

F R O S T & S U L L I V A N

2024 COMPANY OF THE YEAR

*IN THE NORTH
AMERICAN ENERGY
SERVICES INDUSTRY*

F R O S T & S U L L I V A N

BEST
2024 PRACTICES
AWARD

AMERESCO 

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each Award category before determining the final Award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Ameresco excels in many of the criteria in the energy services space.

AWARD CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

Energy Services: A Challenging Space

In the race toward a net-zero world, businesses and institutions are required to make meaningful changes to reduce greenhouse gas (GHG) emissions. The urgency of the climate crisis compels organizations to better balance long-term net-zero commitments with short-term initiatives that have an immediate impact. Energy efficiency projects, infrastructure upgrades, and the installation of on-site solar and battery energy are effective ways to achieve substantial gains not only in decarbonization, but also for the bottom line.

In North America, despite the increasing availability of incentives, grants, tax credits, and rebate programs, Frost & Sullivan notes that organizations find it difficult to materialize climate action aspirations into a concrete roadmap. Decisions on which sites to prioritize and what technologies to invest in for maximum impact are complex. Securing funding, permits, and interconnection approvals requires expertise in regulatory processes and good rapport with authorities and utilities. Moreover, project execution poses considerable risks in the present scenario of constrained supply chains, scarce labor, and highly complex integrations. In sight of these challenges, organizations need reliable energy services partners to support them in meeting their environmental objectives.

Ameresco: The Comprehensive Solution

Founded in 2000 and headquartered in Massachusetts, United States (US), Ameresco is a cleantech integrator and renewable energy asset developer, owner, and operator. The company employs an objective approach and utilizes its in-house technical expertise to offer multi-technology cutting-edge solutions tailored to meet the distinct requirements of each customer. As a comprehensive, long-term energy partner, its solutions address cost savings, decarbonization, infrastructure upgrades, and resiliency goals. Frost & Sullivan's ongoing research confirms that Ameresco is well-positioned to capitalize on new growth opportunities, cementing its leadership in the energy services space.

Core Principles Driving Customer Satisfaction

Ameresco's leadership in the North American Energy Services market is sustained by its extensive experience across diverse sectors such as defense, utilities, and commercial and industrial clients. Frost & Sullivan's research reveals that the company's strength lies in understanding the integration of multiple energy systems and delivering comprehensive solutions beyond individual products.

Frost & Sullivan points out that Ameresco sets itself apart during competitive bids through complete service offerings that encompass solar, battery storage, and energy efficiency, giving the company a holistic understanding of energy supply and demand dynamics. While major manufacturers may compete in specific niches, Ameresco's ability to provide end-to-end project management and technical expertise across various market segments gives it a strategic advantage. This differentiation allows the company to offer technology-agnostic solutions tailored to specific customer needs and regulatory environments.

Over its extensive history, the company has mastered project management capabilities that guarantee successful project execution and turn its projects into repeated clients, shielding its leading position. The company prioritizes proactive planning, leveraging industry connections, and utilizing internal construction management expertise and cross-team collaboration to ensure project success.

In March 2024, Ameresco and Matchbook Learning Schools of Indiana broke ground on The Match High School, aimed at offering vocational training and career exploration for grades 9-12. The project, supported by a \$5.3M grant from the US Department of Energy, will transform two warehouses into a modern educational complex featuring energy-efficient upgrades.¹ The Career Center will focus on trades like construction and engineering, aligning with the school's goal of preparing students for future success through advanced curriculum and practical skills training.

Ameresco highlights several key factors that differentiate the company in the energy services market. The company has centralized and streamlined its procurement processes to manage current supply chain volatility and long lead times, resulting in more predictable operations. Moreover, its strong relationships with suppliers, particularly in securing critical resources like batteries, enable flexibility and responsiveness in project execution. Ameresco's robust pipeline visibility, which spans 2027-2029, supports this strategic advantage, ensuring proactive project planning and resource allocation.

¹ <https://www.ameresco.com/amesco-and-matchbook-learning-host-groundbreaking-ceremony-for-state-of-the-art-high-school-and-vocational-facility/> (Accessed July 2024)

Ameresco's strategic practices navigate current market challenges and provide tangible advantages in project delivery and customer satisfaction, strengthening its position as a leader in the energy services sector. Frost & Sullivan commends Ameresco's market differentiation through technical competence, integration capabilities, and a commitment to high-quality project execution - rather than simply price competition alone.

Roadmap to Success: Customer-centric, Continuous, Proactive

With its customer-centric corporate philosophy, Ameresco operates on the central tenet that its success depends on customer satisfaction. This philosophy permeates the company's daily practices. Ameresco plays a pivotal role in guiding clients through the complex regulatory landscape, identifying incentives, and conducting feasibility analyses to optimize investment decisions. It provides thorough solutions tailored to maximize economic value aligned with policy incentives and market conditions.

