LA DWP — Los Angeles Department of Water & Power

Custom Performance Program

Process Flow Chart

Custom Performance Program Process Flow Chart

Application Submission	Pre-Inspection and Pre-Evaluation		Installation and/or Implementation		Post Inspection & Post Evaluation		Payment Processing	
CPP Application is Submitted. Project is Assigned to a Program Manager	PM Reviews Application & Determines if Project is Express or Requires Custom Calculation. If Custom Calculation is Required, Engineer is Assigned to Project	Pre-Inspection Scheduled and Conducted. If Custom Calculated, Baseline is Established	Customer Installs and/or Implements Measures	Customer Notifies PM Installation is Complete	Post Inspection Scheduled and Conducted	Evaluation Completed and Energy Savings & Incentive is Determined	PM Prepares Request for Payment Packet for Review and Approval	Once Authorized, Check is Prepared and Mailed to Customer Once Received.

Customer	→	LADWP Staff	→	Customer	→	LADWP Staff