

Interconnection Projects: Support, Communication & Tracking

November 14, 2022
Customer Focus Group
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Goals

- **Improve Customer Experience with NYISO's Interconnection process by:**
 - Ensuring each developer has an improved line of sight into their specific interconnection project
 - Taking a project management approach with Interconnection project phases to meet estimated timelines
 - Providing additional visibility & transparency to the process through dashboards
 - Supporting effective communication & collaboration between all parties involved in the process



Customer Focus Groups

- Purpose is to gather information and customer ideas to enhance the existing IP portal. These groups will be focused on the IP portal usability and not intended to cover changes to the study process.
 - Visual Dashboards
 - Notifications of tasks and milestones
 - Additional functionality
 - Information needs
- Communicate planned enhancements to the IP Portal and customer support processes.
 - Inquiry submission options – IP Portal link, email and phone
 - Interconnection Inquiry type
 - Dedicated Interconnection support liaisons
 - Planning Project Managers & Project Management Tools

Open Discussion

- **Current Pain points**
- **Enhancement ideas**
- **Next Steps**

Questions?