

# DPU Interconnections Working Group

## Expediting New Service Interconnections and Utility/Municipal Coordination



May 3, 2018



## AGENDA

**Current Metric Performance**

**Portal Update**

**Utility Pole Ownership Update**

**Subdivision Plans: Engineering, Pricing and Project Phasing**

**Bifurcation of Subdivision Work (Public Road/Private Road Work)**

**Excavation and Backfill By Others (“EBBO”)**

**Resources**

**Potential Opportunities to Explore**

Type of Electric Service	Performance Target Range (days)	Excluding Holds				Avg. Total Time (Excluding Holds)	Avg. Total Time (Including Holds)
		Dec	Jan	Feb	Mar		
Simple Residential	5	3	3	4	5	4	N/A
Complex Residential	35 - 90	72	95	71	65	76	134
Residential URD*	85 – 100	102	90	99	91	96	196
Commercial Service	37 – 92	65	96	116	115	98	128
Commercial Development*	100 - 125	139	105	132	103	119	230

Simple Residential measurement starts when the municipal inspection is complete

Complex Residential includes any job which requires design activities

\* Typically small sample sizes (less than 10 jobs per month)

Detailed definitions in appendix (slide 15)

Gas Type	Performance Target Range (days)	Excluding Holds				Avg. Total Time (Excluding Holds)	Avg. Total Time (Including Holds)
		Dec	Jan	Feb	Mar		
Gas CIAC	25	11	8	5	3	9	n/a
Construction of Main	100-150	86	97	121	77	95	104
New Service	20	26	n/a	29	11	16.5	n/a

Construction of main cycle time includes both residential and commercial growth

Detailed definitions in appendix (slide 15)

- **Interactive Developer Workshop #4 held April 11<sup>th</sup>**
  - Live demo of newly launched DG Portal
  - Presentation and discussion of additional features planned for Electric Connections section of portal
  - Brainstormed to identify additional desirable functionalities
  - Developer feedback and top requests
    - Email alerts when Developer has to take action
    - Countdown to completion timeline – forecast completion
    - Milestone update
    - Design details
  - ◆ Final scoping of portal underway
  - ◆ Top Developer requests in scope
  - ◆ Late Summer/early Fall reconvene with Developers

- **National Grid / Verizon agreement**
  - National Grid has rights to set all poles
  - No longer need to coordinate with Verizon and work within geographic set areas
  - Verizon responsible for pole removal upon communication conductor transfer or removal

- **Pre-Design Meetings**
  - Developer requested
  - Preliminary site plan available
  - Average square footage and # of homes/structures
  - Any potential 3 phase loads
  - Any anticipated future phases of development
  - Any other information (soil boring, environmental concerns, etc.)

- **Approved vs. stamped plans**
  - Developer submitted affirmation of town agreement for subdivision
  - Design/Engineering process can begin
  - No longer requirement for permit granting authority stamped plans to start design
- **Subdivision Pricing**
  - Electric
    - Rule of Thumb Document
    - Requested Developer feedback



- **Early Communication**
  - Pre-design meeting
  - Discussions around options
  - Project phasing possibilities discussed

- **Bifurcation speaks to our ability to split main installation into segments that can be worked independent of each other.**
- Opportunities to Bifurcate:
  - Current option or open to implement:
    - Project phasing on a private way
    - Installation of new main on private and/or public way prior to the completion of a reinforcement
    - Installation of new main in the public way in advance of the private way
  - Not a current option and precluded by current work practices:
    - Installation of main on the private way in advance of completing the public way

- Trenching specs and requirements are provided in the builder package at the start of the project; they are also provided on the website.
- Estimates are adjusted for excavation by others
- Schedule coordination through the National Grid job owner
- National Grid Obligations
  - Inspect for trench specification compliance.
  - Provide and install the necessary pipe.
  - Place padding sand on top of pipe. Install warning tape.
  - Observe backfilling as required for compliance, inspector

- 138 internal FTE's were hired prior to 12/31/2016.
- Leveraging existing contracts with existing contract resources to support forecasted demand.
- Active RFP underway for dedicated supplemental contract resources to address fiscal year 2019-2020 demand.
- Long Term strategy, fiscal year 2021 and beyond, is to realign contract construction contracts to encompass complete work plan execution including cyclical demand of gas connections.

