

Driving Energy Efficiency on Behalf of Customers and EEPs



Environmental Affairs
One World, Our World.

Thad Carlson
Sr. Manager Environmental Affairs
Best Buy Co., Inc.

Agenda

- Best Buy's Brand Promise
- Best Buy's Environmental Goals
- Energy Management System
- Recycling
- ENERGY STAR
- LEED
- The Green Zone
- EEPS Partner Collaboration Examples
 - Xcel Energy in Colorado
 - NSTAR Electric in Massachusetts
 - NYSERDA in New York
 - SCE in California
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 - Recycling Signage
 - ENERGY STAR Product Sales Summary by Category
 - LEED Credits Built into Best Buy Prototype Store Format



Best Buy's Brand Promise: What We Do

We promise to:

**Make Sure You Know ALL
That We Know**

We promise to:

**Deliver An Experience That
Inspires You**

We promise to:

Make a difference



***Trusted Perspective
for Inspired Living***

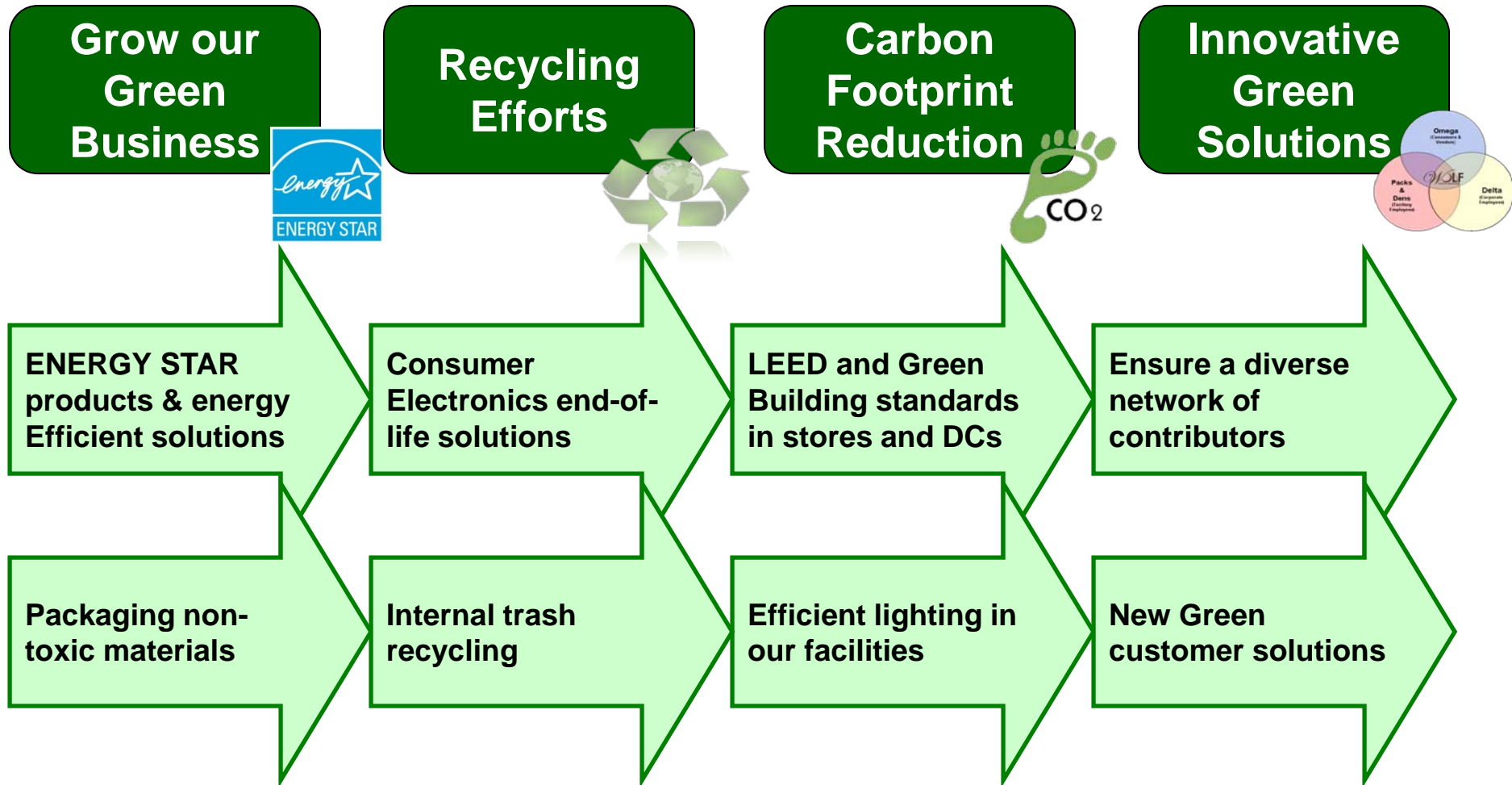
We promise to:

