

IMAGINE. CREATE. ACHIEVE.  
*a sustainable future*

## Task 1: Program Planning

As stated in our technical approach, the BLN Team will provide the State with technical assistance and professional planning services to complete its 6 federally mandated plans and Home Energy Rebates Application.

## Task 2: Program Implementation

The BLN Team has designed and delivered programs of similar size, scope, and complexity across the United States. Our approach, as outlined in our RFS response, best positions the State to meet federal and local goals while minimizing risk to the program.

### Milestone 1: Public Outreach and Multi-agency Coordination

Our solution includes multi-agency coordination to maximize opportunities for stacking and braiding funds as well as cross-agency earned media initiatives. Furthermore, our earned media campaign includes early and ongoing stakeholder engagement. This earned media improves our paid media strategy by improving the accuracy of targeted ad placement.

### Milestone 2: Program Leadership and Administration

The BLN Team's solution provides Indiana with seasoned program management professionals dedicated solely to these state programs. This team collaborate with IOED and other State staff to perform regular strategic planning exercises and ensure constant improvement over the program's lifecycle.

### Milestone 3: Rebate Eligibility/Case Management

As noted in our technical approach, the BLN Team will provide the State with nationally recognized case management services. Our team will expand and contract over the course of the program to ensure efficient processing of applications and professional customer service, while minimizing administrative costs.

### Milestone 4: Call Center Operations and Staffing

The BLN Team provides the state with fully trained call center staff who will support the program during working hours. This team fully integrates with our Case Management solution to reduce applicant confusion, raise public awareness, and ensure programmatic goals are achieved.

### Milestone 5: Field Services/Contractor Oversight

To ensure professional service is provided to all program applicants, the BLN Team provides the state with contractor oversight, change order review/approval, one-on-one program to contractor liaisons, and QA/QC inspections.

### Milestone 6: Contractor Invoice Review and Contractor Payment Processing

Our solution includes the review and processing of payments for contractor invoices. This minimizes administrative burden for IOED, streamlines the reimbursement process, and allows installation contractors to maintain scale over the life of the program.

### Milestone 7: Monitoring and Federal Compliance Services

As stated in our technical approach, the BLN Team will continually monitor its own activities for federal compliance. We will partner with IOED for quarterly reports, annual reports, program audits, and close out activities.

IMAGINE. CREATE. ACHIEVE.  
*a sustainable future*

**Milestone 8: IT Support System**

The BLN Team possesses a time-tested IT solution which was purpose-built to support and enable Energy Rebates Programs. This system will be provided to the State throughout the life of the program.