Commonwealth of Massachusetts

Executive Office of
Energy and Environmental Affairs

Electric Connections Improvements Forum

100 Cambridge Street
March 17, 2026

Introduction to EEA

- The Executive Office of Energy and Environmental Affairs (EEA) is a cabinet-level office that oversees the Commonwealth's six environmental, natural resource, and energy regulatory agencies.

- EEA seeks to protect, preserve, and enhance the Commonwealth’s environmental resources while ensuring a clean energy future for the state’s residents.

- Energy agencies
  - Department of Energy Resources (DOER)
  - Department of Public Utilities (DPU; quasi-judicial)
  - Massachusetts Clean Energy Center (MassCEC; quasi-public)

Bi-Annual Forum Objectives

- **Share information about the grid connection process and improvements under development, including, e.g.:**
  - The Executive Office of Energy and Environmental Affairs' (EEA) new electric connections 101 website
  - A new joint customer connections initiative between Eversource, National Grid, and EEA: ***Power Forward***

- **Provide transparency into the state and EDCs' work related to grid connections**
  - The EDCs[1] will provide updates at each forum on the solutions under development, both related to topics covered during these forums and other relevant areas
  - These updates will ensure accountability for all parties

- **Discuss customer "pain points" with the grid connections process and collectively develop solutions**
  - The goal is to (a) address the most impactful pain points and (b) include stakeholders in developing solutions

[1]The state's investor-owned utilities, Eversource, National Grid, and Unitil, are referred to as the electric distribution companies, or EDCs.

Welcome and Introductions

Secretary Rebecca Tepper
Executive Office of Energy and Environmental Affairs

Executive Director Melissa Lavinson
Office of Energy Transformation

Forum Facilitator

Assistant Secretary of Energy Josh Ryor
Executive Office of Energy and Environmental Affairs

Agenda

Clock	Topic	Lead
	Welcome + Introductions	
1:00	EEA overview Forum objectives	Josh Ryor (EEA)
1:05	Administration priorities	Rebecca Tepper (EEA)
1:10	Agenda overview EEA grid connections work	Josh Ryor and Melissa Lavinson (EEA)
	Opening Presentations	
1:15	Level set presentation on existing utility connections process	Eversource + National Grid
1:40	Overview of developer feedback and desired outcomes for the forum	NAIOP Massachusetts
	Table Discussions	
1:45	Overview of discussion structure - Overview of pain point - Table discussion on: (1) pain point and (2) potential solutions - Report out to broader group	Josh Ryor (EEA)
1:50	***Discussion topic:*** how future energy usage / demand is captured in utility assumptions / studies	-
2:25	***5-min Break***	
2:30	***Discussion topic:*** integrating new customer connections and distributed generation interconnection processes	-
3:05	***Discussion topic:*** project communication, timelines, and customer options	-
	Closing	
3:50	Invitation to engage on grid upgrade pricing	Josh Ryor (EEA)
3:55	Next steps	Josh Ryor (EEA)

