

Interconnection Projects: Support, Communication & Tracking

January 25, 2023 Customer Focus Group Christopher Tamasi/ Mark Seibert

Customer Focus Groups

- Purpose is to gather information and customer ideas to enhance the existing IP portal. These discussions 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.



Recent Enhancements

IP Portal

- Inquiry submission options IP Portal link, email and phone
 - <u>Stakeholder_services_IPSupport@nyiso.com</u>
 - 518-356-6060 Option 2
- Interconnection Inquiry type & Inquiry Tab
- Dedicated Interconnection support liaisons
- Planning Project Managers
- Knowledge Article direct link

Feedback to date

• File included with meeting materials with feedback received to date



Enhancements Under Review

- Save in progress
- CEII process
- IR revision process
- Banking / Deposits / Fee's

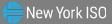


Next Steps

- Periodic updates of enhancements under review
- Communication of process changes
- Continued discussions of other interconnection process improvements and tariff revisions as part of the 2023 Interconnection Queue Reform
 - See the Jan 19th TPAS presentation for additional details
 - Q1-Q2: Discussions and development/review of proposals and tariff revisions in TPAS
 - Q3/Q4: Stakeholder and Board Approvals; Section 205 filing with FERC



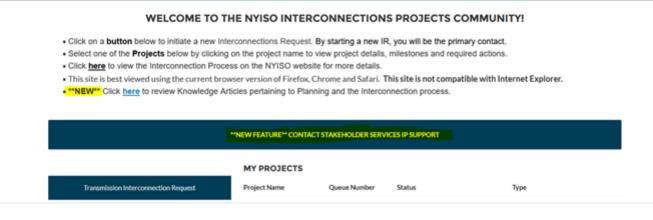
Appendix



Recent Updates



HOME INQUIRIES LOGOUT





Recent Updates



HOME INQUIRIES LOGOUT

WELCOME TO THE NYISO INTERCONNECTIONS PROJECTS COMMUNITY!

Complete the required fields below and click "Confirm" to submit an inquiry to the Stakeholder Services IP Support team.

CREATE NEW CASE

III Selina Tester		×
Project Name and Queue Number 👩		
Subject		h
without .		
lescription		
		Å
	CONFIRM	
	CONTROL	







		WELC	COME TO THE N	IYISO INI	FERCONN	ECTIONS PROJECTS	S COMMUNITY!		
			"NEW	/FEATURE" CO	ONTACT STAKE	IOLDER SERVICES IP SUPPORT			
-	Community	nterconr	ection Inquiries	• •					
	-		ection Inquiries		econds ago		Q, Search this li	st	
	-	r • Filtered by	ection Inquiries	Updated a few s	econds ago	✓ Date/Time Opened			



Questions?

