

COMMUNITY CONVERSATIONS GROUP 1

MISSION AND VISION STATEMENT

Work together to promote Tolland's success and perception as a desirable community in which to live. Community means a sense of shared values, accompanied by the willingness to ensure the safety, well being and respect of our neighbors and neighborhoods. Develop suggestions to bring community values to the town budget process by expanding community involvement and education to maintain the residents' quality of life expectations while managing town growth.

Submitted by

Bev Bellody, Kevin Bouley, Paul Harger, Mike Pascuzzi, Clara Raymond, John Ruest, John Shirley, Melissa Simonoff, Joan Vertefeuille, Chris White, Barry Wood

Community Conversations Group 1 Recommendation #1:

BLUE RIBBON ENERGY PANEL

Given the increasing cost and possible future scarcity of fuels for energy, it is recommended that the Town Manager convene a "Blue Ribbon" Energy Panel to produce a comprehensive energy strategy for the Town of Tolland. It is further recommended that Tolland residents with expertise in energy from such companies as CL&P, UI, ConServ, UTC Power.....et.al. be solicited for membership on the Panel.

The responsibilities of the Panel would include, but not be limited to:

- determine the best short and long term strategies for the purchase and consumption of energy products for Tolland,
- research the availability of grants (such as Connecticut's On-Site Renewable Distributed Generation Program, please see Appendix 1..... etc.) and make appropriate recommendations to the Town Manager/Town Council regarding pursuit of particular grants,
- examine what other Connecticut municipalities have done or are doing regarding fuel and energy programs.

We believe the time is right for this as it is economically, socially, and ethically the right thing to do, and it is "green."

Community Conversations Group 1 Recommendation #2:

WORK ORDER TASK MANAGEMENT

Background:

Currently, the town does not have a system to track costs, materials and manpower, utilized in each department. Management by work order would provide an accurate sense of allocation of human and material resources across the Town service departments. It would also provide quick access to specific reports for review, accountability and a basis for decision making. Tolland is no longer a small town and it requires the adoption and implementation of a professional management system to reap the benefits of efficiency and effectiveness.

Recommendation:

Evaluate available appropriate activity management software that would provide cross-department benefit and utility. Consideration should be given to ease of use as well as ability to generate management reports to evaluate work value for the town. The process flow would be as follows: budget, approval, charges and review.

The not insignificant start-up costs of the associated 'back-office' tasks (i.e. entering tasks into the software database) could perhaps be ameliorated by the employment of student interns (as was done for the very successful GIS system) or Tolland seniors, or others on limited budgets working part time in-lieu of, or in order to, offset local taxes .

Please see <http://www.cnn.com/2007/LIVING/wayoflife/12/26/working.off.taxes.ap/>.

Visibility and accountability will bring Town expenditures into alignment with priorities of the community. Furthermore, management controls would assist in Town budgeting going forward.

Community Conversations Group 1 Recommendation #3:

CAPITAL EQUIPMENT PURCHASING (OR NOT)

Background

Every year, for the next five years, the Town of Tolland is scheduled to purchase a dump truck costing between \$125,000 and \$155,000. It is likely that such a policy will continue for many years beyond the next five.

Recommendation

Our recommendation is that the Town of Tolland performs a review, each year, to decide if such a purchase is cost effective.

We understand that a major consequence of deciding not to make such a purchase is that it would leave a vacancy in one of Tolland's 17 routes assigned to plowing, deicing and anti-icing services.

We recommend that during the annual decision-making process, the town considers each of these facts:

The following conditions remain the same, regardless of whether the town decides to purchase, or not to purchase, a new dump truck:

The cost of sand, salt, liquid calcium and calcium flakes (about \$150,000)

Routes remain about eight miles, or 16 lane miles each

These conditions change if we do *not* purchase a new truck:

An immediate savings to the town of \$125,000 - \$155,000

The town would realize Long-term savings on vehicle maintenance. There would be no maintenance cost for any of the ten years that a truck normally lasts.

Long-term savings on fuel costs. We have no fuel costs because contractors supply their own fuel.

Long-term snow and ice removal savings because the approximately \$83/hour that we pay a contractor includes the equipment, the fuel and the driver. We currently pay between \$35 and \$47/hour in overtime for the cost of the driver alone.

By using a contractor, we incur costs only at the rate that they are required. For example, in a winter season that is not very demanding, our costs would be lower (whereas, the cost of the truck remains high regardless of use).

Of course, we would not have use of the truck for other tasks during the year. Plowing dump trucks, however, sit idle more than 50% of the time (that they are not plowing), and the town has another twelve dump trucks to take up those tasks.

To be clear, it is not the recommendation of this group that we stop buying dump trucks. Rather it is that each year, serious consideration should be given to building relationships with contractors and forgoing the significant cost of capital equipment.

Community Conversations Group 1 Recommendation #4:

RESURFACING OF TOWN ROADS

The Town of Tolland Citizen Survey conducted in March, 2007, states on page 7 that 57% of the respondents were dissatisfied with the street conditions. With this in mind, we will attempt to provide some recommendations that will help Tolland save tax dollars and also increase the condition of streets in town.

Streets are reviewed annually for potential resurfacing during the upcoming year. Approximately eight roads are resurfaced annually. We recommend that the streets to be resurfaced drop from eight to seven, or a reduction of 12.5%. Since the majority of resurfacing is performed by outside contractors, there should be an immediate savings. However, the savings generated by this change should be used to pave unpaved roads in town. The real savings will take place when the remaining unpaved roads are paved. It is estimated that unpaved roads cost 3 ½ times more to maintain as compared to paved roads. The policy should also provide for changes due to street substitution for emergency or more pressing needs. An analysis should also be performed concerning the materials that will be used for the resurfacing, such as, rubberized asphalt, bituminous concrete or hot asphalt mix. During the analysis a cost comparison should be undertaken to determine if the work should be performed by contractors, by town employees or by a combination of the two. A study should also be undertaken concerning the policy, procedures and methods for pavement resurfacing of other towns in the area.

Since the group performing the analysis or any study would be town employees or elected officials, it is recommended that a volunteer member of the commission be included as member of the group to provide feedback to the general public.

