



Solar Rebate Management Update

- Hired an additional staff person dedicated solely to reviewing rebate applications since the 08/19/09 meeting
- As of 09/22/09 there were 5,739 applications to be reviewed
- On average 45 applications are received each day
- The average system entry time for one day of received applications is 4.5 hours
- The average review time per approved application is 6 minutes
- The average review time per rejected application is 16 minutes
- In total between all staff, 5 hours are spent on the phone answering solar rebate related questions





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- On average 69% of applications received per day are approved
- On average 31% of the applications received per day are rejected
- Applications are mostly rejected for incompleteness
- The daily review time for approved applications is 3.1 hours
- The daily review time for rejected applications is 3.7 hours





Solar Rebate Management Update

- It will take the 2 – OPS staff-persons and one intern approximately 11 weeks to review the existing applications as of 09/22/09 without daily data entry

