

INFORMATION TECHNOLOGY

Interconnect On-Line Application Portal IWG Briefing

MARCH 2020

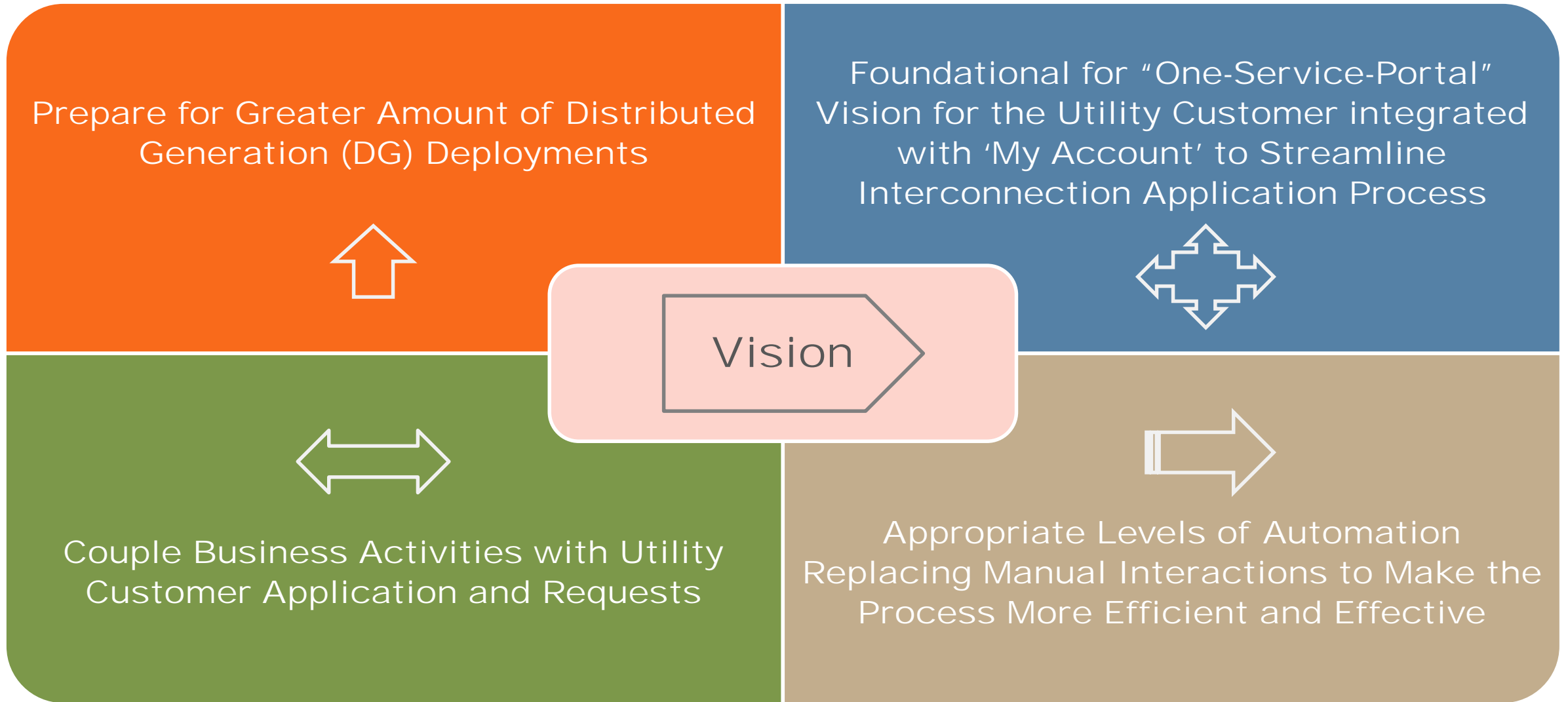
Imagination,
Speed,
Quality.



PSEG

We make things work for you.


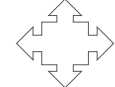


Interconnect On-Line Application Portal






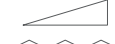
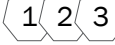
This project is approved as part of 2018 Utility 2.0 filing.