Community Conversations Group 1 Recommendation # 5:

ATHLETIC FIELD COST SHARE

The group noted that within the Operating Budget the level of effort and overall cost to maintain the several athletic fields around town is borne disproportionately relative to those individuals and groups who actually benefit from the use. It has the effect of subsidizing the benefit of a few at the expense of the whole Town. While some portion of the cost is attributable to the general public good, a greater percentage of the burden should fall on those using the facilities. It is proposed that a cost share formula be developed and applied to all groups, including academic, who use any athletic fields. The shift in costs to the users should be in direct proportion to the benefit received relative to the cost to provide the facilities and their ongoing maintenance. The use fee approach is consistent with the "pay for play" methodology being employed within the Board of Education to shift a portion of athletic costs to direct beneficiaries. The establishment of a "user fee" approach could also be employed for other town supported activities/properties where specific users benefit at the expense of the whole population, e.g., lights at the tennis courts and resurfacing costs.

Community Conversations Group 1 Recommendation #6:

PUBLIC SAFETY – EMERGENCY SERVICES

Background

As is becoming more prevalent throughout the US, Tolland's Public Safety – Emergency Services are provided by a mix of paid and volunteer staff. The volunteer pool continues to become harder to recruit as the requirements of how and what services are provided become more complex, due to the nature of and potential for the types of responses, in addition to the increasing regulations of the State and Federal Governments.

However, the Town of Tolland Citizen Survey conducted in March 2007 states on page 2 that:
"72% of the town residents are very satisfied with fire and emergency medical services provided by the town."

This speaks very highly for both the paid and volunteer staffs.

Recommendation

To perform a cost benefit analysis to determine if the additional funds collected from "incidents" now not billed for would offset the additional cost of the clerical help that would be required to facilitate this billing. Additionally, to determine if this additional clerical help could be used to assist with the ever the increasing State and Federal reporting and other clerical requirements of this department.

Please see Appendix 2.

APPENDIX 1



Financial Incentives

CCEF - Community Innovations Grant Program

Connecticut

Incentive Type: State Grant Program

Eligible Public Awareness, Education Projects

Renewable/Other

Technologies:

Applicable Sectors: Local Government

Amount: \$5,000 per community / \$250-\$2,000 per microgrant

Maximum Amount: \$5,000 per community / \$2,000 per microgrant

Funding Source: Connecticut Clean Energy Fund

Website: <http://www.ctinnovations.com/communities/grants>

Summary:

The Community Innovations Grants Program, initiated in June 2006, is a test pilot program that provides eligible communities with a \$5,000 block grant to support local public awareness and education projects that promote renewable energy. This program aims to identify creative ways of promoting and supporting renewable energy in Connecticut's communities.

The first 40 Connecticut communities that commit to the [SmartPower 20% by 2010](#) campaign are eligible. Communities make this commitment by issuing city or town resolutions to support the 20% by 2010 campaign. Block grants are awarded to eligible communities, and the funds are managed by a local energy task force (council or commission) within each participating community. In turn, these energy task forces, through a grant-giving process, provide microgrants to organizations and citizens to start local projects that support clean-energy awareness and education within their communities.

Applicants for individual microgrants may apply to the local energy task force for funds ranging from \$250 to \$2,000 to support a public-awareness project or education project addressing the benefits and availability of clean energy.

A successful microgrant applicant must have:

- Earned credibility as a grassroots organizer through community work that strengthens the role of local citizens;
- Identified a significant community energy need and developed a clear plan for translating that need into action;
- Developed a project proposal that would seek to achieve greater media coverage on renewable energy in the local press or generate new sign-ups to the CTCleanEnergyOptions program; and
- Demonstrated an ability to account for the expenditure of funds.

This program is supported by the Connecticut Clean Energy Fund (CCEF), a public benefits fund created by the Connecticut General Assembly in 1998 and administered by Connecticut Innovations, a quasi-public organization. The CCEF promotes the development and commercialization of clean-energy technologies and stimulates markets for electricity from renewable sources. The CCEF is funded by a surcharge on electric ratepayers' utility bills.

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CCEF - On-Site Renewable DG Program	Connecticut
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Incentive Type: State Grant Program

Eligible Renewable/Other Technologies: Photovoltaics, Landfill Gas, Wind, Biomass, Fuel Cells, Small Hydroelectric, Tidal Energy, Wave Energy, Ocean Thermal

Applicable Sectors: Commercial, Industrial, Schools, Local Government, State Government, Institutional

Amount: Varies by technology

Maximum Amount: \$2.5 million per project for PV projects; \$4 million per project for other eligible projects (plus, potentially, a production incentive of 2¢/kWh for PV projects and 1.5¢/kWh for other eligible projects installed in southwestern CT)

Equipment Requirements: Minimum system capacity of 10 kW; systems must be commercially available, and must have warranties, spare parts and service commensurate with commercial status. See funding solicitation for details.

Installation Requirements: Installations must be configured so that the host can participate in the ISO-NE demand response program. Project owners are required to operate the project for the "financeable life" of the equipment, which is assumed to be 15 years. Either "significant energy efficiency measures" must have been implemented within the three years prior to application, or an energy audit is required.

Funding Source: Connecticut Clean Energy Fund (CCEF)

Program Budget: \$32.75 million

Effective Date: 12/1/2005

Website: http://www.ctinnovations.com/funding/ccef/renewable_dg.php

Summary:

Connecticut's On-Site Renewable Distributed Generation (DG) Program provides grants to support the installation of systems that generate electricity at commercial, industrial and institutional buildings. Systems utilizing solar photovoltaic (PV), wind, fuel cells, landfill gas, low-emission advanced biomass-conversion technologies, run-of-the-river hydropower, wave or tidal power, or ocean-thermal power are eligible.* Most program support will target PV and fuel-cell projects. Projects that have potential to reduce the federally mandated congestion charges in Connecticut will be favored. This program is supported by the Connecticut Clean Energy Fund (CCEF), which established an objective to assist in contracting for the installation of five megawatts (MW) of customer-side DG projects by mid-2007.

The total funding allocated for all selected projects under the On-Site Renewable DG Program is \$32.75 million. All projects must have a minimum system capacity of 10 kilowatts (kW), and projects must use an energy-generation device that is commercially available and offers warranties, spare parts and service commensurate with commercial status. Facilities must be located in Connecticut within the service territory of Connecticut Light and Power (CL&P) or United Illuminating (UI). Award recipients are required to operate the system for at least 15 years.

