

Appendix F

Appendix F: CSP Evaluation Process

The following outline was used by PPL Electric when reviewing Phase I CSPs being considered for Phase II.

CSP Name	
Scope of Work for Phase I	Can be taken directly from Phase 1 EE&C Plan modified with changes that are proposed for Phase II. Include sector, goals, and budget.
Scope of Work for Phase II	As needed.
Quality of Prior Performance	Include goals set and the degree to which they were reached, implementation challenges, and mitigation strategies provided by CSP. Include \$/MWh in plan, achieved to date, and expected by May 2013 (number of units, stores, CBOs, projects). Scope and scale of the current effort and the degree to which it is similar or different from Phase 2. Number of FTE assigned solely to PPL EU Act 129 programs and the degree to which they have been trained.
Timeliness of Performance	Explain basic schedule of performance (some programs may have significant ramp-up, some programs have on/off seasons) and demonstrated ability to meet deadlines.
Quality of Work	Description of working relationship between PPL EU, CSP, and customer segment. Cite specific examples of exemplary customer service, problem solving that included all parties, approach to achieving goals within budget, due diligence of quality assurance.
Knowledge, background, and experience of personnel assigned to Program	Description of CSP's work with other utility programs or relevant experience independent from PPL EU. May include resumes of CSP managers as an addendum.
Proposed Changes to Program	May not apply; list changes in measures or process if any.
Proposed Transition Plan	Describe continuity achieved by retaining CSP including schedule of work between Phase I and Phase II.
Costs Avoided by Retaining this CSP	Estimate of ramp-up costs, training costs, internal resource costs if a new CSP were to take over this function. This should be based on costs tracked during Phase I.
Other Factors Deemed Relevant	Complete as needed.