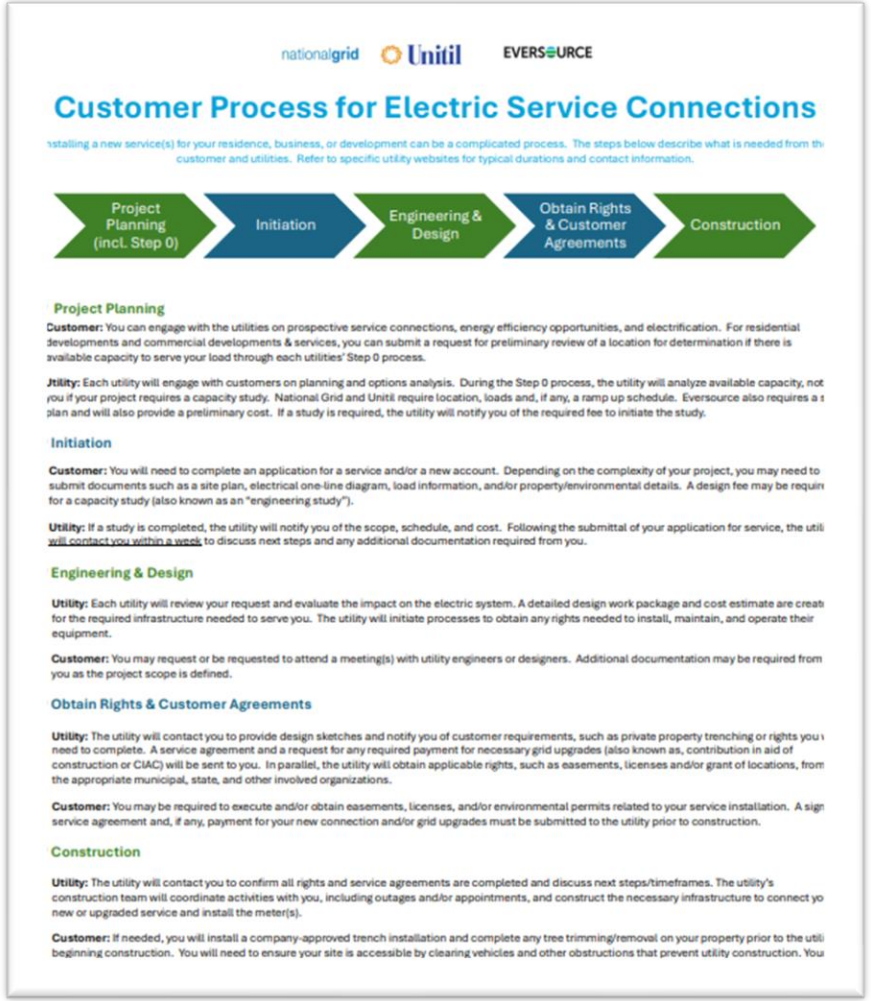
New Load Connection Initiative

- EEA launched a new initiative to address interconnection challenges:
  - Targeted engagement with stakeholders including municipalities, businesses, and housing developers to better understand the "pain points" in the load connection process.[1]
  - Monthly meetings with the EDCs to understand their processes and identify ways to improve the customer experience.
  - Developing projections of anticipated transportation and building electrification load in the next ten years, and the impact of this new load on the electric grid, to inform future grid planning efforts to avoid grid connection and capacity issues in the future.
    - **Important note:** The Energy Affordability, Independence, and Innovation Act would require the EDCs to include housing and economic development in their grid infrastructure planning.
    - The **Grid Modernization Advisory Council (GMAC)** is also exploring how large, new projects can be incorporated into EDC grid planning processes.

[1]Engagement included, but was not limited to: (1) sector-based focus groups with Energy Transition Advisory Board members / companies; (2) regional roundtables with Metropolitan Area Planning Council municipalities; (3) housing developer roundtable organized by MassHousing; (4) member roundtable organized by NAIOP; and, (5) western Massachusetts new customer connections workshop @ UMass Amherst.

Customer Experience Improvements Collaboration

- We continue to work with the EDCs to develop (1) better resources for customers and (2) ways to provide customers with more timely information on grid capacity and interconnection costs.
- **New customer resources:** EEA launched a 101 website with interconnection process summaries and links to relevant utility websites; this website will also host information on future EEA new customer connections work.
- **Better information on grid capacity and costs:**
  - **Capacity Maps:** New capacity map from Eversource, Unitil developing a dynamic capacity map, and National Grid is updating their online map
  - **Step 0:** All three companies publicized their process for providing detailed grid capacity information (and, for Eversource, grid cost estimates) ahead of the formal new service request process
  - **Power Forward:** Eversource and National Grid process to evaluate grid capacity and upgrade costs for multiple housing projects in a municipality. Applications will open this Spring.



nationalgrid Unitil EVERSOURCE

Customer Process for Electric Service Connections

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

Project Planning (incl. Step 0) → Initiation → Engineering & Design → Obtain Rights & Customer Agreements → Construction

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, not 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 s 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.

