# aldenONE

Third Party Attacher &
Double Pole Process Training

# Table of Contents
## Connecticut Permit to Attach

# Connecticut Permit To Attach - Process Walkthrough

This document will by your step-by-step guide to the Connecticut Permit to Attach process.

Use CTRL+F to quickly locate topics on using your computer.

Creating a New Application

# Initiating a Permit to Attach Conversation



## page walkthrough

① The easiest first step of beginning a Permit to Attach Conversation is finding the pole or poles that need the Permitting Process. To look for the poles, click the "Poles on Map" tab, viewable from anywhere in the application. It will usually be just to the right of your home tab unless you change the order.

② If you do not see the "Poles on Map" tab, click into the Search bar and find it in your list of "Quick Searches." Re-pin it to your tabs by using the "Pin" icon so you will have it later.

③ An alternate way to start a "Connecticut Permit to Attach" conversation is to use the "Create New Conversation" button in the "Menu," but we recommend finding the poles first and creating a conversation that way.

**Attacher's Responsibility**

# Initiating a Permit to Attach Conversation



## page walkthrough

① The Search opens in a new tab.

② Your number of results is shown here (**2a**)**,** but if the results are more than 1,000, they will not all display on the map (**2b**).

③ Since searching for "Poles", make sure that only the "Pole" asset type is selected.

④ Different owning companies will be displayed in different colors. Some colors are specific to a company type, some are able to be changed. Click the circle here to change the color of the poles displayed.

⑤ Use the "Zoom to Loc" feature to zoom the map to a particular address, city, zip code, or state.

⑥ Click "GO!"

Attacher's Responsibility

**6**

# Initiating a Permit to Attach Conversation



## page walkthrough

① Now the results returned are under 1,000, so all the results are displayed on screen.

② Click the poles you would like to start the "Permit to Attach" conversation with. Click a selected pole to de-select it.

③ You can select a group of poles using the drawing tools here (**3a**). Click a shape tool, then click the map where you want to start drawing your shape. The rectangle tool was used to draw the shape in the middle of the screen. The selected poles are in yellow (**3b**).

④ To view more information about the selected poles, open this tray at the bottom of the screen.

⑤ Create a conversation with the selected poles by using this button here.

⑥ Clear all the poles selected with this button.

## Attacher's Responsibility

# Initiating a Permit to Attach Conversation

① Create a conversation with the selected poles by using this button here.

② Click "View All" to expand the tray and get more details about the selected poles.

③ View basic information about each pole here.

④ View more detailed information about a pole by opening it here.

⑤ Remove a pole from the selection by clicking the "x" here at the top right of a card.

⑥ Clear all the selected poles with this button.

Attacher's Responsibility

# Initiating a Permit to Attach Conversation
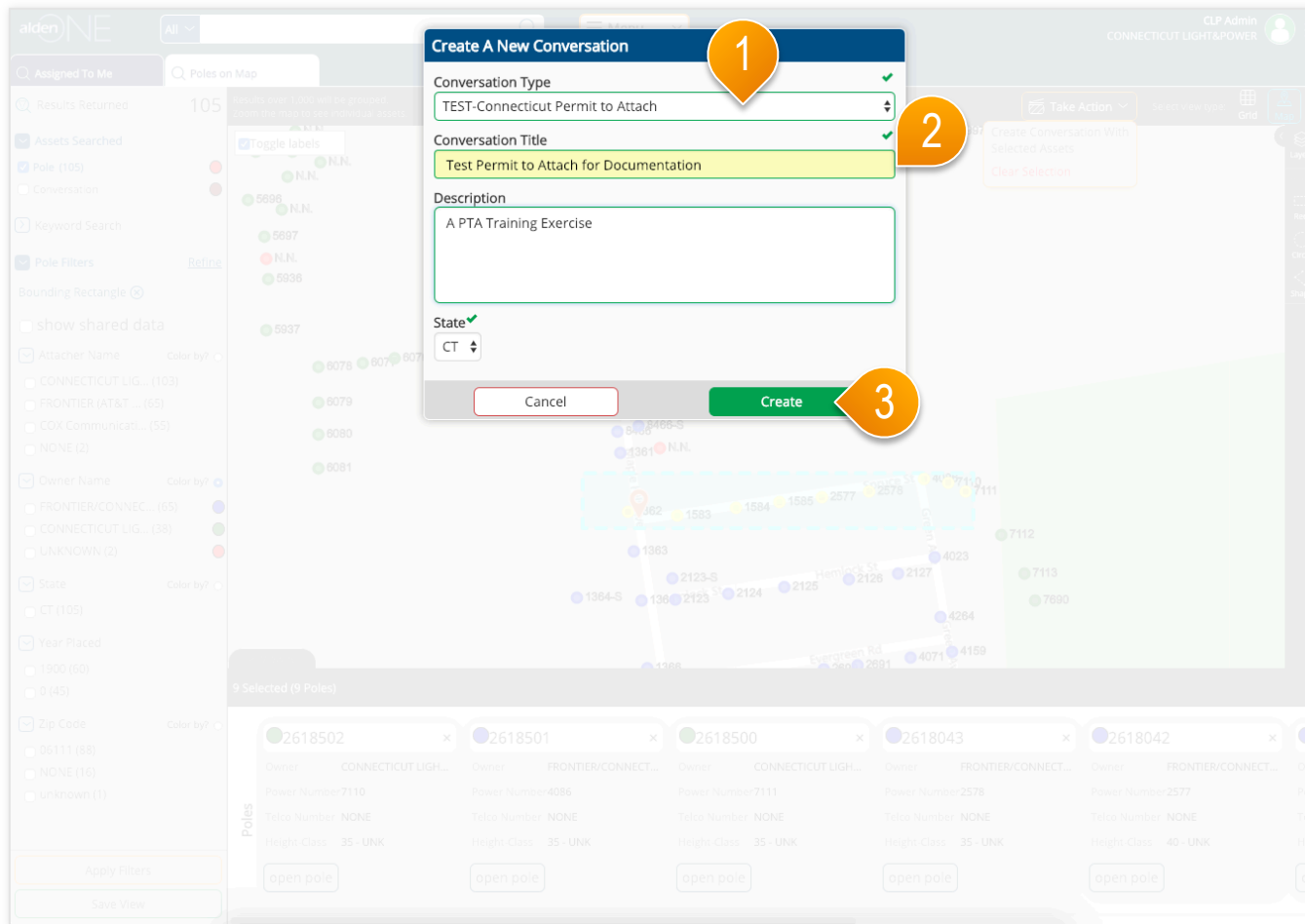


## page walkthrough

① Select the Conversation type "Connecticut Permit to Attach."

② Fill in the required fields and add a "Description," if appropriate.

③ Click "Create."

**Attacher's Responsibility**

# Initiating a Permit to Attach Conversation
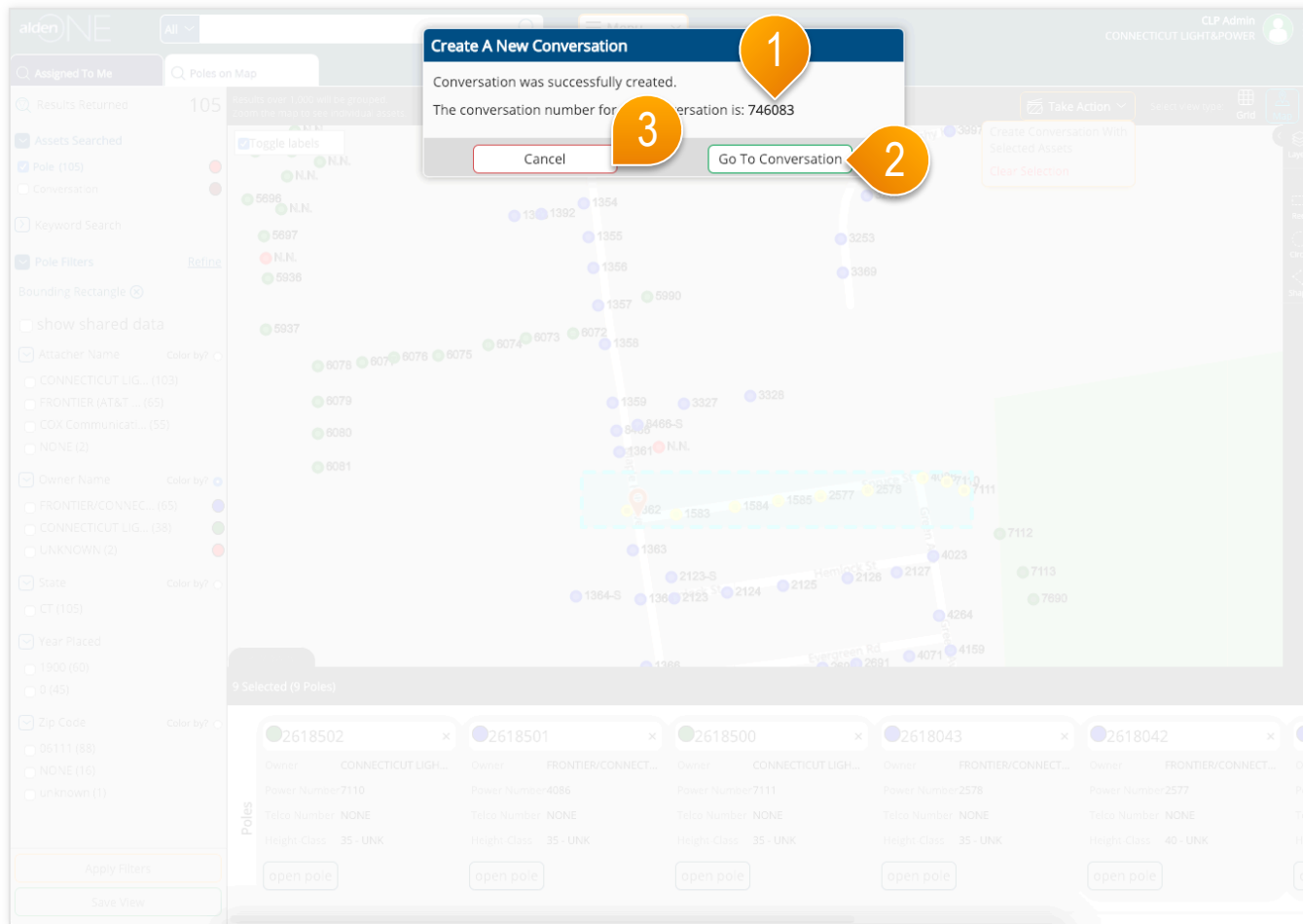
## Attacher's Responsibility

## page walkthrough

① The conversation will be given a unique ID number for you. This will also show up on your home screen under the "Initiated By Me" button or on the dashboard by selecting "Initiated by me" on the dropdown.

② If you would like to view this new conversation, click "Go to conversation."

③ If you don't want to see the conversation, click this "Cancel" to close this tab. **This will NOT cancel your conversation.**

# alden ONE

## Permit to Attach Conversation –
## Created: First Steps

**Attacher's Responsibility**

11

# Permit to Attach Conversation –
## Created: Adding Assets

① Once all the required fields in the "Header" section are filled and saved, click the "Assets" tab.

② To add proposed attachments, select all poles one by one in the grid or use the dropdown menu to "Select all."

③ Once selected, use the "Take Action" menu to "Add proposed attachments."

