

**1** This symbol indicates a step where delays are common. Match the corresponding number to that in the "Unforeseen Issues" document for more information.

**STOP** This symbol indicates that the process **cannot proceed** until the customer fulfills the requirements in that step.

**○** This symbol indicates that the step requires an action by the customer.

### Preliminary Phase (Status 10) Target: 2 Weeks

Customer calls 1-800-375-7405 to apply for a new electric service or service upgrade. Required: Customer's billing information. **1**

A Work Request Number (WR#) is created and reported back to the customer. Time: 1-3 days. **WR# 123**

Customer Fulfillment Rep is assigned to the project. They call the customer to determine needs and send a "PES Package." Time: 3 days.

Customer (or their designee) must provide info requested in the PES package. Required: expected loads, one-line diagram, site plan, CAD file and completed Easement Information Form at a minimum. **STOP 2**

### Design / Engineering Phase (Status 20) Target: 14 Weeks

Loads are approved and a National Grid Design Engineer is assigned. The Design Engineer will schedule one or more site meetings to gather more info about your project and discuss available options for providing service.

Please have all key decision makers for your project in attendance at the initial site meeting, for example: electrical designer or electrician, civil contractor, project manager or developer, architect and financial representative. Time: Varies, 2-3 weeks.

A civil and/or manhole survey may be conducted by National Grid. Time: Dependent on complexity of the job. **3**

The electric design for the new service is completed and approved. Time: Dependent on complexity of the job.

The CIAC is calculated to determine the customer's financial contribution. Time: 5 days.

**Parallel Efforts**

- A Service Agreement is drafted and sent to the customer. Time: 2 days.
- The Service Agreement must be signed by the customer and returned to National Grid, whether or not a CIAC payment is due. **STOP 4**
- If the CIAC amount is >0, an invoice is generated and sent to the customer. Time: 3 days.
- The invoice must be paid in full before the process can proceed. **PAID IN FULL THANKYOU STOP 5**
- If necessary, a Grant of Easement is drafted by National Grid and sent to the customer. Time: up to 4 weeks.
- The Grant of Easement must be signed by the customer and returned to National Grid. **STOP 6**

### Pre-Construction Phase (Status 40) Target: 14 Weeks

**Customer Actions**

- For jobs requiring underground construction, customer must meet with National Grid for approval prior to performing any civil work.
- DIGSAFE MUST BE CALLED BY CUSTOMER OR CUSTOMER'S AGENT BEFORE DIGGING ON PRIVATE PROPERTY! **STOP**
- All relevant permits and environmental requirements related to the customer's private property must be met. **STOP 7**
- National Grid must approve any customer-performed civil work before the job can progress to the next step. **STOP 8**

**National Grid Actions**

- National Grid will file all relevant permits and petitions with the appropriate town and state authorities for work needed in the public way. **9**
- National Grid will complete any required civil work in the public way. **10**
- If the project requires poles to be set in a National Grid pole set area, National Grid sets the poles. **11**

**Other's Actions**

- The town in which the project is located may need to approve permits and/or petitions filed by National Grid before the project can proceed. **12**
- If the project is located in a non-National Grid pole set area, poles may need to be set by other utilities, e.g., Verizon. Time: varies, up to 3 months (depends on town, number of poles, etc) **13**

### Scheduling (Status 50) and Construction Phase (Status 60) Target: 10 Weeks

Site preparation, such as tree trimming and rock drilling, is performed by National Grid and field checks are conducted. Time: 2 weeks. **14**

The job is scheduled and any overhead construction (installation of wires, etc) is completed by National Grid as needed. Time: 4-6 weeks. **15**

The customer's transformer is delivered and set on a concrete foundation. Time: 2 weeks after the trench inspection is approved. **16**

Secondary cable is installed by the customer after the transformer has been installed by National Grid. **STOP**

Primary underground construction is completed by National Grid. Construction may require a "planned outage." Time to install (or "pull" cable): 1 month. **17**

A municipal inspection must be scheduled by the customer and approved by the city or town wiring inspector. **STOP**

National Grid energizes the new service and installs the electric meter. Time: up to 1 week. **18**