



Portfolio Administration

Peoples Gas and North Shore Gas
Energy Efficiency Programs



Project Catalyst

Erthe Energy Solutions (ERTHE) was selected to provide portfolio administration services for Peoples Gas and North Shore Gas Energy Efficiency Programs.

By leveraging the expertise of their internal team and four partners, ERTHE ensures successful administration of the program portfolio. ERTHE is dedicated to helping Peoples Gas and North Shore Gas achieve their goals by focusing on data management and visibility, reporting compliance, operational consistency, trade ally support, continuous improvement, brand awareness, and innovation.

Timeline

2022–Current

Highlights

- Applied ERTHE's proprietary tracking and reporting tools
- Developed and implemented high-priority portfolio plans
- Enhanced visibility and efficiency across the portfolio with reports and tools
- Successfully transitioned scope from previous administrator without interruption of service
- Developed and deployed multiple improvements and ideas in every area of responsibility



Solution

ERTHE has a proactive and strategic approach to administration—optimizing day-to-day operations while spearheading new and innovative approaches. ERTHE developed measurable and quantifiable plans for each area of administration to guide their efforts. Areas of responsibility include data tracking, data quality assurance, compliance reporting, portfolio trade ally, innovation, portfolio marketing, and portfolio outreach.

At two years into the four-year cycle, results from a variety of completed initiatives include:

- Completed all high-priority strategic initiatives from the planning process in 2021
- Significantly enhanced visibility across all teams with ERTHE's patent-pending portfolio operations report and map
- Boosted brand awareness with a refreshed brand, advertising, and steady attendance at community events
- Fostered trust in reported data by instituting comprehensive data accuracy processes
- Ensured quick and accurate reporting with proactive coordination, streamlined tracking, and new compliance reports
- Encouraged new ideas with an innovation competition
- Increased cost effectiveness with efficiencies in management and operations
- Encouraged collaboration and idea sharing with consistent communication and coordination
- Identified gaps and effective solutions through customer and trade ally surveys and regular team brainstorms
- Increased trade ally support with a new website and learning management system

As the prime contractor, ERTHE leads the administration of the portfolio with support from expert partners: Mulder Consulting, a WOSB, (marketing), Evergreen Consulting Group, a Certified B Corp, (trade ally), PACO Collective, a MBE, (paid media), and L3 Agency, a MBE, (outreach).

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