# **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**

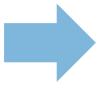
ICAST Team determines project eligibility, performs preliminary testing, receives tests results, begins SOW development

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



#### **ICAST Completes Work**

ICAST schedules, performs, and completes remediation work at customer site.

5 – 30 business days

It takes a maximum of 139
Business Days for the REPS
Customer to reconnect with their
HES-IE contractor to begin
weatherization work



#### **ICAST Closes Project**

ICAST collects postremediation clearances and testing results and creates close out documents.

10 Business Days

### **ICAST Transfer to Utility**

ICAST updates its systems with necessary documents for reporting to DEEP, Utilities, & Customer.

**5 Business Days** 

## HES-IE Contractor Contacts Customer

Contractor contacts customer to schedule weatherization services.

2 Business Days

Utility transfers project information to its Contractor(s)

Utility connects with original servicing contractor to provide project information.

10 Business Days