



# Joint Utilities of New York (JU) Interconnection Survey for Earning Adjustment Mechanism (EAM)

## Interconnection Survey Questionnaire

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Submitted to:

Joint Utilities of New York

Submitted by:

ICF Resources, LLC

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## QUESTIONNAIRE

### Screening:

(If some other than the respondent answers or someone does not answer by giving his/her name) Hello, this is (name) calling from (Research Firm) on behalf of (Utility). May I please speak with (Name from Sample File)? [INTERVIEWER NOTE: IF RESPONDENT IS UNAVAILABLE, ASK FOR A GOOD TIME TO REACH THE RESPONDENT AND RECORD FOR A CALL-BACK.]

(If respondent answers, or when the respondent comes on the line after the call is transferred by a gatekeeper). Hello, this is (name) calling from (Research Firm) on behalf of (Utility). We are conducting a survey to obtain feedback about the interconnection process for (Project Name). You may have received a letter about this survey from (Utility), as this survey is very important in their interconnection process.

SC1. Are you the best person at your organization to answer questions about the interconnection process for (project name), or is there someone else?

- 01. Yes
- 02. No → [IF NO, ASK FOR NAME AND CONTACT INFORMATION FOR THAT PERSON, THANK THE PERSON, TERMINATE THIS CALL, AND THEN CALL THE NEW SUGGESTED RESPONDENT].

In answering these questions, please think only about the interconnection process for (Project Name), regardless of other projects you may have managed in New York State. Also, you may not know the answers to all of my questions, so just say “don’t know” if that is the case.

[IF ASKED] This interview will take approximately 10 to 12 minutes to complete, depending upon your answers.

SC2. Just for classification purposes, approximately how many interconnection applications of 50 to 5,000 kW have you personally managed during the past 12 months in New York State, including this application? [INTERVIEWER NOTE: IF RESPONDENT HESITATES, SAY “YOUR BEST ESTIMATE IS FINE”.]

- 01. Record response \_\_\_\_\_ (Range = 1 to 200)
- 97. Don’t know
- 99. Refused

SC3. (If project is 50 to 300 kW in capacity) And just to confirm, did your project fall under the expedited application process or the standard application process for this project?

- 01. Expedited process
- 02. Standard process
- 97. Don’t know
- 99. Refused

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**Overall Ratings**

O1. Thinking about the entire interconnection process for (PROJECT NAME), how satisfied were you with each of the following. Please use a scale of 0 to 10, where 0 means “very dissatisfied” and 10 means “very satisfied”: (ROTATE THE ORDER OF ITEMS B TO G)

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

- A. (Always ask first in this series) Your overall satisfaction with the interconnection process?
- B. Communications from the utility throughout the project?
- C. The accessibility of utility staff in the interconnection process?
- D. The responsiveness of utility staff in the interconnection process?
- E. The overall timeliness of responses from the utility?
- F. The utility's compliance with the official standard interconnection process?
- G. Accessing the status of your application in the interconnection process?

O2. Overall, how easy was it to understand the interconnection process? Please use a scale of 0 to 10, where 0 means “not at all easy” and 10 means “very easy”:

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

**Pre-application Process**

Now I have some questions about the details of the interconnection process. Again, please think only about the application process for (PROJECT NAME).

PA1. Did you request a pre-application report for this project from (Utility)?

- 01. Yes
- 02. No
- 97. Don't Know
- 99. Refused

PA2. (If PA1 = Yes (01)) How easy was it to complete the application to receive pre-application report from the utility? Please use a scale of 0 to 10, where 1 means “Not at all easy” and 10 means “Very easy”.

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

PA3. (If PA1 = Yes (01)) Did you receive your pre-application report from (Utility) within 10 business days?

- 01. Yes
- 02. No

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97. Don't Know

99. Refused

PA4. (If PA1 = Yes (01)) How would you rate the usefulness of the feedback you received from the utility on the Pre-application Report? Please use a scale of 0 to 10, where 0 means "Not very useful" and 10 means "Very useful".