④ On the next page, you can see how to do this on the map view instead of the grid view.
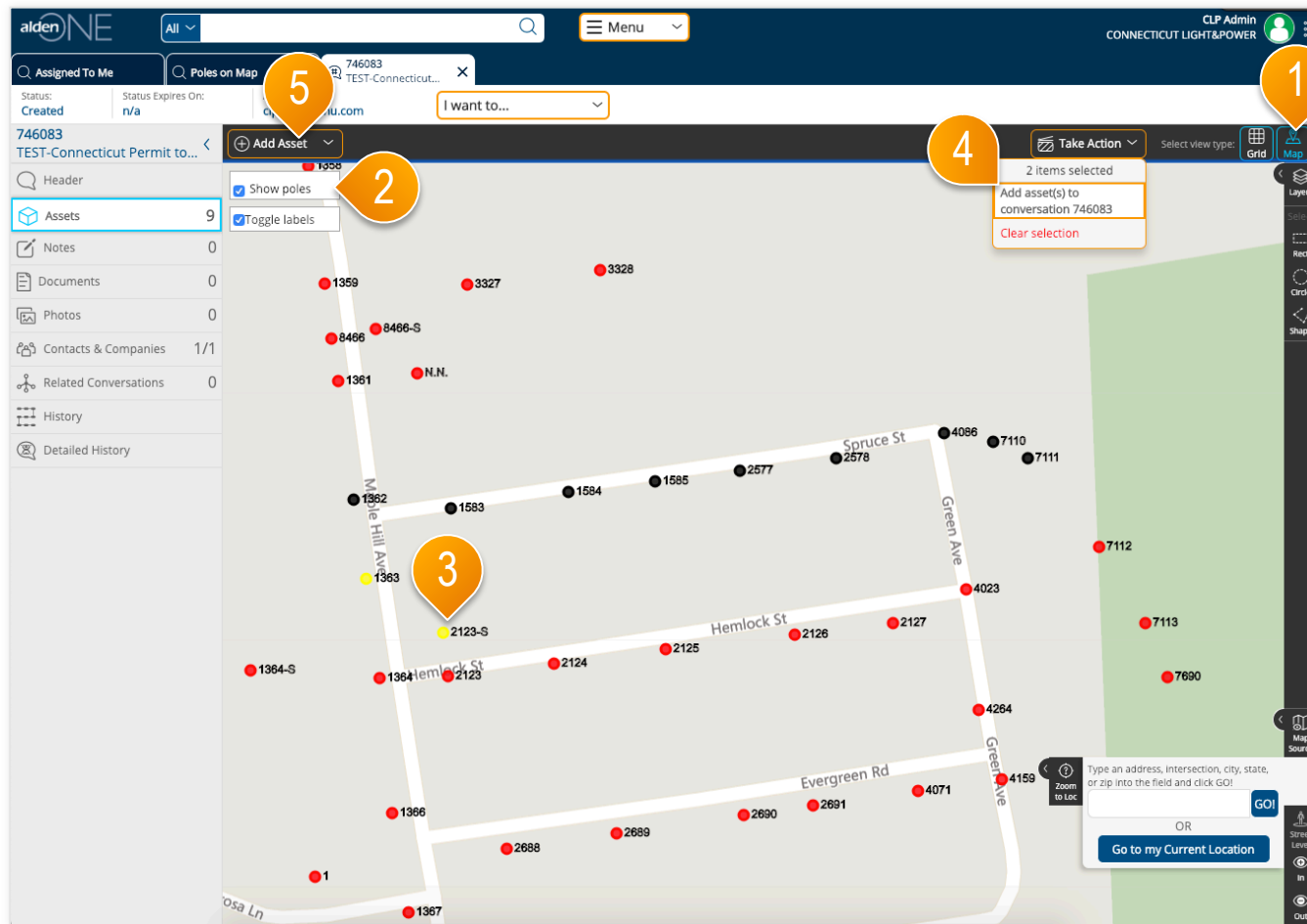
## Attacher's Responsibility

## page walkthrough

① To add more assets (already in Alden One) to the conversation, make sure you are on the Map view.

② Click the "Show poles" checkbox to view poles in the area. See the next slide for adding nearby poles to this conversation.

③ Select more poles by clicking on the ones that need to be added to this conversation.

④ Add the selected poles to the conversation here.

⑤ If you know a pole exists but cannot see it on the map of available poles after clicking "Show Poles," **you can add poles that are NOT in Alden One®,** by clicking the "Add asset" dropdown here and follow the steps on screen. See the next screen for more information.
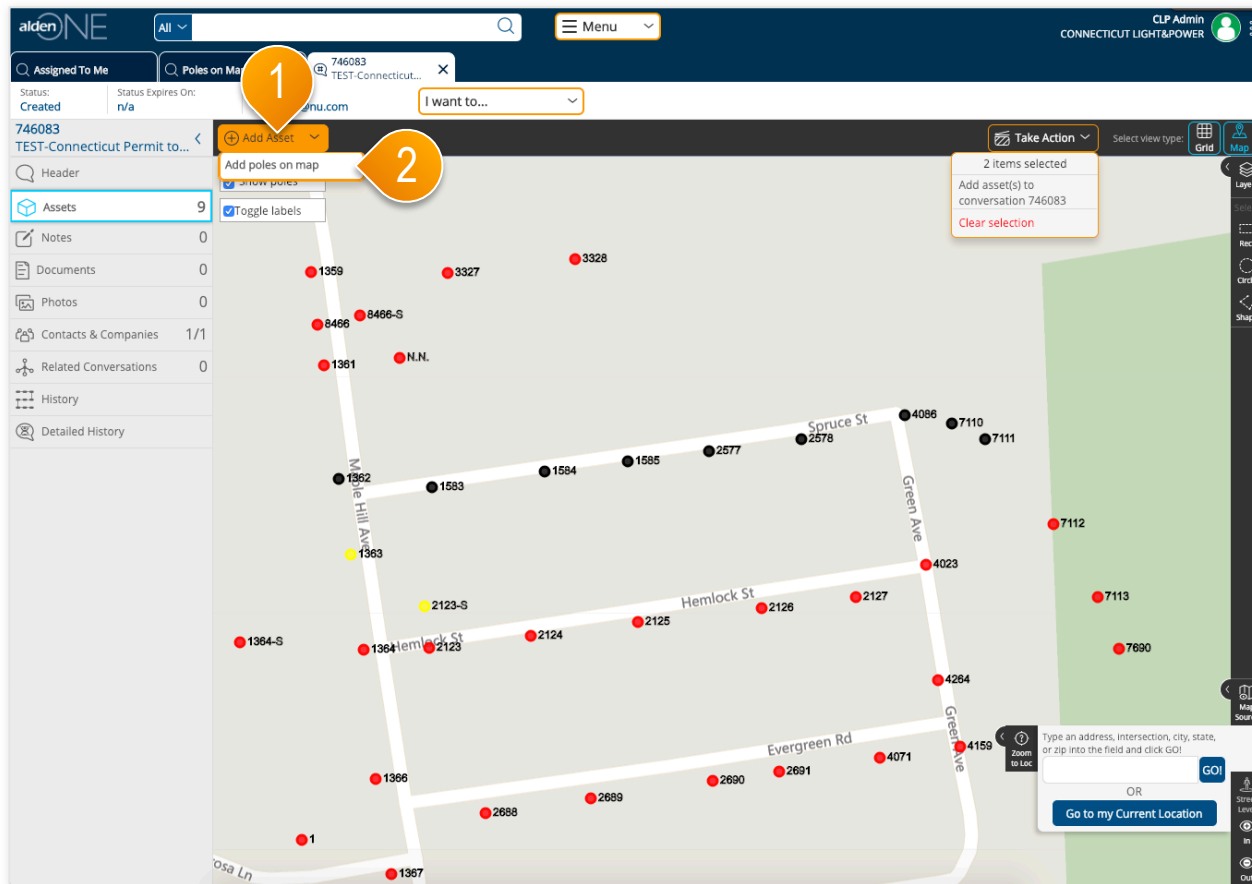
**Attacher's Responsibility**

① To add an asset in the field that exists but is not shown currently shown in Alden One, you can add it using the "Add Asset" dropdown here.

② Click "Add Pole on Map."

Attacher's Responsibility

# Permit to Attach Conversation –
## Created: Adding Poles Not Already on the Map
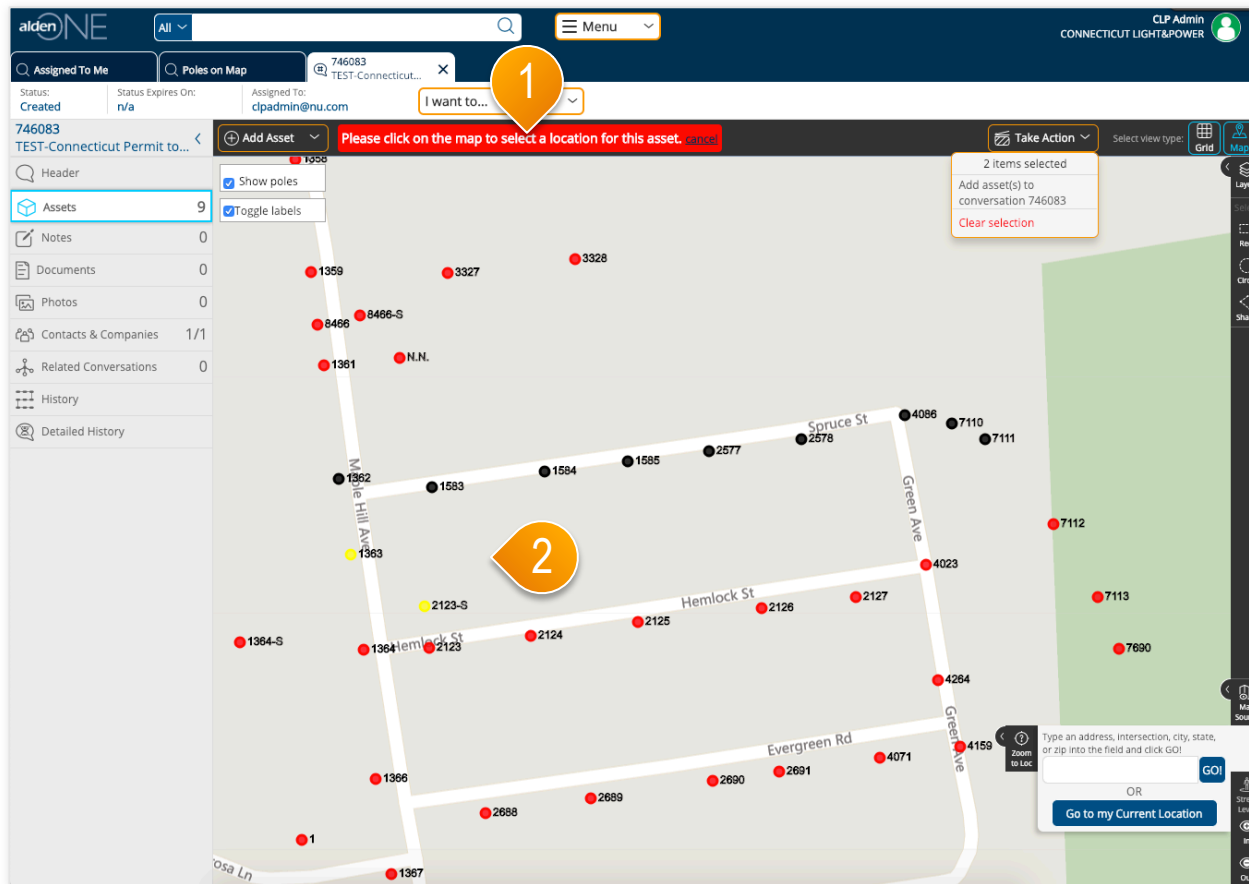
① A prompt will be displayed that will tell you to click anywhere on the map to drop the pole.

② Click the place on the map where the pole should be marked.

**Attacher's Responsibility**

**15**

## page walkthrough

① A dialog box will appear. Fill in the required fields and any other fields you have the information for.

② Click "Save." The pole is now added to the conversation.

**NOTE:** If you have already added your proposed attachments to the other poles on this conversation, make sure you add you proposed attachments to this pole as well. Follow the steps in the "Adding a Proposed Attachment" walkthrough.

**Attacher's Responsibility**

**16**

# Permit to Attach Conversation –
## Created: Adding Proposed Attachments
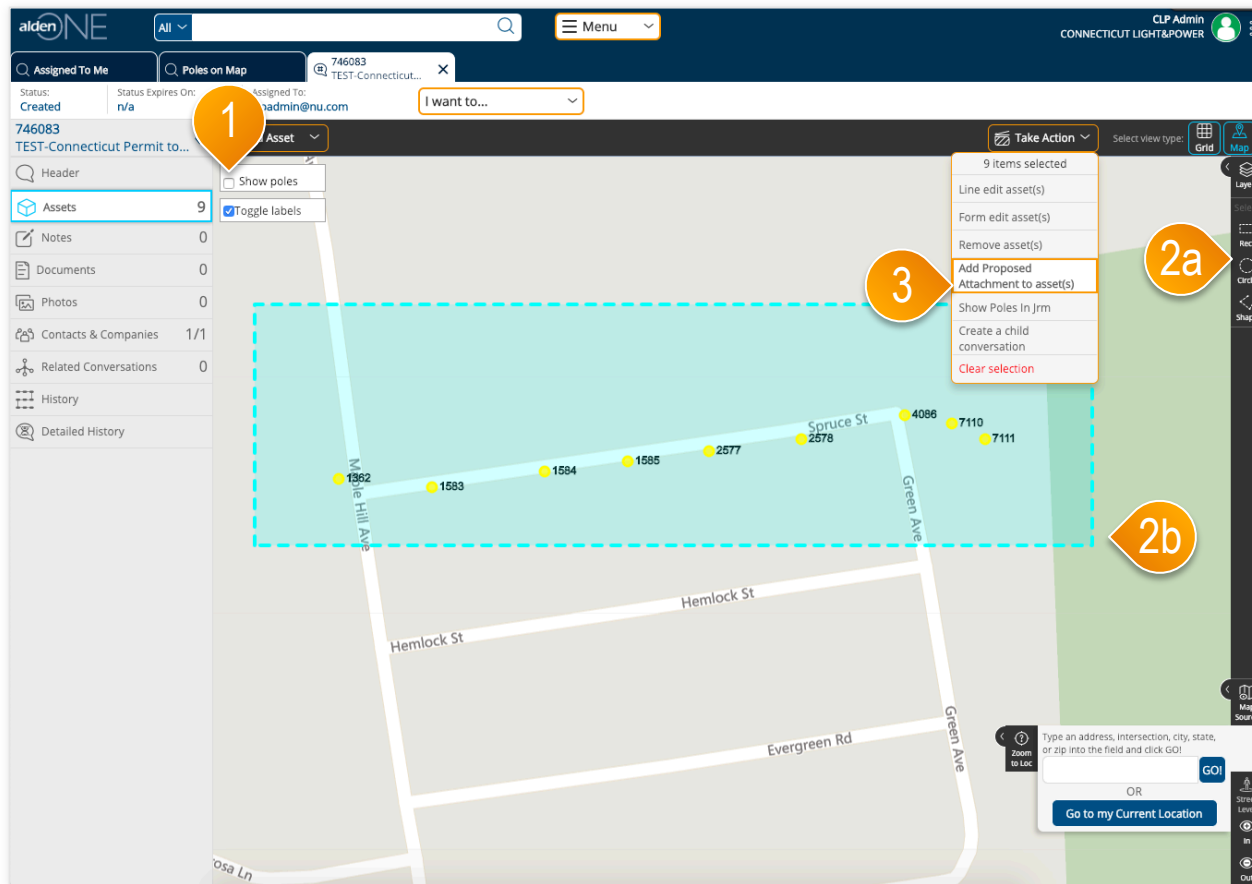
## page walkthrough

① Turn off other poles by unchecking "Show poles."