The maximum individual project award is \$2.5 million for PV projects and \$4 million for other eligible projects. In addition, grants of up to \$50,000 per installation are available to support site-specific technical studies and financial feasibility studies. Furthermore, a premium of 2¢ per kilowatt-hour (kWh) will be awarded for PV projects and a premium of 1.5¢ per kWh will be awarded for other eligible clean-energy projects installed in the congested area of southwestern Connecticut, based on the estimated lifetime output of a system. The actual grant amount will be determined by an assessment of the difference between the host site's cost of energy that would be displaced by the proposed on-site generating equipment, and the total cost and value of the energy provided by the DG system. The following funding limits and evaluation timeframes apply to individual projects:

- Solar: \$5 per watt (PTC**); 20-year evaluation timeframe. Incentive funding for PV projects is limited to 500 kW (PTC) per project. PV projects are limited (in kW-AC) to the difference between a facility's most recent 12 months' peak demand and the "base load."
- Fuel cells: up to \$4.70 per watt; 10-year evaluation timeframe. Fuel-cell projects with a capacity up to 1,000 kW are eligible for an incentive up to \$4.70 per watt. Fuel-cell projects with a capacity greater than 1,000 kW are limited to an incentive of \$3.20 per watt.
- Small wind: \$3.60 per watt; 15-year evaluation timeframe.
- Small biomass: \$3.30 per watt; 10-year evaluation timeframe.
- Landfill gas: \$3.20 per watt; 10-year evaluation timeframe.
- Hydro: to be determined; 20-year evaluation timeframe.

The grant (excluding the southwestern Connecticut premium) will be disbursed in installments to the owner of the equipment, based on project milestones and according

to the following schedule, regardless of technology:

- Delivery of generating equipment to site: 50%.
- Startup, commissioning and inspection: 40%.
- After six months of successful operation: 10%.

The final grant payment will be awarded provided that the system has produced at least 70% of the projected AC energy production during the first six months of operation, as verified by the CCEF's independent consulting engineer.

Applications are accepted on a rolling basis. All applicants are encouraged to schedule pre-application discussions with the CCEF staff before submitting an application under this program.

** The CCEF is also authorized to fund "other energy resources and emerging technologies which do not involve the combustion of coal, petroleum or petroleum products, municipal solid waste or nuclear fission." Resources and technologies not listed above will be addressed on a case-by-case basis, with substantial weight being given to those resources and technologies approved as a "Class I" renewable-energy source by the Connecticut Department of Public Utility Control (DPUC).*

*** PTC is an acronym for PVUSA Test Conditions.*

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CCEF - Solar PV Rebate Program	Connecticut
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Incentive Type: State Rebate Program

Eligible Photovoltaics

Renewable/Other

Technologies:

Applicable Sectors: Residential, Nonprofit, Local Government, State Government, Multi-Family Residential, Institutional

Incentive Amount: Residential: \$5/watt (PTC rating) for first 5 kW; \$4.30/W (PTC) for next 5 kW, adjusted based on expected performance
Gov't/Non-profit: \$5/watt (PTC rating), adjusted based on expected performance

Maximum Residential: \$46,500;

Incentive: Gov't/Non-profit: \$50,000;

Incentives will be subject to a maximum of the customer's average annual or expected electric usage

Eligible System

Size: Up to 10 kW

Equipment Requirements: Equipment must be new and listed on the California Energy Commission's [list of eligible equipment](#); Inverters and installation must carry a minimum 5-year warranty; PV panels must carry a 20-year warranty.

Installation Requirements: Installation must comply with all federal, state, and local codes;
Must be grid-connected and installed by a pre-approved contractor;
Installation must be in service territory of United Illuminating Company or Connecticut Light & Power

Program Budget: \$11.5M (originally \$5M over three years; additional funds allocated in 2007)

Ownership of Renewable Energy

Credits: Remains with customer/producer

Funding Source: Connecticut Clean Energy Fund

Expiration Date None specified

Effective Date: 10/1/2004

Website: http://www.ctinnovations.com/funding/ccef/solar_rebates.php

Summary:

The Connecticut Clean Energy Fund's (CCEF) solar photovoltaic (PV) program offers qualified installers monetary incentives that will be passed on to customers in the form of rebates. This program supports residential, non-profit, and governmental installations. Through September 2007, CCEF had disbursed approximately \$4.5 million in incentives, for slightly more than one megawatt (MW) of solar capacity installed, and had approved an additional \$2.5 million in rebates.

The rebate level for residential systems is \$5/watt (W) (PTC rating)* for the first 5 kilowatts (kW) and \$4.30 for the next 5 kW, with the payment adjusted based on expected system performance. The funding cap is \$46,500 per project. Factors considered in calculating the rebate include: PV panel selection, inverter efficiency, system orientation and tilt, and shading on the site. Governmental and non-profit installations are eligible for a \$5/W (PTC) rebate, adjusted based on expected system performance, with a maximum rebate of \$50,000.

Commercial (for-profit) entities are not eligible for this program but may be eligible for

grant funding through CCEF's On-Site Renewable Distributed Generation Program.

Participation by installers is limited to those selected through a Request for Proposals (RFP) process. Installers are responsible for all paperwork necessary to obtain the rebate from the CCEF on behalf of state residents. A list of approved installers is available on the program web site. The program operates on a rolling basis with no specific application deadlines.

** PTC is the acronym for PVUSA Test Conditions.*

Contact:

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Web site: <http://www.ctcleanenergy.com>

**Connecticut Light & Power - Small Business
Energy Advantage Program**

Connecticut

Incentive Type: Utility Loan Program

Eligible Efficiency Lighting, Furnaces, Boilers, Heat pumps, Air conditioners,

Technologies: Programmable Thermostats, Refrigeration

Applicable Sectors: Commercial, Industrial, Local Government, State
Government, Fed. Government

Terms: 0% interest, with a maximum payback of 30 months

Website: <http://www.cl-p.com/clmbus/target/advantage.asp>

Summary:

Connecticut Light and Power (CL&P) Small Business Energy Advantage Program is a combined rebate and loan program offered to some of CL&P's business and industrial customers for making energy efficiency improvements to their facilities. Business customers with an average 12-month peak demand between 10 kW and 200 kW qualify, and while all industrial customers within that range are eligible, CL&P prefers industrial customers with loads below 50 kW. Municipal and governmental facilities are also eligible. A contractor conducts an energy assessment of the facility and submits a proposal of possible energy-efficiency measures, estimated energy savings, customer incentives, and financing options. Once approved by CL&P, exact rebate amount is determined. In addition to the rebate, the remaining cost of the project can be paid off in the form of a zero interest loan directly from CL&P.

