

Evergreen Accelerates Carbon-Neutral Initiatives with Streamlined Application Review Service



ABOUT THE CLIENT

Our client is one of the largest providers of electric and gas services in the United States, serving over 16 million customers across a 70,000 square mile territory.

They're committed to achieving a climate and nature-positive energy system by 2050. This includes reaching a net-zero energy system by 2040 and pursuing a set of goals by 2030 aimed at reducing carbon emissions by 50% through the utilization of renewable electricity and natural gas. They also aim to help their customers reduce their carbon footprint by an additional 25% by 2030.

Challenge

Our client wants to create a world-class program facilitating the interconnection of solar or renewable energy systems to customers' energy grids, catering to both seasoned contractors and installers as well as property owners, regardless of their level of experience.

They needed to process interconnection applications submitted through an online portal. These applications include multiple complex documents that must be carefully processed and reviewed for their impact on the grid before activation.

Our client hired a partner to process these applications, but amid significant challenges like turnover, tenure rule violations, and fluctuations in demand, they recognized the need for alternative support. They required a partner who could provide a turnkey service to increase processing times and create a better overall customer experience.

Solution

In 2015, Evergreen created a program to review and process applications for grid interconnections. This service includes communicating with applicants regarding the status of their applications.

We began by identifying requirements and assembling a team, organizing workgroups based on different project scopes and tasks. The team drafted documentation for the individual scope workflows and conducted specific scope trainings, creating continuity and economies of scale.

Evergreen analysts developed reports measuring performance against the project deliverables. They also devised metrics to aid project leaders in managing work allocation, individual performance, and process quality.

Evergreen Helps Energy Giant Go Greener

By managing the entire process, Evergreen helped the client improve processing times, optimize resources, and elevate the customer experience. They can now make more informed decisions and enhance the customer experience through improved IT and web portal solutions, as well as tools utilized by customers to submit their applications.

692,918

Applications Processed

15%

Reduction in Application Processing Time

6.23

Average Minutes per Application Review