

State of Vermont
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January 13, 2017

Ms. Judith Whitney, Clerk
Vermont Public Service Board
112 State Street
Montpelier, VT 05620-2701

Re: EEU 2013-01 DPS Status Update on VEIC Program Implementation Efficiency QPI

Dear Ms. Whitney:

The Public Service Board ("Board") Order of October 10, 2014 in EEU-2013-01 (Appendix C) determined electric Quantitative Performance Indicators ("QPI's") for Efficiency Vermont ("EVT") for the 2015-2017 performance period, one of which was a Program Implementation Efficiency ("PIE") QPI with associated milestones and reporting requirements. Pursuant to that Order, the Department of Public Service ("Department") and Vermont Energy Investment Corporation ("VEIC") are responsible for filing status updates within two weeks of the respective milestone completion dates. The status updates are to indicate if milestones were achieved on time and report relevant results. This letter is intended to fulfill that obligation.

On behalf of itself and VEIC, the Department files the following status update regarding Milestone 2 of the QPI which pertains to Key Business Processes (KPBs) and requires that¹:

By December 31st of each year in the 2015-2017 performance period, VEIC will identify, analyze, and measure KPBs planned for the year and submit to the Department a report of the year's KBP work, including summaries of analysis, mapping and improvement targets for new KBP work, and trending information for the metrics of processes in the monitoring and maintenance program.

This milestone will be completed when VEIC has established an efficiency measurement baseline and a target level of improvement for the next full annual reporting period and submits the report of that work to the Department.

Due Date: December 31st of each year in the 2015-2017 performance period.

¹ Appendix C of Demand Resource Plan Proceeding QPI order in EEU 2013-01 dated 10/10/14.



VEIC Milestone 2 Status Update for 2016

The Department confirms VEIC submitted a report of EVT's 2016 KBP work on time including summaries of analysis, discussion of activities, improvement targets, and trending information for metrics of processes in the monitoring and maintenance program. Upon review of these reports, the activities they describe and the information provided, the Department's assessment is that VEIC has met the requirements for Milestone 2.

The attached file "*VEIC 2016 PIE Dashboard Report*" is a summary report provided by VEIC to the Department.

Next Steps

The Department and VEIC continue to work together to incorporate lessons learned, develop a standardized reporting structure, and facilitate the Department's review process.

The next milestone for EVT's PIE QPI is January 31, 2017 which requires that:

VEIC will have identified and submitted to the Department a plan for KBP work, to include specific KBPs for baseline analysis and the monitoring and maintenance program.

Due Date: January 31st in each year of the 2015-2017 performance period.

This plan will be for the 2017 program year. The Department and VEIC are working to identify desired elements of the plan to support EVT's continuous improvement efforts and the Department's review process.

Please let us know if you have any questions.

For the Vermont Department of Public Service


Jeanne Elias
Special Counsel

Brian Cotterill
Energy Program Specialist

2016 EVT Prog

Monitoring Trends								
Key Business Process	Subprocess (if applicable)	Metric	July	Aug	Sept	Oct	Nov	Dec
Prescriptive Projects (Maintenance mode)	QA (% accurate)	% Accuracy	97	88	88	93	92	pending
	Lead Time	Days to issue check	36	42	33	35	30	pending
Residential New Construction	QA improvement	Correction rate	33	38	41	43	55	
	Project Completion	Failed Projects Rate						6% of sample
Efficient Products	MOU Data Inputs (Product Additions)	Seconds/Input			55			55
	MOU Workflow (Signatures & Communication)	Minutes/project			2.5			2.5
	MOU Workflow (Signatures & Communication)	Number of agreements requiring executive signoff			3			3
Custom Projects	Custom analysis input (measure documentation)	Minutes/project			336.6			465
	Measure bulk processing	# of measures			2			2
	Analysis tools	# of tools			3			5
Home Performance	APM Processing Duration	Days	1.85	3.65	3.44	2.6	3.79	3.79
	Customer signoff process	Days	2.75	1.25	2.36	2.89	3.73	pending
	Admin time to run program	Hours/month	197	199	192	260	253	pending
Demand Resources Plan Proceeding								
	Scenario modeling revised to shift focus to delivering maximum value from portfolio before setting budget. Goal is to demonstrate the three year portfolio has been collaboratively tuned to deliver maximized ratepayer benefits.	Modeling to identify and implement high ratepayer value portfolio mix. First Round Maximization modeling will be sensitivity analysis, Final Modeling will be application of learn from sensitivity analysis. Value to be primarily measured Rate and Bill impact favorable to ratepayer						