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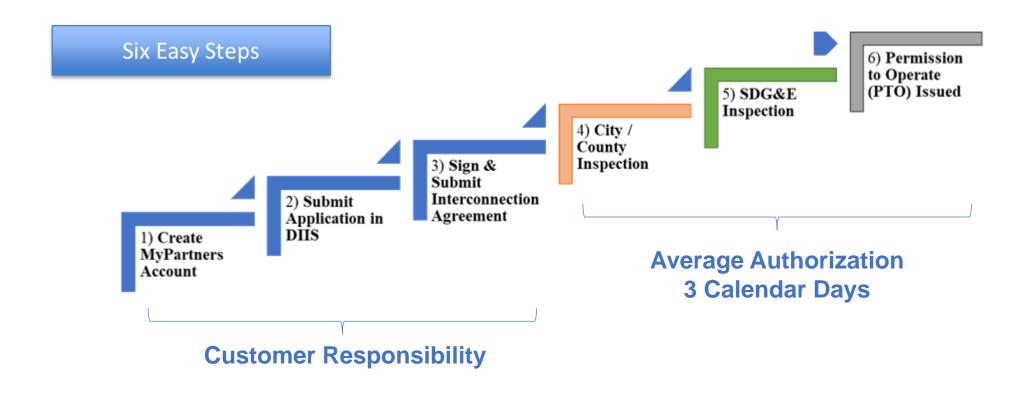


Connection Processes, Timelines, and Improvement Efforts

Erika Schimmel-Guiles

Director – Design & Project Management

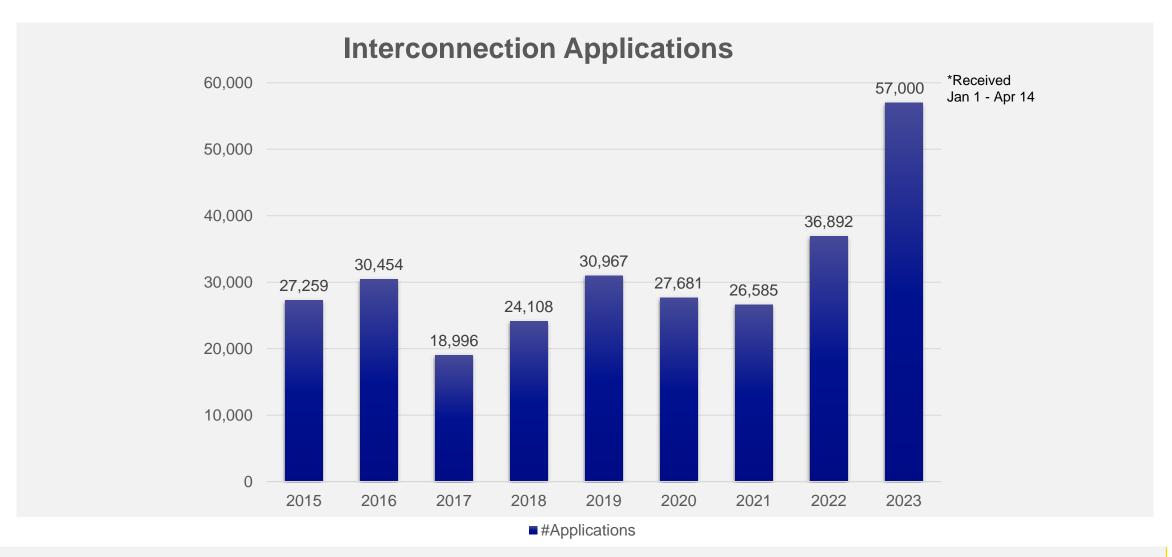
Customer Generation Automated Application Process



~ 99% of SDG&E's distribution interconnections follow this automated process which has eliminated many of the administrative type customer application deficiencies that existed prior to its implementation



Customer Generation Application Statistics





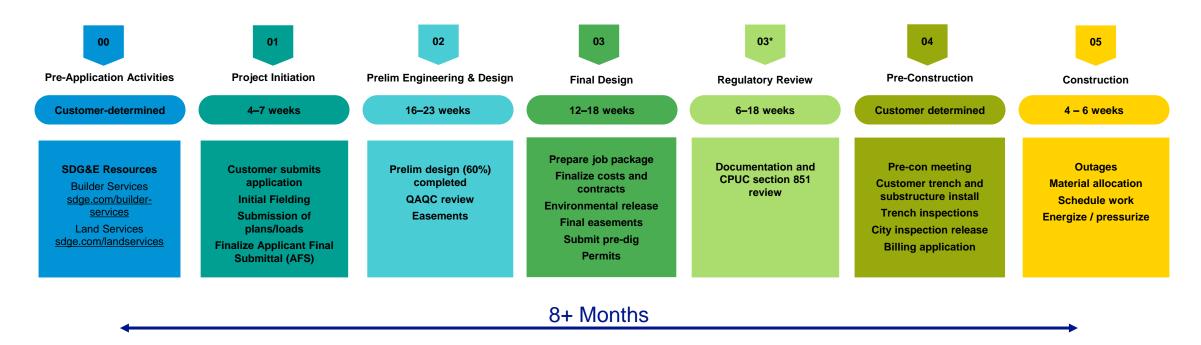
Service Connection Process: Small jobs

PLANNING & FINAL DESIGN INITIATION PRE-CONSTRUCTION CONSTRUCTION **RECONCILIATION ENGINEERING** Fees due; Customer performs work Once all pre-reg's Customer Job Service Planner provides Service Planner fields job Planner creates Customer project Crew energized and Coordinator job package to Easements (trench, conduit), are met Service reconciled in Coordinator service order. completes iob initiated via and assigns AFS secured; permits Coordinator meter set SAP and job completes file creates package (Fees generated customer schedules trench SDG&E website date (Scope of schedules crew completed acquired complete maintenance and assigns if applicable) inspections work determined) fielding date 8 – 14 weeks **Customer determined** 2-6 weeks I-3 weeks I-2 weeks 4+ Months **Customer Time** SDG&E Time



Note – all lead times are average durations

Service Connection Process: Large Projects



Notes

- 1. Timelines and activities in this graphic reflect those for complex projects (e.g., subdivisions, developments involving design by SDG&E). Requests that do not involve design by SDG&E (e.g., service work) tend to have shorter timelines and typically do not require approval from the California Public Utilities Commission (CPUC).
- 2. Durations of project phases are estimates only; phase durations represent activities managed by SDG&E and do not include time for activities that are the responsibility of the customer/applicant.
- 3. * Regulatory review happens in parallel to the Final Design stage but is called out separately in the graphic



Continuous Improvement

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Technology

Process

Customer Engagement

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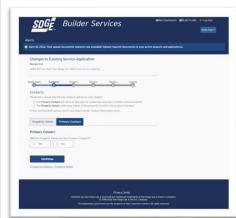
Process Guide



Portal Guide



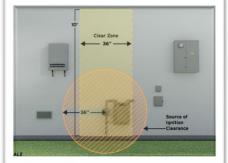
Project Checklists



Online Application







Standards Vidêos



Project Tracking

