

Connections Durations

Average duration is based on a typical job within the job type. These estimated durations do not include the duration of activities for National Grid to obtain specialized surveys and rights; for the Customer to complete their requirements to providing documents to National Grid, obtaining signed service agreements and the payment of CIAC, customer trench approval, private property tree trimming, municipal wiring inspection; and delays from emergency response events.

Job Type	Engineering	Design	Construction	Average Duration
Simple Residential Connection or Temp Service - OH/UG	n/a	1 week – 3 weeks	1 weeks – 3 weeks	2 weeks – 6 weeks
Complex Residential Service – Overhead/Underground	n/a	2 weeks – 5 weeks	7 weeks – 13 weeks	9 weeks – 18 weeks
Commercial Service - Overhead/Underground (<200kW)	n/a	2 weeks – 5 weeks	8 weeks – 14 weeks	10 weeks – 19 weeks
Step 0 Inquiries (>=200KW)	Up to 21 days			
Commercial Service - OH/UG (>=200kW)	3 weeks – 6 months ¹	1 week – 4 months	8 weeks – 14 weeks	15 weeks – 35 weeks
Residential and Commercial Developments	3 weeks – 6 months ¹	1 week – 4 months	8 weeks – 14 weeks	15 weeks – 35 weeks
Network Vaults	4 weeks – 6 months ^{1,2}	2 months – 6 months	8 weeks – 1 year ⁴	16 weeks – 2 years
Large Loads (requiring substantial transmission-line and/or substation infrastructure)	3 months – 1 year ³	3 months – 6 months	1 year – 2 years	1.5 years – 3.5 years

1. Triage requires 3 weeks of analysis. If an engineering study is then required, the expected duration may be up to six months. Engineering studies are required depending on available system capacity and requested loads.
2. Estimate typically encompasses an initial assessment include capacity reviews and manhole surveys. The customer is responsible for the initial vault engineering/design in accordance with National Grid standards.
3. Estimate assumes an engineering study is required. Duration is dependent on the amount of load requested, existing system capacity, and supply voltage.
4. Estimate represents the average duration for jobs where the customer is responsible for vault infrastructure installation. Durations for network services below 800 Amperes requiring a new general network vault installation can take up to 12 months, as the design and installation of the vault in public way is National Grid responsibility.