**Blow you away with the
latest & greatest**

**We promise to:
Never leaving you
hanging**



2009 ~ 2010: Environmental Initiatives



Best Buy Energy Management System

- Best Buy has installed an EMS in every store since 1994
- All Best Buy stores use the EMS to control our lighting and heating/cooling systems
- EMS is also tied to fire and burglar alarm, enabling lights to be turned completely off, but activated if an incident occurs
- Our kWh usage per square foot is 30% lower than 1994
- This year, we are moving from a modem based connection to an Ethernet connection
- We expect this adjustment to enable us with:
 - Quicker and more accurate control of our store hours and occupancy schedules
 - The ability to execute Demand Response programs
 - The ability to assess stores that are not operating optimally
 - The ability to create alarms and reports that ensure accurate control
 - A singular database that eliminates multi database corruption issues



Best Buy Recycling Programs

Appliance & Consumer Electronics

- Programs Networked Through
 - Retail
 - DDC
 - Service Centers
 - Geek Squad City
 - Product Return Centers
- Recycling Kiosk – Ink, Cell Phones, Rechargeable Batteries, Compact Disks & CD
- TV and Appliance Haul-away
- Events
- In-Store Take-Back
- On-line Trade-In Recycling
- Grants

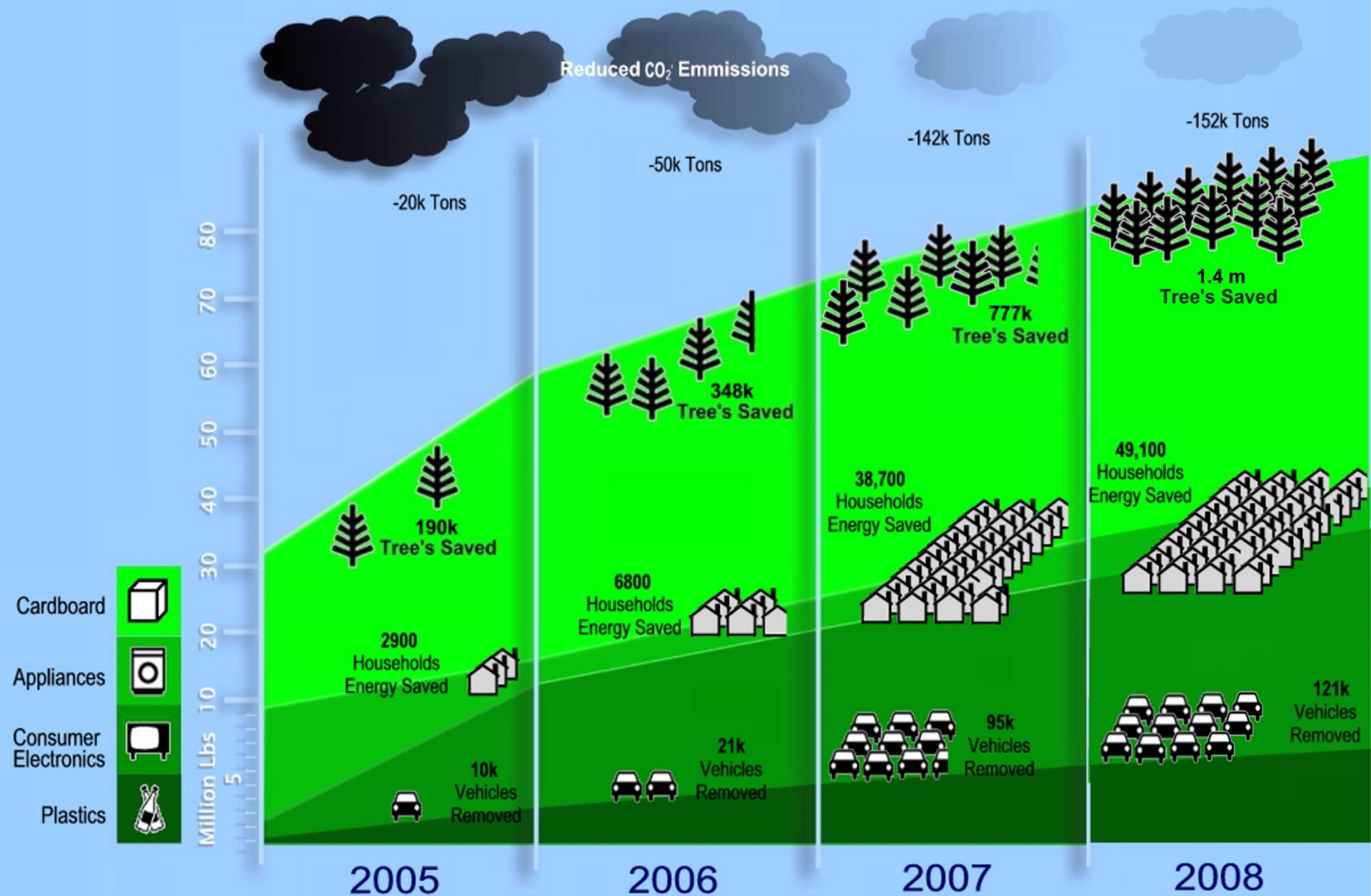


Others

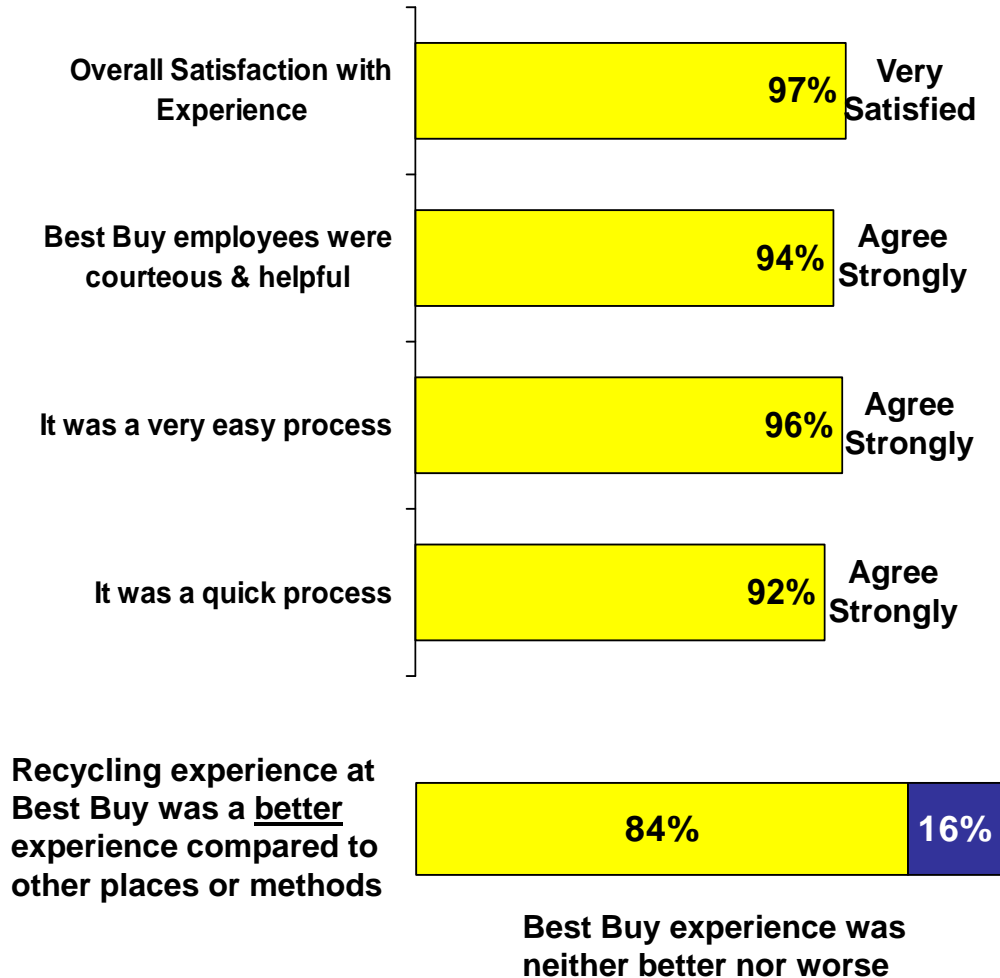
- Cardboard Recycling
- Foam Recycling
- Shrink-Wrap Recycling
- Gift Cards
- Metal
- HID & Florescent Lamps



Recycling Efforts: Current Program and Impact



In-Store Recycling: Customer Feedback



Customer Quotes:

"The experience was quick and pleasant and I'll highly recommend it to friends and family."