② Select all the poles on the conversation by choosing the draw tool (**2a**), then drawing a shape around them (**2b**).

③ Click "Add proposed attachments."

**17**

# Permit to Attach Conversation –
## Created: Adding Proposed Attachments
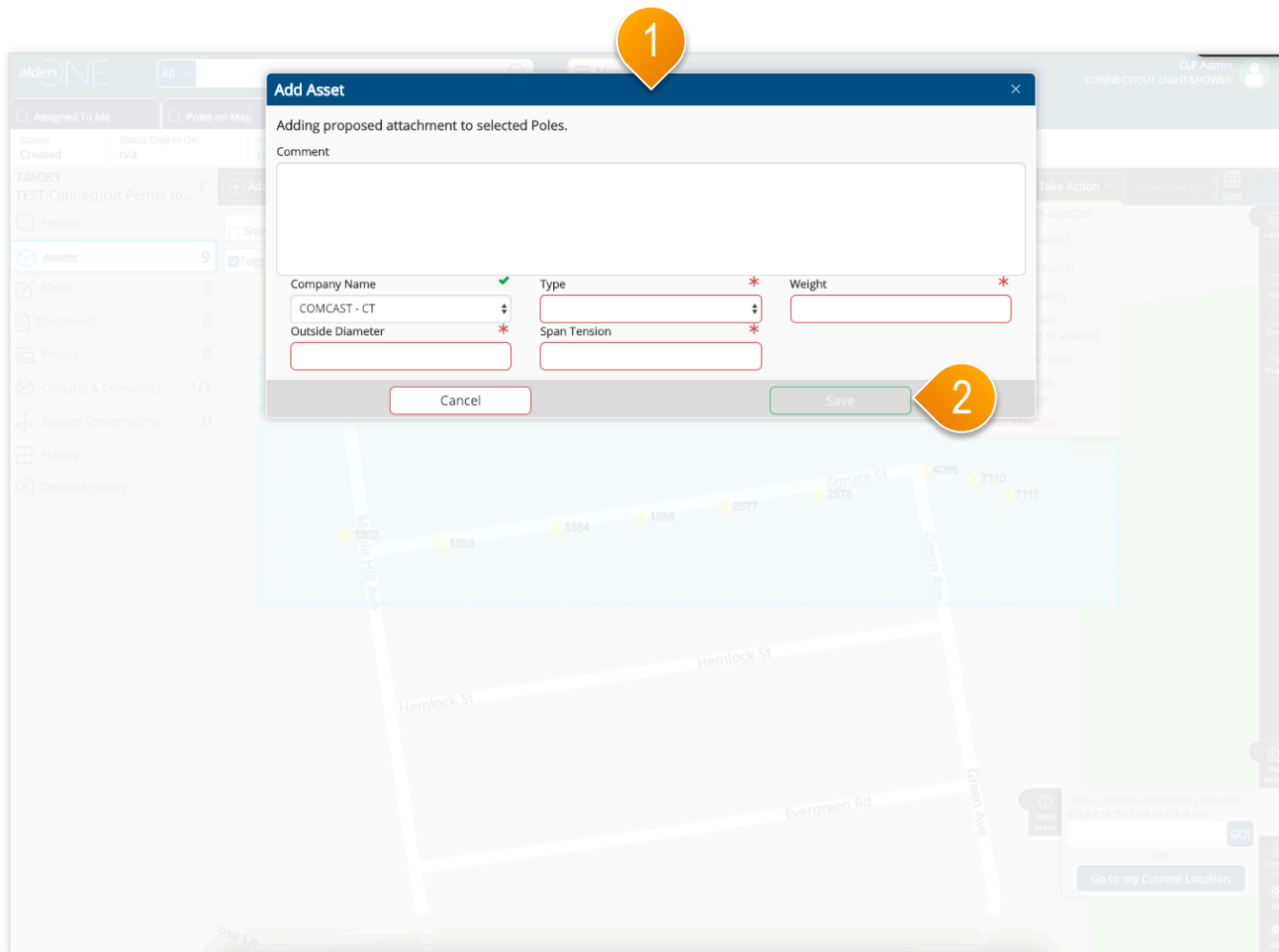
**page walkthrough**

① Fill in all required fields to be able to save the changes.

② Once the required fields are filled, click "Save."

**Attacher's Responsibility**

# Permit to Attach Conversation –
## Created: Adding Proposed Attachments

① In the grid view of the Assets tab, click the expand button next to each pole to view the proposed attachment(s).

② Under each of the poles on this conversation, there is now a proposed attachment.

**Attacher's Responsibility**

19

# Permit to Attach Conversation –
## Created: Adding Documents
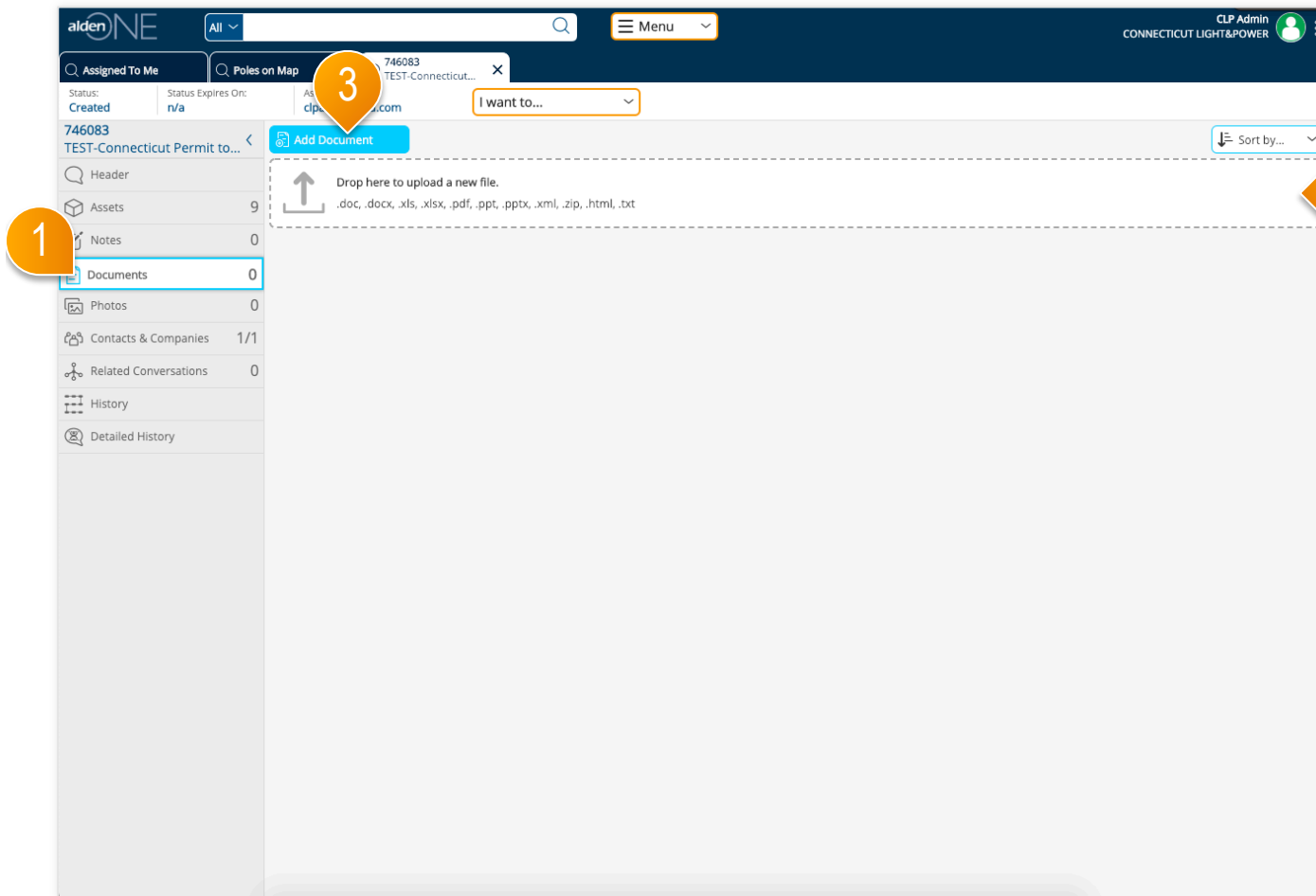
### page walkthrough

① In your Permit to Attach conversations, there will be documentation that you are required by the owning company to upload. To upload a document to any conversation, go to the Documents tab by either clicking the tab or scrolling through the conversation.

② To add a document, drag one from your desktop or search window into the dotted drop area here.

③ Alternatively, you can click "Add Document" to search for the document on your computer or device.

*Please see Appendix for samples of required documents.*

**Attacher's Responsibility**

**20**

# Permit to Attach Conversation –
## Created: Changing the Status

① The proposed attachments can be viewed under the Assets tab below the Poles.

② Now that the proposed attachments are added, the Conversation state can be changed and sent to the SPA Team.

③ Click the "I want to..." button and select "Change the Status and/or assignment" here to move the conversation forward.

④ You can also click in the status bar to bring up the change status dialog.

**Attacher's Responsibility**
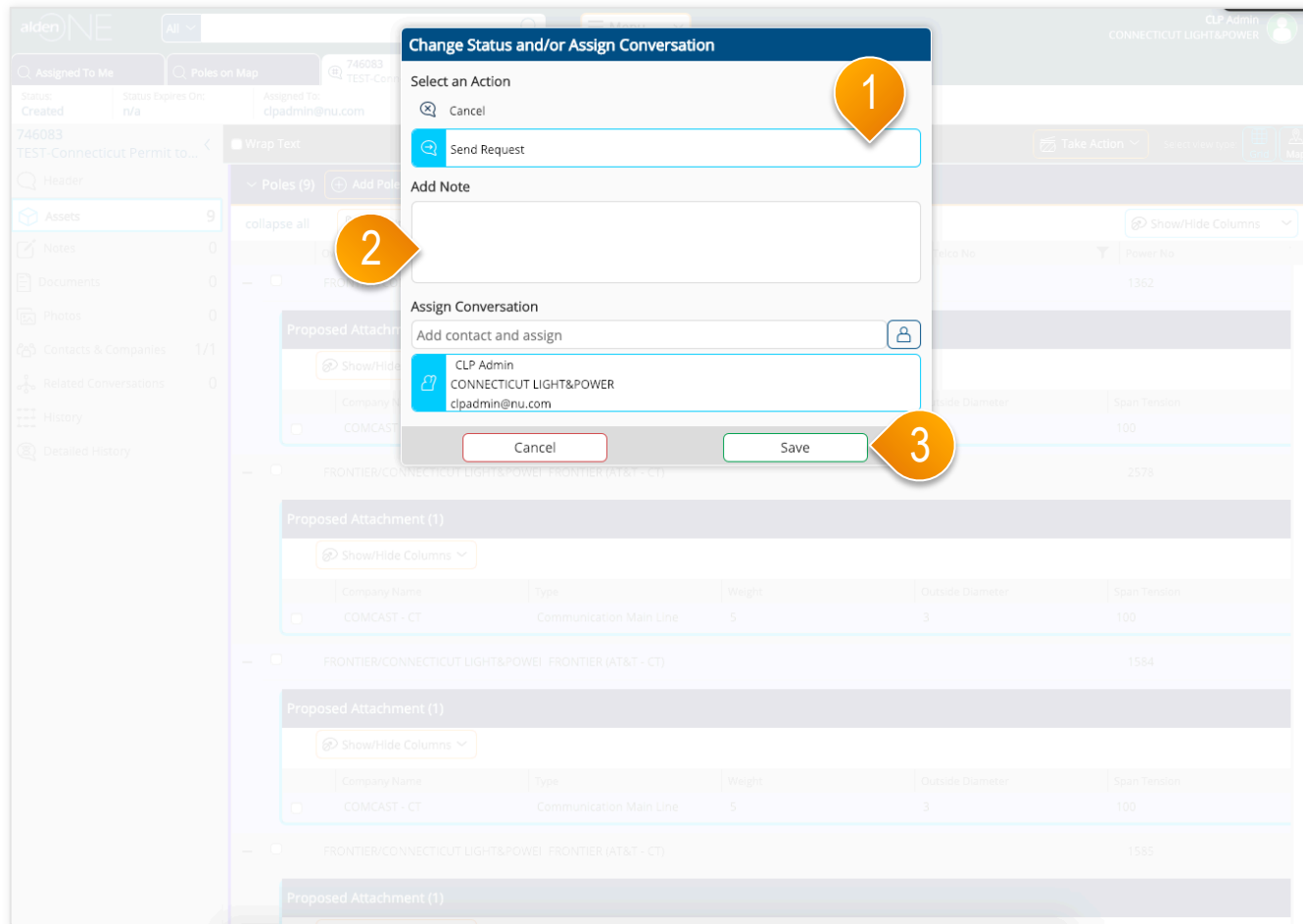
## page walkthrough

① Click "Send Request."