- Review of Proposal for Electric Service Package loading questions
  - Review info for need
  - Small focus group for feedback
- Increased coordination of overhead and underground departments regarding Underground Residential Development (URD) energization
- Improved communication between Trench Inspectors and Job Owners
  - Progress and information transfer
- Improved coordination of gas meter crew with service lateral crews.

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Appendix

May 3, 2018



- Revised Electric metrics to demonstrate performance with job type. Excludes holds
  - Simple Residential Service – Time following municipal inspection to complete a simple residential service (e.g. service upgrade, service drop and meter)
  - Complex Residential Service – Any residential service requiring design activities and/or external dependencies (e.g. pole sets, easements, etc..)
  - URD – Underground Residential Development jobs. This is the time to deliver on the underground network infrastructure associated with a residential development. Services attached to the URD would follow the Simple Service framework
  - Commercial Service – Any non residential standard service. Typically involves design activities
  - Commercial Development – Similar to URD, work required to deliver network infrastructure of a commercial development site
- Gas metrics remain the same (Time to turn around a CIAC, Time to install new main, Time to attach a service associated with main construction). Excludes holds
- Performance Target – Lead Time we provide customers upfront in the process, setting expectations
- Total time including customer holds represents the total time for the work request (from initiation to closeout).

# **Working Group Update: Improving and Expediting the Process for New Electric and Gas Service Interconnections**



Safety First and Always

**May 3, 2018**



# Agenda

1. Update on Performance
2. Website Portal
  - a) Gas
  - b) Electric
3. Utility Pole Ownership
4. Subdivision Plans – Approval Process
5. Bifurcation of Subdivision Work
6. EBBO – Excavation & Backfill by others
7. Work Phasing – Improving Communication



# Eversource Electric

## New Customer Connect Metrics

2017

2018

Service Type	Performance Target Range (Bus Days)	2017						2018						Average Total Time (Excluding Holds)	Average Total Time (Excluding Holds)
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
Simple Service (Days after WP)	N/A	7	6	8	6	6	9	7	8	7	6			7	22
Residential URDs	63-121	115	97	97	98	78	94	61	73	N/A	101			90	314
Complex Residential	25-68	27	23	24	24	30	13	18	27	12	18			22	81
Commercial Development	61-121	107	88	108	129	102	91	106	69	71	88			96	308
Commercial Service	68-98	52	34	38	51	52	53	49	18	18	42			41	166

\*See appendix for metrics definitions





# Eversource Gas

## New Customer Connect Metrics

### New Customer Connect Metrics

	Baseline	Monthly Activity											
	Performance (Days)	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CIAC Turnaround	42	20	0	0	34	42	0	39	42	29			
New Service	15	8	6	8	7	12	15	0	14	12			
Construction of Main	130	24	16	18	23	20	35	0	20	18			

\*See appendix for metrics definitions



# Eversource

## 2. Website Portal

- a. [salesforce](#) – is utilized by Eversource Gas, rolled out in 1st quarter of 2018
- b. Eversource Electric – basic one-way portal rolled out in 2015, currently evaluating multiple two-way portals including [salesforce](#).

## 3. Utility Pole Ownership

- a. Internal/external discussions ongoing.
- b. Current process is outlined in appendix.

## 4. Subdivision Plans – Approval Process and Pricing estimates

- a. City/Town approved site plans for electric service are no longer required prior to initiating a work request (may be required at a later time).
- b. At customer request, Eversource provides a +/-25% estimate within 10-15 business days.
- c. New in 2018 – Ask Customers when they need Engineering complete. Customers to provide a date and Eversource to respond back within two (2) business days if we can meet the requested date.



# Eversource

## 5. Bifurcation of Subdivision Work

- a. Eversource is required to do all the work in public way.
- b. Eversource provides customers with its hardship form to facilitate customer specific request to City or Town to allow Eversource to dig in the public way

## 6. EBBO – Excavation & Backfill by others

- a. Eversource is required to do all the work in public way. Builders dig and backfill trenches inside their subdivision for both main and service installations. This allows subdivision projects to be constructed without a CIAC approximately 95% of the time.
- b. Excavation and backfill in Sub-divisions by others upon inspection and approval of Electric Infrastructure by Eversource.