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 requir 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 utili will contact you within a week to discuss next steps and any additional documentation required from you.

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 creat 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.

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 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 sign service agreement and, if any, payment for your new connection and/or grid upgrades must be submitted to the utility prior to construction.

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 yo 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 utili beginning construction. You will need to ensure your site is accessible by clearing vehicles and other obstructions that prevent utility construction. You

Enabling Sustainable Economic Development Work Group

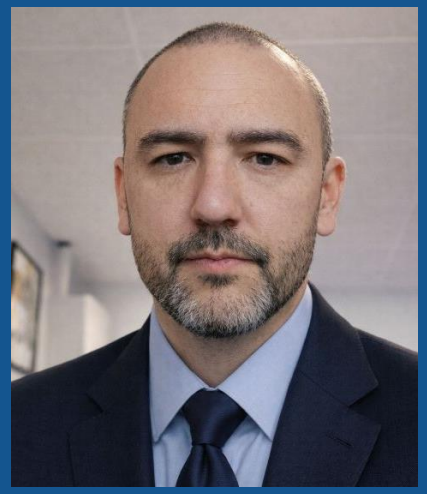
- The Office of Energy Transformation (OET) has created a new focus area working group to develop solutions to create economic development zones that have grid capacity and are clean energy-ready, to enable businesses like climatetech or advanced manufacturing to more quickly and easily expand and grow.

- Through the Enabling Sustainable Economic Development Work Group, OET hopes to enable the following:

  - **Expand grid capacity and streamline the process** for connecting new customer economic development-enabled load to the electric grid.
  - **Help drive economic development to areas with least grid impacts** and are aligned with existing capacity and/or future plans.
  - **Attract more businesses** like advanced manufacturing, life sciences, climatetech, and AI.
  - **Increase competitiveness** with other jurisdictions that provide energy-focused support/amenities.
  - **Additional focus on and coordinated stakeholder input into EEA's ongoing work to meaningfully improve the interconnection** of new load and energy resources to the electric grid.

Existing New Customer Connections Process

Warren Boutin
VP, Customer Grid Electrification Solutions and Experience, Eversource



John Daly
Director, New Services, Eversource

Jim Patterson
Director, Gas & Electric Customer Connections, National Grid

Morgan Steacy
VP, Connections & Strategic Accounts, National Grid

Customer Process for Electric Service Connections

The EDCs and the EEA have joined up to create a common process overview that is posted here: Connecting New Buildings to the Electric Grid | Mass.gov

nationalgrid Unitil EVERSOURCE

Customer Process for Electric Service Connections

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Customer Process for Electric Service Connections

❷ Initiation

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Customer Process for Electric Service Connections

3 Engineering & Design

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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.

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Customer Process for Electric Service Connections

❹ 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.

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Customer Process for Electric Service Connections

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.

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EDC Customer Connections Links

nationalgrid

- National Grid Connections Portal: https://gridforce.my.site.com/electric/s/
- By Phone: 1-800-375-7405 between 7:00 AM and 4:30 PM (including escalations)
- National Grid Commercial Connections Guide: https://www.nationalgridus.com/MA-Business/Start-Service-for-New-Construction/New-Electric-Service
- National Grid New Residential Services Guide: https://www.nationalgridus.com/MA-Home/Start-Service-for-New-Construction/New-Electric-Service
- Heat Maps: https://systemdataportal.nationalgrid.com/MA/

EVERSOURCE

- Eversource Contractor Website: https://www.eversource.com/residential/about/doing-business-with-us/builders-contractors/electric-work-order-management
- By Phone: 1-888-NEEDPWR
- Heat Maps: https://navigator.eversource.envelio.com/?lang=en-us#8.17/42.025/-71.67

Unitil

- Unitil Contractor Website: https://unitil.com/builders-contractors
- Phone: 888-301-7405