"Everything was great. It was so quick and easy."

"The process was smooth, fast, easy and pleasant."

"I feel the employees in the Bel Air MD store were extremely helpful & courteous. They went out of their way to make it a very convenient experience."

"I think it's an excellent program and was very simple to use."

"The whole process went smooth and was very fast and simple to do!"

"There's nothing they could have done to improve upon my experience. They were extremely courteous and helpful. Thank you for this service."

"This was convenient (during store hours), location was accessible, and this was an easy process. I wish more folks would take advantage of this program as I continue to see discarded electronics by the roadway."

ENERGY STAR Total Savings Calendar Year 2008

BEST BUY AND ENERGY STAR[®] QUALIFIED PRODUCT SALES Calendar Year 2008

TOTAL SAVINGS



**TOTAL ENERGY
SAVINGS**

787,489,458

kWh/year



**TOTAL UTILITY
BILL SAVINGS**

\$90,517,923



**TOTAL CARBON
SAVINGS**

1,212,703,105

POUNDS OF CO₂

EQUIVALENT TO 100,678 CARS REMOVED FROM THE ROAD

EQUIVALENT TO 165,184 FORESTED ACRES OF TREES PLANTED

EQUIVALENT TO 951 DAYS TO LIGHT MINNEAPOLIS

Best Buy is participating in the
LEED for Retail Commercial Interiors Pilot
and
LEED Volume Certification Pilot



The Volume Certification program allows companies that build from a prototype to “pre-certify” their prototype design. This involves submitting the bulk of documentation and calculations up front. Then, during design and construction, the company must follow a quality control program to ensure the pre-certified design is built.

Best Buy’s Prototype achieved pre-certification at 24 points in September 2008.

Efforts are currently under way to add to our point total. The goal is to pre-certify the Best Buy prototype at LEED Gold level.

Best Buy & LEED

LEED Stores to Date

Stafford Township, NJ – LEED Silver Certified

Kimball & Belmont, IL – outside consultant is submitting documentation in the next couple of weeks

We opened 7 stores on February 27th that followed LEED Volume Criteria – they are currently undergoing commissioning and documentation will be submitted to the USGBC in the next couple of weeks. Certification is expected to be granted within the next 4 months.

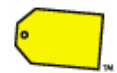
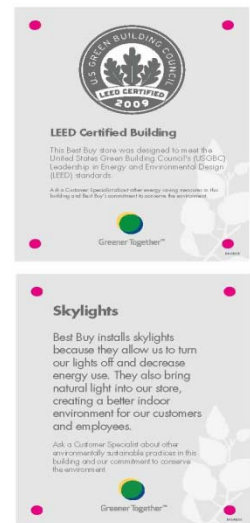
We also opened 4 stores on April 17th that followed the LEED Volume Criteria – these stores are undergoing commissioning as well.

Public Education

Signage in vestibule will call out green features of the store.

Tenant Space, Long Term Commitment

Our leases are generally 10 years or more, reducing environmental costs associated with tenant change outs.

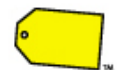


Best Buy's Green Zone in Chicago, IL

- Best Buy tests a new merchandising strategy called the “Green Zone” in the South Loop store in Chicago, IL
 - CFLs (standard and specialty), LED (task lamps and holiday lights), GU24 task lamps
 - Smart strips, battery chargers, showerheads, thermostats
 - Clothes washers, room A/C, dehumidifier, consumer electronics



Best Buy's Green Zone in Chicago, IL



Best Buy Partners with Xcel & WECC



January 26, 2009

To: Thad Carlson, Best Buy
From: Dan Agne

RE: Xcel Energy Colorado – ENERGY STAR Market Shift Pilot Program

Xcel Energy wishes to undertake a pilot program in the State of Colorado to increase the market penetration of ENERGY STAR qualified appliances and consumer electronics. ENERGY STAR qualified appliances and electronics offer customers substantial energy savings. It is Xcel Energy's key initiative to help customers save energy and money, and improve the environment by reducing overall power plant emissions.

Wisconsin Energy Conservation Corporation (WECC) is working on behalf of Xcel Energy as a third party administrator to plan, launch, and implement this program.

To meet this challenge Xcel Energy and WECC would like to partner with Best Buy in this ENERGY STAR Market Shift Pilot Program.