Contact:

Connecticut Light & Power

Customer Service

P.O. Box 270

Hartford, CT 06141

Phone: (877) 947-3873**Web site:** <http://www.cl-p.com/index.asp>

**Connecticut Light & Power - Small Business
Energy Advantage Program****Connecticut****Incentive Type:** Utility Rebate Program**Eligible Efficiency** Lighting, Furnaces, Boilers, Heat pumps, Air conditioners,**Technologies:** Programmable Thermostats, Refrigeration**Applicable Sectors:** Commercial, Industrial, Local Government, State
Government, Fed. Government**Incentive Amount:** Varies by project**Website:** <http://www.cl-p.com/clmbus/target/advantage.asp>**Summary:**

Connecticut Light and Power (CL&P) Small Business Energy Advantage Program is a combined rebate and loan program offered to some of CL&P's business and industrial customers for making energy efficiency improvements to their facilities. Business customers with an average 12-month peak demand between 10 kW and 200 kW qualify, and while all industrial customers within that range are eligible, CL&P prefers industrial customers with loads below 50 kW. Municipal and governmental facilities are also eligible. A contractor conducts an energy assessment of the facility and submits a proposal of possible energy-efficiency measures, estimated energy savings, customer incentives, and financing options. Once approved by CL&P, exact rebate amount is determined. In addition to the rebate, the remaining cost of the project can be paid off in the form of a zero interest loan directly from CL&P.

Contact:**Connecticut Light & Power**

Customer Service

P.O. Box 270

Hartford, CT 06141

Phone: (877) 947-3873**Web site:** <http://www.cl-p.com/index.asp>**DPUC - Capital Grants for Customer-Side
Distributed Resources****Connecticut**

Incentive Type: State Grant Program

Eligible Efficiency

Technologies: CHP/Cogeneration, Yes; specific technologies not identified

Eligible Renewable/Other Photovoltaics, Wind, Fuel Cells, CHP/Cogeneration, Other Distributed Generation Technologies

Technologies:

Applicable Sectors: Commercial, Industrial, Residential, Nonprofit, Schools, Local Government, State Government, Fed. Government, Agricultural, Institutional

Amount: \$450/kW for baseload projects (\$500/kW if sited in southwest CT); \$200/kW for emergency generators (\$250/kW if sited in southwest CT)

Maximum

Amount: \$500/kW

Equipment

Requirements: 65 MW maximum capacity

Authority 1: Conn. Gen. Stat. § 16-243i

Date Enacted: 7/21/2005

Effective Date: 7/21/2005

Website: <http://www.dpuc.state.ct.us/Electric.nsf/All?OpenView&Start=1&Count=30&Expand=1.1#1.1>

Summary:

Connecticut offers grants to retail end-use customers of electric distribution companies for the installation of customer-side distributed resources. Customer-side distributed resources are defined by Conn. Gen. Stat. § 16-1 as "(A) the generation of electricity from a unit with a rating of not more than sixty-five megawatts on the premises of a retail end user within the transmission and distribution system including, but not limited to, fuel cells, photovoltaic systems or small wind turbines, or (B) a reduction in the demand for electricity on the premises of a retail end user in the distribution system through methods of conservation and load management, including, but not limited to, peak reduction systems and demand response systems." This program took effect in March 2006.

Eligible baseload distributed-generation (DG) projects will receive an award of \$450 per kilowatt (\$450/kW), and eligible emergency generators will receive an award of \$200/kW. Projects placed in operation in southwestern Connecticut before April 30, 2008, will receive an additional \$50/kW. Electric distribution companies will purchase excess generation from the projects at the company's non-firm tariff rate.

Renewable-energy projects are generally eligible, but they may receive more funding via programs offered by the Connecticut Clean Energy Fund (CCEF). Awards for conservation and load-management projects will be determined on a case-by-case basis; interested applicants for these projects should contact Connecticut Light and Power (CL&P) or United Illuminating (UI).

The following conditions apply:

- Emergency generators must participate in an ISO-NE load-response program. Baseload generators are expected to operate at an 85% load factor or greater from noon to 8:00 p.m. on weekdays in January and February, and from June through September. If a project is not expected to meet this requirement, the grant will be prorated accordingly.
- There is no minimum project size.
- The customer-generator must have submitted a completed interconnection application to the electric distribution company after July 21, 2005.
- New or incremental capacity is eligible for grants. Existing capacity is not eligible.
- Grants are not available for emergency generation for hospitals, nursing homes or other facilities to the extent they are required to have emergency generation under state and federal law.
- Gas air conditioning and gas chillers are not eligible.
- Projects that receive funding from the Connecticut Energy Efficiency Fund or from the Connecticut Clean Energy Fund (CCEF) are eligible, but the total grant may not exceed the amounts listed above.

A grant payment will be issued to the customer-generator after (1) the Department of Public Utility Control receives security equal to 50% of the grant amount; (2) the Department of Public Utility Control receives an affidavit that the project has completed final acceptance of the applicable interconnection process, including satisfactory commissioning test, and (3) the project is operational.

Contact:

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E-Mail: mark.quinlan@po.state.ct.us

Web site: <http://www.state.ct.us/dpuc/>

**DPUC - Low-Interest Loans for Customer-Side
Distributed Resources**

Connecticut

Incentive Type: State Loan Program

Eligible Efficiency

Technologies: CHP/Cogeneration, Yes; specific technologies not identified

Eligible Photovoltaics, Wind, Fuel Cells, CHP/Cogeneration

Renewable/Other

Technologies:

Applicable Sectors: Commercial, Industrial, Residential, Nonprofit, Schools, Local Government, State Government, Fed. Government, Agricultural, Institutional

Amount: Varies

Terms: Fixed interest rate, not greater than prime rate (actual rate will be determined at time of application)

Equipment

Requirements: Minimum capacity of 50 kW; maximum capacity of 65 MW

Authority 1: Conn. Gen. Stat. § 16-243j

Date Enacted: 7/21/2005

Effective Date: 7/21/2005

Website: <http://www.dpuc.state.ct.us/Electric.nsf/All?OpenView&Start=1&Count=30&Expand=1.1#1.1>

Summary:

Long-term financing is available to retail end-use customers for the installation of customer-side distributed resources. Customer-side distributed resources are defined by Conn. Gen. Stat. § 16-1 as "(A) the generation of electricity from a unit with a rating of not more than sixty-five megawatts on the premises of a retail end user within the transmission and distribution system including, but not limited to, fuel cells, photovoltaic systems or small wind turbines, or (B) a reduction in the demand for electricity on the premises of a retail end user in the distribution system through methods of conservation and load management, including, but not limited to, peak reduction systems and demand response systems." This program, administered by Bank of America for the Connecticut Department of Public Utility Control, took effect in March 2006.