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

PA5. (Ask if PA3 = 0 to 6) What would have improved the usefulness of the feedback you received?

01. Record Response \_\_\_\_\_

97. Don't know

99. Refused

### Application Process

A1. Turning now from the pre-application process to the regular application process, how easy was it to complete the interconnection application for (PROJECT NAME)? Please use a scale of 0 to 10, where 0 means "Not at all easy" and 10 means "Very easy".

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

A2. Did you receive a response to your application from (Utility) within 10 business days? This would have been in addition to an automated response to your submission.

01. Yes

02. No

97. Don't Know

99. Refused

A3. Was your application deemed complete or did the utility ask you to provide additional information in support of your application?

01. Deemed complete

02. Asked to submit additional information

97. Don't know

99. Refused

A4. (Ask if A3 = Asked to submit additional information (02)) Did you provided the required information to the utility within 30 days?

01. Yes

02. No

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97. Don't know

99. Refused

A5. How useful was the response you received from the utility about your application? Please use a scale of 0 to 10, where 0 means "Not at all useful" and 10 means "Very useful".

0 1 2 3 4 5 6 7 8 9 10 11 No feedback received 97 Don't know 99 Refused

A6. (Ask if A5= 0 to 6) What would have made the response more useful to you?

01. Record Response \_\_\_\_\_

97. Don't know

99. Refused

### Preliminary Screening Analysis

PS1. Did you receive the results from the preliminary screening analysis for (PROJECT NAME) within 15 business days of your completed application?

01. Yes

02. No

97. Don't know

98. Refused

PS2. Did your project pass the preliminary screening analysis?

01. Yes → Skip to Question C1.

02. No

97. Don't know

99. Refused

PS3. (If PS2 = No, Don't know, or Refused (02, 97, or 99)) Did you decide to proceed to:

01. A preliminary analysis results meeting

02. A supplemental analysis, or

03. A Full Coordinated Electric System Interconnection Review (CESIR)

97. Don't know → Skip to Question C1

99. Refused → Skip to Question C1

### Preliminary Analysis Results Meeting

PM1. (IF PS3 = Yes (01)) Did you request a preliminary analysis results meeting with the utility?

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- 01. Yes
- 02. No
- 97. Don't know
- 99. Refused

PM2. (IF PM1 = Yes (01)) How helpful was the preliminary analysis results meeting? Please use a scale of 0 to 10, where 0 means "not at all helpful" and 10 means "very helpful".

- 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

PM3. (IF PM1 = Yes (01)) Did the utility identify any simple upgrades that allowed your project to go to directly to the construction process?

- 01. Yes → Skip to Question C1.
- 02. No
- 97. Don't know
- 99. Reused

PM4. (IF PM3 = 2, 97, or 99) Did the utility request a supplemental analysis or did you go straight to the CESIR process?

- 01. Supplemental analysis
- 02. Straight to the CESIR process
- 97. Don't know
- 99. Refused

### Supplemental Analysis Results Meeting

SA1. (If PS3 = 2 or PM4 = 01) Did the utility complete the supplemental review of your application within 20 business days after receiving your response with the \$2,500 fee?

- 01. Yes
- 02. No
- 97. Don't know
- 99. Refused

SA2. (If PS3 = 2 or PM4 = 01) Were any upgrades required by the utility as a result of the supplemental review of your application?

- 01. Yes
- 02. No

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97. Don't know

99. Refused

SA3. (If SA2 = Yes (01)) Did you receive a non-binding cost estimate for these upgrades?

01. Yes

02. No

97. Don't know

99. Refused

SA4. (If SA3 = 1) Was the cost estimate:

01. About what you expected

02. Lower than you expected, or

03. Higher than you expected?

97. Don't know

99. Refused

SA5. (If PS3 = 2 or PM4 = 01) As a result of the supplemental analysis meeting, was it determined that a full Coordinated Electric System Interconnection Review (CESIR) was needed?