BEST BUY™

Best Buy Partners with NSTAR & Marketing Drive

Realize Your Brand's Full Potential



MARKETING DRIVE

Myenergystar.com 2009 Planning for Best Buy

Background

Historically myenergystar.com sponsors have focused on lighting and appliance product categories when reaching out to their rate payers. However, consumer electronic products are increasingly prevalent in consumer's homes, responsible for approximately 15% of household electricity use according to the EPA. As a result myenergystar.com sponsors are including consumer electronic savings tips, advice and offers in their outreach efforts to rate payers:

- Sponsors and associated rate payer territories include: National Grid (Massachusetts and Rhode Island), NSTAR (Eastern Massachusetts), Cape Light Compact (Cape Cod), and Western Massachusetts Electric

Objectives:

- Partner with Best Buy during the month of April to host a series of energy efficiency events in local Best Buy stores in myenergystar.com sponsor territories (see above)
- Highlight all relevant ENERGY STAR products and categories at Best Buy, e.g. computers, televisions and entertainment items, appliances, etc.



Best Buy Partners with NSTAR & Marketing Drive



OPEN HOUSE

Welcome to NSTAR's Open House.

Date: _____ Time: _____

Learn what you can do in your home to save money,
save energy, and help protect the environment.

take the ENERGY STAR® pledge • bring home valuable information
win prizes • share your story • talk to efficiency experts



<u>Location</u>	<u>District</u>	<u>Territory</u>	<u>City/Town</u>	<u>State</u>
436	37	38	Dedham	MA
530	37	38	Braintree	MA
532	37	38	Framingham	MA
533	37	38	Danvers	MA
537	37	38	Cambridge	MA
596	37	38	Watertown	MA
818	37	38	Saugus	MA
877	37	38	Brockton	MA
1088	37	38	Everett	MA
1126	37	38	Dorchester	MA
1407	37	38	Milford	MA
1471	37	38	Boston	MA
1471	37	38	Boston	MA
418	72	38	Holyoke	MA
548	72	38	Lanesboro	MA
343	76	38	North Dartmouth	MA
385	76	38	Kingston	MA
441	76	38	North Attleboro	MA
567	76	38	Worcester	MA
568	76	38	Hyannis	MA
806	76	38	Seekonk	MA
820	76	38	Marlborough	MA
1139	76	38	Wareham	MA
1140	76	38	Mansfield	MA
1433	76	38	Leominster	MA
1461	76	38	Taunton	MA



BEST BUY

Best Buy Partners NYSERDA



NYSERDA's Power Management Initiative

As part of its power management initiative, NYSEDA is now beginning to promote products such as advanced power strips, whole-house switches, home automation systems, energy monitoring devices, programmable thermostats and basic timers to educate consumers on how to conserve energy by using their current appliances and products more efficiently.

The main objectives of NYSEDA power management initiative in 2009 are:

- Support the development of power management as an industry
- Introduce power management products to the retail market
- Increase awareness and adoption of power management strategies among consumers

Connect to Best Buy

- Visit www.bestbuy.com/green to view Best Buy's Greener Together initiative
- Visit www.bestbuy.com/energystar to search for ENERGY STAR qualified products.
- Appliance utility rebates Lance.Stariha@bestbuy.com or (612) 291-0931
- Utility Smart Meter & Home Energy Management Brian.Krisko@bestbuy.com or (612) 291-7441
- ENERGY STAR, EPEAT, Green Products & Solutions Thad.Carlson@bestbuy.com or (612) 291-9628
- Appliance and CE Recycling Andrew.Kalweit@bestbuy.com or (612) 291-6515
- Environmental or Green Public Relations Kelley.Groehler@bestbuy.com or (612) 291-6115
- Environmental or Green Online Experience Paul.Hagenson@bestbuy.com or (612) 291-9209
- Renewable Energy & Carbon Programs Hugh.Cherne@bestbuy.com or (612) 291- 7696
- Environmental Compliance Timothy.Dunn@bestbuy.com or (612) 291-3406
- Government Relations Environmental Initiatives Laura.Bishop@bestbuy.com or (612) 291-6127
- LEED Danielle.Tallman@bestbuy.com or (612) 291-6348



Greener Together™



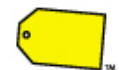
BEST BUY™



Thank you!

Any questions?

Appendix to follow



Appendix: The Customer Offer – (CA Brochure)



Let's help save the planet
one fuzzed-out TV, rickety Inkjet printer
and busted remote control at a time.



Best Buy + You. We're Greener Together.

You've long trusted us when
it's time to buy the latest
electronics. It's only natural
that you can also trust us to
help you safely dispose of
your old ones.

Bring everything from TVs
to computers to DVD players
to Customer Service, up to
two items per household per day.