The maximum total amount of financing for projects under this program is \$150 million; capital costs and project-development costs are eligible. Interest rates are fixed and will be determined at the time the application is approved by Bank of America. Loans will be collateralized by way of equipment, or other collateral or credit enhancements required Bank of America.

The following conditions apply:

- Financing is available for customer-side projects with a minimum capacity of 50 kilowatts (kW) and a maximum capacity of 65 megawatts (MW).
- The generator must begin operation after January 1, 2006.
- New or incremental capacity is eligible for financing. Existing capacity is not eligible.
- Financing is available to the owner or owners of a qualified project.
- Financing is available to customers of Connecticut Light and Power (CL&P) and United Illuminating (UI) for projects located in these utilities' service territories.
- Financing is not available for emergency generation for hospitals, nursing homes or other facilities to the extent they are required to have emergency generation under state and federal law.
- Gas air conditioning and gas chillers are not eligible for financing.
- Financing is available for projects funded by the Connecticut Clean Energy Fund (CCEF), and CL&P's and UI's energy-conservation programs.

To apply for financing, contact Lisa Douma of Banc of America Leasing & Capital at (201)

493-2477.

Contact:

Maureen Hoffman

Connecticut Department of Public Utility Control

10 Franklin Square

New Britain, CT 06051

Phone: (860) 827-2811

Fax: (860) 827-2613

Web site: <http://www.state.ct.us/dpuc>

**Mass Energy - Renewable Energy Certificate
Incentive**

Connecticut

Incentive Type: Production Incentive

Eligible Photovoltaics

Renewable/Other

Technologies:

Applicable Sectors: Commercial, Industrial, Residential, Nonprofit, Schools,
Institutional

Amount: \$0.03/kWh

Maximum

Incentive: None

Terms: 3-year contract

Website: <http://www.massenergy.com/Solar.REC.Sale.html>

Summary:

The Energy Consumers Alliance of New England (ECANE), which operates as Mass Energy Consumers Alliance in Connecticut and Massachusetts and as People's Power & Light in Rhode Island, is a non-profit organization that buys renewable energy credits (RECs) from photovoltaic (PV) systems. The RECs from PV systems are packaged together with wind, small hydro and biomass RECs and sold as New England GreenStart, a renewable energy-based electricity product marketed through *GreenUp*. *GreenUp* is a green power program offered by National Grid, an investor-owned electric utility serving customers in Connecticut, Massachusetts and Rhode Island.

ECANE offers to purchase RECs from PV systems installed in Connecticut after 1998 at \$30 per megawatt-hour (\$0.03 per kilowatt-hour) for a period of three years. RECs from PV systems installed before 1998 are eligible for purchase at a negotiated rate. After the three-year contract, owners can consider other opportunities for selling RECs in the green power market; these options include extending the purchase agreement with ECANE. PV system owners may also choose to donate their RECs as a contribution to green power market development. Income from the sale of RECs will not reduce the benefits of net metering.

RECs sold to ECANE may not be claimed by any other electricity supplier or used by electric utilities to meet renewable portfolio standards (RPSs) or emissions restrictions.

Contact:

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**The United Illuminating Company - Energy
Conscious Blueprint Rebate Program**

Connecticut

Incentive Type: Utility Rebate Program

Eligible Efficiency Technologies: Lighting, Chillers, Furnaces, Boilers, Heat pumps, Air conditioners,

Building Insulation, Windows, Doors, Roofs, Motors, Transformers,
Refrigeration

Applicable Sectors: Commercial, Industrial, Nonprofit, Schools, Local
Government, State Government, Fed. Government,
Agricultural, Institutional

Incentive Amount: Rebates are customized and vary by equipment type and
efficiency rating

Maximum Maximum annual cap of \$300,000 per Customer's Federal

Incentive: Tax ID number

Website: http://www.uinet.com/your_business/ebis.asp

Summary:

Through the United Illuminating Company's Energy Conscious Blueprint Program, custom and prescriptive rebates are available to increase the energy efficiency of non-residential new construction and major renovation projects. Customers with commercial and industrial new construction, additions or major renovation projects are eligible to participate. The rebates are customized to the individual project and will vary likewise. Customer must apply for this program before any construction starts.

In addition to these rebates, the Energy Conscious Blueprint Program has a grant component that covers larger capital projects.

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The United Illuminating Company - Energy Opportunities Program

Connecticut

Incentive Type: Utility Rebate Program

Eligible Efficiency Technologies: Lighting, Lighting Controls/Sensors, Chillers, Compressed air,

Energy Mgmt. Systems/Building Controls, Windows, Motors, Motor-ASDs/VSDs, Custom/Others pending approval, LED Traffic Lights, Refrigeration

Applicable Sectors: Commercial, Industrial, Local Government, State Government, Fed. Government

Incentive Amount: Custom rebates: The lesser of 50% of the project cost or 75% of the systems savings NPV
Other rebates vary by technology and efficiency.

Maximum

Incentive: \$300,000 per Customer Tax ID number per program

Website: http://www.uinet.com/your_business/eo.asp

Summary:

The Energy Opportunities Program is offered by The United Illuminating Company (UI) to any of its commercial, industrial, or governmental customers who are interested in retrofitting their existing building in an energy efficient manner. UI offers rebates for a wide range of technologies ranging from lighting to refrigeration to envelope measures. For lighting rebates a minimum of 10% system wattage reduction is required to qualify. Possible financing is available to qualifying customers. Generally, measures that have a shorter energy payback period are eligible for incentives under this program; technologies that have a longer payback can receive funding under the UI Energy Conscious Blueprint Program.

