

CUSTOMER BRIEF: FORTISALBERTA

FortisAlberta reduces interconnection application processing time by 80%

FortisAlberta streamlined and accelerated their distributed solar interconnection (microgeneration) program, boosting staff morale, improving installer relationships, and increasing overall customer satisfaction.

Challenge

Distributed solar is growing rapidly in Alberta, Canada. Residential solar interconnection applications have quadrupled since 2022. This has caused strain on FortisAlberta's interconnection team of five, managing 325 applications per month with manual processes like spreadsheets, email and institutional memory. The result was long turnaround times—reaching up to 80 days in some cases—opaque tracking leading to missed deadlines, and ultimately frustrated stakeholders including customers, installers and staff.

Solution

FortisAlberta partnered with Clean Power Research to implement PowerClerk®, the utility industry's leading workflow management software. FortisAlberta worked closely with Clean Power Research to map out their interconnection program requirements and implemented a robust, automated workflow. PowerClerk's rich suite of process automation features reduced incomplete applications, significantly speeding up processing time and improving efficiency. Leveraging PowerClerk's central repository of project data, FortisAlberta was able to automatically associate projects with milestone deadlines and automate email communications and required actions to all stakeholders. This enabled FortisAlberta to give all stakeholders deep project visibility to reduce processing timelines and avoid missed deadlines.

Results

PowerClerk enabled Fortis Alberta to significantly reduce application processing time, by more than 80% (from 50-75 days down to 7-14 on average). FortisAlberta realized many benefits, such as fewer incomplete applications, and a reduction in average processing time from 40-60 minutes to 10 minutes. Automatically tracking projects, coordinating tasks and communicating status with stakeholders reduced errors while greatly relieving manual workload and stress for the Fortis team. FortisAlberta now completes interconnection requests end-to-end in as little as three months. FortisAlberta and the interconnection stakeholders have all benefitted from more efficient and manageable processes, with faster implementation, fewer delays and less frustration.



FORTIS ALBERTA

"We have reduced our average interconnection application timeline by more than 80%! With the ability to easily update our program as our needs evolve, we are ready to grow into the future as solar installations continue to grow in Alberta. The team is now more focused on processing applications and not spending their time responding to inquiries and this has drastically improved since implementing PowerClerk."

Rob Deschamps
Manager Key Accounts

Clean Power Research enables utilities to plan and optimize for the clean energy transformation.

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