

# Communication and Resources

Blanca Moreno  
April 24, 2019



# Overview

**Emails**

**Application  
Cancellations**

**Helpful Tips &  
Resources**

# Top Email Contact Reasons

## Customer Application / Installer Application

- Corrections to diagrams
  - **Don't** need to email us if correct diagrams are uploaded
- Corrections to application
  - **Do** email us so we can correct the application

## Application Status

- View application status online
- Review notes
- Use resources to determine status
  - [Residential Renewable Energy Program Overview](#)
  - [Residential Renewable Energy Program Guide](#)

# Top Email Contact Reasons – Cont'd

## Final Review / Meter Set Fail

- Meter Set
  - Meter installations are not scheduled (timeframe is dependent on volume)
- Meter Set Fail
  - Deficient – Log in online to review the notes on the application
  - Meter location different than Site Plan
- Access Issues – Meter Access Team

# Application Cancellations

## Inactive Applications:

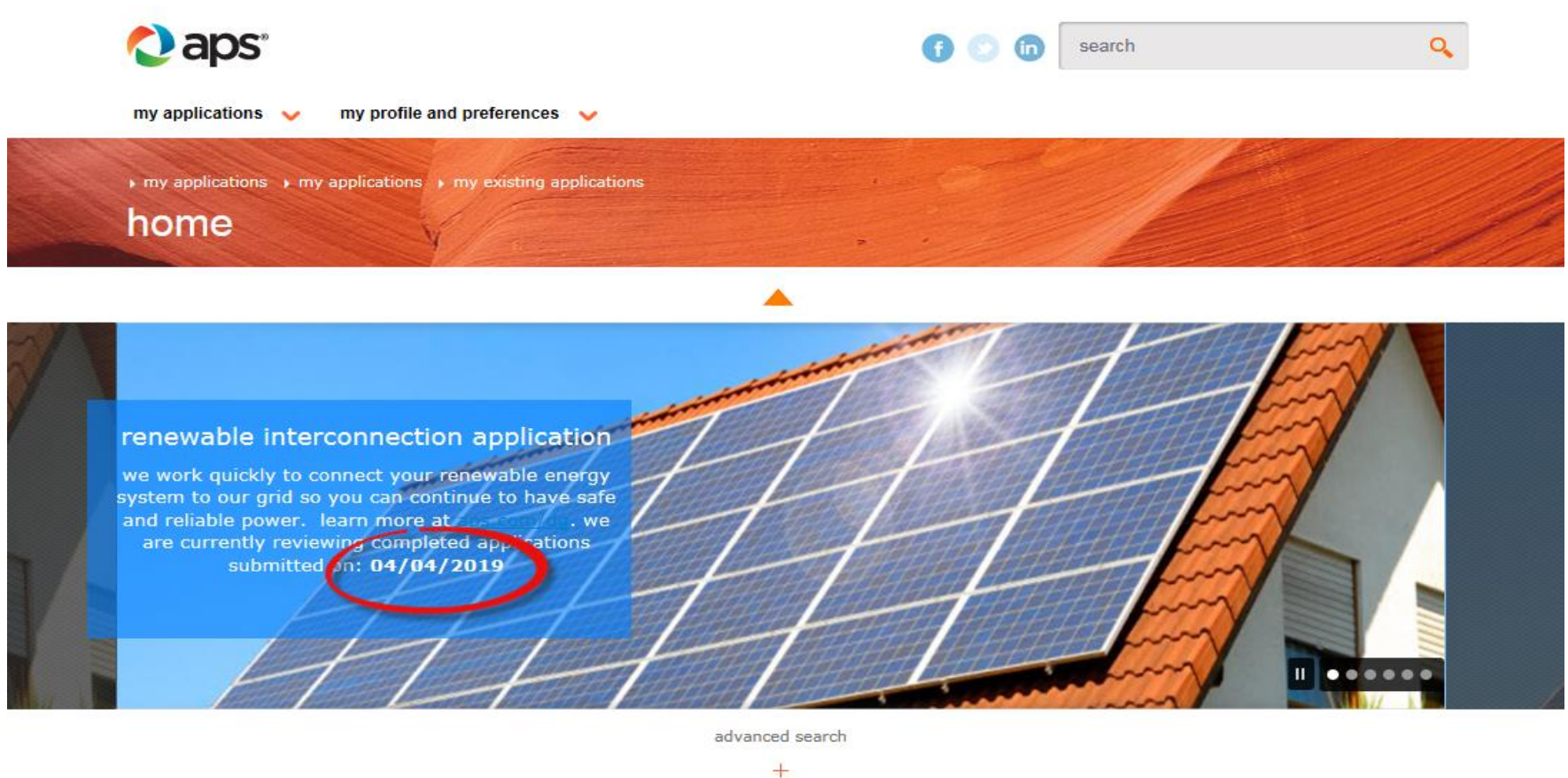
- Incomplete – Canceled after 60 days of inactivity
- Deficient – Canceled after 45 days of inactivity
  - A new application would need to be submitted if the customer still intends to connect to the APS grid

