

# Residential Steering Committee

August 10, 2010

# Steering Team Charter

*Scope: Provide oversight, guidance and direction to the Residential Management Committee to ensure the residential conservation services program is meeting customer and stakeholder expectations, is operating in an efficient manner, and is overall effective in delivering desired deeper EE participant savings.*

Steering Committee Members: Paul Horowitz, Tina Halfpenny, Danielle Rathbun, Charlie Harak, John Livermore, Kevin Galligan, Lynn Huckabee, Sue Kaplan, Paul Gromer, Emmett Lyne, Penni Conner, Dick Oswald, Derek Buchler, Penn Loh

# Areas of Focus

## **Market Model**

This the fundamental market infrastructure that ensures the RCS program is delivered in a high quality, efficient and effective manner. Three priority issues identified: Common lead vendor, common software, common pricing.

## **Customer Experience**

From audit to implementation. This includes assessing customer enrollment, audit experience, leave behind audit reports, marketing collateral and customer follow-up.

## **Deep energy savings**

This involves designing EE measure packages and multi-year plans that encourage and commit customers to implement deeper savings.

# Timeline for Steering Committee

