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.

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 post-remediation clearances and testing results and creates close out documents.

10 Business Days

HES-IE Contractor Contacts Customer

Contractor contacts customer to schedule weatherization services.

2 Business Days

ICAST Transfer to Utility

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

5 Business Days

Utility transfers project information to its Contractor(s)

Utility connects with original servicing contractor to provide project information.

10 Business Days