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Connecticut - Net Metering

Connecticut

Incentive Type: Net Metering Rules

Eligible Renewable/Other Technologies: Solar Thermal Electric, Photovoltaics, Landfill Gas, Wind, Biomass, Fuel Cells, Municipal Solid Waste, Small Hydroelectric, Tidal Energy, Wave Energy, Ocean Thermal

Applicable Sectors: Commercial, Industrial, Residential, General Public/Consumer, Nonprofit, Schools, Local Government, State Government, Fed. Government, Multi-Family Residential, Agricultural, Institutional

Limit on System

Size: 2 MW

Limit on Overall

Enrollment: None stated

Treatment of Net Excess: Credited to customer's next bill at retail rate; purchased by utility at avoided-cost rate at end of 12-month billing cycle

Utilities Involved: Investor-owned utilities ("electric distribution companies providing standard offer, transitional standard offer, standard service or back-up electric generation service")

Interconnection

Standards for Net

Metering? Yes

Authority 1: Conn. Gen. Stat. § 16-243h

Date Enacted: 1998 (subsequently amended)

Effective Date: 7/1/1998

Summary:

Connecticut requires investor-owned utilities to provide net metering to customers that generate electricity using "Class I renewable energy sources," which include solar, wind, landfill gas, fuel cells, sustainable biomass, ocean-thermal power, wave or tidal power, low-emission advanced renewable-energy conversion technologies, or hydropower facilities up to two megawatts (MW) in capacity. Legislation enacted in June 2007 (2007 HB CT 7432) raised the limit on individual system capacity to 2 MW,* and extended net metering to all customer classes. These amendments took effect October 1, 2007.

There is no stated limit on the aggregate capacity of net-metered systems in a utility's service territory. Any customer net excess generation (NEG) during a monthly billing period is carried over to the following month as a kilowatt-hour (kWh) credit. At the end of an annualized period, the utility will pay the customer for any remaining NEG at the utility's avoided-cost rate.

Net-metered customers with systems greater than 10 kW are assessed for the state's competitive transition assessment and the state's systems benefits charge, based on the amount of energy consumed by the customer from the facilities of the utility without netting any electricity produced by the customer.

** Previously, the Connecticut Department of Public Utility Control (DPUC) had approved programs designed by the state's investor-owned utilities to allow net metering for renewable-energy systems up to 100 kilowatts (kW) in capacity.*

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Connecticut Clean Energy Fund**Connecticut**

Incentive Type: Public Benefits Fund

Eligible Renewable/Other Technologies: Photovoltaics, Biomass, Hydroelectric, Fuel Cells, Hydrogen, Tidal Energy, Wave Energy, Ocean Thermal

Applicable Sectors: All

Types: Renewables

Total Fund: \$20 million annually

Charge: \$0.001 per kilowatt-hour for Connecticut Light and Power (CL&P) and United Illuminating (UI) customers

Authority 1: Conn. Gen. Stat. § 16-245n

Date Enacted: 4/1998

Effective Date: 1/1/2000

Expiration Date: None specified

Website: <http://www.ctinnovations.com/funding/ccef/about.php>

Summary:

Connecticut's 1998 electric-industry restructuring legislation (Public Act 98-28) created separate funds to support energy efficiency and renewable energy.* The efficiency fund is known as the [Connecticut Energy Efficiency Fund \(CEEF\)](#), and the renewables fund is known as the Connecticut Clean Energy Fund (CCEF).

A surcharge on Connecticut ratepayers' utility bills provides the funding for the CCEF. In 2000-2001 the charge was set at \$0.0005 per kilowatt-hour (0.5 mill per kWh), rising to \$0.00075 per kWh (0.75 mill per kWh) in 2002-2003 and "not less than" \$0.001 per kWh (1 mill per kWh) beginning July 1, 2004. The CCEF is administered by Connecticut Innovations, a quasi-governmental investment organization granted a significant amount of flexibility by the Connecticut General Assembly to develop programs and fund projects that meet the fund's mission. Connecticut Innovations receives guidance from the Clean Energy Advisory Committee, whose members are appointed by the Connecticut General Assembly, Connecticut's governor and the chairman of Connecticut Innovations. Beginning October 1, 2007, the CCEF will be governed by a Renewable Energy Investment Board, which is statutorily appointed. The Department of Public Utility Control (DPUC) is required to approve the comprehensive plan through an uncontested case.

The CCEF is authorized to invest in solar electric, solar thermal, wind, ocean thermal energy, wave or tidal energy, fuel cells, landfill gas, hydrogen production and hydrogen conversion technologies, low-emission advanced biomass conversion technologies, usable electricity from combined heat and power systems with waste heat recovery systems, thermal storage systems, geothermal, and other energy resources and emerging technologies which have significant potential for commercialization and which do not involve the combustion of coal, petroleum or petroleum products, municipal solid waste or nuclear fission.

Programs began in earnest in January 2000. Since its inception through June 30, 2007, the CCEF has provided \$75.4 million to fund projects and initiatives. An additional \$65.2 million has been allocated to existing programs. The CCEF had collected a total of \$117 million through April 30, 2006. A July 2007 overview of CCEF funding and strategic planning is available [here](#).

Connecticut Innovations has utilized a variety of funding mechanisms to support the mission of the CCEF, including grants and rebates, convertible debt, equity investments and subsidies for various ventures. With CCEF funding, Connecticut Innovations has created and currently administers the Solar PV Program, the Fuel Cell Performance Monitoring Program, CT Clean Energy Communities Program, CT Clean Energy Community Innovations Grant Program, Clean Energy Climate Solutions Program, Solar Curriculum Project, the Operational Demonstration Program, the SmartPower marketing campaign, the On-Site Renewable DG Program and Project 100. Details on most of these programs -- including funding awards -- are available in the 2006 CCEF [annual report](#) and on DSIRE. Click [here](#) to download CCEF's Strategic Plan for 2004-2007.

In addition, each of Connecticut's municipal electric utilities is required by statute (Conn. Gen. Stat. § 7-233y) to establish a fund to provide renewable energy, energy efficiency, conservation and load-management programs. To support these funds, a surcharge is imposed on the customers of electric municipal utilities according to the following schedule: 1.0 mills on and after January 1, 2006; 1.3 mills on and after January 1, 2007; 1.6 mills on and after January 1, 2008; 1.9 mills on and after January 1, 2009; 2.2 mills on and after January 1, 2010; and 2.5 mills on and after January 1, 2011. Municipal electric utilities must adopt a comprehensive plan for the expenditure of the monies collected, and the plans must be consistent with the comprehensive plan of the ECMB.