01. Yes

02. No → Skip to Question C1

97. Don't know → Skip to Question C1

99. Refused → Skip to Question C1

### Full CESIR

SIR1. (If PS3 = 03) Did you receive an initial Co-ordinated Electric System Interconnection Review (CESIR) cost estimate within 5 business days of notifying the utility that you wanted to proceed to the CESIR process?

01. Yes

02. No

97. Don't Know

99. Refused

SIR2. (If PS3 = 03 or SIR1 = 01) How easy was it to complete the detailed interconnection package to allow your application to move forward in the full CESIR process? Please use a scale of 0 to 10, where 1 means "Not at all easy" and 10 means "Very easy".

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0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

SIR3. (If PS3 = 03 or SIR1 = 01) Did you encounter any issues in obtaining approval for your detailed interconnection design package?

- 01. Yes
- 02. No
- 97. Don't know
- 98. Refused

SIR4. (IF SIR3 = Yes (1)) What issues did you encounter?

- 01. Record Response \_\_\_\_\_
- 97. Don't know
- 99. Refused

SIR5. (If PS3 = 03 or SIR1 = 01) Overall, how satisfied were you with the CESIR process? Please use a scale of 0 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied":

0 1 2 3 4 5 6 7 8 9 10 11 NA 97 Don't know 99 Refused

SIR6. (IF SIR5 = 0 to 6) Why were you dissatisfied with the CESIR process?

- 01. Record Response \_\_\_\_\_
- 97. Don't know

### **Construction Approval/Executed Contract**

C1. Did (Utility) propose any system upgrades because of your projects?

- 01. Yes
- 02. No
- 97. Don't know
- 98. Refused

C2. Did you receive an executed contract for your project from the utility after completion of the review process, provided no upgrades were identified as a result of the review?

- 01. Yes
- 02. No
- 97. Don't know
- 99. Refused

### **Verification and Cost Reconciliation**



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VC1. Did the utility witness the verification test for the interconnection of your project?

- 01. Yes
- 02. No
- 97. Don't know
- 99. Refused

VC2. Were there any deficiencies that had to be corrected as a result of the verification testing?

- 01. Yes
- 02. No
- 97. Don't know
- 98. Refused

VC3. Within 30 days of the formal letter of acceptance for the interconnection, did you receive an invoice for the final reconciliation of project interconnection costs?

- 01. Yes
- 02. No
- 97. Don't know
- 98. Refused

VC4. Was the final cost to connect your project within the accuracy level of the estimate, that is, plus or minus 25 percent of the original estimate?

- 01. Yes
- 02. No
- 97. Don't know
- 98. Refused

### Process Improvement

Now I have some general questions about the interconnection process. Again, please think only about the application process for (PROJECT NAME).

P1. Were there any unexpected developments in the during the application process?

- 01. Yes (RECORD RESPONSE) \_\_\_\_\_
- 02. No
- 97. Don't know
- 99. Refused

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P2. Do you have any suggestions to improve the interconnection process?

- 01. Gave response (RECORD) \_\_\_\_\_
- 02. No
- 97. Don't know
- 99. Refused

P3. Is there anything else that you would like to tell me about the interconnection process, either specifically about this project or more generally about the (Utility) interconnection process?

- 01. Gave response (RECORD) \_\_\_\_\_
- 02. No
- 97. Don't know
- 99. Refused

### Benchmarking

B1. And finally, are you personally involved in the interconnection of any distributed generation projects of similar scale (50 to 5,000 kW) in states other than New York?

- 01. Yes
- 02. No
- 97. Don't know
- 99. Refused

B2. (ASK IF B1 = YES) In how many other states are you managing projects?

\_\_\_\_\_ (RANGE = 01 TO 49)

- 97. Don't know
- 99. Refused

B3. (ASK IF B1 = YES) How would you rate the interconnection process in New York State overall compared with these other states? Would you say that the process in New York State is:

- 01. Better
- 02. Worse, or
- 03. About the same as the process in other states?
- 97. Don't know
- 99. Refused

Thank you very much for your feedback.

DRAFT