CUSTOMER BRIEF: JEA®

Streamlining solar interconnection: How JEA leveraged PowerClerk® to resolve its backlog

PowerClerk speeds up project approval time for JEA's PV program

Challenge

JEA's energy programs team faced the challenge of manually processing an increasing number of solar interconnection applications. The slow and tedious process resulted in overflowing inboxes, incomplete applications and manual data entry errors. This led to a **9-week backlog of solar interconnection projects**, customer frustration, strained solar installer relationships and time-consuming project status inquiries. To alleviate these challenges and enhance operational efficiency, JEA sought an automated and streamlined solar interconnection solution.

Solution

JEA selected PowerClerk, the utility industry's leading program management software for DERs and beyond. PowerClerk's robust features quickly addressed JEA's solar interconnection backlog by ensuring complete and correct applications, and moving communications with customers and installers from chaotic inboxes to trackable actions tied to projects. Stakeholder communications were streamlined through automated notices, such as deadline alerts. Real-time project status tracking elevated transparency for installers and customers. PowerClerk's Single Sign-on (SSO) authentication exceeded secure login requirements, and the use of PowerClerk's eSignature feature enabled JEA to further speed up interconnection approval times while reducing administrative efforts.

Results

Using PowerClerk, the JEA team developed and launched a new, online solar interconnection application process **in less than 3 months,** with the following results:

- Resolved a 9-week project backlog within **just 2 weeks**
- Slashed application approval timelines by 70% (from weeks to days)
- Improved customer satisfaction and installer relationships

These successes led to JEA expanding its use of PowerClerk. Most recently, **JEA leveraged PowerClerk's flexibility to launch Commercial Electric Services** which includes fleet electrification and new-service delivery.

JEA

Created by the City of Jacksonville in Florida, JEA has been a community-owned utility since 1895. JEA proudly serves approximately 520,000 electric, 395,000 water, 315,000 sewer, and 27,000 reuse water customers. Their mission is to provide reliable services at the best value to their customers while ensuring their areas' precious natural resources are protected.

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