Our other resources include:

Recycling kiosks. Located inside the front
doors. Drop off small items like ink jet
cartridges, batteries, cell phones, CDs, DVDs,
PDA/smartphones, and now, Best Buy gift cards.

Appliance and TV haul-away.
Best Buy will remove your old
appliance or TV for free when
we deliver a new product
via Best Buy Home
Delivery or Geek Squad
Home Theater.

Appliance and TV pick-up.
For \$100, Best Buy will
remove up to two appliances or TV
units from your home for recycling.



Tech Trade-In. Visit bestbuy.com/tradein to
trade in select gently used electronics for a
Best Buy gift card.

We cannot currently accept:

Appliances. Refer to our appliance
haul-away and pick-up programs.

Console TVs, TVs or
monitors with screens
larger than 32".
Refer to our TV
haul-away and
pick-up programs.

Air conditioners.
Call 1-800-recycling or
visit 1800recycling.com
for other local resources.

Microwaves.
Call 1-800-recycling or
visit 1800recycling.com for
other local resources.

Items submitted for recycling,
including both physical
hardware and data
contained within, are not
retrievable.

Visit bestbuy.com/green.



Appendix: Messaging to Customers -Insert

Best Buy + You.

We now offer electronics recycling at our stores nationwide. We accept most electronics products at our stores, up to **two items per day per household**, and will recycle them responsibly.

Save waste, save cash

There is **no charge** for most products. We'll even give you a ***10 Best Buy Gift Card** to offset the \$10 fee per unit charged for laptops¹ and TVs or monitors 32 inches and under².

¹ Before we accept your desktop or laptop PC for recycling, the hard drive will need to be removed. See BestBuy.com/recycling for full details.

² \$10 recycling fee and \$10 Gift Card offer does not apply to stores in California or to any iDesign[®], Dymex[®] or VPR Matrix[®] product. Gift Card good toward future purchase. See BestBuy.com/recycling for full details.



Recycling every day.

More ways to recycle

This in-store program does not accept internal or external computer hard drives³, TVs or monitors greater than 32", console TVs, air conditioners, microwaves, dehumidifiers, mini-fridges or major appliances.

Visit BestBuy.com/Recycling to learn more about all of our easy, affordable recycling options.



Greener Together™

3 ways to shop/3 maneras de comprar | 1-888-BEST BUY | at BestBuy.com/espanol | Visit us in store/Visítanos en la tienda



Reward Zone® program membership is available to U.S. residents of least 13 years of age (18 years of age for Reward Zone® program MasterCard® members). This program lets you earn points toward Reward Certificates, which are coupons for discounts off future purchases. Points will not be earned for the following: instant and mail-in rebates, purchases paid by reward certificate or Gift Cards, sales tax, state fees, shipping charges, delivery charges, restocking fees, commercial or industrial purchases and certain items that are excluded in particular promotions. Full program rules available at MyRewardZone.com or in our stores.

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Supplement to the following newspapers: Boca Raton News, Bradenton Herald, Daytona Beach News-Journal, Daily News, Fort Lauderdale Sun-Sentinel, Fort Lauderdale Sun-Sentinel, Ft. Myers News-Press, Jacksonville News-Journal, Lakeland Ledger, Melbourne Florida Today, Miami Herald, Miami Herald-Tribune, Naples Daily News, Ocala Star Banner, Orlando Sentinel, Orlando Sentinel/El Sentinel-TMC, Palm Beach Post, Sanford Sentinel Herald, Sarasota Herald-Tribune, St. Petersburg Times, Tampa Tribune, Treasure Coast Newspapers, Villages Daily Sun, West Palm Beach La Palma, Winter Haven News Chief.

Call 1-888-237-8289 FOR STORE LOCATIONS AND HOURS



Financing Info: On approved purchases on the Best Buy consumer credit card by USBC Bank Nevada, N.A. Min. finance charge - 2%. Certain rules apply to the allocation of payments and Finance Charges on your promotional purchase. If you make more than one purchase on your credit card. Call 1-888-367-4310 or review your cardholder agreement for info.

Deferred Interest Info: Program A: Variable Standard APR: 24.99% as of 2/1/09. Variable Default APR: 25.99% as of 2/1/09. Program B: Variable Standard APR: 24.34% as of 2/1/09. Variable Default APR: 24.99% as of 2/1/09.