Developer Feedback +
Desired Forum Outcomes

NAIOP
COMMERCIAL REAL ESTATE
DEVELOPMENT ASSOCIATION
MASSACHUSETTS CHAPTER

TAMARA SMALL

CEO

NAIOP

COMMERCIAL REAL ESTATE DEVELOPMENT ASSOCIATION

MASSACHUSETTS CHAPTER

NAIOP MASSACHUSETTS

IDENITIFIED CHALLENGES

Lack of transparency in utility timelines and costs

- Work orders and engineering reviews routinely take many months — and often more than a year — with no interim updates, milestones, or clarity on where items stand in the process.
- Developers receive little to no visibility into internal utility progress or cost estimates, despite these timelines directly driving construction schedules, financing assumptions, and project delivery.

City approvals handled by the EDCs with no customer visibility

- Many required city-level approvals are managed exclusively by the EDCs, with no information given to developers.
- These approvals can take a year or more, yet developers are not informed of status, sequence, or anticipated decision timing — even though the outcomes materially affect project feasibility and timing.

Fragmented communication and unclear accountability

- Multiple utility representatives often communicate with project teams without clearly defined roles or ownership.
- Questions are frequently redirected among contacts, with responses delayed for months or not provided at all.
- There is no consistent, accountable point of contact responsible for providing accurate and timely information.

No reliable guidance on when permanent service will be available

- EDCs rarely provide even high-level, non-binding estimates for when final electric service will be delivered.
- Without this information, developers are forced to make critical decisions — construction sequencing, temporary power strategies, occupancy planning — without reliable inputs.

NAIOP MASSACHUSETTS

WHAT DOES THIS MEAN FOR MASSACHUSETTS' GOALS?

Material impacts on housing production and economic development

- These uncertainties introduce significant financial risk (backcharges, service upgrades, etc.), including extended carrying costs, delayed occupancy, and inefficient construction phasing.
- **The current interconnection process is misaligned with real-world development timelines and directly undermines the Commonwealth's housing, economic development, and electrification goals.**

Opportunity for meaningful improvement

- Greater transparency into utility processes, defined points of accountability, regular status updates, and earlier visibility into anticipated service availability would materially improve outcomes for customers and better support state policy objectives.

Table Discussions

- How future energy usage / demand is captured in utility assumptions / engineering studies
- Integrating new customer connections and distributed generation interconnection processes
- Project communication, timelines, and customer options

Discussion Structure

- The discussion on each topic will be structured as follows:
  - Presentation outlining the pain point from a particular perspective (~5 min)
  - Facilitated table discussion (~20 min; more for the last topic)
  - Table report outs and broader group discussion (~10 min)

- Facilitated table discussion will be broken into two parts:
  - Discussion of examples related to the topic (~10 min)
  - Discussion of potential solutions (~10 min)

- Please use ***discrete*** examples when discussing the pain point; the more specific, the better

- Discussion notes, table report outs, and broader group discussions will inform:
  - The EDCs in designing and implementing solutions
  - Future EDC and stakeholder collaboration in designing solutions
  - Next steps and discussion topics for future forums

Ground Rules

- Identify yourself and affiliation prior to any comments
- Assume positive intent
- Engage in constructive dialogue and actively seek agreement
- Stay on topic
- Allow space for others to contribute
- Be respectful and forthright
- Speak one at a time, when called on by facilitator

Table Discussions

- How future energy usage / demand is captured in utility assumptions / engineering studies
- Integrating new customer connections and distributed generation interconnection processes
- Project communication, timelines, and customer options

Pain Point Overview

Topic: How future energy usage / demand is captured in utility assumptions / engineering studies

- Estimates of the peak electric demand of a new project can differ between the project developer and the EDCs
- The EDCs typically calculate a higher peak electric demand for the project than the developer
- This can result in higher grid upgrade costs than a customer / developer anticipate and/or think is appropriate
- This seems to be particularly true of passive design projects and/or projects developed under the new building codes

