

# PUBLIC UTILITIES COMMISSION

## Sustainable Energy Division

### “Rebate to REC Project”



NH Public Utilities Commission  
Sustainable Energy Division

## Summary

Streamline the approval process to keep up with the growing number of applications, without adding more staff

## Lean Principles

### Eliminate Waste in the Value Stream

- Eliminate paper forms, wet signatures, redundant data entry, over-inspection of results
- Through an enormous effort to tear down “monument” rules and procedures

### Listen to Voice of the Customer

- Review customer comments
- Interview customers for more information
- Incorporate customer requirements in final design

### Constant Flow

- Use automated workflows to move work to the workers, monitor status, pull work from start to finish.

### Review and Sustain

- Start with a small program
- Learn from it
- Leverage across similar programs

## The Services

- Administer Sustainable Energy rebate programs for residents and small businesses
- Certify residential and small commercial renewable energy installations as eligible to sell Renewable Energy Credits into the New England energy market.

## The Problem

The number of applications PUC receives for rebates on residential solar electric, biomass, geothermal and other sustainable energy systems is exploding.

This year our staff processed **twice as many applications** for solar installation rebates as they did in 2013 – more than 500 applications and approvals.

After installing a renewable facility on their site, many homeowners and small businesses petition the PUC for eligibility to sell Renewable Energy Credits.

The number of these petitions handled this year (2014) is nearly as great as the total number of petitions handled from 2009 through 2013.

*Solar installers tell us that paperwork adds 8 hours to a 100 hour job, which the homeowner/business-owner ultimately pays.*

## Hard Savings

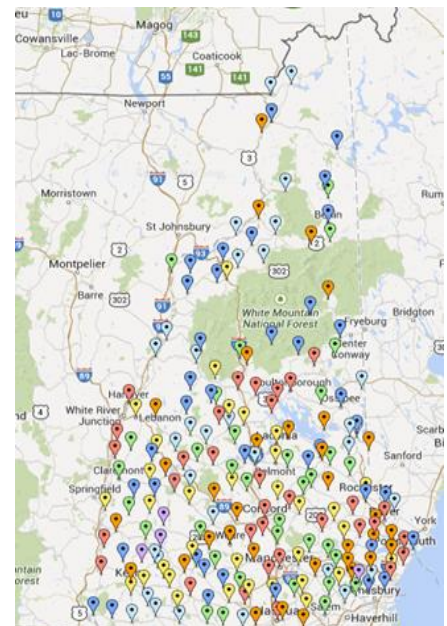
### Class II Solar Electric Facilities

Reduce staff direct time from 555 to 107 hours/yr:

- 211 hours saved in data entry of paper forms
- 237 hours saved delegating authority to certify RECS to a non-docketed process

## Soft Benefits

Progress toward NH renewable energy portfolio goals can continue to accelerate



Up to 120 kW



Up to 6 kW

**kW of Solar Power Enabled by PUC Program 2009 – October 2014**