



Frequently Asked Question about PowerClerk

Q&A for Installers

1. Why did Eversource choose PowerClerk?

PowerClerk is the leading distributed generation tracking system in the industry. It provides many features not currently available in the existing system, making it easier to do business with us.

2. What benefits does PowerClerk have that will make it an improvement over what we use today?

- Allows applicants and customers access to our interactive, cloud-based system, 24/7.
- Automatic communications are sent out as required, helping you keep your projects on track.
- Easy to upload and review documents associated with your projects.

3. Why won't we be able to use either the new or PowerClerk between April 27 at 5 p.m. EST and May 2?

During this time, Eversource will be transferring data from the current system to PowerClerk and ensuring it will be available on May 2, 2018.

4. Are there any compatibility requirements for my computer?

PowerClerk is designed to work on all modern browsers (Chrome, Firefox, Edge, Internet Explorer) with the most up-to-date version as well as the "n-1" version (i.e., the second-most-recent version of each browser).

5. How will I access the new system? Do I need a user name and password?

Access to PowerClerk will be in the same location on Eversource.com:

<https://www.eversource.com/content/ct-c/about/about-us/doing-business-with-us/builders-contractors/interconnections/connecticut-application-to-connect>

We are replacing the current application with a direct link to PowerClerk. A one-time registration is required, including registering your e-mail address and password.

6. Can I have more than one user Name and password, since multiple people will work on the system?

All users are required to have individual login credentials (email/password).

7. What kind of training will be available? Will there be documents online for future reference?

You will receive a training document attached to the email that lets you know the system is ready to use. Training documentation (PowerPoint slides) will also be posted on the web for future reference.

PowerClerk FAQs, continued:

8. If I have a problem with PowerClerk, can I call Eversource?

If problems arise, you should email our Distributed Generation department at ctdg@eversource.com. We will reply to you within two business days.

9. Will other installers be able to access my current or past projects?

No, installers will have access only to their projects, which will be tied to the User ID (email address).

10. What do I do if a current or past project is missing from PowerClerk?

Please send an email to our Distributed Generation department at ctdg@eversource.com.

11. Can I access the attachments to my projects without logging into PowerClerk?

No. You must log in to PowerClerk because that is the secure environment where your documents are stored.

12. I use a tablet most of the time since I am seldom in my office. Can I access the new system using a tablet or smart phone?

The PowerClerk system is accessible only on a computer. It has not been warranted for mobile access by the vendor. Because of the large size of the application, there will not be a tablet/phone version.

13. Can I use the system to run reports on the status of my projects?

There is no applicant reporting capability. For questions regarding PowerClerk capabilities, please send an email to ctdg@eversourc.com.