# Five Aspects to Measuring

West Monroe Partners has engaged with utilities and additional solar stakeholders, including contractors and installers, through a targeted distribution of surveys created to capture information about current state interconnection practices. The stakeholder feedback contained paint points and observed best practices related to the application process, information access, process time, inspection and net metering coordination. This guide is designed to help utilities evaluate where operations are currently situated among the spectrum of best practices and to offer specific solutions for how to improve the interconnection process.

Are You Here?

Improved Practices



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- No standard forms available
  Mail submission of forms/ drop-offs are required for delivery
  No standard forms available for different sizes and grid conditions
  Applicants must make payment in-person

- Non-statewide application form(s) available
  Temal submission of PDF forms allowed
  Applications are tiered by size and grid conditions
  Applicants can mail interconnection fees payment (check)
- State-level application form(s) used
  Online application form submission\* and tracking available.
  Applications are tiered by size and grid conditions.
  Applications are tiered by size and grid conditions.
  Applications are pay interconnection fees (if applicable) online using a credit card or ACH without incurring additional service fees beyond bill payment method

## Process Time

Are You Here?











- Customers receive receipt confirmations less than three days after submitting an application . A transparent time line for the technical review process exists and the process takes less than ten days<sup>2</sup>. A buffer window of more than ten days exists for customers with incomplete applications to make corrections<sup>1,2</sup>.
- Customers receive receipt confirmations after submitting an application, but the time window for sending is undefined
  A transparent timeline for the technical review process exists, but the process takes longer than ten days
  A buffer window of less than ten days exists for customers with incomplete applications to make corrections

- Customers do not receive a receipt confirmation after submitting an application. The time required for the technical review process is undefined incomplete applications and returned to the customer, and the application process restarts.

No information published online, interconnecting customers must call to learn more
Utility will not answer interconnection questions until after the customer has submitted their application request
No solar-related outreach is performed?
No defined process in place for dispute resolution?

Information Access



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- Published link to state interconnection standards on website Utility coordinator will respond to customer inquiries before they submittan application
  Utility does not have a solar-related webage, but has pro-active solar outreach efforts in place
  No defined process in place for dispute resolution, but the utility coordinator will work with applicant to investigate each case

- User Manual available online that includes interconnection standards
   Questions/common issues are posted in an FAQ online
   Utility has a solar-related webpage, as well as pro-active outreach through bill inserts, public events, etc.<sup>3</sup>
   Defined process in place for dispute resolution<sup>3</sup>

Inspection

### Are You He

Improved Practices





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Inspections are performed with potential additional costs to customer (uncapped)
No defined time period exists for performing an inspection following a customer request
No standard inspection contract or coordination with City
Standard used is in conflict with, or in excess of IEEE 15473

- - Utility inspections are performed at some cost to the customer, but the cost is capped Utility inspections take place in a defined time period from a customer request, but the time window is greater than ten days No standard inspection contract respections with City.
  - or coordination with City
    UL 1741 / IEEE 1547 not used,
    modified elements of IEEE 154
    used<sup>3</sup>
- Utility inspections are performed at no cost to the customer
  Utility inspections take place less than ten days from customer request!
  Coordination is carried out with the City to reduce inspection visits
  Ut. 1741 / IEEE 1547 standards used in addition to other options (e.g., self-certification)<sup>3</sup>

# Net Metering Coordination

Are You Here?

Improved Practices







- Net metering application submissions are fully integrated with the interconnection process Only incremental information (beyond interconnection) is required of net metering applicants
  No meter change required (customer-sited generator uses existing meter) or new meter is provided by the utility at no cost to the customer-sited generator<sup>3</sup>
- start until the interconnection process is complete

  Net metering application criteria is undefined/not available

  Dual meters or dual registers are required, customer pays for the additional meter<sup>3</sup>
- Net metering applications follow an independent, but parallel, submittal process
  Nedundant information required for net metering application submission, but follows a convenient submission process
  Oual meters or dual registers are required, but the utility pays for the additional meter<sup>3</sup>
- Assisting Utilities in Advancing Solar Adoption
- 2 FERC Order 792 2013 Revisio

