

# Interconnection Projects: Support, Communication & Tracking

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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
  - [Stakeholder\\_services\\_IPSupport@nyiso.com](mailto:Stakeholder_services_IPSupport@nyiso.com)
  - 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**
- **CEI 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

## WELCOME TO THE NYISO INTERCONNECTIONS PROJECTS COMMUNITY!

- Click on a **button** below to initiate a new Interconnections Request. **By starting a new IR, you will be the primary contact.**
- Select one of the **Projects** below by clicking on the project name to view project details, milestones and required actions.
- Click **here** to view the Interconnection Process on the NYISO website for more details.
- This site is best viewed using the current browser version of Firefox, Chrome and Safari. **This site is not compatible with Internet Explorer.**
- **\*\*NEW\*\*** Click **here** to review Knowledge Articles pertaining to Planning and the Interconnection process.

**\*\*NEW FEATURE\*\* CONTACT STAKEHOLDER SERVICES IP SUPPORT**

### MY PROJECTS

Transmission Interconnection Request

Project Name

Queue Number

Status

Type

# 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

Contact Name

\* Project Name and Queue Number

\* Subject

\* Description

CONFIRM





# Recent Updates



HOME INQUIRIES LOGOUT

WELCOME TO THE NYISO INTERCONNECTIONS PROJECTS COMMUNITY!

**\*\*NEW FEATURE\*\* CONTACT STAKEHOLDER SERVICES IP SUPPORT**

 Community Interconnection Inquiries 

1 item • Sorted by Case Number • Filtered by All cases - Case Record Type • Updated a few seconds ago

	Case Number ↑	Subject	Status	Date/Time Opened	Date/Time Closed
1	00044315	<a href="#">Testing Case Subject</a>	New	12/20/2022 7:23 PM	

# Questions?