Case Study Example: Tufts student apartments (Dano Weisbord, Chief Sustainability Officer)

Tufts UNIVERSITY

Electrical Service Connection for a Dormitory Designed under Specialized Stretch Code

Electric Connections Improvements Forum

March 2026

Project Overview

- Student apartments
  - 664 beds
  - Total ~250K ft. sq.
  - Next to Medford/Tufts MBTA Station
  - Opening Summer 2027
- Specialized stretch code
  - All-electric pathway
  - Passive certification

Campus Electrical Conditions

- Project is connected to Tufts dedicated circuit
  - In front of main meter
  - Campus main meter
    - Typical load ~ 3MW
    - Peak load ~ 8MW
  - Generation/ storage behind meter
    - 4MW engine (CHP)
    - 0.685 MW solar
    - 0.250 MW battery storage

Results

- EnergyPlus simulation
  - 669 kW peak in January
  - SWA, Passive consultant
- National Grid study report
  - 2.76 MW peak
  - Assumed coincident with circuit peak
- Accounting for the gap
  - Study did not reflect mechanical design nor time of year of peak
  - Air source heat pump system includes (~94) resistant defrost coils
    - System controls prevent simultaneous operation

- Discussion with National Grid
  - Insufficient data on buildings designed under SSC
  - Interconnection process is “one size fits all” that does not currently integrate building performance and mechanical design

- Regular meeting and dialog have led to good outcomes!

Thoughts for Discussion

- How do we integrate building performance and mechanical design?
- What kinds of flexible interconnection could help?
  - Owners to take some risk in connection?
  - Local demand response controlled by utility?

- Other Tufts examples
  - Health Science Campus – electrical constraints / 2MW of back up generation
  - New Aquatics Center – thermal battery

Discussion Questions

Topic: How future energy usage / demand is captured in utility assumptions / engineering studies

- Discussion of examples related to the topic (~10 min)
  - Have you experienced this pain point or are you familiar with a ***discrete / specific*** example of this pain point?
  - What is / are the source(s) of the (real or perceived) disconnect between the project and the utility process?
  - What are the implications for the project? What are the implications for the utility and other customers?

- Discussion of potential solutions (~10 min)
  - How could any identified disconnect between projects and the utility process be addressed?
  - What resources and / or information do project developers need to overcome the source(s) of the disconnect?
  - What resources and / or information do the EDCs need to address the source(s) of the disconnect?
  - Is addressing this barrier important (think back to the identified implications)? If so, is it urgent? Yes / no and why.

Table Discussions

- How future energy usage / demand is captured in utility assumptions / engineering studies
- Integrating new customer connections and distributed generation interconnection processes
- Project communication, timelines, and customer options

Pain Point Overview

Topic: Integrating new customer connections and distributed generation interconnection processes

- The current standard practice for interconnecting distributed generation (DG) projects co-located with new customer load is for the DG project to submit an interconnection application separately from the new service request (also known as a work order/work request)
- The DG project developer should flag the related new service request to the EDC contact assigned to their interconnection application; the new customer project developer should also flag the DG interconnection application to the EDC contact assigned to their new service request
- The current process creates significant opportunities for miscommunications and inefficiencies between:
  - The DG and other project developers; and,
  - Internal business units within the EDCs.

Case Study Example: Resonant Energy is exploring potential solutions (Ben Underwood, Co-CEO)

Interconnection Application Process Improvements for New Construction

Ben Underwood, Resonant Energy

3/17/26 Version

Executive Summary

- New construction represents enormous potential BTM solar capacity in MA, and solar projects designed concomitantly with host properties may be installed faster and at a lower cost per Watt.
- However, complicated and inconsistent interconnection policies force many solar developers to wait to apply for interconnection until new buildings are completed and occupied.
- Utilities can reduce the cost of solar for new buildings by processing solar interconnection applications at the same time as buildings' new service applications. Resonant has piloted this with National Grid.

