

CEDA's Weatherization Client Journey

Presented by:

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Director of Energy Conservation

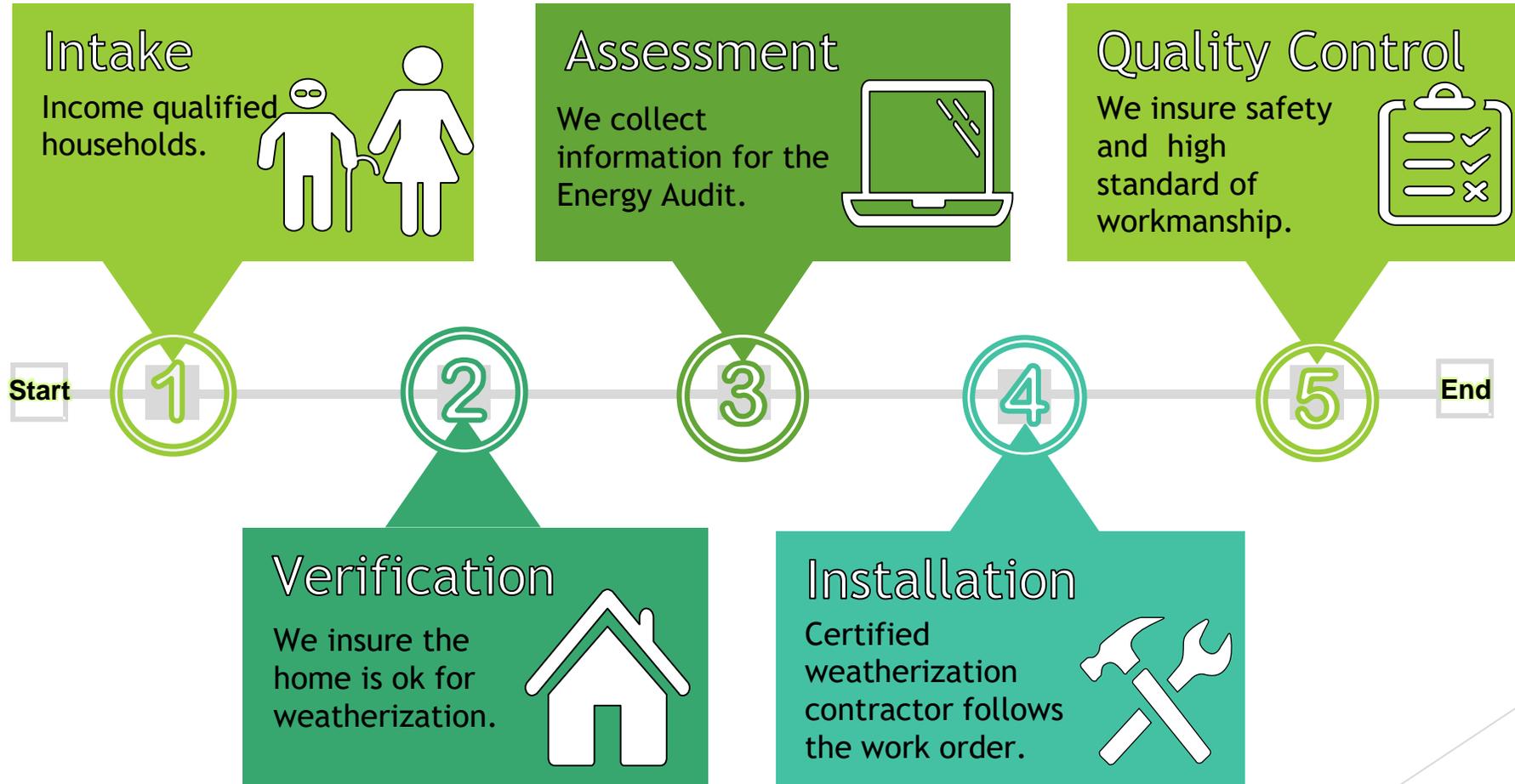
Community and Economic Development Association of Cook County

Contact Info:

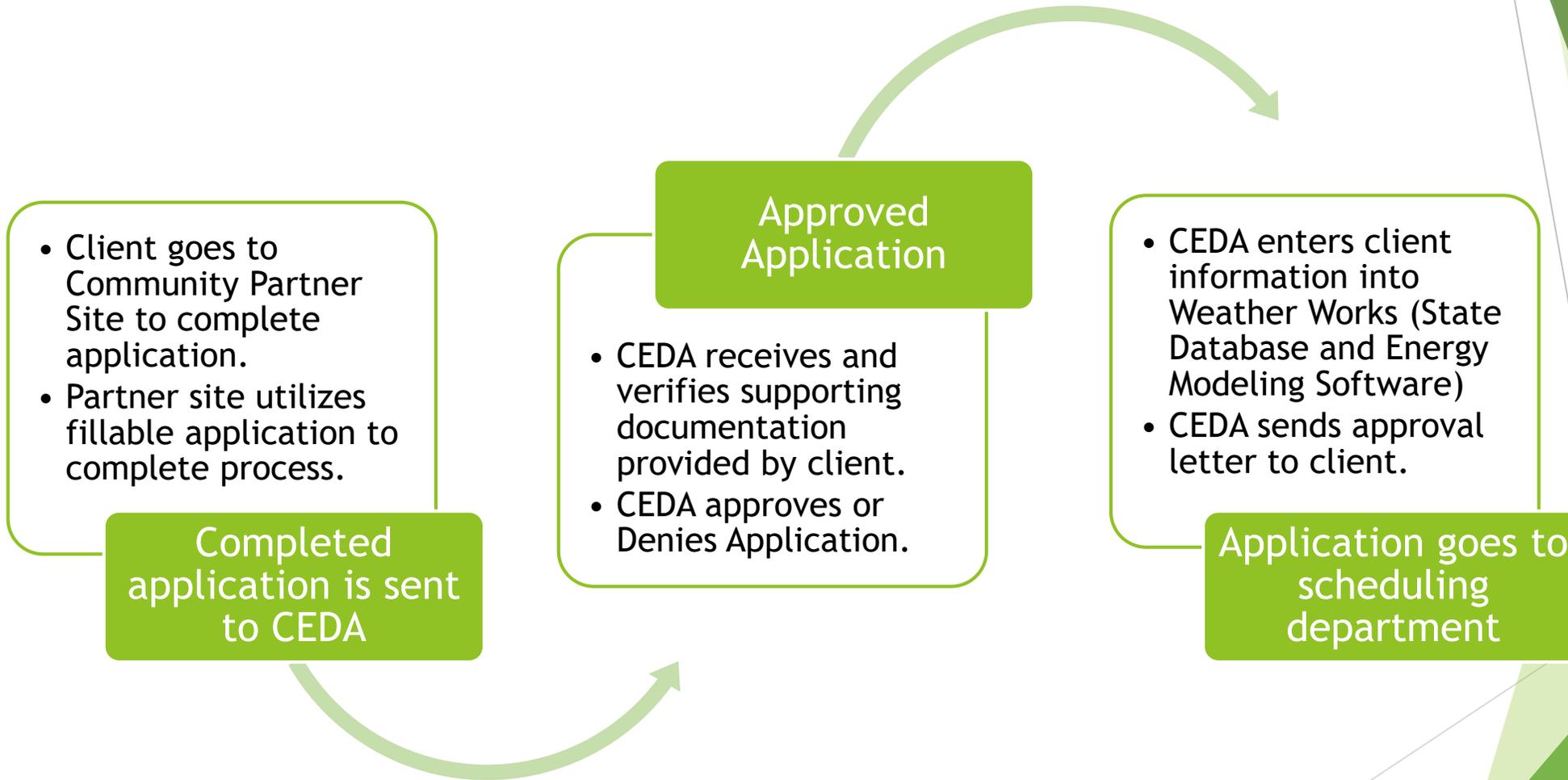
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Client Journey



Application



Scheduling

- Scheduling department contacts client to schedule home verification.
- CEDA Certified Energy Auditor is assigned verification appointment