② Add a note, if you wish. This step is not required but can be helpful if you need to add additional information for the pole owner. It will be saved in the Notes section of the conversation.

③ Click "Save" to submit the application.

**Attacher's Responsibility**

22

# Permit to Attach Conversation –
## Sent: Finding Contacts



## page walkthrough

① The conversation Status is now "Sent", a new Status Expires date and time are shown, and the conversation is assigned to the Single Pole Administrator (SPA) Team's point of contact.

② The SPA Team's admins are also added to the conversation automatically and are found in the "Contacts and Companies" section of the conversation.

③ Email addresses are available for all Alden One® users if you need to contact them directly.

④ In the "History" section, view the last state change of the conversation here.

⑤ **Note:** After the Application is Sent, you will no longer be able to add other poles to the conversation. However, if you need to add a pole or poles, you can notify the SPA Team, using the "Send Email" feature in the "I want to..." menu., to assist you.

Attacher ➔ SPA Team

23

## page walkthrough

① After selecting "Send Email" from the conversation, select at least one person to email by marking the checkbox.

② If the person you want to email is not listed, you can add a contact by typing in their name or email address.

③ Type your message in this box.

④ You can add entities, notes, files and/or photos associated with this conversation.

⑤ Click "Send Email" to transmit your message.

Note: a private copy of the message will be added to the "Notes" section of the conversation.

Attacher ⇔ SPA Team

# Permit to Attach Conversation –
## Send Email

## page walkthrough

① Select the Notes tab to view a copy of the message sent.

② The Note is automatically marked private and can only be viewed by the email sender and recipients.

③ You can make the note public by clicking "edit" on the note

④ Selecting the *eye*-con for "Public" or

⑤ You can select specific contacts or companies to share with.

⑥ Select "Save" to save your changes.

# Permit to Attach Conversation –
## Adding a Pole to The Application After It Has Been Sent

**SPA Team's Responsibility**

## page walkthrough

① Sometimes the Attacher may not have added every pole to the conversation before sending and may request a new pole to be added. Only the SPA Team can perform this action after a Permit to Attach is Sent. To do this, go to the Assets Tab.

② Switch to Map View here.

# Permit to Attach Conversation –
## Adding a Pole to The Application After It Has Been Sent

### page walkthrough

① Toggle on "Show Poles."

② Select the pole(s) you wish to add.

③ Click "Add Assets to Conversation."

④ Now that the poles have been added, you may inform the Attacher by using the "Send Email" button here.

**SPA Team's Responsibility**

# New Application Review

# Permit to Attach Conversation –
## Sent: Acknowledging an Application



## page walkthrough

① To move the conversation forward (or back to the applicant for more information) click the "I want to..." dropdown here and select "Change Status."

## page walkthrough

① **If everything on the conversation is in order**, the SPA Team will "Acknowledge" the Permit to Attach Request. This will move the application into queue to be reviewed for accuracy and verification that required documents have been uploaded.

② Add a note for additional information, if desired.

③ Click "Save" to save your changes.

**SPA Team's Responsibility**

# Permit to Attach Conversation –
## Sent: Application Review



## page walkthrough

① The application has been acknowledged and must now be reviewed.

② Once reviewed, the SPA Team will either confirm or deny the application. To do this, the SPA Team will click the "I want to..." button to change the status.

**SPA Team's Responsibility**

## page walkthrough

① If the review is complete and there are no issues with the application, the SPA Team will select "Application Review Complete."

② **If something needs to be changed** by the Attacher, the Owner can return the conversation to the Attacher here. If this option is selected, a note must be added as well.

③ Unless required by choosing "Return to Applicant," adding a note is optional. You may add a note for additional information, if desired.

④ Click "Save" to save your changes.

⑤ **Note:** Once submitted, two documents are generated and uploaded to the documents in the conversation for the Attacher to complete:

- Exhibit A: a structure access request; and The Application Fee Payment form.

- Exhibit B: the pole list with proposed attachment information.

An email will be sent out to all parties involved with the documents and confirming the application was received (planned for July 2018).

## SPA Team's Responsibility

**Attacher's Responsibility**

## page walkthrough

① The only reason a Permit to Attach conversation would be in this status is if an owner needed additional information from the Attacher. Look in the Notes section to see what additional information is needed.

② Make the appropriate changes.

③ Click the "I want to…" button and select "Change the Status and/or assignment" here to move the conversation forward.

![alden ONE logo]

# Permit to Attach Conversation –
## Additional Information Needed: Changing the Status
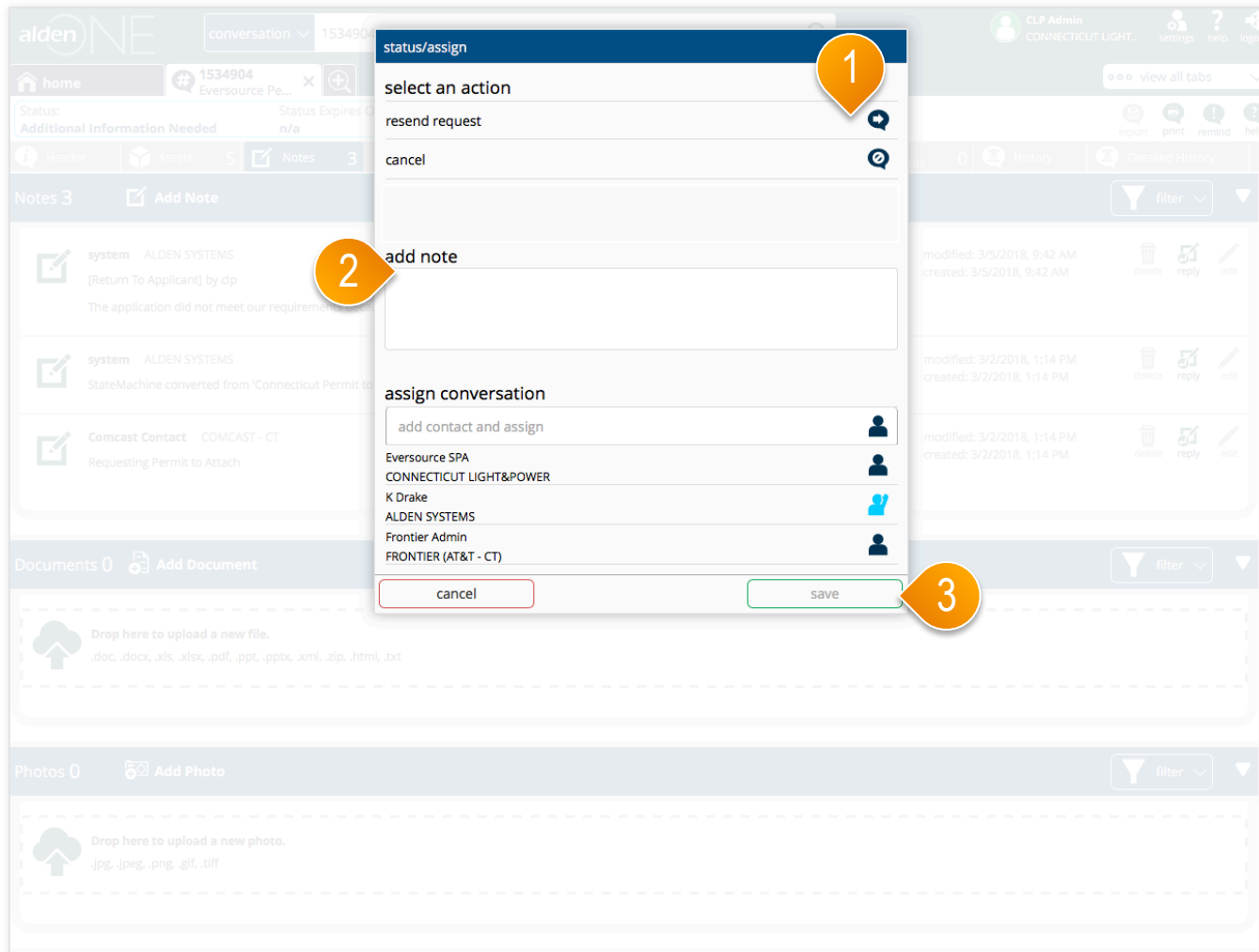
### page walkthrough

① Click "Resend Request."

② Add a note, if you wish. This step is not required but can be helpful if you need to add additional information for the pole owner.

③ Click "Save" here to move the conversation forward. This will send the conversation back into the "Sent" status. The owner will review the application.

**Attacher's Responsibility**

34

# Permit to Attach Conversation –
## Awaiting Application Fee: What do I do now?
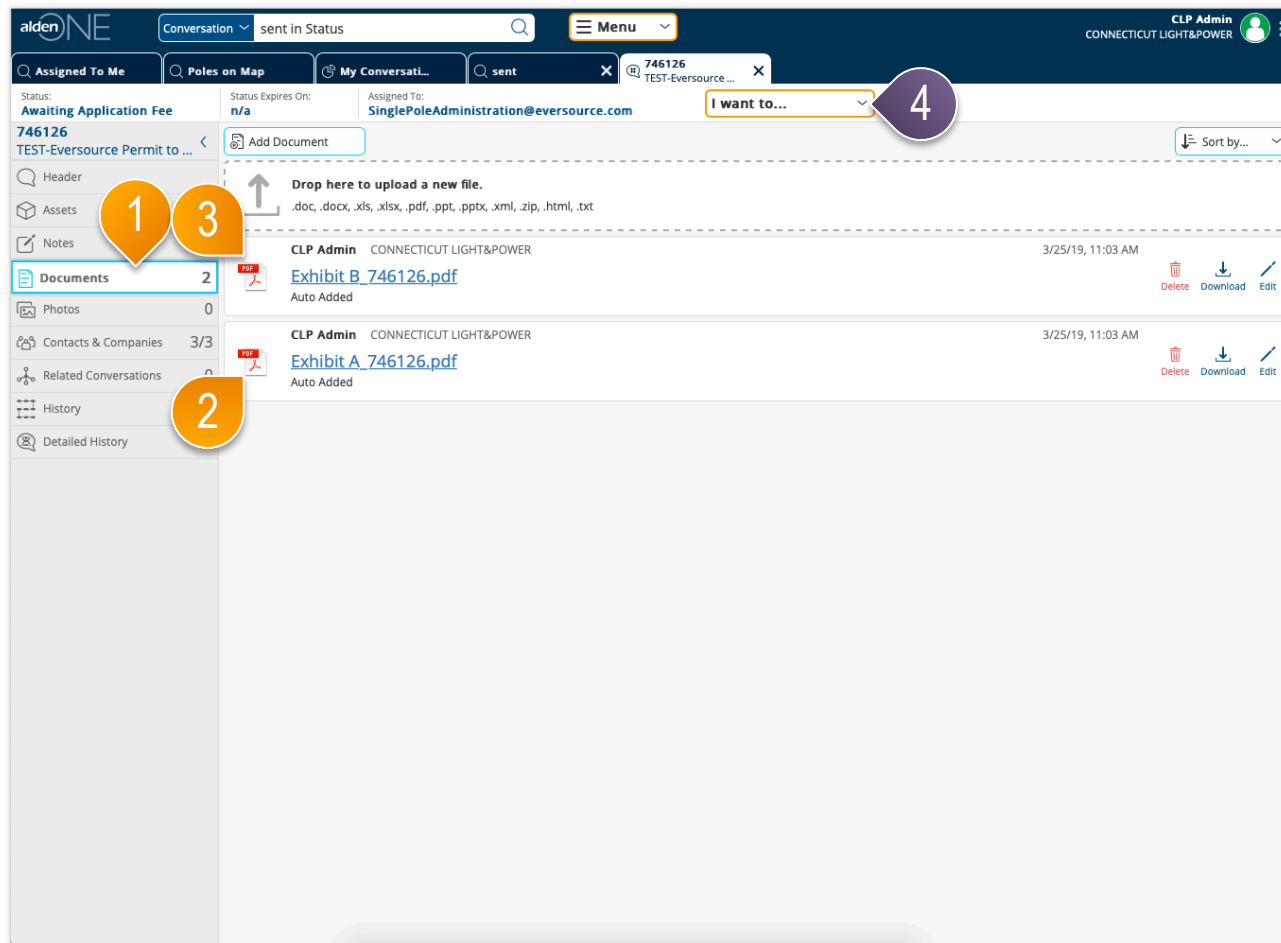
① **The application fee is required before further work can be performed. See the Documents section for the appropriate documents to fill out and return.** Starting in July 2018, you will also receive an email with these documents in them to the email address registered to your Alden One login account.