Unless noted otherwise, selection, prices and promotions in this ad good through 3/21/09 in the USA only and may vary online. Excludes Best Buy Specialty Mobile Stores and Best Buy stores in Puerto Rico. Some products may not be displayed or physically available at some stores, but may be available for purchase online or through Customer Fulfillment. Regular prices and offers may vary locally on certain items. Some oversized items may not be available for in-store pickup. Best Buy is not responsible for typographical or pricing errors in this ad. Please see a Customer Specialist for details.

Price Guarantee: Two more great reasons to buy with confidence at Best Buy. If you're about to make a purchase and discover a lower advertised price offered by a local retail competitor on the same available brand and model, let us know and we'll match that price on the spot. Already bought? We'll refund you the price difference from our own sale price, or 110% of the difference from our competitor's sale price, during the return and exchange period on your product. Either way, simply bring in proof of the price while that lower price is in effect. The Price Guarantee does not apply to our or our competitors' free offers, limited-quantity items, items for sale November 28 & 29, 2008, open-box items, clearance items, Outlet Center items, mail-in offers, financing, bundle offers or pricing errors. For more details, see "Store Price Guarantee" at BestBuy.com.

Rainchecks and Limitations: Unless noted, rainchecks are available for advertised products. We reserve the right to limit quantities. Unless noted otherwise, Best Buy rebates limited to one per product per household or address. Other limitations may apply.

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BEST BUY AND ENERGY STAR® QUALIFIED PRODUCT SALES Calendar Year 2008

