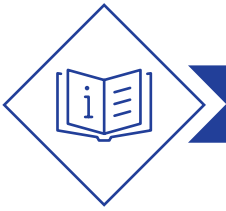


nationalgrid

# Electric Connections Guide for Residential Customers

Upstate New York





## Get Started with Your Electric Connection Project

We understand the importance of your electric connection project. Before you begin, we want to make sure you have all the information you need for the connections process, including the key phases and steps involved. This guide outlines your responsibilities as well as ours and provides estimated timelines to help you effectively plan and manage your electric connection projects.

Every electric connection project follows a series of phases and steps. Please remember that the timelines provided in this guide are estimates and are subject to change. Factors such as project scope, specific requirements, customer and contractor responsibilities, weather conditions, and unforeseen emergencies can impact the overall timeline. Flexibility and adaptability are crucial during the process.

### The Scope of your Project

Understanding the scope of the project — the specific tasks and objectives that need to be accomplished — is essential for customers and contractors. It outlines the extent and details of the work to be done, which can include installation, repair, or upgrade of electrical systems or equipment.

By clearly defining the scope, we can effectively plan, execute, and complete the electric job to meet the desired outcomes and requirements.

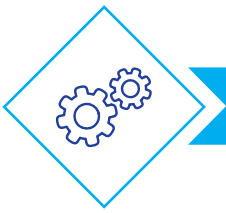


## Before You Apply

### A valid 911 address is required

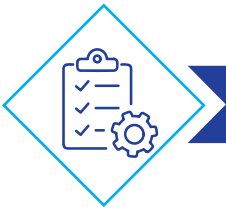
Before you can apply for a new electric project, it is crucial for both customers and contractors to ensure that there is a valid 911 address associated with the location. A valid 911 address is essential for emergency services and helps ensure the safety and well-being of everyone involved in the project.

If you do not have a valid 911 address, we recommend contacting your local town office to inquire about the process of applying for one. They will provide you with the necessary guidance and information to obtain a valid 911 address, enabling a smooth and secure electric project experience.



## Key Project Phases

- 1 Gathering Technical & Property Details
- 2 Design
- 3 Pre-scheduling (Permits, Easements & Payment)
- 4 Scheduling
- 5 Construction & Installation



## 1. Gathering Technical & Property Details

Are you planning a project or new build that will require new residential electric service? Follow these steps to initiate your project smoothly:

1. Have a valid 911 address associated with the location. Contact your local town office for guidance.
2. Complete the [Electric Service Request Form](#) and provide all necessary details to create your job request.
3. Submit your completed form:

**Online:** Access our user-friendly portal and submit your form digitally.

[ngrid.com/electric-connection](http://ngrid.com/electric-connection)

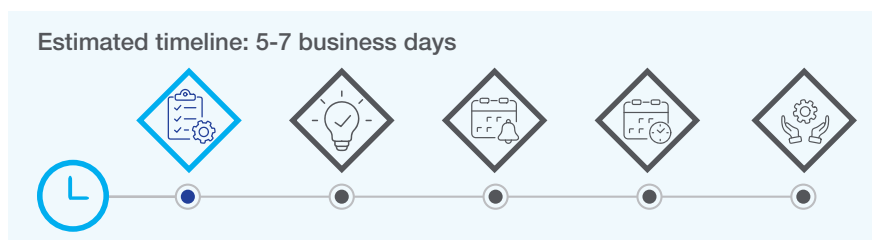
**Email:** Send your form to [CustomerElectricConnectionsUNY@nationalgrid.com](mailto:CustomerElectricConnectionsUNY@nationalgrid.com).

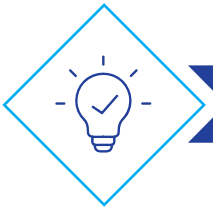
**Phone:** Call **1-800-260-0054** to provide the details over the phone.