## Review Notes:

- Renewables team will note the application with reason for cancellation
- No note on a canceled application
  - Withdrawn by customer

# Helpful Tips

View application review date online



The screenshot shows the APS website interface. At the top left is the APS logo. To its right are social media icons for Facebook, Twitter, and LinkedIn, followed by a search bar with the text "search" and a magnifying glass icon. Below these are two dropdown menus: "my applications" and "my profile and preferences". A horizontal navigation bar with a wood-grain background contains the text "home" and a breadcrumb trail: "my applications > my applications > my existing applications". Below this is a video player showing a close-up of solar panels on a roof. A blue text box is overlaid on the video, containing the text: "renewable interconnection application", "we work quickly to connect your renewable energy system to our grid so you can continue to have safe and reliable power. learn more at [link]. we are currently reviewing completed applications submitted on: **04/04/2019**". The date "04/04/2019" is circled in red. Below the video player is a "advanced search" link and a plus sign icon.

# Helpful Tips – Submitting a complete application

## Customer Application

- Executed Contract
- Disclaimer
- Consumer Acknowledgement

## Installer Application

- Three Line Diagram
- Site Plan Diagram
- One Line Diagram (Three Phase)
- Battery Specification Sheet (if applicable)

# Helpful Tips - Using aps.com to manage applications

my applications ▾ my profile and preferences ▾


▶ my applications ▶ my applications ▶ my existing applications

home

[print](#) [upload](#) [history](#) [customer owned pv installer application](#)

**status**

customer application	installer application	certifications	inspection/meter set
submitted	not received	not received	not ready



aps®

my applications ▾ my profile and preferences ▾

▶ my applications ▶ my applications ▶ my existing applications


home

Application History

Application ID : 219954

Action	Date	Comments
Reservation Submitted	4/15/2019	Reservation Status is changed to Submitted
CSR Area Change	4/15/2019	CSR Area detail has been changed to Renewables

[cancel](#)


















# Helpful Resources

[aps.com/dg](https://aps.com/dg) – always use the documents / templates from the website

## common requirements

- >  APS Interconnection Requirements
- >  Supply Side Connection Requirements
- >  Load Side Connection Requirements
- >  APS Electric Service Requirements Manual

## common documents & resources

- >  Consumer Acknowledgement
- >  Interconnection Application
- >  Disclaimer Form
- >  Letter-in-Lieu of Electrical Clearance Form
- >  Example Equipment Tags
- >  Utility Disconnect Checklist
- >  Typical Wind Diagram
- >  Single Phase 120-240V Fault Current AC Disco Guide
- >  APS Battery Concept Drawings

## Helpful Resources - Cont'd

Customer Technology Support Team (Green Team)  
(602) 216-0318

Construction Helpline  
(602) 371-6140

Meter Access Team  
(602) 371-7061

Stakeholder Communications and Newsletters – If you want to be on our communication list, email us at [renewables@aps.com](mailto:renewables@aps.com)