## 7. Work Phasing – Improving Communication

- a. Initial Kickoff Meetings – Eversource Encourages joint Gas & Electric Kickoff Meetings with Customer Care and Engineering to discuss Project Complexities, Options and Schedule of project
- b. Periodic Project Meetings scheduled through Customer Care



# QUESTIONS ?



# Appendix



# Eversource Electric

## Existing Process for Setting Poles

### Eversource Pole Public Way

- Design the job
- Put together petition survey/package for city/town
- Attend public hearing
- Collect costs from customer
- Schedule pole work

### Eversource Pole Private Property

- Design the job
- Acquire easement/license from property owner
- Collect costs from customer
- Schedule pole work

### Verizon Pole

- Design the job
- Notify Verizon about need for pole work (customer should do this in parallel with requesting service from Eversource)
- Verizon will obtain necessary Rights (public or private)
- Collect costs from customer
- Schedule pole work





# Metrics Definition

- Revised electric metrics to demonstrate performance with job type
  - Simple Service – Time following inspection and fee payment to complete a simple service
  - Complex Residential – Any residential service requiring design and/or external dependencies (Verizon, rights, etc)
  - Residential URD – Underground residential developments, infrastructure installation
  - Commercial Service – Any non residential service request requiring design
  - Commercial Development – Work required to deliver infrastructure for a commercial development
- Gas metrics remain the same (CIAC turnaround, install mains, attach services)
- Performance Target Range – Lead time we provide customers upfront in the process, setting expectations
- Total time including customer holds represents the total time for the work request (from initiation to closeout)



# Electric Interconnection Performance Metrics

## Simple Electric Jobs:

- Service upgrades and new simple services (service drop and meter) for overhead connections that do not require extensive customer or Company upgrades.
- This category would also include simple underground connections and simple temp connections.

## Complex Electric jobs:

- All new jobs not meeting the definition of simple and exclude customer stations, tertiary network vaults (TNVs), secondary network vaults (SNVs), and single Customer (SCs) stations.
- Target for complex electric jobs as of range of days: The range, which is necessary to reflect the varying of complexity of different jobs, would reflect the average number of days to complete the least complex and the average number of days to complete the most complex jobs. These averages do not include time frames associated with customer or City/Town related activities outside of Company control.

## Examples of time associated with activities outside of Company control include:

- Time waiting for customer payment of CIACs
- Time waiting for receipt of all necessary permits and easements, customer loads, approved drawings and any other information necessary to complete design
- Completion of customer required civil work (customer may need to install conduit on private property for the utility to pull the cable)
- Time for a city or town to provide a Grant of Location for infrastructure installed in the public way
- Moratoriums
- Other local approvals, etc.



# Gas Interconnection Performance Metrics

## Contribution in Aid of Construction (CIAC's) Turnaround Time

- Start: Builder/developer provides all project estimating pre-requisites (see below)
- End: Company issues CIAC Information to Builder

## Construction of Main (site ready)

- Start: Builder/Developer notifies Company and Company confirms that site is ready for Gas
- End: Company completes and gases in the gas main

## Gas Service Installations (site ready)

- Start: Builder/Developer notifies Company and Company confirms that site is ready for Gas
- End: Company completes Gas Service

## Gas project pre-requisites to complete a Gas CIAC:

- a) Site Plan to include footage and pathways
- b) Load Letter showing all gas usage for the project
- c) Total amount of units/meters to be installed
- d) Identify if there is a phasing of gas ons for meters
- e) Outline and overall scope of project (mostly for Commercial)



# Eversource Gas – Joint Trenching Pilot

- A qualified gas contractor under contract with Eversource that also is experienced installing other utility infrastructure has been selected for the pilot.
- Final agreements between gas contractor and Eversource were executed on May 23<sup>rd</sup>.
- The Sales Fulfillment team identified several potential joint trench pilot opportunities where both the gas and electric is within Eversource's franchise area since the last meeting. None of those projects ended up materializing due to the fact site managers already had previous arrangements with their general contractor's who always perform this work for them.
- The Sales Fulfillment team working with our Sales group have had several meetings recently to discuss new projects that were sold but will be constructed in 2018, to educate the customers about the joint trenching opportunity and to facilitate discussion between customers that express an interest in joint trenching and Eversource's qualified gas contractor.