An Establish Service Representative (ESR) will assist you, provide you with a unique work request number for the project, and assign a job owner who will contact you within five business days. The job owner will communicate with you throughout the project and may request a Proposal for Electric Service (PES) package depending on the project's scope. Please provide the requested information promptly to avoid delays.

Once the job owner receives the completed PES package, they will review the project details and assign a distribution designer to develop a comprehensive plan for your project's needs. If your project is new construction, National Grid will want 3 out of 4 of the following items completed to assign your project to a distribution designer:

1. Poured foundation
2. Installed septic
3. Installed well
4. Installed driveway





## 2. Design

During the design phase of your electric connections project, our goal is to develop a comprehensive plan that meets your needs and complies with regulations. We want to ensure that the design aligns with your requirements and provides reliable service.

To begin, a distribution designer will be assigned to review your project and determine if a site visit with you or your contractor is necessary. If needed, your distribution designer will schedule the site visit. It is important to have all key decision makers present during this meeting to ensure that the design meets your needs and adheres to the required standards.

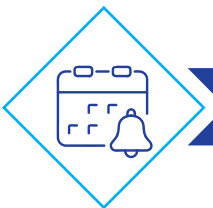
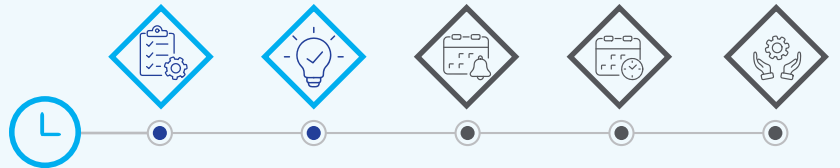
During the site visit, the distribution designer will analyze the site and consider several factors such as load calculations, voltage requirements, potential easement requirements, potential permit requirements, and equipment placement. This thorough analysis will help in creating a tailored design that optimizes efficiency and reliability.

Throughout the design phase, your job owner or distribution designer will maintain open communication with you to provide regular progress updates and address any questions or concerns you may have. By collaborating closely, we can ensure a design that not only meets your needs but also complies with regulations and provides reliable service.

Please note that in some cases, you may be responsible for securing easements or permits based on your project requirements. Your distribution designer will inform you if this is necessary and will guide you through the process.

The estimated timeline for the design phase is approximately 17 business days, however, please remember this timeline may vary depending on the scope of your project. If easements or special permits are required, the timeliness of securing these documents can impact your overall timeline.

Estimated timeline: 17 business days



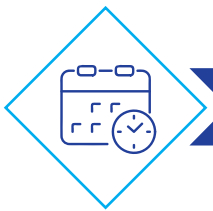
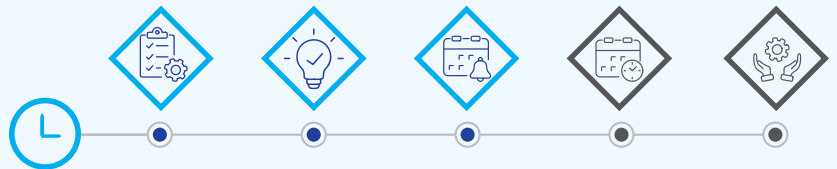
## 3. Pre-scheduling (Permits, Easements & Payment)

Before we can move forward with scheduling, it is essential to complete all the preliminary requirements:

- 1. Permits:** Please secure all of the required permits and approvals that were identified during the design phase. This may include signing off on agreements from neighbors or local authorities if your project affects shared infrastructure. Remember, full payment of any fees or contributions must be made before we progress to the scheduling phase.
- 2. Easements and Right of Way:** Sometimes, projects require special permissions for access or the use of additional land. This can include getting your neighbor's approval or signature on easement documents. If this applies to your project, it is your responsibility to help secure these easements. We will be your guide along the way to let you know what is required and will help ensure all documentation is in place.