TV & VIDEO



**DVD/HDVD/BLU-RAY
PLAYERS**

ENERGY SAVINGS

11,502,642 kWh/year

MONEY SAVINGS

\$1,218,130

CARBON SAVINGS

17,714,069 lbs CO₂



**FLAT PANEL AND
PROJECTION TVs**

ENERGY SAVINGS

278,124,132 kWh/year

MONEY SAVINGS

\$29,453,346

CARBON SAVINGS

428,311,163 lbs CO₂



**DIGITAL TO ANALOG
CONVERTERS**

ENERGY SAVINGS

37,126,170 kWh/year

MONEY SAVINGS

\$3,931,661

CARBON SAVINGS

57,174,302 lbs CO₂



CARS REMOVED FROM THE ROAD

1,472

35,583

4,750



FORESTED ACRES OF TREES PLANTED

2,413

58,340

7,788

DAYS TO LIGHT MINNEAPOLIS

14

336

45

BEST BUY AND ENERGY STAR[®] QUALIFIED PRODUCT SALES Calendar Year 2008

HOME AUDIO AND BATTERY CHARGERS



**HOME THEATER
IN A BOX**



RECEIVERS



CD PLAYERS



BATTERY CHARGERS

ENERGY SAVINGS

270,419 kWh/year

MONEY SAVINGS

\$28,637

CARBON SAVINGS

416,445 lbs CO₂

ENERGY SAVINGS

3,835,525 kWh/year

MONEY SAVINGS

\$406,182

CARBON SAVINGS

5,906,709 lbs CO₂

ENERGY SAVINGS

0 kWh/year

MONEY SAVINGS

\$0

CARBON SAVINGS

0 lbs CO₂

ENERGY SAVINGS

536,658 kWh/year

MONEY SAVINGS

\$56,832

CARBON SAVINGS

826,453 lbs CO₂



CARS REMOVED FROM THE ROAD

35

491

0

69



FORESTED ACRES OF TREES PLANTED

57

805

0

113

DAYS TO LIGHT MINNEAPOLIS

0

5

0

1

Appendix: ENERGY STAR Qualified Home Office Calendar Year 2008

BEST BUY AND ENERGY STAR® QUALIFIED PRODUCT SALES Calendar Year 2008

HOME OFFICE ELECTRONICS



**DESKTOP
COMPUTERS**



**NOTEBOOK
COMPUTERS**



MONITORS



**PRINTERS &
MULTIFUNCTION
DEVICES**



TELEPHONES

ENERGY SAVINGS

117,943,425 kWh/year

MONEY SAVINGS

\$12,490,209

CARBON SAVINGS

181,632,875 lbs CO₂

ENERGY SAVINGS

42,957,024 kWh/year

MONEY SAVINGS

\$4,549,149

CARBON SAVINGS

66,153,817 lbs CO₂

ENERGY SAVINGS

60,341,952 kWh/year

MONEY SAVINGS

\$6,390,213

CARBON SAVINGS

92,926,606 lbs CO₂

ENERGY SAVINGS

174,530,849 kWh/year

MONEY SAVINGS

\$18,482,817

CARBON SAVINGS

268,777,507 lbs CO₂

ENERGY SAVINGS

19,620,023 kWh/year

MONEY SAVINGS

\$2,077,760

CARBON SAVINGS

30,214,835 lbs CO₂



CARS REMOVED FROM THE ROAD

15,090

5,496

7,720

22,239

2,510



FORESTED ACRES OF TREES PLANTED

24,740

9,011

12,657

36,610

4,116

DAYS TO LIGHT MINNEAPOLIS

142

52

73

211

24

Appendix: ENERGY STAR Qualified Appliances Calendar Year 2008

BEST BUY AND ENERGY STAR® QUALIFIED PRODUCT SALES Calendar Year 2008

MAJOR APPLIANCES



REFRIGERATORS



**CLOTHES
WASHERS**



DISHWASHERS



FREEZERS



**ROOM AIR
CONDITIONERS**

ENERGY SAVINGS

8,553,701 kWh/year

MONEY SAVINGS

\$903,719

CARBON SAVINGS

13,141,900 lbs CO₂

ENERGY SAVINGS

24,244,245 kWh/year

MONEY SAVINGS

\$9,234,339

CARBON SAVINGS

37,336,137 lbs CO₂

ENERGY SAVINGS

4,199,680 kWh/year

MONEY SAVINGS

\$902,771

CARBON SAVINGS

6,467,507 lbs CO₂

ENERGY SAVINGS

117,312 kWh/year

MONEY SAVINGS

\$12,423

CARBON SAVINGS

180,660 lbs CO₂

ENERGY SAVINGS

3,585,701 kWh/year

MONEY SAVINGS

\$379,735

CARBON SAVINGS

5,522,120 lbs CO₂



CARS REMOVED FROM THE ROAD

1,092

3,120

537

15

459



FORESTED ACRES OF TREES PLANTED

1,790

5,086

881

25

752

DAYS TO LIGHT MINNEAPOLIS

10

29

5

0

4

Appendix: LEED Credits Currently Prototyped

Encourage Alternative Transportation

- Bicycle Commuting
- Low Emitting & Fuel Efficient Vehicles
- Delivery Service
- Employee Carpool



Efficient Water Use

The fixture package we specify reduces our non-process water usage to 36.4% below the baseline requirements of the Energy Policy Act of 1992.

Fundamental Commissioning

Fundamental Commissioning verifies that all the systems in the store work as intended.

Energy Performance

Best Buy's current prototype design meets ASHRAE/IESNA Standard 90.1-2004.

CFC Reduction in HVAC&R Equipment

Best Buy does not specify equipment that uses chlorofluorocarbon-based refrigerants.

Minimum Indoor Air Quality Performance

Best Buy's current specifications comply with the requirements to meet the baseline ASHRAE standard.



Appendix: LEED Credits Currently Prototyped

Storage and Collection of Recyclables

We recycle our top waste streams: office paper, plastic, aluminum, glass and metal, in all new stores.

Occupant Recycling

We take recycling a step further by recycling fluorescent light bulbs, and offering customers a place to recycle batteries.

Environmental Tobacco Smoke Control

In addition to the current policy prohibiting smoking inside our buildings, we are adding exterior and interior signage stating the requirement to not allow smoking within 25 feet of any operable windows or doors. An ash receptacle will also be added to designate a smoking area 25 feet from the entrance.

Low Emitting Materials: Adhesives and Sealants, Paints and Coatings, Flooring

Best Buy only specifies adhesives, sealants, paints, coatings and flooring that meet low VOC requirements.

Exemplary Consumer Recycling

The consumer electronic and appliance recycling program in our stores take the recycling efforts yet another step further.

Thermal Comfort: Compliance, Employee Verification

HVAC systems are design in accordance with ASHRAE 55-2004, Thermal Comfort Conditions for Human Occupancy. A thermal comfort survey has been developed and will be administered in LEED buildings approximately 6 months after GO by the retail team to evaluate occupant comfort.



Appendix: LEED Credits Currently Prototyped

Controllability of Systems, Lighting and Thermal Comfort

The hub, sales dev and admin areas will receive individual thermostats and task lighting to increase adjustability for occupants.

Daylight and Views

The addition of skylights provides abundant day light on the sales floor, in the warehouse and in the ISC bay.

Optimize Energy Performance – Lighting Power

Best Buy has reduced the number of light fixtures in our stores, and has also added skylights. The skylights allow us to turn the lights completely off during the day. This reduces our energy consumption to more than 15% below the baseline standard.

Construction Waste Management

During construction of new stores, we ensure construction waste is recycled.

Reduced Mercury in Light Bulbs

Our lighting package meets the requirements, and no substitutions are allowed.

