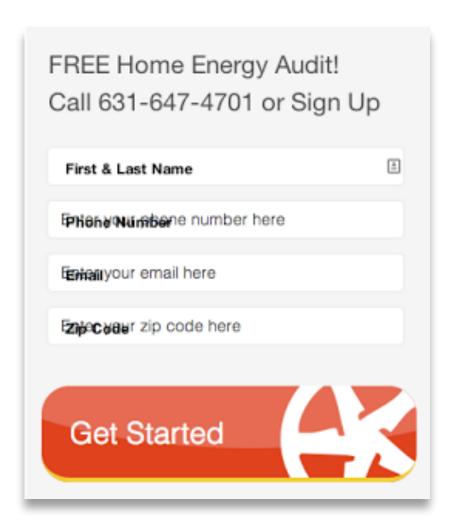
FREE QUOTE

It's Become Industry Standard



A/B Testing









QUESTIONS?

Peter Troast

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207.847.3644