

# Interconnection Projects: Support, Communication & Tracking

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May 15, 2023  
Customer Focus Group  
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# 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.

# Enhancements

## ■ Completed

- Inquiry submission options – IP Portal link, email and phone
  - [Stakeholderservices IPSupport@nyiso.com](mailto:Stakeholderservices IPSupport@nyiso.com)
  - 518-356-6060 Option 2
- Interconnection Inquiry type & Inquiry Tab
- Dedicated Interconnection support liaisons
- Planning Project Managers
- Knowledge Article direct link
- Banking Instructions & W-9

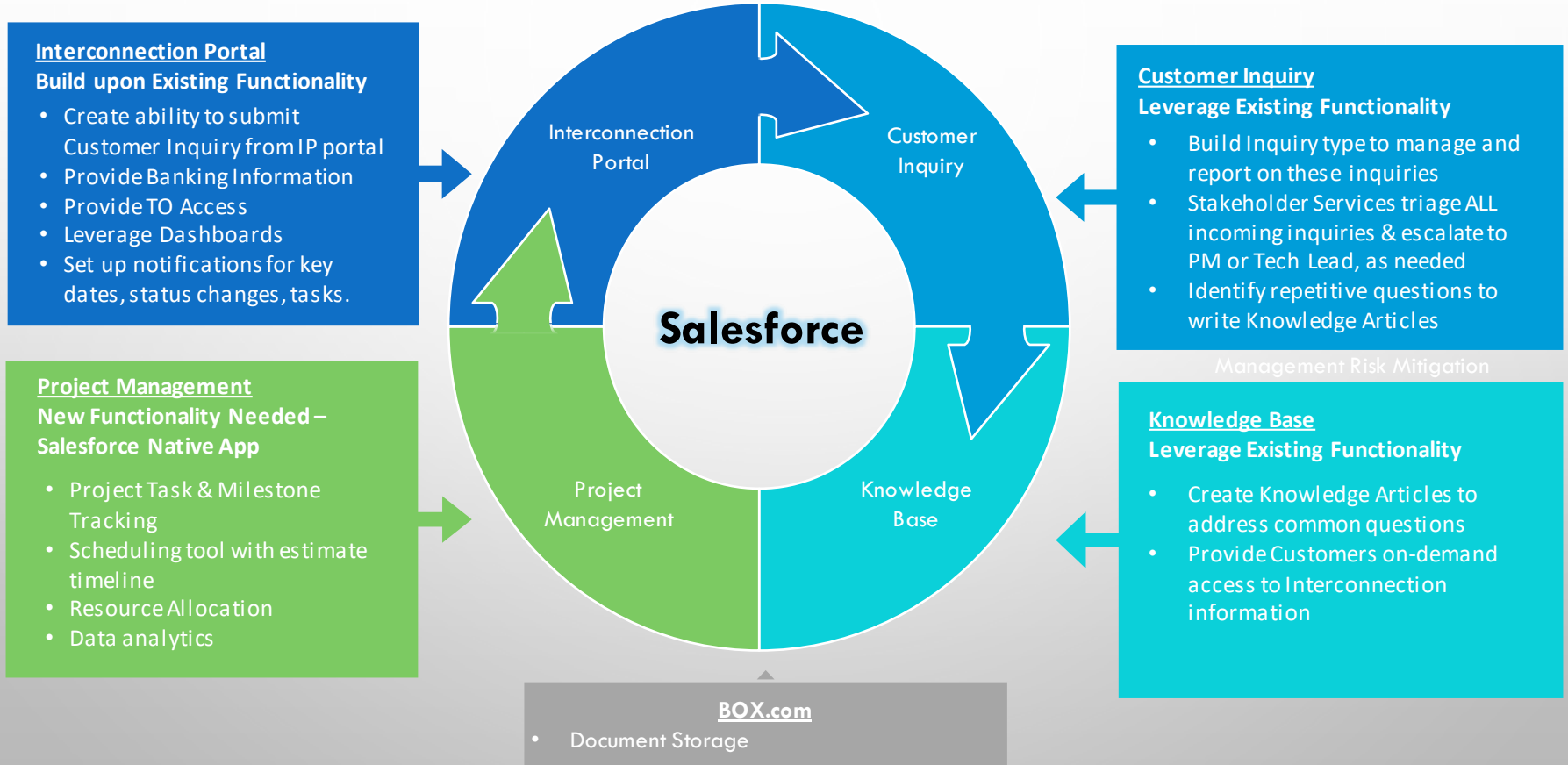
## ● In Process

- Save in Progress

## ■ Feedback to date

- File included with Jan 25<sup>th</sup> meeting materials with feedback received to date

# M272 - Interconnection Process Enhancements

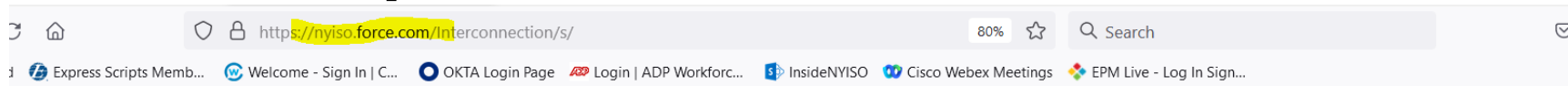


# Next Steps

- **Implementation of Salesforce Native App for Project Management functionality**
- **Periodic updates of enhancements & Process Changes**
- **Continued discussions of other interconnection process improvements and tariff revisions as part of the 2023 Interconnection Queue Reform**
  - Q1-Q3: Discussions and development/review of proposals and tariff revisions in TPAS
  - Q4: Stakeholder Approvals
  - 2024: Board Approvals & Section 205 filing with FERC

# Appendix

# Recent Updates



HOME **INQUIRIES** FINANCIALS 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**

Transmission Interconnection Request

Small Generator Interconnection Request

# Recent Updates



HOME INQUIRIES FINANCIALS LOGOUT

WELCOME TO THE NYISO INTERCONNECTIONS PROJECTS COMMUNITY!

## Banking Information

The following is the New York Independent System Operator's electronic payment instructions:

Bank  
Albany, NY 12207  
ABA#:  
Account #:

Include the project name and que number in the additional comments/reference fields, as this will allow for quicker identification and processing.

[NYISO's W-9](#)



# 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	Testing Case Subject	New	12/20/2022 7:23 PM	

# 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

# Questions?