

Solar GMP Internal Process

- Contractor calls 888-835-4672 (call center) sometimes contractor will call the Field Engineer direct based on previous working relationship.
- Contractor gets asked what town they are constructing the solar project in and are transferred by CSR to the Field Engineer responsible for that town.
- Field Engineer gets definition of the project, explains Solar GMP participation requirements; (separate solar meter socket and service requirements) provide service and socket requirement sheets or provides GMP Web site address that will include all necessary steps and documents GMP requires for participation.
- Field Engineer instructs Contractor to call when service and socket is ready for inspection.
- Field Engineer receives call that the solar service is ready for inspection and meter install.
- Field Engineer verifies that the Customer has an approved CPG (net metering application) and has appropriate Customer Service Representative generate meter order for Solar GMP meter install. Order to include Contractor contact number for Meter Technician.
- Orders' printed to Meter Technicians for inspection and install of Solar Meter.
- If inspection OK Meter Tech installs Solar Meter and Order is returned to the Customer Service Representative for making the customer an active Solar GMP customer. If inspection fails Meter Technician calls contractor to discuss required fixes for compliance.
- Customer is now a Solar GMP customer.
- Contractor commissions solar system. This step may occur prior to Green Mountain Power's inspection and meter installation. (In Alteris' case system already commissioned GMP replaces temp meter so system is active immediately for customer when contractor is finished their install).