Verification is completed and approved then scheduling is notified

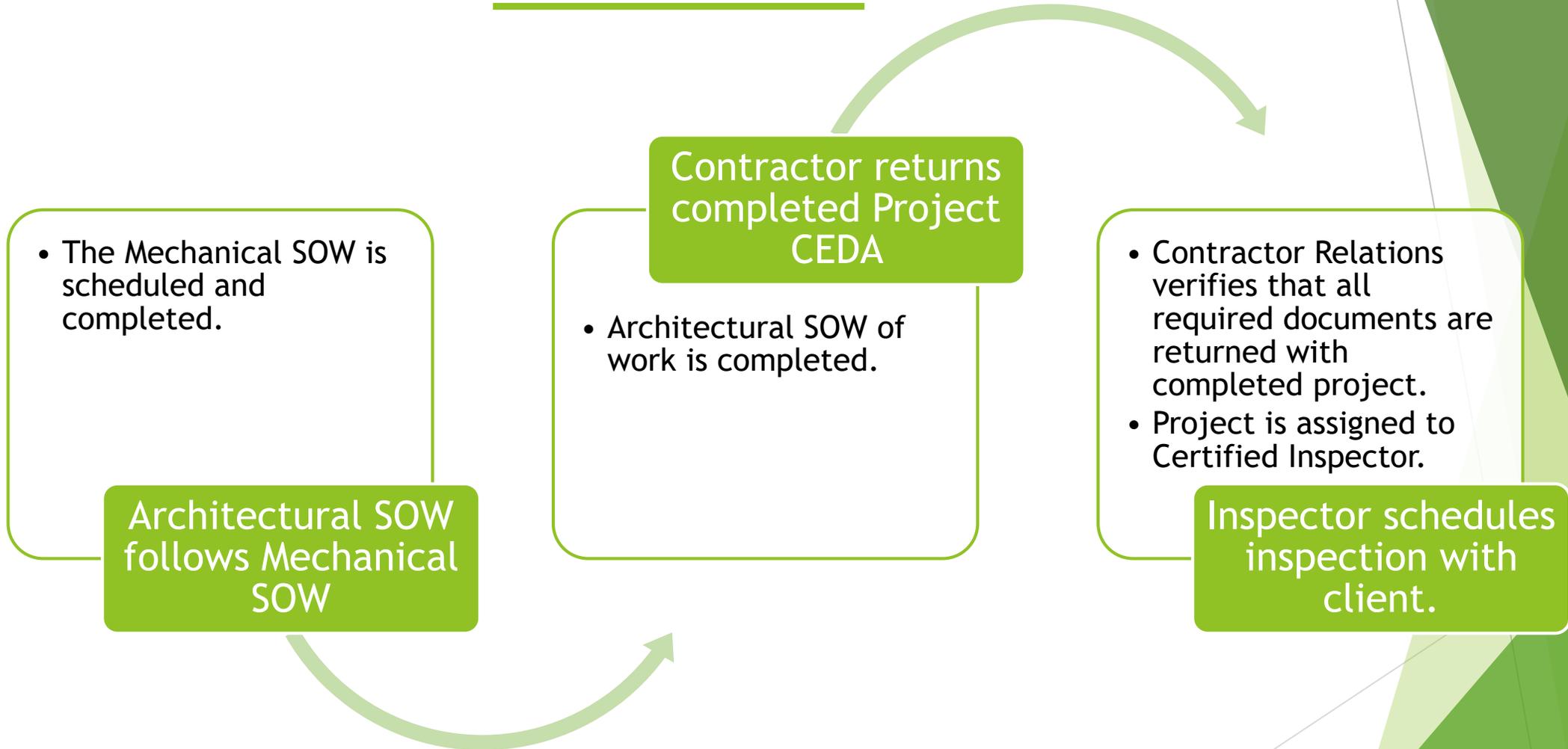
Energy Assessment is Scheduled

- CEDA Certified Energy Auditor is assigned Energy Assessment
- Energy Assessment is completed and reviewed by Production Supervisor and SOW is sent to Contractor Relations Department.

- Contractor Relations logs project and ships to contractor.
- Contractor receives projects contacts client to schedule Walkthrough.
- Walkthrough is completed.
- The contractor schedules commencement of installation of ECM's and Health and safety measures

Project Installation begins

Installation



Inspection

- Certified inspector completes inspection and attains all required signatures.
- Inspector ensures client is satisfied with work completed and contractor customer service.

Inspector enters all required information into Weather Works.

Completed Project goes to costing analysis

- Inspector returns completed inspection to Production Manager for review.
- Production reviews and assigns approved measures to proper cost categories.

- The costing analysts prepares all the information for batching to Fiscal Department.
- Fiscal department reviews and submits to Funder.

Project and process closed out.