

Energy Efficiency Program Management

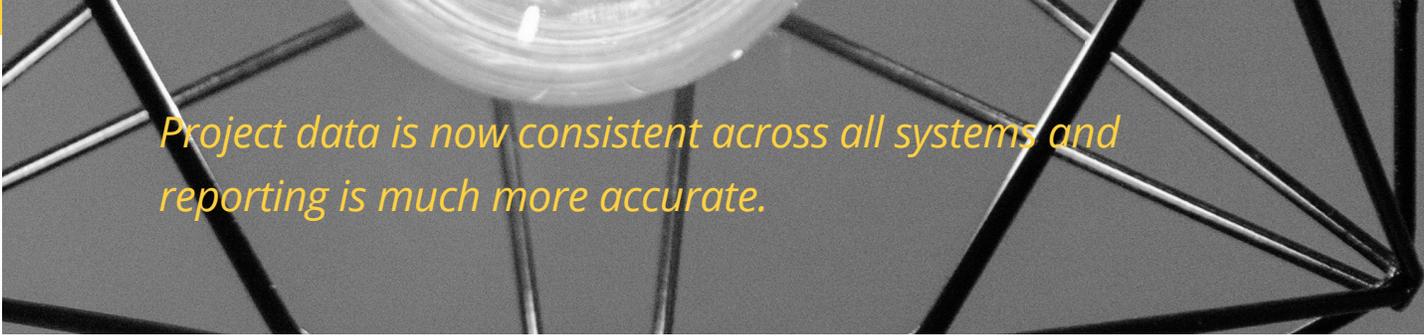
COMPANY CHALLENGE

The utility had a successful track record of creating and managing energy efficiency programs, but the process required a lot of people and time to fulfill the program's goals. Quite often, a simple residential program involving equipment installs would require work from the marketing, accounting and IT teams to bring a program online. Once the program was online, information wasn't easy to obtain and would involve developers writing and running custom reporting queries to surface important program metrics. This extra overhead increased the costs to run the program.

THE SOLUTION

After working with the multiple utility teams, our group recommended a custom solution designed to create and manage a variety of energy efficiency programs from simple residential equipment installs to more complex, custom building retrofits involving many participants.

The solution provides a "program assembly" module that allows administrators to design and manage program specific information. Program eligibility



Project data is now consistent across all systems and reporting is much more accurate.

Tacpoint works with a US electric utility to develop a suite of tools used to create and manage energy efficiency programs

Tacpoint worked closely with the utility's Information Technology and Energy Efficiency teams to design and develop a comprehensive solution for creating, marketing and managing energy saving initiatives.

The software was fully integrated with the company's customer service and billing applications, allowing authorized customers to enroll online and reduce the number of manual steps required to implement and install energy efficiency measures.

requirements were driven by customer rate schedules, allowing the utility to market the program to the correct target audience.

Programs are broken down into a series of "steps" and "tasks" where task ownership is delegated to the correct participant.

Each task contains configurable attributes designed to capture and store individual project related data for the underlying program. This data is validated and can be used to trigger external processes such as a bill credit or an onsite audit.

HIGHER EFFICIENCY AND CUSTOMER SATISFACTION

Since new programs no longer required assistance from other utility teams, initiatives were brought online much more quickly and the utility could experiment with different offerings and measure the program's effectiveness.

Utility customers could easily find programs and initiate project enrollment and track the project status in real time. Other project participants such as installers, partners and utility personnel, could quickly view and manage their own project task lists.

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Trade Ally Management

Tacpoint works with a US power authority to develop a Trade Ally portal, allowing customers to find domain specific contractors that have been vetted by their respective utility to perform energy related measure installs

COMPANY CHALLENGE

The power authority oversees multiple power distributors within their operating region. Each power distributor covers different geographical locations and can run their own energy efficiency programs. The power distributors create lists of certified businesses qualified to perform certain jobs relating to energy efficiency measures.

Managing these lists involved considerable overhead and a lot of the work was duplicated by multiple power distributors when the trade ally partner worked across multiple service regions. There was considerable work on the trade ally side as well in order to complete the registration process and maintain their approval status for each power distributor.

THE SOLUTION

Tacpoint engaged with the power authority to design and develop a comprehensive trade ally registration and review process that would fulfill the majority of the individual power distributor requirements and vetting processes.



Everyone can be sure that they're working with the most accurate information.

Tacpoint worked closely with a US power authority to design and develop a solution for managing trade ally partners. These partner businesses assist customers with their fields of expertise.

The Trade Ally portal allows certified businesses to register their company with the power authority and proceed through a rigorous vetting procedure. Approved companies are then placed into the database that is available to all power authority customers to search when in need of a specific service.

When a customer chooses a certified trade ally to perform work relating to a power authority measure installation or setup, they can be assured that the work was done right and that the install is fully compliant.

The end result was a web-based portal that supports trade ally partners, individual power distribution customers and the power distributors engaging in energy efficiency programs.

Trade allies could register their company within the portal and receive accreditation for various types of work. These partners were incentivized to keep their credentials up to date, as they would be excluded from certain types of work if their qualification expired.

Customers were able to quickly search for trade specific businesses that were pre-qualified by their utility prior to engaging in any type of measure install / retrofit that required a certified contractor to perform the task. This helped simplify the entire process and ensure a qualified company performed the work.

STREAMLINED PROCESS AND GREATER VISIBILITY

Power distributor customers now have a single portal to search for qualified partners to perform energy efficiency work. Since the portal uses a comprehensive database of trade ally partners, everyone can be sure that they're working with the most accurate information, regardless of which company is providing them power and energy efficiency incentives.