② Document "Exhibit A" is the detailed charges for the Application Fee. Also in this document is the information for where to send your payments. A copy of the "Exhibit A" must be included with your payment.

③ Document "Exhibit B" is an overview of the poles on the conversation and the attachments being requested.

④ Once payment is received, the SPA Team confirms the payment has been made by moving the conversation to "Survey" status.

**Attacher's Responsibility**

**SPA Team's Responsibility**

**35**
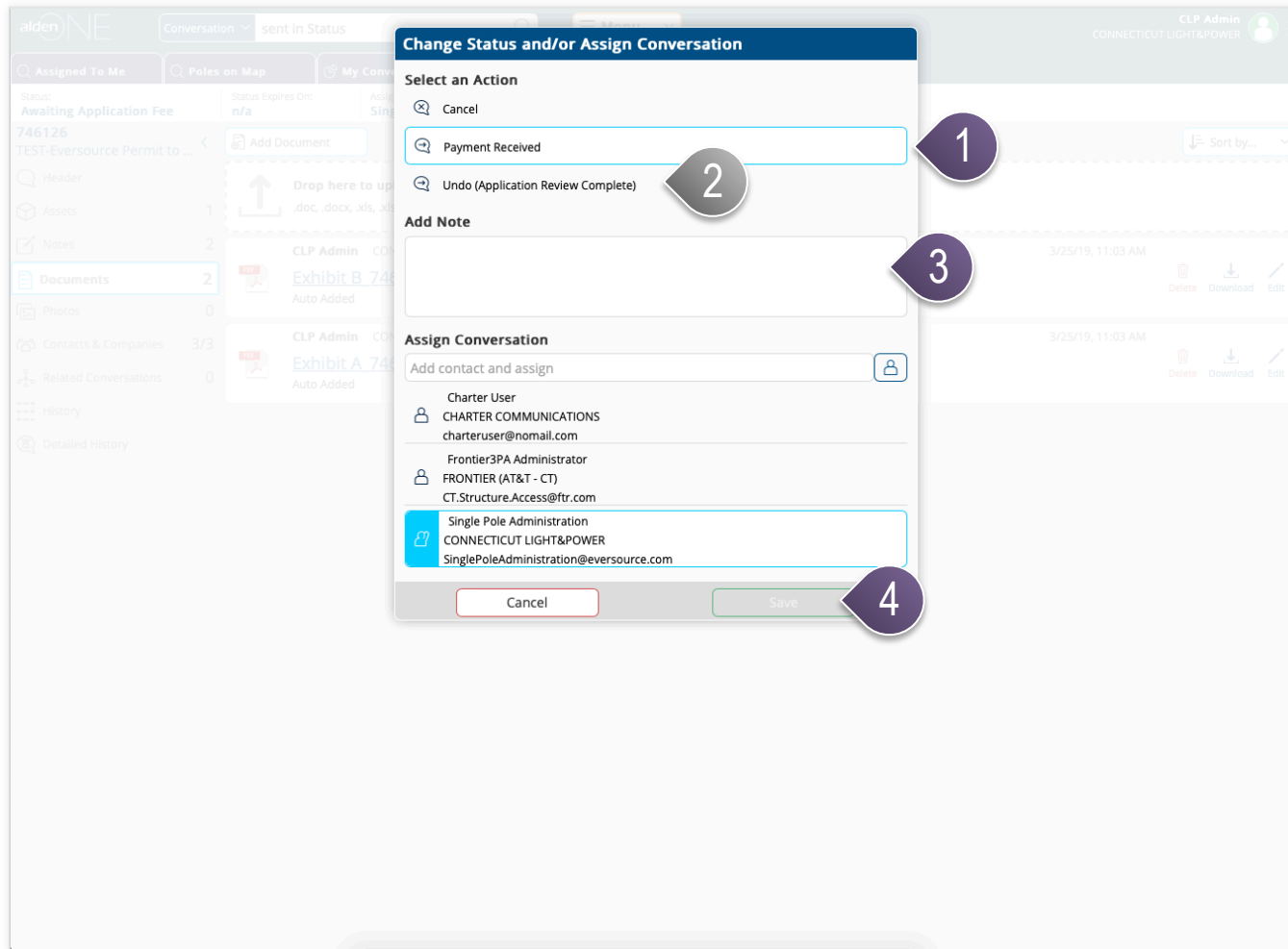
## page walkthrough

① **If the Application fee has been paid**, the SPA Team will choose "Payment Received."

② **If something needs to be changed** by the Attacher, the SPA Team can return the conversation to the Attacher here.

③ Add a note for additional information, if desired.

④ Click "Save" to save your changes.

**SPA Team's Responsibility**

36

# Engineering

## page walkthrough

① When the SPA Team acknowledges that payment has been received in Alden One, the Conversation moves to the Status of "Survey."

② Two child conversations are created: **Power Survey** and **Telecom Survey**. To view these, go to the "Related Conversations" area of the conversation. For help on the Power Survey and Telecom Survey conversations, view those documents in the Alden One® Training Center.

③ Click on the links here to go to the Survey conversations.

④ Each Survey conversation is auto-assigned to the appropriate person to take the next action.

⑤ No further work can be done on this parent conversation until both Survey conversations reach "Completed" status.

⑥ If this Survey goes into "Overdue" status and the work is not completed, **you can request a temporary attachment after 85 days**. For more on this process, view the slide titled "Requesting Temporary Attachments" on page 68.

**Attacher's Responsibility**

**SPA Team's Responsibility**

## page walkthrough

① When both child conversations (Power Survey and Telecom Survey) reach their SPA Review statuses, it moves the parent conversation to "Review" status.

② From here, there is still nothing that can be done on this conversation until the Power Survey and Telecom Survey reach "Complete" or "Cancel" status.

③ The SPA Team is responsible for finishing these survey conversations. Click on the conversation number here to open the conversation.

Attacher's Responsibility

SPA Team's Responsibility

**39**

① Once **Power Survey** and **Telecom Survey** are completed, come back to the parent "Permit to Attach" conversation.

② The Status has changed to "Survey Complete".

③ Click "I want to…" and select "Change Status" to move the conversation forward.

SPA Team's Responsibility

## page walkthrough

① Choose "Attachment Approved" to send the conversation to "Ready to Attach" status. Once the attachment is approved, the assets are exported to JRM and Alden One will advance the conversation. Emails will also be sent to the attacher to inform them of the "Ready to Attach" status.

② If Make-Ready is required and is billable, select this to send the conversation into "Billable Make-Ready Review." Whether or not a conversation requires Make-Ready is dependent upon the Power and Telecom Surveys.

③ If Make-Ready is required and is non-billable, select this to send the conversation to "Requires Make Ready." Whether or not a conversation requires Make-Ready is dependent upon the Power and Telecom Surveys.

④ If the attachment is denied, a note is required to inform the attacher, and will send the conversation to a status of "Attachment Denied." **Note: A reason for the attachment denial must be given in the Header section of the conversation, under "Additional Information."**

⑤ To place the attachments on hold, select this to send the conversation to a status of "Make-Ready On Hold."

⑥ Click "Save" to advance the conversation.

**41**

**SPA Team's Responsibility**

# Billable Make-Ready

# Permit to Attach Conversation –
## Billable Make-Ready Review: What do I do now?

**SPA Team's Responsibility**

# Permit to Attach Conversation –
## Billable Make-Ready Review: What do I do now?

① When the review is complete, the SPA Team selects "Make-Ready Review Complete."

② Click save to advance the conversation.

**SPA Team's Responsibility**

44

# Permit to Attach Conversation –
## Awaiting MR Payment: What do I do now?

### page walkthrough

① The conversation is in the "Awaiting MR Payment" status.

② From here, nothing can be done on this conversation until the Invoice conversation is completed, **unless there is no Make-Ready payment required**. If no payment is required, change the status of the conversation to "Payment Not Required."

③ Click on the "Related Conversations" tab.

④ Click on the Invoice conversation to open it.

**Attacher's Responsibility**

**SPA Team's Responsibility**

45

## page walkthrough

① The Invoice Conversation is created from the Parent conversation of a Permit To Attach when billable Make-Ready work is required.

② Either the Attacher or Pole Owner can move this conversation forward based on the status of the payment. **If the payment has been sent by the Attacher**, they can mark it as such by changing the status. **If the payment has been received**, the Pole Owner can mark it as such by changing the status.

| Attacher's Responsibility | Pole Owner's Responsibility |
|---|---|

## page walkthrough

① If the payment has been sent by the attacher, they can mark it as sent here. An email will be sent to the Pole Owner for them to acknowledge when payment has been received.

② If an attacher skips this step and sends the payment without marking it as "Sent" in Alden One, the Pole Owner can still acknowledge their receipt of the payment and move the conversation forward here.

③ Click save to move the conversation forward.

**Attacher's Responsibility**

**Pole Owner's Responsibility**

## page walkthrough

① Once payment is sent by the attacher and received by the Pole Owner, the Pole Owner must mark the payment as being received in Alden One. Do this by changing the status here.

## Pole Owner's Responsibility

# alden ONE

## page walkthrough

① The Pole Owner must mark "Payment Received."

② Click save to move the conversation forward.



**Pole Owner's Responsibility**

**49**

① Now that the conversation is Complete, the Parent conversation will have been automatically updated to "Make-Ready Payments Received" (provided ALL Invoice conversations are in the "Complete" status).

② Click on the parent conversation to return to the Permit to Attach Conversation.

**Pole Owner's Responsibility**

## page walkthrough

① The related Invoice Conversation is now Complete and the Permit to Attach conversation has auto-advanced to this status of "Make-Ready Payments Received."

② Use the "I want to..." button and select "Change Status" to advance the conversation further.



**SPA Team's Responsibility**

## page walkthrough

① When the payments are received, the SPA Team selects "Start Construction."

② Click save to advance the conversation.

**SPA Team's Responsibility**

# Construction

alden ONE



**① ③ ② ④** (numbered callouts on screenshot)

Screenshot content:

Conversation | "Pole Construction"

Menu

**CLP Admin**
CONNECTICUT LIGHT&POWER

"pole construction" in **assigned to**
"pole construction" in **companies**
"pole construction" in **contact**
"pole construction" in **status**
"pole construction" in **title**
"pole construction" in **type**

Assigned To Me | Poles on Ma... | "Pole Construc...

