



5 KEY PRIORITIES FOR 2011

In January, we began to implement our Council-approved work plan for 2011 by focusing on the core priorities that are the foundation of the plan.

- Achieve the EEAC/DPU three-year energy savings and net benefits goals.
- Ensure excellent customer experiences that encourage and support customer action, including integrating delivery if electric and gas program offerings.
- Achieve:
 1. Deeper savings from participating customers and,
 2. Reach a broader range of customers.
- Deliver service cost-effectively.
- Develop and successfully implement financing (to reach more customers and achieve deeper savings) and additional, non-ratepayer sources of program funding to reduce cost pressure on ratepayers.
- Implement EM&V work plan for 2011 set forth in the MTM filings and continue updating the Technical Reference Manual (TRM).
- Develop effective reporting and tracking mechanisms to ensure information availability and responsive, timely feedback.
- Focus on innovation, supported by a “do and learn” approach, to complete these priorities.

