Communication and Resources

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April 24, 2019
Overview

Emails

Application Cancellations

Helpful Tips & Resources
Top Email Contact Reasons

<table>
<thead>
<tr>
<th>Customer Application / Installer Application</th>
<th>Application Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Corrections to diagrams</td>
<td>• View application status online</td>
</tr>
<tr>
<td>• <strong>Don’t</strong> need to email us if correct diagrams are uploaded</td>
<td>• Review notes</td>
</tr>
<tr>
<td>• Corrections to application</td>
<td>• Use resources to determine status</td>
</tr>
<tr>
<td>• <strong>Do</strong> email us so we can correct the application</td>
<td>• <a href="#">Residential Renewable Energy Program Overview</a></td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Residential Renewable Energy Program Guide</a></td>
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</tbody>
</table>
## Top Email Contact Reasons – Cont’d

### Final Review / Meter Set Fail

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Set</td>
<td>Meter installations are not scheduled (timeframe is dependent on volume)</td>
</tr>
<tr>
<td>Meter Set Fail</td>
<td>Deficient – Log in online to review the notes on the application</td>
</tr>
<tr>
<td></td>
<td>Meter location different than Site Plan</td>
</tr>
<tr>
<td>Access Issues</td>
<td>Meter Access Team</td>
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</tbody>
</table>


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  - Withdrawn by customer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

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 aps.com. We are currently reviewing completed applications submitted on: 04/04/2019
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

- Check history to view dates of submitted documents.
Helpful Resources

[aps.com/dg](http://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