Ameresco's approach goes beyond its extensive expertise and best-in-class capabilities, with customer value as a strategic imperative. Through the years, the company has earned a sterling reputation supporting clients' paths toward their objectives. Unlike other competitors, Ameresco builds its technology collaborating closely with a range of stakeholders and partners to evolve alongside market needs and trends. The company commits to customer-centricity, addressing each project uniquely based

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- Marcos Ainchil
Best Practices Research Analyst

on client goals, timelines, and budget considerations, and a cohesive "One Ameresco" practice highlights its strong execution capabilities. This internal synergy ensures consistent delivery excellence across different markets and regions.

Ameresco's ability to consolidate technical expertise with customer-focused solutions and strong execution capabilities positions it as a leader in the energy services sector, capable of delivering customized, resilient solutions that meet the diverse needs of its clientele.

Ameresco's integrated procedure, combining engineering, project management, and operations capabilities provides a significant advantage. This comprehensive expertise allows them to manage projects more effectively from inception, reducing dependency on subcontractors and enhancing project oversight. This foundational approach establishes ongoing trust with customers for long-lasting relationships extending throughout the service lifecycle.

A Purpose-filled Mission and Vision

Ameresco's method combines technical innovation, customer-centric solutions, and strategic expansion to maintain leadership in the evolving energy services market, positioning it to meet future energy challenges effectively.

Ameresco's team focuses on employee retention and talent development. The company's appeal as a workplace lies in its broad spectrum of career advancement opportunities, spanning various sectors and US regions. Employees engage deeply with projects from conception through completion, instilling a profound sense of achievement and a clear connection to sustainable goals.

The company's Centre of Excellence initiative exemplifies this approach with its monthly training sessions that cover a diverse range of topics. This system not only keeps the team well-informed and engaged, but also reinforces the company's commitment to continuous learning and operational transparency, essential for employee motivation and career advancement.

“Over its extensive history, the company has mastered project management capabilities that guarantee successful project execution and turn its projects into repeated clients, shielding its leading position.”

**- Maria Benintende
Industry Director Energy &
Environment**

Ameresco's robust internship program offers practical, hands-on experience at project sites, often serving as a stepping stone to full-time positions. This emphasis on mentorship and career development is a cornerstone of Ameresco's corporate culture, ensuring that employees are fully aligned with the company's mission and objectives. Frost & Sullivan highlights the importance of instilling a sense of purpose among employees and aligning them with the company's overarching goals, as well as the power of such initiatives in fostering employee engagement and motivation.

Looking forward, Ameresco plans to broaden its geographic presence in Europe and the US and to diversify into adjacent markets, including microgrid solutions and long-duration battery storage. Its ongoing innovation in clean energy technologies, such as renewable natural gas (RNG) and hydrogen solutions, underscores its commitment to sustainability and resilience in energy solutions.

Frost & Sullivan recognizes Ameresco's strategic positioning to propel the energy services sector into its next phase of growth, poised to capture further market share and sustain its industry leadership in the years ahead.

The Kūpono Solar Project

Ameresco, in collaboration with Hawaiian Electric (HECO), the US Navy, and the O'ahu community, developed the Kūpono Solar Project on Joint Base Pearl Harbor-Hickam. This initiative, the largest of its kind on the island, operates under a 37-year land lease with the US Navy. Kūpono Solar generates 42 MW of clean, renewable energy for O'ahu's grid, contributing to energy security and affordability.²

The project reduces reliance on fossil fuels, supports energy independence, and stabilizes energy costs for HECO customers. Annually, it cuts over 50,000 tons of CO2 emissions — equivalent to the emissions of 12,000 cars.³ Kūpono Solar aligns with Hawaii's renewable energy goals and supports the Department of Defense's energy security efforts. Additionally, it fosters community support through philanthropic initiatives and local job creation, using environmentally friendly practices like relocating bees and grazing sheep.

² <https://www.ameresco.com/portfolio-item/kupono-solar-project-hi/> (Accessed July 2024)

³ <https://www.ameresco.com/portfolio-item/kupono-solar-project-hi/> (Accessed July 2024)

Ameresco owns and operates the solar and battery energy storage system, ensuring reliable renewable energy delivery to HECO's grid, powering around 10,000 homes on O'ahu. The integrated 42 MW solar array with a 168 MWh battery storage system enables the delivery of renewable energy during peak evening hours, promoting energy resilience and environmental stewardship.⁴

The team at Ameresco highlights the importance of building the Kūpono Solar Project as it contributes to employee morale and the feeling of accomplishment in the company when projects come to fruition and improve the quality of life for different communities.

Conclusion

Ameresco excels in energy services by prioritizing tailored, technology-agnostic solutions in solar, energy efficiency, and battery storage. The company's best practices in procurement, construction, and project management mitigate supply chain and execution risks, ensuring reliable project delivery and customer satisfaction. Ameresco prioritizes customer satisfaction as integral to its success, guiding clients through regulatory landscapes and optimizing investment decisions with tailored solutions.

By integrating extensive expertise and collaborative partnerships, Ameresco delivers consistent excellence across diverse markets, reinforcing its leadership in energy services through strong execution capabilities and customer-focused strategies. The company remains a trusted partner, earning a reputation for offering the overall best in the industry.

With its strong overall performance, Ameresco earns the 2024 Frost & Sullivan Company of the Year Award in the Energy Services industry.

⁴ Ibid.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

Visionary Scenarios Through Mega Trends:

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

