

# Strategic and Operational Support

Energy Solutions, Illinois Shines Solar Program Administrator

## Project Catalyst

Erthe Energy Solutions (ERTHE) supports Energy Solutions in their work as the Administrator of the Illinois Power Agency (IPA) Illinois Shines Solar Program.

The initial goal in 2022 was to provide strategic support for program management, operations, and start-up planning as Energy Solutions assumed the administration role of the Illinois Shines Solar Program.

## Solution

ERTHE played a pivotal role in transition activities. ERTHE's focus included developing multiple standard operating procedures (SOP) and creating a comprehensive SOP template for the team. In addition, ERTHE conducted thorough reviews of existing processes and procedures, identified gaps and barriers, and developed targeted improvement strategies to ensure effective deployment.

Specific contributions included developing program administration strategies and establishing the approved vendor\* team structure, workplan, and responsibility matrix. Additionally, ERTHE supported the development of the Diversity, Equity, and Inclusion workplan, crafted the consumer protection handling process flow and SOP, designed the disciplinary action SOP and associated process flow, and developed the project inspection SOP.

ERTHE continues to provide operations support to Energy Solutions for the administration of Illinois Shines.

\*Approved vendors are solar contractors approved to provide services through the program



## Timeline

2022–Current

## Highlights

- Led the creation and execution of program management strategies, including transition planning and operation workflows
- Developed and implemented operations and startup planning, including detailed process maps, workflows, and SOPs
- Designed tools and best practices to safeguard consumer interests
- Spearheaded the development of the approved vendor strategy and vendor accountability processes
- Conducted a thorough review to identify operation gaps, barriers, and areas for improvement, and crafted strategic solutions
- Contributed to the strategic planning of marketing and communication activities

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