

CUSTOMER BRIEF: RAPPAHANNOCK ELECTRIC CO-OP (REC)

REC Streamlines Solar Processes

WattPlan® and PowerClerk® automate solar education and accelerate interconnection timelines

Challenge

Rappahannock Electric Cooperative's Energy Solutions and Clean Energy team was burdened with high solar support call volumes and a manually intensive interconnection process. Support calls often involved educating customers about their solar options or managing incomplete or ineligible applications with solar installers. To help scale their residential and commercial solar programs, REC needed to automate customer education and reduce the labor hours spent on processes and manual reporting.

Solution

REC selected cloud solutions from Clean Power Research to address the challenges of scaling their solar education and interconnection program.

REC implemented [WattPlan](#) to automate customer education. Customers can now shop smart and view their solar options, rate plans and personalized actionable estimates online. Customers can now make informed decisions after viewing solar options, rate plans and personalized actionable estimates online.

To streamline solar interconnection processes, REC implemented [PowerClerk](#) for workflow automation and began receiving complete applications with qualified equipment and integrated eSignatures. Solar application approval times were reduced to just two to four days from the prior two to four weeks, a helpful improvement given the 30-day deadline. REC now experiences a manageable workload, improved solar installer working relationships and an efficient monthly regulatory reporting process.

Results

By implementing WattPlan and PowerClerk, REC improved its solar education and interconnection programs and benefitted customers, solar installers and its program administrators, resulting in the following:

- Each month, over 200 customers access personalized solar estimates, saving ~40 REC phone representative hours
- Real-time project status, fast approval times, and eSignatures have improved REC's relationships with solar installers
- Interconnection application process times reduced to just 2-4 days vs. 2-4 weeks
- REC employees save additional time by automating and digitizing monthly regulatory reports



REC is a member-owned utility that provides electric service to nearly 170,000 connections and maintains more than 17,000 miles of power lines in portions of 22 Virginia counties from the Blue Ridge Mountains to the tidal waters of the Chesapeake Bay.

"The accuracy REC customers experience through WattPlan helps them make well-informed solar decisions. At the same time, PowerClerk has improved our solar developer relationships through a quicker application process and real-time project status. Our program administrator's experience has vastly improved as a result of implementing a complete solar interconnection solution."

– Joyce Bodoh, Director
Energy Solutions and Clean Energy,
Rappahannock Electric Cooperative (REC)

Clean Power Research enables utilities to plan and optimize for the clean energy transformation. [Contact us](#) to learn more about Clean Power Research products and utility solutions, including PowerClerk and WattPlan.