SCHEDULE

The HEIP schedule is provided in the table below. In general, tasks are performed on a continual basis as applications are received and processed; audits are performed and work plans developed; and efficiency measures are implemented.

As discussed previously, LADWP intends to provide HEIP services to 200 homes per month during the proposed program period of July 2015 through December 2017. A final grant program deliverable will be provided by April 2018, or by the date set by the final funding agreement with the State.

Task Name	Deadline/Time Frame
Administration and Reporting	Continuous, July 2015 – April 2018
• Prepare monthly progress reports for management	
• Grant administration and reporting	
• Ordering & processing payment for material & equipment	
• Administering contractor agreements & processing invoices	
Outreach	Continuous, July 2015 – December 2017
• Strategize outreach (partners, mediums)	
o Direct mail, flyers, website, social networks, telephone hotline	
• Draft fact sheets	
• Design flyers and outreach materials	
• Have materials translated	
• Contact outreach partners, targeted media	
• Distribute materials	
• Launch outreach	
Customer Intake/Application Processing	Continuous, July 2015 - December 2017
• Applications reviewed for completeness	
• Customer files created & entered in HEIP program database	
• Integrated Support Services (ISS) field team schedules assessment and measures installation	

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ATTACHMENT 5

Task Name	Deadline/Time Frame
• HEIP intake team provides followup communication with customer	
Assessment, Upgrade and Repair	Continuous, July 2015 – December 2017
• ISS field teams contact customers to schedule home assessments	
• Home audits done	
• Diagnostic testing is performed	
• Scope of Work is defined & documented	
• Installation & repair work is scheduled	
• Installation & repair work is performed	
• Direct installation data recorded, water and energy savings determined	
• Customer file is closed out	
Program Monitoring (ongoing)	Continuous, July 2015 – December 2017
• Data for completed tasks compiled	
o Number of homes assessed & upgraded/repaired	
o Labor hours expended	
o Material costs for devices & upgrades	
o Costs for outreach materials & services	
o Resulting energy savings	
o Resulting water savings	
• Monthly reports completed for management	
• Final grant program report completed	April 2018