

REPS Milestones and Timeline

The **REPS Milestones and Timeline** demonstrates the lifecycle of a REPS customer from HES-IE referral to project completion. This instrument is intended to help REPS program team members and stakeholders to regularly assess workflows, timeline expectations, and obstacles that may jeopardize quality service and program deliverables. Documenting lessons learned and best practices will assist the team in building an impactful and efficiently executed REPS program.

This timeline represents the maximum number of days necessary to complete each task.

Utility Review of Referral
HES-IE Contractor visits customer, gathers information, and sends to utility, who reviews it for completeness and accuracy.
30 Business Days

Utility to ICAST
Utility reviews referral for appropriateness, then sends to ICAST.
5 Business Days

ICAST Contacts Customer
ICAST reviews referral package, contacts customer to explain program, & verifies income.
15 Business Days

ICAST Verifies Project
ICAST verifies if customer has CEAP award, sends agreement to customer to sign for remediation work
5 – 10 business days

ICAST Visits Customer
ICAST Team determines project eligibility, performs preliminary testing, receives tests results, begins SOW development
20 business days

ICAST Initiates Project Plans
ICAST Team reviews referral, contacts customer to schedule visit, asks customer to submit CEAP application.
2 Business Days