Process Piloted with National Grid

- **Goals.** Create clear pathway for DG interconnection (ixn) applications to be submitted immediately after new buildings' groundbreaking in order to:
  - Avoid unnecessary grid studies and other downstream costs by enabling the utility to design buildings' service to accommodate both building load and planned DG (e.g., avoid using non-effectively grounded / NEG feeders)
  - Enable solar developer to complete solar installation ahead of issuance of buildings' Certificate of Occupancy (COO)

National Grid Pilot Cont.

- **Process Overview.** Allow developers to attach solar ixn application to buildings' new service Work Request (WR) #:
  - Attach **interconnection WR#** to **new service WR#**
  - Attach interconnection WR# to **Pending Active Acct #** (temp. New construction acct #)
  - Ensure that ISA, when issued, is moved from the pending active acct # to the permanent service acct #.

National Grid Pilot Benefits

- **Potential Group Study exemption:** This process enables utilities to assess *net load* of new building rather than looking at incremental solar export capacity of in isolation.
  - Large buildings' load effectively offsets or eliminates solar export capacity, obviating need for DG application to be delayed or canceled by costly Group Study
  - 233 Load Analysis for new service requests >1,000 Amps
  - Otherwise, a more limited load analysis is sufficient
- **Grid Upgrade Mitigation:** Same approach may be used to avoid requirements for Supplemental Review, System Impact Studies, and any grid modifications required by these further studies.
- **For further investigation:** Can solar + storage systems reliably mitigate buildings' peak demand, enabling cheaper / smaller main service connections?

Obstacles

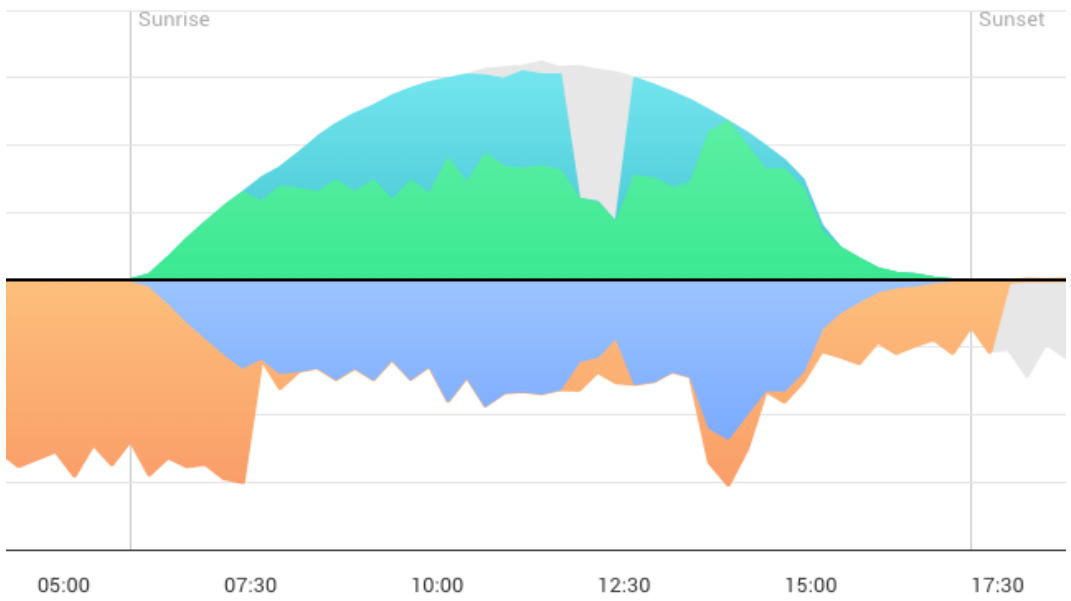
- ISAs expire after 12 months so in a lot of cases developers can't build and apply for permission to operate (PTO) within that time-frame
  - NGrid has proposed implementing "study holds" by mutual agreement to keep ISA applications active until the building is ready for solar installation
  - This serves the process need, but can delay important solar development steps (e.g., tax credit applications that require ISA)
- We have not yet piloted this process with Eversource