** Connecticut's restructuring legislation also created a systems benefits charge to fund public education, weatherization and conservation measures for low-income residents, storage and disposal costs for spent nuclear fuel, and post-retirement costs for decommissioned nuclear reactors.*

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Connecticut Energy Efficiency Fund

Connecticut

Incentive Type: Public Benefits Fund

Eligible Efficiency Technologies: Clothes Washers/Dryers, Dishwasher, Refrigerators/Freezers,

Dehumidifiers, Ceiling Fan, Water Heaters, Lighting, Lighting Controls/Sensors, Chillers, Heat pumps, Air conditioners, Comprehensive Measures/Whole Building, Other technologies (not specified)

Applicable Sectors: All

Types: Energy efficiency, energy projects for low-income residents

Total Fund: Approximately \$60 million to \$70 million annually. *(Does not take into account monies redirected by the Connecticut General Assembly from the CEEF to the state's general fund. See summary below.)*

Charge: \$0.003 per kilowatt-hour for Connecticut Light and Power (CL&P) and United Illuminating (UI) customers; varies for

Authority 1: [Conn. Gen. Stat. § 16-245m](#)

Date Enacted: 4/1998; amended, 7/2005

Effective Date: 1/1/2000

Website: <http://www.ctsavesenergy.org>

Summary:

Connecticut's original electric-industry restructuring legislation (Public Act 98-28), enacted in April 1998, created separate funds to support energy efficiency and renewable energy.* The efficiency fund is known as the Connecticut Energy Efficiency Fund (CEEF), and the renewables fund is known as the [Connecticut Clean Energy Fund \(CCEF\)](#). The mission of the CEEF is to advance the efficient use of energy, to reduce air pollution and negative environmental impacts, and to promote economic development and energy security.

The CEEF is funded by a surcharge of \$0.003 per kilowatt-hour (3 mills per kWh) on Connecticut Light and Power (CL&P) and United Illuminating (UI) customers' electric bills. Each of the two utilities administers and implements efficiency programs with monies from its ratepayer fund, in accordance with a comprehensive plan approved by the Connecticut Department of Public Utility Control (DPUC). The utilities develop their plans with advice and assistance from the state's [Energy Conservation Management Board](#) (ECMB).

The two utilities are authorized to implement the following types of programs: (1) Conservation and load-management programs, including programs that benefit low-

income individuals; (2) research, development and commercialization of products or processes which are more energy-efficient than those generally available; (3) development of markets for such products and processes; (4) support for energy-use assessment, real-time monitoring systems, engineering studies and services related to new construction or major building renovation; (5) the design, manufacture, commercialization and purchase of energy-efficient appliances and heating, air conditioning and lighting devices; (6) program planning and evaluation; (7) indoor air-quality programs relating to energy conservation; (8) joint fuel-conservation initiatives programs targeted at reducing consumption of more than one fuel resource; and (9) public education regarding conservation. A limited percentage of the fund may be used for non-electric projects, such as furnaces and boilers for low-income residents. Preference is given to projects that maximize the reduction of federally mandated congestion charges. For details on CEEF programs, savings and expenditures, see the fund's 2005 [annual report](#).

The Connecticut General Assembly has redirected monies from the CEEF to the state's general fund on two separate occasions, spanning three full years. From July 2003 to July 2005, \$1 million per month was taken from the CEEF. Likewise, from August 2006 to July 2007, \$1 million per month will be redirected from the CEEF to the general fund.

In addition, each of Connecticut's municipal electric utilities is required by statute (Conn. Gen. Stat. § 7-233y) to establish a fund to provide renewable energy, energy efficiency, conservation and load-management programs. To support these funds, a surcharge is imposed on the customers of electric municipal utilities according to the following schedule: 1.0 mills on and after January 1, 2006; 1.3 mills on and after January 1, 2007; 1.6 mills on and after January 1, 2008; 1.9 mills on and after January 1, 2009; 2.2 mills on and after January 1, 2010; and 2.5 mills on and after January 1, 2011. Municipal electric utilities must adopt a comprehensive plan for the expenditure of the monies collected, and the plans must be consistent with the comprehensive plan of the ECMB.

Furthermore, companies that distribute natural gas must develop a gas-conservation plan, with assistance from the ECMB, and programs to implement the plan. These plans are financed by a flat amount negotiated with and ordered by the DPUC.

** Connecticut's restructuring legislation also created a systems benefits charge to fund public education, weatherization and conservation measures for low-income residents, storage and disposal costs for spent nuclear fuel, and post-retirement costs for decommissioned nuclear reactors.*

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Connecticut Municipalities - SmartPower 20% by 2010 Campaign

Connecticut

Incentive Type: Green Power Purchasing/Aggregation

**Eligible
Renewable/Other
Technologies:**

Applicable Sectors: Local Government

% Renewables: 20% by 2010

Website: <http://www.ctinnovations.com/communities>

Summary:

As of June 2007, more than four dozen Connecticut municipalities have committed to purchase "clean energy" to account for 20% of their electricity consumption by 2010. Cities and towns that go one step further and successfully register at least 100 residents and small businesses -- or 10% of households -- to sign up for the CTCleanEnergyOptions program are rewarded with a photovoltaic (PV) system for the city or town. As of June 2007, there were more than 20 such communities. The size of a PV system awarded may be expanded for each additional 100 residents or small business customers that sign up for the CTCleanEnergyOptions program. (The CTCleanEnergyOptions program is available to customers of United Illuminating and CL&P.)

Green Building Standards for State Facilities

Connecticut

Incentive Type: Energy Standards for Public Buildings

Eligible Efficiency Comprehensive Measures/Whole Building, Specific technologies

Technologies: not identified

Eligible Passive Solar Space Heat, Solar Water Heat, Solar Space Heat,

Renewable/Other Photovoltaics, Wind, Biomass, Geothermal Heat Pumps,

Technologies: CHP/Cogeneration, Bio-gas, Daylighting, Small Hydroelectric

Applicable Sectors: Local Government, State Government

Equipment/Products: State equipment purchases must meet efficiency standards established by the state, EPA 2005, and/or Energy Star
Competitive bids must be analyzed using life-cycle cost analysis

Requirement: Certain state construction projects must meet the state-developed design standards, based on LEED or Green Globes

Authority 1: Conn. Gen. Stat. § 16a-38k

Effective Date: 1/1/2007

Authority 2: HB 7432 (Sec. 10, 12, 16)

Date Enacted: 6/4/2007

Effective Date: 7/1/2008

Summary:

Note: Regulations have not been promulgated and are currently in the approval process. The original January 1, 2007 effective date is not active; regulations governing new construction are likely to be in place by Fall 2007.

