

# Service Provider Network Initiatives

ComEd Energy Efficiency Program

## Project Catalyst

Erthe Energy Solutions (ERTHE) supports ComEd to streamline and enhance their Energy Efficiency Service Provider\* (EESP) Network.

The initial goal in 2019 was to standardize the participation process for EESPs. Previously, EESPs faced up to 19 different processes depending on the offerings they participated in. The variation and overlapping requirements meant EESPs had to navigate multiple processes to deliver the full range of energy efficiency services to their customers.

## Solution

ERTHE created consistency in the portfolio-level ComEd EESP Network, unifying the EESP experience across all program offerings into one streamlined process. The team engaged over 50 stakeholders, including ComEd, their parent company (Exelon), and Implementing Contractors, to harmonize the 19 distinct experiences.

The initial phase was completed in 2021 and included standardizing the network application, agreement, marketing rules, and inspection protocols. ERTHE also focused on gathering EESP feedback, designing a rating and tiering system to reward and motivate EESPs, and developing an EESP non-compliance policy.

Reflecting on this successful collaboration, K.C. Doyle, ComEd Sr. Program Manager, Service Provider Network, remarked, "I have had the pleasure of working closely with Selena and Anna over the past 2 years and am consistently impressed with their ability to utilize their industry experience in creating elegant and strategic solutions for program implementation."

ERTHE continues to support ComEd and their Implementing Contractors to improve the EESP network by facilitating feedback loops, conducting strategic planning, and providing SME-level support.

\*Energy Efficiency Service Provider is the ComEd term for Trade Ally

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## Timeline

- 2019–2021
- 2022–Current

## Highlights

- Applied ERTHE's proprietary tracking and reporting tools
- Unified 19 EESP experiences into a streamlined, portfolio-wide process, improving efficiency and consistency
- Coordinated 13 strategic initiatives across 50+ stakeholders, ensuring seamless collaboration across 19 program teams
- Boosted EESP field credibility by creating the first ComEd and EESP co-branded identifier card
- Completed the project ahead of schedule and under budget, with a flexible, future-ready strategy
- Developed a detailed guide for Implementing Contractors on utilizing the created deliverables

