OBJECTIVES & TAKEAWAYS

• PRESENT OUR NEW SOLAR APPLICATION PORTAL
• DEVELOPED WITH STAKEHOLDER FEEDBACK
• SHARE COST SAVINGS & BENEFITS
AGENDA

• NEW SOLAR PORTAL
• SOLAR APPLICATION PROCESS
• STAKEHOLDER FEEDBACK
• BENEFITS & COST SAVINGS
NEW SOLAR PORTAL

- New tool for solar interconnection and rebate applications
- Manages in-take and workflows across multiple business areas
- Replaces a manual, paper intensive process

Efficiency gains are meaningful as we receive 300-500 solar applications per month
Solar interconnection requires coordination and input from multiple parties throughout the process.

**Solar Team**
- receives applications and tracks funding availability

**Solar Team**
- handles in-take of applications from 80+ installers

**DG Team**
- reviews and approves electric designs

**DG Team**
- inspects and commissions each solar system

**Solar Team**
- processes rebate and finalizes projects
DEVELOPMENT PROCESS

• Automation project kicked off in Feb. 2019

• Internally developed in partnership with our Digital Experience team

• The portal is a Java-based web application

• All information is securely stored, utilizing web and security standards applicable to all CPS Energy portals
STAKEHOLDER FEEDBACK

• Feedback from solar installers was incorporated throughout the development process

• We organized multiple feedback sessions with solar installers

• Installers helped us test the system prior to go-live

• We also hosted trainings sessions for all 80 registered installers

Since December, 100% of solar applications are now being submitted electronically through the portal
The portal creates efficiencies and enhances the customer experience

- Reduces data entry by 50 hours per month
- Eliminates printing and paper storage
- Shortens application turnaround by 10 days
- Provides real time status updates
- Reduces incoming calls from installers

**Annual Cost Savings/Value Created**

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Labor</td>
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<tr>
<td>Printing supplies</td>
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<td>Storage &amp; Software Licenses</td>
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<tr>
<td><strong>Total</strong></td>
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“The portal is user friendly and makes it easy to keep track of projects” – Solar Installer
LOOKING AHEAD

• We’ll be back in March for Part 2 of this presentation

• We’ll be sharing additional details on the status of the solar rebate program & activity levels
Thank You