Public Act No. 06-187, signed in 2006, required building construction regulations to be adopted by the Secretary of the Office of Policy and Management, in consultation with the Commissioner of Public Works, the Commissioner of Environmental Protection and the Commissioner of Public Safety. The construction standards must be consistent with or exceed the silver building rating of the Leadership in Energy and Environmental Design's (LEED)* rating system for new commercial construction and major renovation projects, as established by the United States Green Building Council, or an equivalent standard, including, but not limited to, a two-globe rating in the Green Globes USA design program. Certain state building projects were originally exempt from the standard, but HB 7432, signed in 2007, removed those exemptions. State building projects which now must comply with the standard include:

- Any new construction of a state facility that is projected to cost \$5 million or more, of which two million dollars or more is state funding, and is approved and funded on or after January 1, 2008.
- Renovation of a state facility that is projected to cost two million dollars or more, of which two million dollars or more is state funding, approved and funded on or after January 1, 2008.
- New construction of a facility that is projected to cost five million dollars, or more, of which two million dollars or more is state funding, and is authorized by the General Assembly on or after January 1, 2009.
- Renovation of a public school facility that is projected to cost two million dollars or more, of which two million dollars or more is state funding, and is authorized by the General Assembly on or after January 1, 2009.

HB 7432 also established mandatory efficiency requirements for certain equipment purchased by the state. On or after January 1, 2009, residential furnaces and boilers purchased by the state shall meet or exceed fuel consumption efficiency standards detailed in the bill. The Department of Administrative Services and each other budgeted agency, exercising procurement authority must also procure equipment and appliances that meet or exceed the federal energy conservation standards set forth in the Energy

Policy and Conservation Act, and meet or exceed the federal Energy Star standards. Also, when purchasing equipment based on competitive bids, the purchasing agency must analyze the bids based on life-cycle cost analysis.

**Click [here](#) for more information on the United States Green Building Council's Leadership in Energy and Environmental Design (LEED) Green Building Rating System. For more information on Green Globes USA, click [here](#).*

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Interconnection Standards	Connecticut
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Incentive Type: Interconnection

Eligible Photovoltaics, Landfill Gas, Wind, Biomass, Hydroelectric, Fuel Cells,

Renewable/Other Municipal Solid Waste, CHP/Cogeneration, Microturbines, Other

Technologies: Distributed Generation Technologies

Applicable Sectors: Commercial, Industrial, Residential, Nonprofit, Schools,
Local Government, State Government, Fed. Government

Special Rules for

Net-Metered

Systems? Yes

Limit on System

Size/Overall 100 kW for net-metered systems; 25 MW for non-net-

Enrollment: metered DG (revisions under development)

Standard

Interconnection

Agreement? Yes

Additional

Insurance

Requirements? Yes

External

Disconnect

Required? Yes

Rules for Non-Net-

Metered DG? Yes (revisions under development)

Authority 1: Conn. Gen. Stat. § 16-243a

Authority 2: [CT DPUC Decision, Docket No. 03-01-15](#)

Date Enacted: 4/21/2004

Effective Date: 4/21/2004

Summary:

Connecticut has interconnection rules and procedures for all distributed generation (DG) technologies up to 25 megawatts (MW) in capacity. The two utilities responsible for the distribution of power throughout most of Connecticut -- Connecticut Power and Light Company (CL&P) and United Illuminating Company (UI) -- filed DG interconnection tariffs that were approved by the Connecticut Department of Public Utility Control (DPUC) in April 2004.

However, legislation (2007 CT H.B. 7432) enacted in June 2007 instructs the Connecticut Department of Public Utility Control (DPUC) to issue "a final decision approving interconnection standards that meet or exceed national standards of interconnectivity." If the DPUC does not issue a final decision by October 1, 2008, each electric distribution company, municipal electric energy cooperative and municipal electric utility must comply with the interconnection standards adopted by the New Jersey Board of Public Utilities. New Jersey's interconnection standards are widely considered to be among the best in the United States.

There are five categories of DG systems, based on capacity, under Connecticut's current interconnection rules. CL&P and UI must complete a review of applications for small DG (10 kW and less) interconnection projects within 20 business days. The application processing time increases as DG project capacity increases, with no maximum processing time for DG units greater than 5 MW. The system size breakpoints for technical and procedural requirements are 10 kilowatts (kW), 100 kW, 1 MW and 5 MW.

The 58-page DPUC interconnection rules include a standard application and a standard form agreement. For systems up to 10 kW, there is a separate, simplified application and agreement form. The rules also spell out a screening process similar to that used in other states. The rules address fees, other agreements, disconnection, insurance requirements and technical requirements. Depending on system size and the point of interconnection, the utility may require a feasibility study, an impact study and an electric power system facility study.

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Courtesy of

<http://www.dsireusa.org/library/includes/PrintIncentiveall.cfm?State=CT&EE=1&RE=1>

APPENDIX 2

Supporting Background

The Emergency Services Department currently has a full-time secretary to assist the Public Safety Supervisor with all his clerical duties. Part of these duties is to do some "front-end" work for and data entry into a system that is used with a third-party billing company that ultimately bills for the services rendered.

Three areas were readily identified as requiring further investigation in support of this recommendation:

- 1) With the large number of "incidents" that are logged for this department, many are billable to private insurance companies. Timely, accurate entry of this information to facilitate prompt payment is essential. However, much of the information ultimately input into the billing system is "sourced"; at the scene of some calamity usually from an unfortunate participant. This leads to inaccurate information, such as; wrong Social Security Numbers, Insurance Company names and Policy Numbers, etc. This inaccuracy of this information is not found until the third-party billing company receives a rejection from an insurance company. At this point the department clerical staff must "research" for the correct information. This leads to the further delays in the entry of other billable entries and time shifting of other department clerical duties. Significant numbers of dollars may be "written off" each year due to the inability (due to lack of time) to do this research in a timely manor.
- 2) Although Mutual Aid calls to a fellow Mutual Aid Town are not billable, there is other out of town Emergency Responses that are. These require additional research of the nature of the call, number of responders, etc. Some number of dollars may never be billed each year due to the inability (due to lack of time) to do this research in a timely manor.

On page 6 of the of Tolland Citizen Survey conducted in March 2007 responses to Question 5b states the perception that 50% of the respondents think that Disaster Preparedness for major events is lacking. Perceived because given access to all the State and Federal Regulations, these preparations and more are well in place, although without the time to produce materials for the public, this lack of planning is what is perceived.