3. **Coordination with Other Utilities:** If your installation involves complex setups like pole installations, we will coordinate with other utilities to ensure everything is aligned and compliant.
4. **CIAC (Contribution in Aid of Construction) and Project Costs:** For projects requiring a Contribution in Aid of Construction (CIAC), we will calculate the necessary costs associated with building your electric service. If applicable, your dedicated job owner will discuss this with you in advance so there are not any surprises. You will receive a service agreement when the CIAC is calculated. Once we receive the signed service agreement, you will receive an invoice — please make your payment promptly to avoid delays. Please note that if your signed service agreement or payment is not received within 90 days (about 3 months), we will need to recalculate the CIAC and start this process over, which can impact the timeline of your project.

Estimated timeline: will vary based on project requirements



## 4. Scheduling

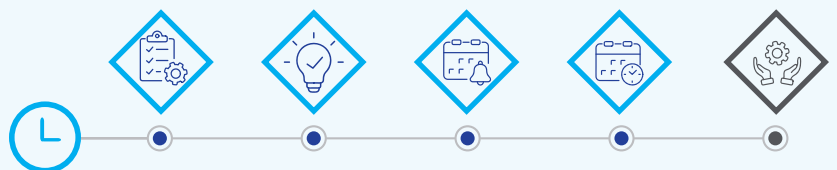
Once all pre-construction requirements have been met, including the receipt of a signed service agreement, full payment, secured easement, and any required permits, your residential electric connection project will move into the scheduling phase. This is a crucial step in the process, where we review the scope of your project and conduct a pre-check of the site to ensure it is prepared and ready for construction.

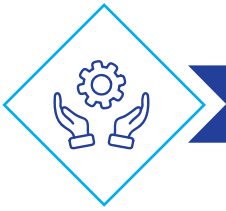
During the site pre-check, our team will thoroughly assess the site to ensure that everything is ready for construction to proceed smoothly. If any issues are identified, we will communicate with you and discuss the necessary changes needed to progress your project to the construction phase. Our goal is to address any concerns and ensure that the site meets all the requirements for safe and accurate construction.

Once the pre-check confirms that the site is ready for construction, your project will be scheduled for the initial construction phase. We will secure all the required materials, equipment, and resources necessary to ensure that construction can be carried out accurately, safely, and in compliance with regulations.

The scheduling phase is estimated to take 4-6 weeks. However, it is important to note that the actual timeline may be influenced by numerous factors. The complexity of your project, the availability of resources, materials and equipment, weather conditions, prior scheduled work, and unforeseen emergencies can all impact the estimated timeline. We will do our best to keep you informed of any changes or delays that may occur.

Estimated timeline: 4-6 weeks (calendar days)





## 5. Construction & Installation

The next step in the residential electric connection process is the construction and installation phase. This is where the initial construction takes place, involving the setting of any necessary poles or conductors.

**Before we can energize your new service, it is important to obtain a municipal inspection from a licensed electrical inspector for the final construction and meter(s) installation.** We cannot proceed until we receive an approved municipal inspection. The electrician installing the new service is responsible for requesting this inspection by contacting a licensed electrical inspector. The licensed electrical inspector will then notify us once the new service has passed the inspection.

Additionally, prior to the final construction, it is essential that you ensure all the necessary construction work for your project is complete. This includes any construction tasks that are your responsibility. Once we receive notification that both the municipal inspection and your construction work are complete, we will schedule the final construction for your project, during which we will install your service.

Based on the scope of your electric project, the construction crew will energize and may set the meter. If the construction crew on-site is authorized to install your meter based on the scope of your project, they will do so. However, if they are not authorized, we will send one of our qualified service technicians to your location to complete the meter installation.

### Completion

Once the construction and installation are complete, your project is considered finished. Throughout the construction and installation phase, our team will work diligently to ensure a smooth and successful process. We will keep you informed of any necessary steps or requirements along the way to ensure a seamless transition to your new residential electric connection.

Estimated timeline: 10-15 business days