Results Returned 53315

Take Action | Select view type: Grid | Map

Assets Searched
- Pole
- ✓ Conversation (53315)
- Invoice

Export to Excel | Show/Hide Columns

Keyword Search

✓ Conversation Filters  Refine

contains "Pole Const..." ⊗

| Conversation # | Title | Type | Last Update | Initiated By | Status |
|---|---|---|---|---|---|
| 746134 | Telco REPLACE Pole 486 | TEST-Pole Construction | 3/25/2019 | clpadmin@nu.com | Awaiting Pole Set |
| | Communications MAKE-READY Pol | TEST-Pole Construction | 3/25/2019 | clpadmin@nu.com | Make-Ready In Pro |
| | Test create new WO | TEST-Pole Construction | 3/15/2019 | eswms@nomail.com | Pole Set Overdue |
| 735969 | Test create new WO | TEST-Pole Construction | 3/15/2019 | eswms@nomail.com | Pole Set Overdue |
| 735962 | Test exclude permit applications | TEST-Pole Construction | 3/15/2019 | eswms@nomail.com | Pole Set Overdue |
| 735964 | Test exclude permit applications | TEST-Pole Construction | 3/15/2019 | eswms@nomail.com | Pole Set Overdue |
| 469835 | Pole 154 | TEST-Pole Construction | 3/13/2019 | mark.bovat@eversource.com | Transfer Overdue-F |
| 518646 | Eversource priority reject P-3593 | TEST-Pole Construction | 3/13/2019 | kevin.obrien@eversource.com | Transfer In Progres |
| 735762 | DP Winchester - Ex:#4 | TEST-Pole Construction | 3/11/2019 | valarie.grenier@eversource.com | Transfer Overdue-F |
| 735765 | Out of Sequence Work | TEST-Pole Construction | 3/11/2019 | valarie.grenier@eversource.com | Transfer Overdue |
| 735759 | DP Berlin Tpke Test 10/18 | TEST-Pole Construction | 3/11/2019 | valarie.grenier@eversource.com | Transfer Overdue |
| 735764 | central ave | TEST-Pole Construction | 3/11/2019 | valarie.grenier@eversource.com | Transfer Overdue-F |
| 735763 | 1) Prior Attacher Not Transferred | TEST-Pole Construction | 3/11/2019 | valarie.grenier@eversource.com | Transfer Overdue |
| 658479 | 3) Communications MAKE-READY [ | TEST-Pole Construction | 3/11/2019 | jen.cawvey@pvc2.com | Make-Ready Overd |
| 660438 | 2) Communications MAKE-READY 2 | TEST-Pole Construction | 3/11/2019 | tammy.wright@pvc2.com | Make-Ready Overd |
| 735866 | Test create new WO | TEST-Pole Construction | 3/9/2019 | eswms@nomail.com | Pole Set Overdue |
| 735865 | Test create new WO | TEST-Pole Construction | 3/9/2019 | eswms@nomail.com | Pole Set Overdue |

✓ Assigned To
- singlepoleadmin... (25843)
- ct.transfer@ftr... (10711)
- 3paadministrato... (4571)
- ct.structure.ac... (3164)
- anthony.brainar... (2108)
See more filters

✓ Companies
- CONNECTICUT LIG... (53315)
- FRONTIER (AT&T ... (45264)
- COMCAST - CT (16234)
- CHA CONSULTING (11905)
- FIBER TECHNOLO... (9769)
See more filters

✓ Contact
- 3paadministrato... (47265)
- ct.transfer@ftr... (33204)
- singlepoleadmin... (28486)
- carlos_ruiz3@co... (12992)
- ct.structure.ac... (12112)
See more filters

✓ Initiated By
- eswms@nomail.co... (9866)

Apply Filters
Save View

View All | 0 Selected

25 | << < 1 2 3 4 5 > >>

**Attacher's Responsibility**

## page walkthrough

Let's look at setting up a search for you to find your Make-Ready work to be completed.

① Start your search by selecting "Conversations" in the search dropdown here. This will limit your search to ONLY conversations.

② Type in "Pole Construction" inside of quotation marks (this will bring back only conversation types that have the exact phrase Pole Construction) and select "in Type."

③ Hit Enter or click the "Search" button here.

④ More filters will need to be applied to get your search results refined further. To do this, click "Refine" here.

## page walkthrough

① Find the filter "Is Complete?" and click it.

② Set the "Is Complete" to "False."

③ A breadcrumb will appear, confirming you made your selection.
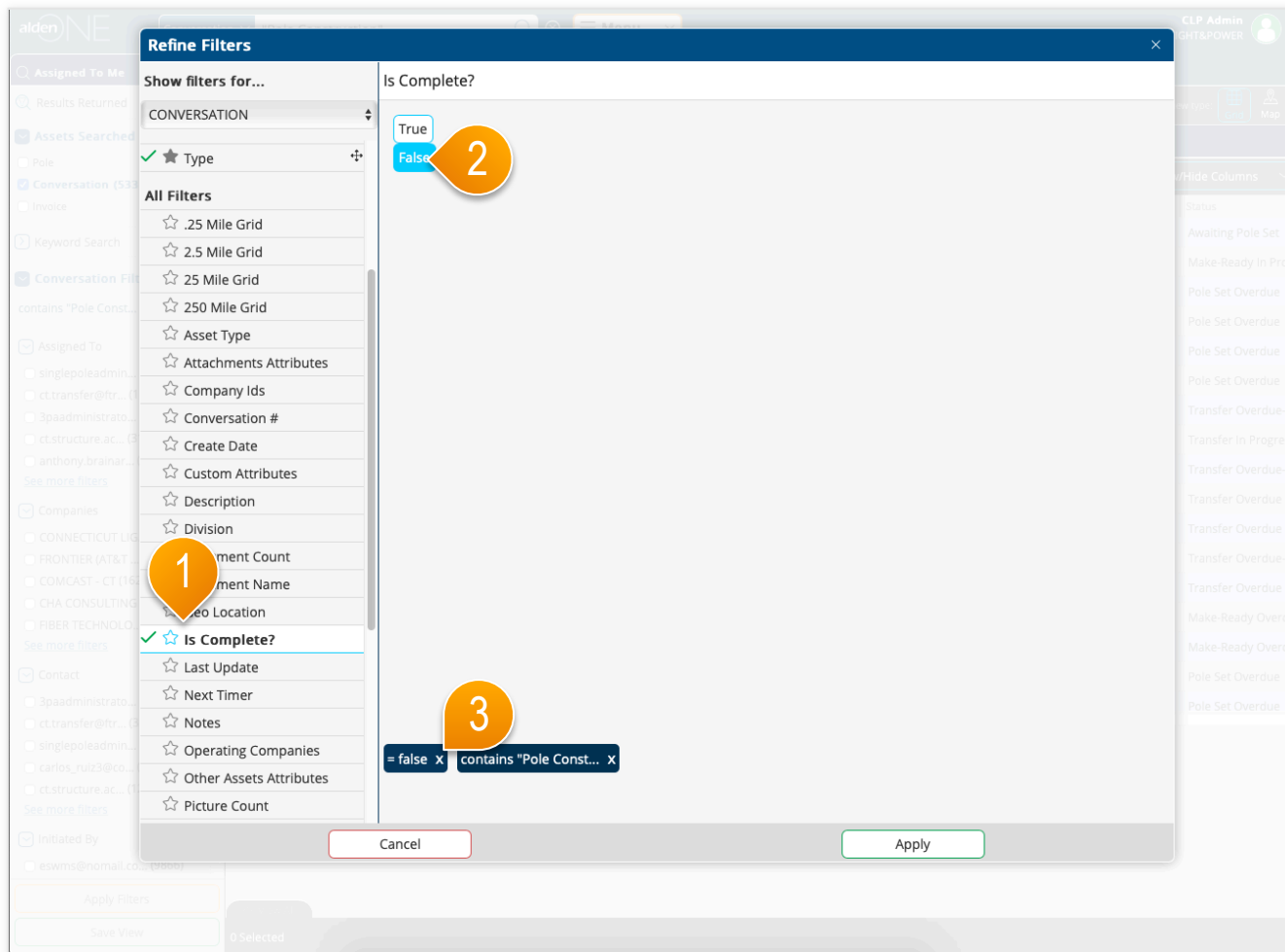
**Attacher's Responsibility**

55

**page walkthrough**

① Next, find the filter for "Custom Attributes."

② Select "Work Type."

③ Select "Make-Ready."

④ A breadcrumb will show for "Make-Ready."

**Attacher's Responsibility**

56

## page walkthrough

① Next, find the filter for "Companies."

② Select your company from the list by hitting the "=" button here.

③ A breadcrumb will show for "Make-Ready."

④ Now that all of your filters are in place, click "Apply."

**Attacher's Responsibility**

# Permit to Attach Conversation –
## Finding My Make-Ready Work



## page walkthrough

① You can open a conversation by clicking on the Conversation Number here.

② If you have multiple conversations that you would like to make actions on, select each conversation by clicking anywhere on the row EXCEPT the conversation number.

③ If all of the conversations selected are in the same status, you can make changes to all the conversations at once. All of these selected conversations are in a status of "Make-Ready Overdue." So they can be changed simultaneously. **If one or more selected conversations is in a different status, you will not be able to change them at the same time.**

④ To change the status of all selected conversations at once, use this button here.

⑤ To view more information about the selected conversations, click here.

⑥ To switch to a map view, click here.

⑦ To Save this search to re-use for later, use the "Save Search" button here. Give the search a descriptive title.

⑧ To reuse this search in the future, you can find it in your Saved Searches pane on your homepage.

**Attacher's Responsibility**

# alden ONE

## Permit to Attach Conversation –
## Make Ready in Progress: What do I do now?

① If your Make-Ready work is required, after the work is complete, use the "I want to…" menu and select "Change the Status…"

**Attacher's Responsibility**

59

## page walkthrough

① Click "Complete Make-Ready" if the Make-Ready work is complete.

② Add a note, if you wish. This step is not required (unless a Transfer Issue is found) but can be helpful if you need to add additional information for the pole owner.

③ Click "Save."

④ **If a Make-Ready Issue is found,** you must first mark the Make-Ready Issue on the Header tab under Additional Information and save it before selecting "Make-Ready Issue Found" here. See the next slide for more detailed information.

**Attacher's Responsibility**

**60**

# Permit to Attach Conversation –
## Make-Ready in Progress: Reporting an Issue



**Attacher's Responsibility**

## page walkthrough

① If a Make-Ready Issue is found, you can report it during your company's turn on the Make-Ready In Progress status.

② On the Header tab, go down to the Additional Details section.

③ Under "Reason for Make-Ready Issue," select the Make-Ready Issue found. Your options are:
-Prior Attacher Work Not Complete
-Assistance Required
-Not Attached
-Other.

④ Click "Save."

⑤ To move the conversation and report the issue, use the "I want to..." menu and select "Change the Status..."

## page walkthrough

① Once the Make-Ready Issue has been saved on the Header tab, click "Make-Ready Issue Resolved."

② A note will be required if an issue is found. Write about the issue in more detail here.

③ Click "Save" here to move the conversation forward.

**Attacher's Responsibility**

# Permit to Attach Conversation –
## Make-Ready Issue: What do I do now?

① Once the Make-Ready Issue is found and recorded in Alden One, the conversation moves to the "Make-Ready Issue" status.

② To change the status of the conversation, use the "I want to…" button and select "Change Status."

**Attacher's Responsibility**

63

![alden ONE logo]

# Permit to Attach Conversation –
## Make-Ready: What do I do now?

① All Pole Construction conversations are now Closed.

② This conversation can now be moved forward using the "I want to…" button and selecting "Change Status…"

**SPA Team's Responsibility**

## page walkthrough

① Select "Attachment Ready for Inspection."

② Click save to advance the conversation.

**SPA Team's Responsibility**

① The Status has changed to "Ready to Attach".

② When the attacher is ready to attach, click "Change" to move the conversation forward.

SPA Team → Attacher

# Permit to Attach Conversation –
## Ready to Attach: What do I do now?

### page walkthrough

① Once the attachments are placed, the attacher sends the conversation into "Attachment Ready for Inspection" by clicking here.

② Click "Save" to advance the conversation.

**Attacher's Responsibility**

## page walkthrough

① Once the Survey goes into Survey Overdue, 85 days after the Survey Start Date, you can request a Temporary Attachment.

② If the survey was completed and Pole Replacement is necessary, you cannot request a Temporary Attachment until 120 days after the Survey Start Date.

③ To request a Temporary Attachment, go to the Assets tab.

④ Select the proposed attachment(s) for the poles to which a temporary attachment is needed. To find the proposed attachments, click the "Hide Poles" button here, then select the proposed attachments from the table.

⑤ Once all proposed attachments are selected, click on "Form Edit Assets" from the Actions menu. This will allow you to make the same change to ALL selected assets at once.

### Attacher's Responsibility

68

## page walkthrough

① On the temporary attachment field, make sure to select "Yes."

② Click "Save."

**Attacher's Responsibility**

# Permit to Attach Conversation –
## Adding Temporary Attachments

## page walkthrough

① Now that the temporary attachment has been proposed on the pole(s), go to "I want to..." then click "Change Status..."

② Select "Request Temporary Attachment" and click "Save." **This will create a Temporary Attachment Conversation for each of the poles you are requesting Temporary Attachments on.**

③ **NOTE:** This option will be available on the following conversation statuses:
-Survey Overdue
-Survey Complete
-Review
-Review Overdue
-Make-Ready Payments Received
-Make-Ready
-Make-Ready Overdue
...as long as the previously mentioned criteria has been met.

## Attacher's Responsibility

# Permit to Attach Conversation –
## Adding Temporary Attachments

① Once the Temporary Attachment action has been taken, you can view the Temporary Attachment conversation(s) under the "Related Conversations" tab. If the conversation was created using these steps, it will be sent to the Power Company to review.

② To open the conversation, Click on the Conversation number here.

③ The appropriate parties will need to follow the steps in the Temporary Attachment conversation. It will first be assigned to the custodian of the pole, then to the other companies on the pole.