Interconnect On-Line Application Portal

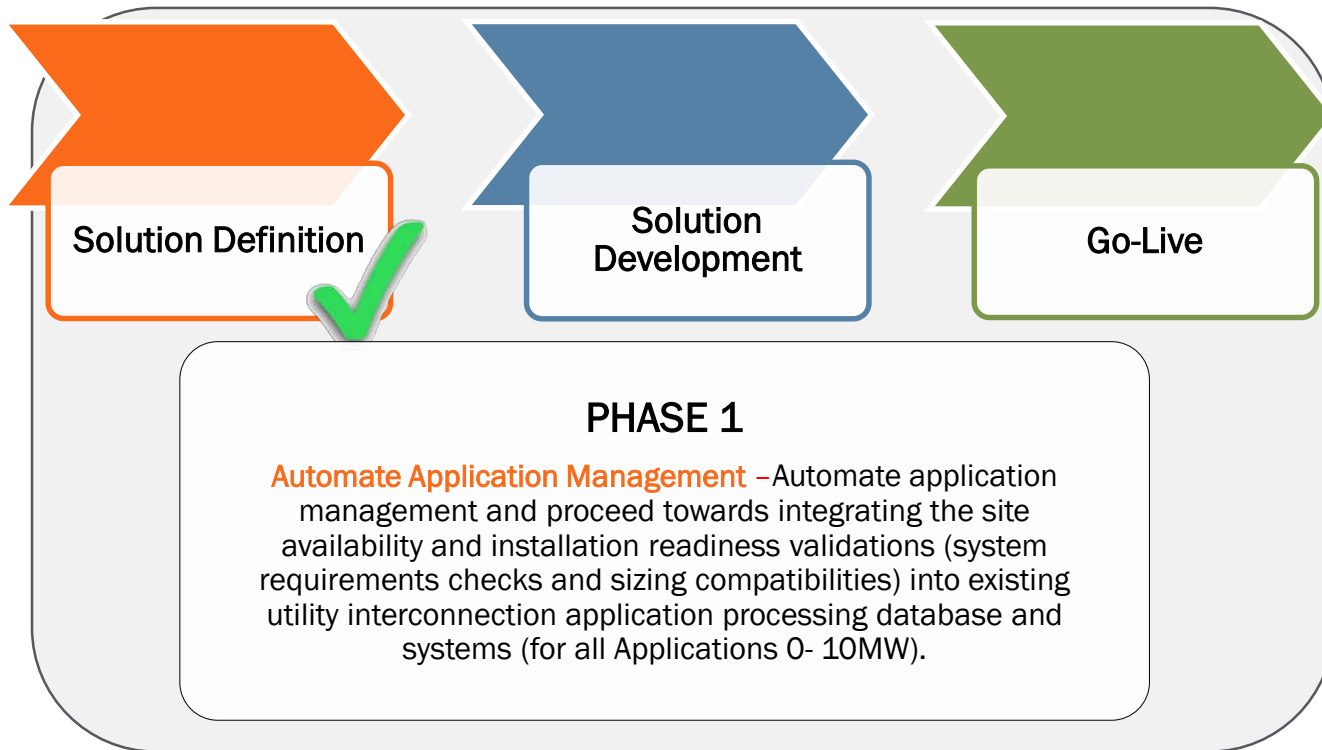
Anticipated Customer Benefits

-  • Enhanced Customer Journey for interconnection customers laying out and supporting the application process for interconnection customers from on-line application, document upload, messaging, and near real time status updates on the progress of the interconnect application and field work progress.
-  • Foundational “one-service-portal” provides utility customers self-service status and interaction with the utility for interconnect requests
-  • Simplified customer interaction connected to the appropriate business activities for near real-time status
-  • Opportunity for selected individual involvement in review and comment period as part of the go-live

Anticipated Business Improvements

-  • Workflow/Case Management provides a dashboard through which the Power Asset Management Group will track, automate and streamline the application process and communicate near real-time status updates to customers online through a self-service portal.
-  • Document Management improvements for customers and staff through portal-driven capability to upload, download and manage application and workflow documentation consistent with corporate policies.
-  • Process effectiveness increased through the capability for end-to-end process workflow reporting
-  • Streamline interconnection application processes for anticipated increased number of DG projects
-  • Deployed in phases, starting with automation of the application process then supporting SGIP and larger installation design/analysis, this portal aligns PSEG LI with the rest of the state

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PHASE 2

Automate Technical Screening with links to both utility technical and customer databases (Applications >50kW). In this phase, the time required to achieve automation of the SGIP screens will vary by utility, depending on data accessibility and gaps as well as internal system integration challenges.

PHASE 3

Full Automation of all Processes for larger systems with distribution planning, hosting capacity results and feeder analysis. Speed of implementation will depend on closing data gaps, integration of feeder analysis and planning with penetration data and interconnection evaluations