

CSI Program and Interconnection Statistics

Reported statistics are described in the following sections. For more detailed definitions of application statuses, see: http://csi.powerclerk.com/ProgramDocs/CSI/PowerClerk_Status_Info.pdf

Project Completion Time

Project Completion is measured from the time between "First Reservation Request Review Date" to either "First Completed Date" or "First PBI-In Payment Date" in calendar days for all projects completed. These times reflect both the Program Administrator (PA) processing times and host customer responsiveness to inquiries, requests for additional data and inspection scheduling.

Application to Reservation Time

The PAs strive to process reservation requests in 30 days or less for both residential and non-residential customer applications. Application to Reservation includes the application processing time, from the date the application is electronically received through PowerClerk and time-stamped to the date that a reservation is granted (either "first reservation reserved" status or "first pending RFP" for non-residential applications or "first confirmed reservation" status for residential applications). This time period includes both PA application processing time and the time that the host customer takes to respond to requests for more information or application corrections.

Installation Time

The average installation time is determined by the applicant and not the PA. Residential applicants have 12 months and non-residential applicants have 18 months from the date of the confirmed reservation to submit an Incentive Claim Form (ICF). In certain cases applicants request and may be granted extensions. Installation times also vary according to residential and non-residential projects. The average number of calendar days is measured between the customer's confirmed reservation date and the date that the ICF was received by the PA, for all applications for which an ICF was received.

ICF Processing Time (without Inspection)

Incentive Claim Processing (without Inspection) measures how quickly incentive claims are processed for different types of projects, from the date that the ICF is electronically received and time-stamped, through PowerClerk by the PA, to the date that the application is changed to "pending payment" status.

ICF Processing Time (with Inspection)

Incentive Claim Processing (with Inspection) measures how quickly incentive claims are processed for different types of projects, from the date that the ICF is electronically received and time-stamped, through PowerClerk by the PA, to the date that the application is changed to "pending payment" status. After the ICF is submitted, the PA selects a random number of projects for on-site field inspection, during which inspectors verify that the installed system matches the system identified in the paperwork.

As scheduling and inspection times often vary, projects identified for inspection are sorted into groups that were or were not inspected.

Payment Time

Payment time is measured from the time a project enters “Pending Payment” status to when it reaches either “Completed” or “PBI-In Payment” status. This reflects the amount of time it takes to issue payment to the applicant.

Interconnection Time

Interconnection time is measured from the date the utility’s interconnection department deems the interconnection application to be complete (e.g., final single line diagram, final building permit, etc.) to the date the utility issues the “permission to operate” letter. This time is generally under the utility’s control and does not depend on additional inputs from other entities, such as cities, counties, etc. However, exogenous factors, such as customer availability, adverse weather conditions, or unexpectedly high volume of applications, may impact this process.