**Attacher's Responsibility**

**71**

# Permit to Attach Conversation –
## Adding Temporary Attachments

① Once the Temporary Attachment conversation(s) is (are) completed, a check mark will be shown here to show it was approved.

② Whether it was approved or denied is shown here.

**Attacher's Responsibility**

## page walkthrough

① The attachments are now ready for inspection. The SPA Team is auto-assigned the conversation.

② Once inspected, the SPA Team will change the status, either passing or failing the inspection by clicking the "I want to..." button, then selecting "Change Status...".

Attacher → SPA Team

73
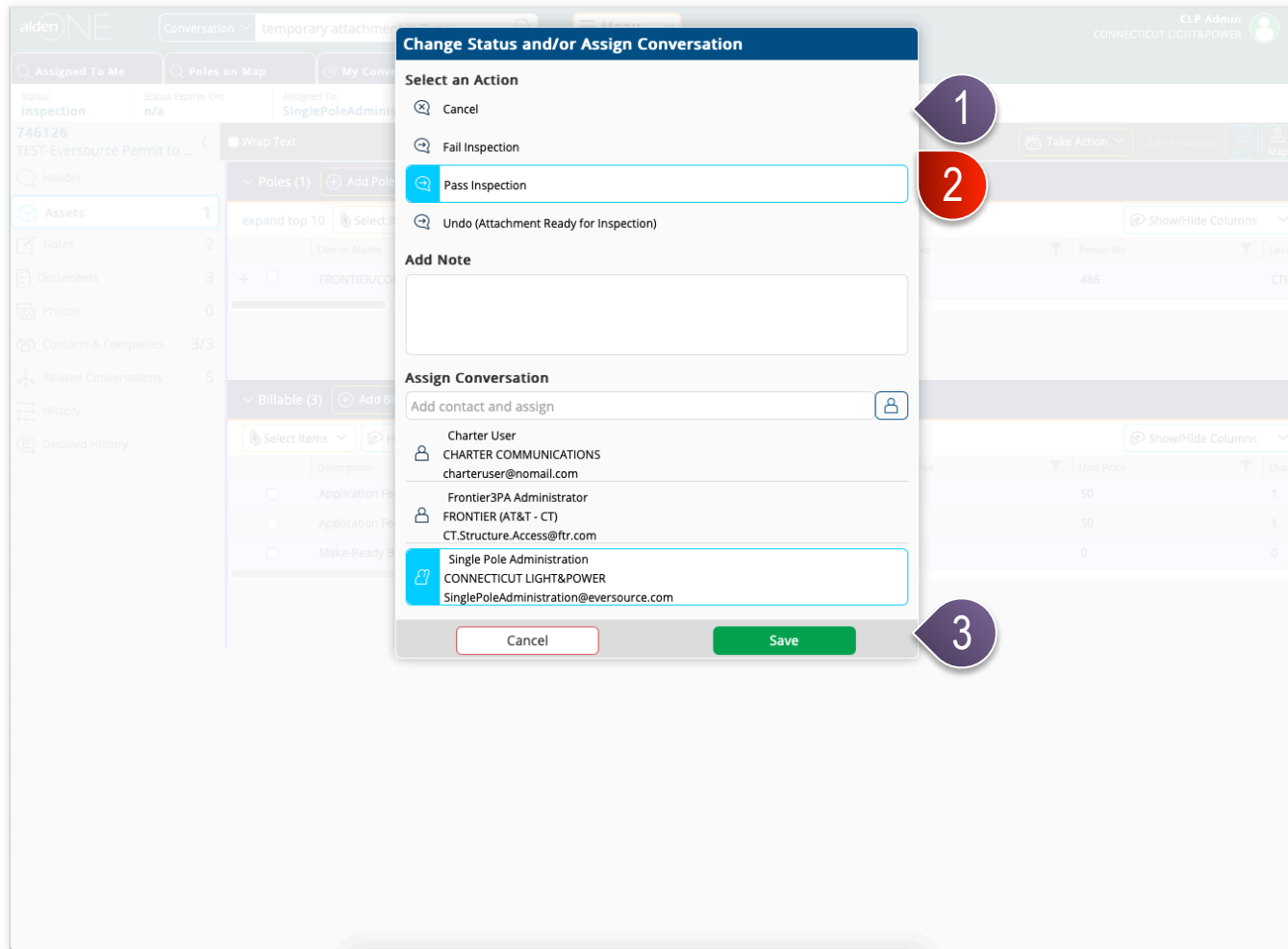
## page walkthrough

① If the Inspection is passed, select "Pass Inspection" to move the conversation forward.

② If the Inspection failed, select "Fail Inspection" to send the conversation to a "Corrections Needed" Status to have the attacher fix the work.

③ Click "Save" to move the conversation forward.

**SPA Team's Responsibility**

## page walkthrough

① The conversation reached this state because the SPA Team failed the inspection of the attachments.

② It is up to the Attacher to make corrections on the attachments and send it back to the SPA Team for Inspection again.

③ **Attachers:** look in the Notes section to see if the SPA Team left a reason for the failure.

④ Once fixed, send the conversation back to the SPA Team by using the "I want to..." button and selecting "Change status..."

**SPA Team** ➔ **Attacher**

75

### page walkthrough

① If the corrections were made, notify the SPA Team by sending the conversation back to them.

② Click "Save" to move the conversation forward.

**Attacher's Responsibility**

# Permit to Attach Conversation –
## Posting: What do I do now?

① The attachments are now ready to be referenced with billing and the conversation is in Posting.

② Once referenced, posting is either marked complete, a refund is due to the attacher, or additional payment is required from the attacher. Click "Change" to move the conversation forward.

**SPA Team's Responsibility**

77
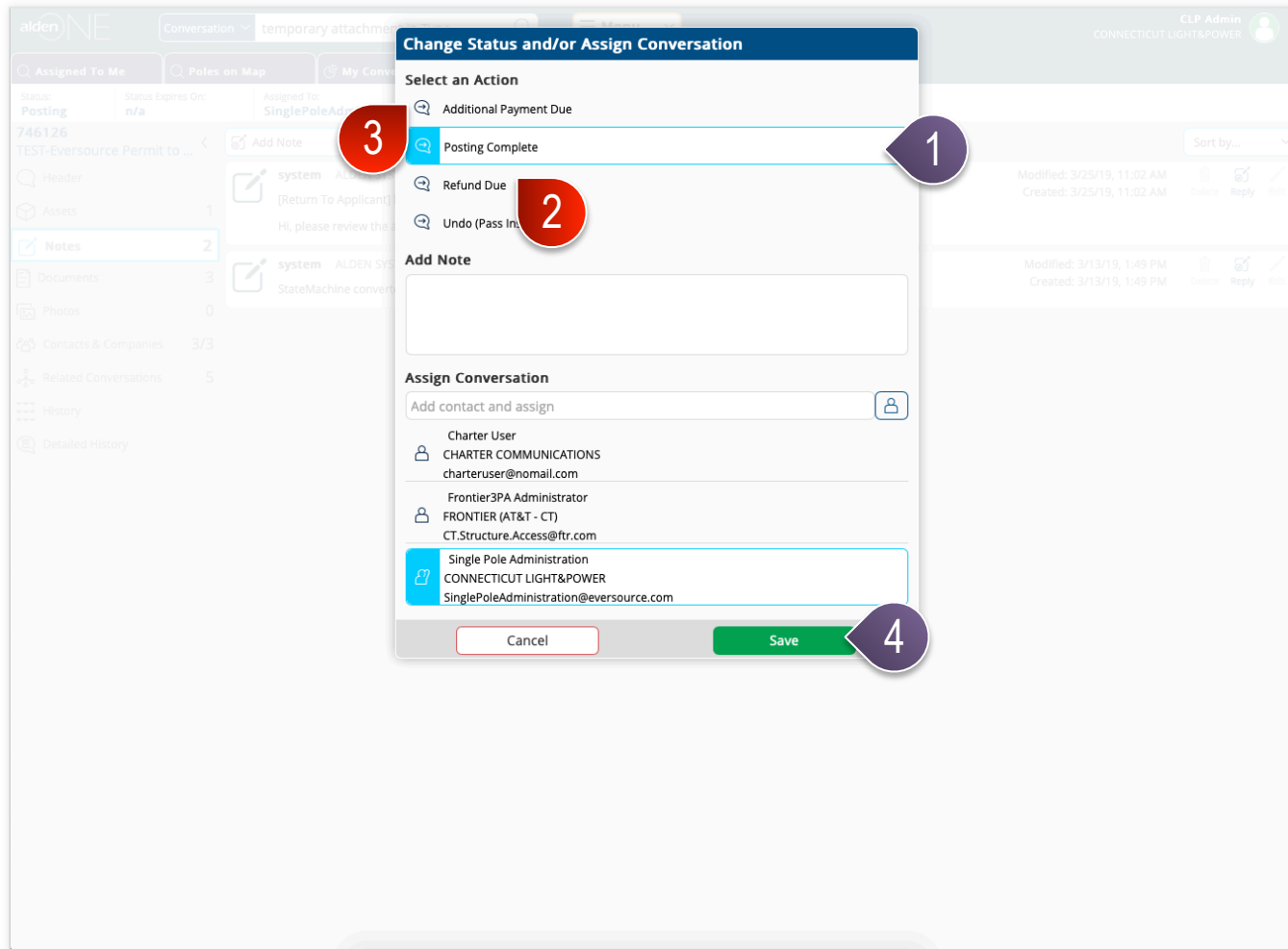
## page walkthrough

① If the billing was correct, select "Posting Complete" to move the conversation forward.

② If the Attacher paid too much, select "Refund Due."

③ If the Attacher did not pay enough, select "Additional Payment Due."

④ Click "Save" to move the conversation forward.

**SPA Team's Responsibility**

78

# Permit to Attach Conversation –
## Complete

## page walkthrough

① The conversation is now Complete.

# Double Poles - Process Walkthrough

This document will by your step-by-step guide to the Double Pole process.

# Pole Construction Conversation –
## Finding My Transfer Work



## page walkthrough

Let's look at setting up a search for you to find your Transfer work to be completed.

① Start your search by selecting "Conversations" in the search dropdown here. This will limit your search to ONLY conversations.

② Type in "Pole Construction" inside of quotation marks (this will bring back only conversation types that have the exact phrase Pole Construction) and select "in Type."

③ Hit Enter or click the "Search" button here.

④ More filters will need to be applied to get your search results refined further. To do this, click "Refine" here.

**Attacher's Responsibility**

# Pole Construction Conversation – **Finding My Transfer Work**

## page walkthrough

① Find the filter "Is Complete?" and click it.

② Set the "Is Complete" to "False."

③ A breadcrumb will show up confirming you made your selection.

**Attacher's Responsibility**

82

## page walkthrough

① Next, find the filter for "Custom Attributes."

② Select "Work Type."

③ Select "Transfer."

④ A breadcrumb will show for "Transfer."

**Attacher's Responsibility**

83

# Pole Construction Conversation –
## Finding My Transfer Work



## page walkthrough

① Next, find the filter for "Companies."

② Select your company from the list by hitting the "=" button here.

③ A breadcrumb will show for "Transfer."

**Attacher's Responsibility**

## page walkthrough

① Next, find the filter for "Assigned To."

② Enter your company's domain (everything after the "@" symbol in your email address) in the search field.

③ Then click the "Contains" button.

④ A breadcrumb will show for "contains" and your company's domain.

⑤ Now that all of your filters are in place, click "Apply."

**Attacher's Responsibility**

85

# Pole Construction Conversation – **Finding My Transfer Work**



**Attacher's Responsibility**

## page walkthrough

① You can open a conversation by clicking on the Conversation Number here.

② If you have multiple conversations that you would like to make actions on, select each conversation by clicking anywhere on the row EXCEPT the conversation number.

③ If all of the conversations selected are in the same status, you can make changes to all the conversations at once. All of these selected conversations are in a status of "Transfer Overdue." So they can be changed simultaneously. **If one or more selected conversations is in a different status, you will not be able to change them at the same time.**

④ To change the status of all selected conversations at once, use this button here.

⑤ To view more information about the selected conversations, click here.

⑥ To switch to a map view, click here.

⑦ To Save this search to re-use for later, use the "Save Search" button here. Give the search a descriptive title.

⑧ To reuse this search in the future, you can find it in your Saved Searches That comes out when you click into your search bar here. **Make sure to clear any text out the search bar.**

## page walkthrough

① Once the Pole Set and Power Transfer are complete, the conversation moves to "Transfer in Progress."

② The conversation is also auto-assigned to the next company in line for transfer. This can happen several times on this conversation type depending upon what attachers are on the pole.

③ You can also see who is next in line by going to the "Assets" tab and looking at the Company Work Sequence. The Power Company will always be first, followed by the attachers.

④ If you are the company next in line, once the work has been performed, click the "I want to…" button and select "Change the Status and/or assignment" here to move the conversation forward.

