

QUALITY PROGRAM SERVICES INC.

Planning, Developing & Delivering Energy Efficiency Programs

Delivering Utility Programs

*Our experiences from both sides of
the business*

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Areef Abraham

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Tom Smith:

- Owner of Quality Home Improvements
- Contractor for the Power Smart and BC Gas (later Terasen) home improvement programs from their inception in the 90s
- Regularly the top performer both in terms of the numbers of home improvements and customer satisfaction for both programs

Areef Abraham:

- Mechanical Engineer by training
- Former President and CEO of Homeworks Services Inc.
- Director Power Smart Inc.
- Senior Technical Officer, Eaga, UK
- Associate at the Learning Strategies Group at Simon Fraser University's School of Business

Utility

- Formal relationships
- Information based
- Clear demarcation of responsibilities
- Formal Business Planning
- Corporate strategy
- Formal standards
- Transparency
- Functional expertise
- Positional authority
- Formal performance appraisal

Contractors

- Informal relationships
- Personally observing
- Overlapping responsibilities
- Intuitive Planning
- Tactically strategic
- Personally observed
- Ambiguous
- Holistic
- Owner managed
- Customer/network exposed

Myth 1 - Utilities have deep pockets

Myth 2 - Utilities don't know what they're doing

Myth 3 - Utility programs can be delivered with your eyes closed

Myth 4 - You can't trust contractors

Myth 5 - Administration is just paperwork

Myth 6 - You can't trust anyone in the business

Myth 7 - Everybody reads everything

Myth 1 - Utilities have deep pockets

We make sure we understanding the goals and objectives of the program

- Why is the utility doing this?
- What is success for the utility?
- What are considered risks?
- What are the tangible and in intangible metrics?

Myth 2 - Utilities don't know what they're doing

We fully understand the scope of the deliverables

- Keeping up to date with program rules and guidelines
- Customer care – the hub
- Staff training
- Processes and Systems – internal and interfacing with the utility
- Impacts on inventory, cash flow, profitability

Myth 3 - Utility programs can be delivered with your eyes closed

We know the material and installation specifications

- Understanding the practical and CYA values
- Translating specifications for use in the field
- Staff training - Telepathy as a communication tool

Myth 4 - You can't trust contractors

We think hard about what could go wrong at each stage, the impact of it going wrong and how do we stop it from going wrong in the first place—
Quality Assurance

- Objective and realistic inspection standards
- Self inspection by crews, company inspection, utility inspection
- Dealing with complaints
- Attitude matters

Myth 5 - Administration is just paperwork

We build and rely on a good administration system

- Guides our organization
- Maintains customer confidence
- Gives us the pulse of our business
- Use it to hone our program delivery

Myth 6 - You can't trust anyone in the business

We work as a team work internally and externally

- Trusting relationships don't just happen – need to be built and earned
- Transactional vs. Longer term relationships
- It's everybody's job to make everybody shine

Myth 7 - Everybody reads everything

We do – including the fine print!

1. Understand the program goals and objectives
2. Understand the scope of the deliverables
3. Know the material & installation specifications
4. Identify what could go wrong, impact of it going wrong and how to stop it from going wrong - before it goes wrong - QA
5. Create good & effective administration systems
6. Be a team player and develop trusting relationships
7. Read the paper work – including the fine print

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Thank you