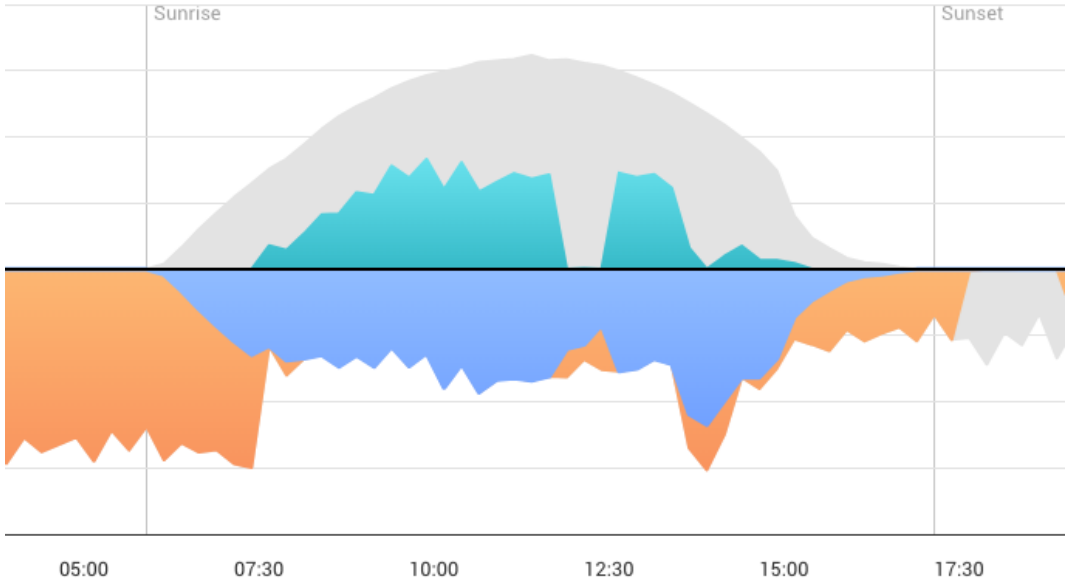
Proposed Improvements

- Standardize the process that Resonant has piloted with National Grid across utilities so that developers can incorporate solar interconnections into new service requests across the state.
- Create clearer pathway to enable utilities to issue ISAs >12 months after initial issuance for new construction: Possible without Tariff update or Tariff Waiver?
- Clarify and accelerate utility process for sharing information required for solar ixn application: New service WR#, Pending Active Acct #

Net Export Analysis

46% reduction in export capacity:





Gross Peak Power: 7.6 kW

Power to Grid *plus* Power to Load

Net Export Power: 4.1 kW

Gross Power *minus* Power to Load

Discussion Questions

Topic: Integrating new customer connections and distributed generation interconnection processes

- Discussion of examples related to the topic (~10 min)
  - Have you experienced this pain point or are you familiar with a ***discrete / specific*** example of this pain point?
  - What is / are the source(s) of any (real or perceived) issues with the current processes?
  - What are the implications for new customers? What are the implications for the utility?

- Discussion of potential solutions (~10 min)
  - How could any identified issues with the current processes be addressed?
  - What resources and / or information do project developers need to overcome these issues?
  - What resources and / or information do the EDCs need to address these issues?
  - Is addressing this barrier important (think back to the identified implications)? If so, is it urgent? Yes / no and why.

Table Discussions

- How future energy usage / demand is captured in utility assumptions / engineering studies
- Integrating new customer connections and distributed generation interconnection processes
- Project communication, timelines, and customer options

Pain Point Overview

Topic: Project communication, timelines, and customer options

- Three themes have consistently come up in EEA's work on new service connections over the past year:
  - The need for clear, consistent, and quality communication between the EDCs and project developers;
  - The need for clear, consistent, and reasonable (and, ideally, expedited) timelines; and,
  - The need for clearly identified and communicated alternatives for customers to grid upgrades.
- Customer complaints almost always involve one or more of these themes.

