



CONNECTIONS

→ SUMMIT ←

**Interconnecting with your
customers today for
tomorrow!**



Where are you today?

- Do you have customers with generators?
- Do you have customers that curtail their operation(load) during peak times?
- Do you have customers with solar panels or battery technology?
- Do you have customers with electric vehicles (EV)?
- Do you have customers requesting real time meter data?
- Do you have customers that need to meet energy efficiency standards?
- Do you have customers asking about where their power supply resources are coming from?

Where are you today?

- Are your line workers trained only for one way power flow from the delivery substation over the transmission or distribution lines to the customer meter?
- How do you handle customers with special power needs?
- Does your electric system mapping, geographical information system (GIS), billing or customer information system flag customers with special needs that have critical systems that need power or have generators?
- How would your line workers know which customers have critical or special power needs or generators?
- Do your customer service representatives know how to direct the customers with critical or special power needs or who want to interconnect generators?



Where are you today?

Interconnection Policies and Procedures

Have you adopted Interconnection Standards and have a process in place where customers can identify distributed energy generators or resources behind the customer meter?

Did you know all persons installing generators whether traditional or renewable need to file with the North Carolina Utilities Commission?

Request for Electric Service or Change to Electric Service

Do you have a process to identify customers with critical or special power needs?

Why prepare today for tomorrow?

Safety!

Customers that install generators or inverter-based technologies cannot meet their power needs all the time. They expect two-way power flow from the utility.

Reliability!

Knowing these resources are on your electric system can help you plan to mitigate any reliability issues whether system voltage issues or emergency load reduction.

Revenue!

The electric fund is an enterprise fund which means it is a self-sustaining fund. Revenues flow back into the operation and maintenance of the electric system.



How do you prepare for tomorrow?

Adopt

- Interconnection Policies and Procedures
- Advanced Rate Structures that are understandable to staff and the customer.

Confirm

- Meters can capture two-way power flow. If not install Automated Meter Infrastructure (AMI)
- Customer billing information system and financial systems can handle advanced rate structures and two-way power flow
- Electric distribution infrastructure can handle the two-way power flow

Train

- Line workers on two-way power flow and interconnecting customer resources
- Customer Service Representatives on customer generator or inverter-based technology requests

Educate customers on the electric service you provide and the offerings that come with that service.



Connections Summit Breakout Session #4 Feedback





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