

# Customer Process for Electric Service Connections

Installing a new service(s) for your residence, business, or development can be a complicated process. The steps below describe what is needed from the customer and utilities. Refer to specific utility websites for typical durations and contact information.



## 1 Project Planning

**Customer:** You can engage with the utilities on prospective service connections, energy efficiency opportunities, and electrification. For residential developments and commercial developments & services, you can submit a request for preliminary review of a location for determination if there is available capacity to serve your load through each utilities' Step 0 process.

**Utility:** Each utility will engage with customers on planning and options analysis. During the Step 0 process, the utility will analyze available capacity, notify you if your project requires a capacity study. National Grid and Unitil require location, loads and, if any, a ramp up schedule. Eversource also requires a site plan and will also provide a preliminary cost. If a study is required, the utility will notify you of the required fee to initiate the study.

## 2 Initiation

**Customer:** You will need to complete an application for a service and/or a new account. Depending on the complexity of your project, you may need to submit documents such as a site plan, electrical one-line diagram, load information, and/or property/environmental details. A design fee may be required for a capacity study (also known as an "engineering study").

**Utility:** If a study is completed, the utility will notify you of the scope, schedule, and cost. Following the submittal of your application for service, the utility will contact you within a week to discuss next steps and any additional documentation required from you.

## 3 Engineering & Design

**Utility:** Each utility will review your request and evaluate the impact on the electric system. A detailed design work package and cost estimate are created for the required infrastructure needed to serve you. The utility will initiate processes to obtain any rights needed to install, maintain, and operate their equipment.

**Customer:** You may request or be requested to attend a meeting(s) with utility engineers or designers. Additional documentation may be required from you as the project scope is defined.

## 4 Obtain Rights & Customer Agreements

**Utility:** The utility will contact you to provide design sketches and notify you of customer requirements, such as private property trenching or rights you will need to complete. A service agreement and a request for any required payment for necessary grid upgrades (also known as, contribution in aid of construction or CIAC) will be sent to you. In parallel, the utility will obtain applicable rights, such as easements, licenses and/or grant of locations, from the appropriate municipal, state, and other involved organizations.

**Customer:** You may be required to execute and/or obtain easements, licenses, and/or environmental permits related to your service installation. A signed service agreement and, if any, payment for your new connection and/or grid upgrades must be submitted to the utility prior to construction.

## 5 Construction

**Utility:** The utility will contact you to confirm all rights and service agreements are completed and discuss next steps/timeframes. The utility's construction team will coordinate activities with you, including outages and/or appointments, and construct the necessary infrastructure to connect your new or upgraded service and install the meter(s).

**Customer:** If needed, you will install a company-approved trench installation and complete any tree trimming/removal on your property prior to the utility beginning construction. You will need to ensure your site is accessible by clearing vehicles and other obstructions that prevent utility construction. Your local municipal wiring inspector will need to approve your electrical installation and notify us before the utility can energize/activate your service.