Definitive Question: What improvements can / should be made to deliver on all three themes?

Discussion Questions

Topic: Project communication, timelines, and customer options

- Discussion of examples related to the topic (~10 min)
  - Have you experienced this pain point or are you familiar with a ***discrete / specific*** example of this pain point?
  - What is / are the source(s) of any (real or perceived) customer communication issues?
  - What is / are the source(s) of any (real or perceived) grid connection timeline issues?
  - What is / are the need for customer options to avoid grid upgrades? Are those options clearly communicated?
  - What are the implications for new customers of any identified issues? What are the implications for the utility?

- Discussion of potential solutions (~10 min)
  - How could any identified issues with the current processes be addressed?
  - What resources and / or information do project developers need to overcome these issues?
  - What resources and / or information do the EDCs need to address these issues?
  - Is addressing these barriers important (think back to the identified implications)? If so, is it urgent? Yes / no and why.

Closing

- Invitation to engage on grid upgrade pricing
- Next steps

Grid Upgrade Pricing

- EEA to host follow-up discussion with developers and EDCs on grid upgrade invoicing and pricing policies
- Sign up to be on the meeting invitation by using the QR code on the next slide
- On the right: Template cost breakdown provided by National Grid for invoices over $100,000

STANDARD COSTS:	Cost of work and/or facilities required exclusively to meet the CUSTOMER's electric distribution service requirements. Also includes credit given based on the estimated additional distribution revenue from the CUSTOMER within the first year following the completion of construction.
SCOPE OF WORK:	0

Cost Component	Amount	Description
Install Labor	$ -	
Removal Labor	$ -	
Operations & Maintenance	$ -	
Transportation	$ -	Truck expenses, fuel, maintenance, etc.
Materials	$ -	Materials and associated equipment listed in above Install Labor
Contractor Costs *(if applicable)*	$ -	
Additional Items	$ -	
Joint Pole Billing	$ -	
Donated Property Tax *(if applicable)*	$ -	Tax on the value of donated property material
Costs Subject To Rev. Justification	$ -	Construction costs and donated property tax
Credit for Revenue	#VALUE!	Estimated additional distribution revenue for first 12 months
Initial Standard Costs (Pre -Tax)	#VALUE!	Construction costs and donated property tax after revenue justification
Income Tax Liability	$ -	CIAC is viewed as income and National Grid is charged a tax which is passed on to the customer
Paid For Initial Engineering	$ -	Customer Paid For Initial Engineering
Total Standard Cost to Customer	#VALUE!	Paid by the customer

Next Steps

- Sign up to help develop solutions to the pain points discussed today

- The EDCs will:
  - Work to develop solutions with stakeholder input
  - Reach out with notes from today and a planned time to meet on / before May 1st
  - Meet with stakeholders at least twice before the next forum in September
  - Provide stakeholders with their planned updates on each pain point at least two weeks prior to the next forum

- The utility points of contact for each topic are:
  - Accurately capturing future usage / load:
    - Emily Slack (emily.slack@nationalgrid.com); John Daly (john.daly.jr@eversource.com)
  - Integrating new customer connections and DG interconnections:
    - Michael Porcaro (michael.porcaro@nationalgrid.com); Brett Jacobson (brett.jacobson@eversource.com)
  - Project communication, timelines, and customer options:
    - Jim Patterson (jim.patterson@nationalgrid.com); John Daly (john.daly.jr@eversource.com)
  - Grid upgrade pricing:
    - Jim Patterson (jim.patterson@nationalgrid.com); John Daly (john.daly.jr@eversource.com)

Next Electric Connections Improvements Forum

SAVE THE DATE: Afternoon of September 15, 2026

Information on the next forum and any updates on EEA's work related to new customer connections will be posted to the **new 101 website**

Thank You!