**Attacher's Responsibility**

**87**

## page walkthrough

① Click "Complete Transfer."

② Add a note, if you wish. This step is not required (unless a Transfer Issue is found) but can be helpful if you need to add additional information for the pole owner.

③ Click "Save" here to move the conversation forward.

④ If a Transfer Issue is found, you must first mark the Transfer Issue on the Header tab under Additional Information and save it before selecting "Transfer Issue Found" here. Go to the next slide for more detailed information.

**Attacher's Responsibility**

# alden ONE

## Pole Construction Conversation –
## Transfer in Progress: Reporting an Issue

## Attacher's Responsibility

89

## page walkthrough

① Once the Transfer Issue has been saved on the Header tab, click "Transfer Issue Found."

② A note will be required if an issue is found. Write about the issue in more detail here.

③ Click "Save" here to move the conversation forward.

**Attacher's Responsibility**

# alden ONE

## Pole Construction Conversation –
## Transfer Issue: What do I do now?



### page walkthrough

① Once the transfer Issue is found and recorded in Alden One, the conversation moves to the "Transfer Issue" status.

② To change the status of the conversation, use the "I want to..." button and select "Change Status."

**Attacher's Responsibility**

# Pole Construction Conversation –
## Transfer Issue: What do I do now?
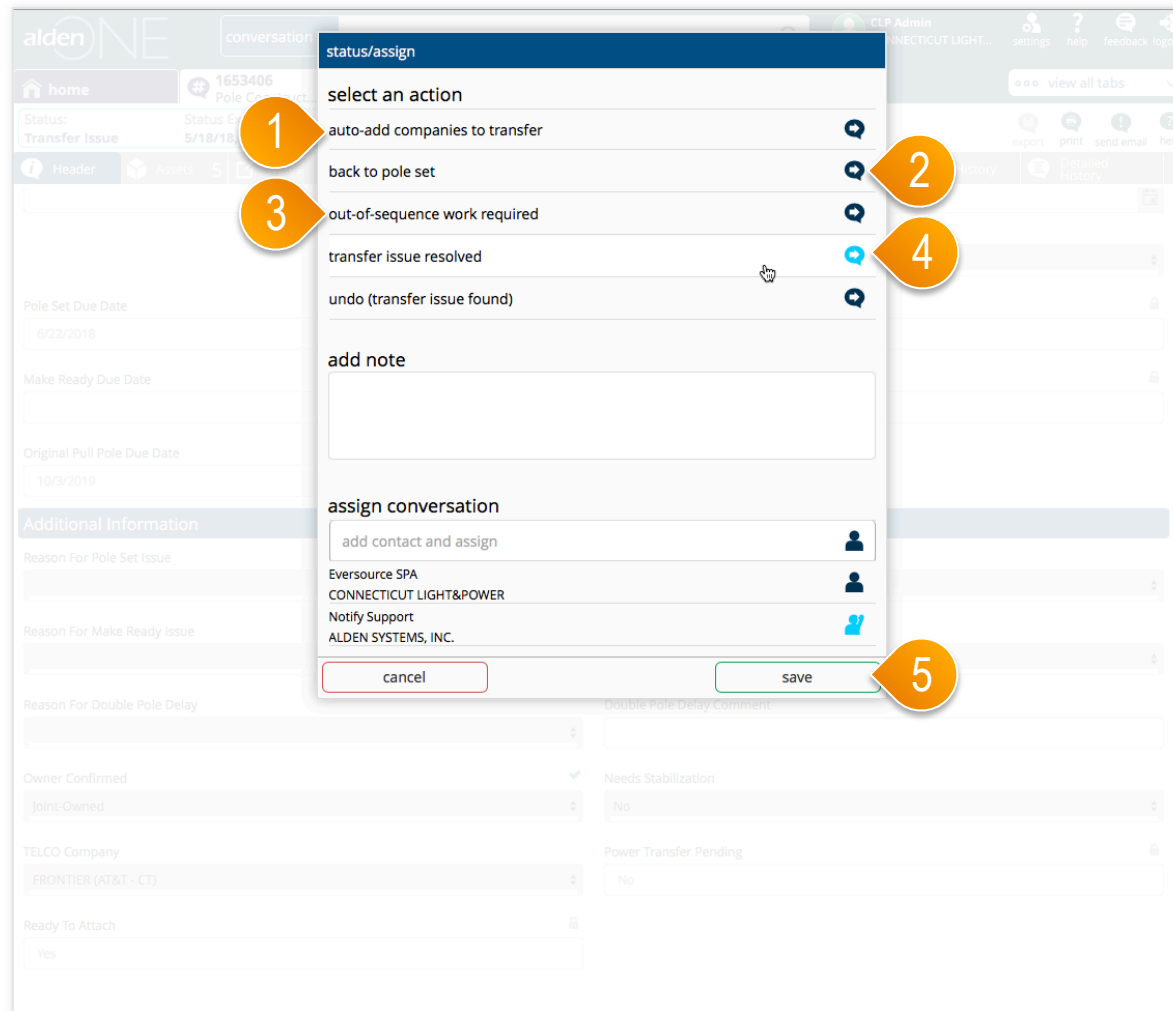
## page walkthrough

① To auto-add the companies to transfer, click here.

② To send the conversation back to pole set, click here.

③ To require out of sequence work, click here. Choosing this will send the conversation into a "Working Out of Sequence Issue" status. From there, the Out of Sequence work will need to be resolved.

④ If the Transfer Issue was resolved, click here.

⑤ To save and apply the action you selected, click "Save."

**Attacher's Responsibility**

**Pole Owner's Responsibility**

92

# Appendix

# Required Documents & PURA Timeframes

## Required Documents

**Wireline Attachment Applications**

1. Exhibit A
2. Completed Exhibit B
3. Strand Map
4. Product Specifications

**Wireless Attachment Applications**

1. Exhibit A
2. Exhibit B
3. Strand Map
4. Product Specifications
5. Abutters Consent

## PURA Mandated Timeframes for the Third Party Attachment and Double Pole Processes*

| Actions | Third Party Attachment | Double Poles |
|---|---|---|
| Make Ready Estimates (Engineering Phase): | 45 | N/A |
| Make Ready Completion (Construction Phase): | | |
| Pole Set Not Required | 45** | N/A |
| Pole Set Required | 80 | N/A |
| Transfers | ALL transfers must be complete within 45 days | 45 days per attacher |
| Pull Pole | N/A | 12 months for State roads  18 months for non-State roads |

*Measured in Calendar Days
**Telecomunications gain shares the 45 days for shift work - 15 days to shift per attacher

# Sample System-Generated Emails

**Email 1: Application Received**

Alden One - Application Received - Conversation# 1415128

Fri 05/04/2018 12:22 PM

**EversourceSPA_UAT@eversource.com**

Alden One - Application Received - Conversation# 1415128

To: Torres, Adrian; Alfonso, Alexis; Vazquez, Desiree; kolinger@aldensys.com; Grenier, Valarie L

Attachments: Exhibit A.pdf 65 KB | Exhibit B.pdf 56 KB

Dear Comcast Contact,

Congratulations! Your Third Party Attachment application has been submitted. Kindly make reference to the application summary for details.

**Application Summary**

Conversation ID:      1415128
Company Name:      COMCAST - CT
Municipality:      Westport
Number of Poles:      2
**Application Status: AWAITING APPLICATION FEE**

To ensure prompt processing of this application, please mail in the following to the address listed in EXHIBIT A.

1. Signed **EXHIBIT A - Structure Access Request - Poles Connecticut**
2. Application Fee Payment

Please note: This application cannot be processed until payment and signed forms are received by the Single Pole Administration team.

If you have any questions or need additional information, please email **SinglePoleAdminstration@eversource.com.**

Thank you

---

**Email 2: Engineering Complete**

Alden One - Engineering Complete...

Fri 05/04/2018 12:44 PM

**EversourceSPA_UAT@eversource.com**

Alden One - Engineering Complete - Make Ready Needed - Conversation#

To: Torres, Adrian; Alfonso, Alexis; Vazquez, Desiree; kolinger@aldensys.com; Grenier, Valarie L

Dear Comcast Contact,

The engineering phase is complete.

Our engineering teams have determined Make-Ready construction work **is required** for this application. You will receive a follow-up communication from the Single Pole Administration team regarding applicable Make-Ready construction costs and timeframes.

If you have any questions or need additional information, please email **SinglePoleAdminstration@eversource.com.**

Thank you

---

**Email 3: License Released**

Alden One - License Released - Con...

Fri 05/04/2018 12:52 PM

**EversourceSPA_UAT@eversource.com**

Alden One - License Released - Conversation# 1415128

To: Torres, Adrian; Alfonso, Alexis; Vazquez, Desiree; kolinger@aldensys.com; Grenier, Valarie L

Attachments: Release Letter - Wireline.pdf 33 KB

Dear Comcast Contact,

Congratulations! Conversation #1415128 has been released. Please review the attached PDF document for Release Letter details.

PURA requires that all proposed pole attachments be completed within 60 days of licensing. Kindly update Alden One upon completing the attachment of your approved facilities.

**Application Summary**

Conversation ID:      1415128
Joint-Owner Permit: 4
Company Name:      COMCAST - CT
Municipality:      Westport
Number of Poles:      2
**Application Status: LICENSE RELEASED**

If you have any questions or need additional information, please email **SinglePoleAdminstration@eversource.com.**

Thank you

**EVERSOURCE** ENERGY

107 Selden Street
Berlin, CT 06037

## EXHIBIT A - Structure Access Request – Poles Connecticut

To:    Third Party Administrator        Customer Application Number    1415128
Connecticut Light and Power
107 Selden Street
Berlin, Ct 06037

A payment of $ 500.00 for the application and survey costs, must accompany this application form.

In accordance with the terms and conditions of the Pole Attachment License Agreement between COMCAST - CT and CL&P d/b/a Eversource Energy, application is hereby made for a License to attach communication facilities to 2 poles as indicated on the Pole Data Sheet in the municipality of Westport.

Applicant to indicate action below:

☐    This authorizes Eversource Energy and FRONTIER (AT&T - CT) to perform a Field Survey whereby both Companies will determine the availability of pole structure for occupancy, will estimate what Make Ready work would be required to prepare the poles for occupancy, and will provide an estimated cost for that Make Ready work. Enclosed is a deposit of $ 500.00 to be applied toward the cost for Eversource Energy and FRONTIER (AT&T - CT) to perform the Field Survey. The cost for the Field Survey will be:

| COMPANY | APPLICATION FEE ($) | UNIT COST PER POLE ($) | NO. POLES | TOTAL FIXED CHARGES ($) |
|---|---|---|---|---|
| CONNECTICUT LIGHT&POWER | 150 | 50 | 2 | 250.00 |
| FRONTIER (AT&T - CT) | 150 | 50 | 2 | 250.00 |
| | | | TOTAL AMOUNT DUE | 500.00 |

**Please submit a single payment to Eversource Energy for the total cost**

It is understood that this will be the total cost for the Field Survey work unless extraordinary expenses are incurred or changes are requested by Applicant that increase the costs.

By signing this application, you agree to follow the terms of the above-cited Pole Attachment License Agreement, all applicable laws, and all applicable Eversource Energy policies, procedures and guidelines.

COMCAST - CT
(Company Name of Applicant (not name of Agent))      (Signed) _____

Billing address for re-occurring lease bill)      (Printed)

(City, State & Zip code)      (Title)
(___) - ___ ext ___
(Telephone Number)      (Date)

(Office address if different)

(City, State & Zip code)
(___) - ___ ext ___
(Telephone Number)

NOTE: In order to process your request, all necessary drawings and/or maps must be attached when sent via email. If they cannot be sent electronically mail the application to the address stated on the top of this form.

---

**EVERSOURCE** ENERGY

107 Selden Street
Berlin, CT 06037

## EXHIBIT B - Pole Data Sheet - Connecticut

Applicant Contact Name Comcast Contact      Customer Application Number    1415128

Municipality Westport      Number of poles requested for attachments    2

Applicant Map Number _____

| Asset Count | Pole # | Street Name | Pole Owner (ES / FTR / VZ) | Proposed Attachment | Telco Performs Bonding (Y/N) | Additional Comments |
|---|---|---|---|---|---|---|
| 1 | 29555 | CLAPBOARD HILL RD | ES/FTR | Communication Drop | Y | |
| 2 | 2186 | GREENS FARMS RD | ES/FTR | Communication Drop | Y | |

The applicant represents, covenants and warrants that this application complies with applicable federal, state and local laws and the pole attachment agreement between applicant and Eversource Energy.

NOTE: In order to process your request, all necessary drawings and/or maps must be attached to the application via ALDEN One.

**EVERSOURCE** ENERGY

107 Selden Street, Berlin, CT 06037
P.O. Box 270, Hartford, CT 06141-0270

05-04-2018

**COMCAST - CT**

License Number: 1415128
Joint-Owner Permit: 4
Town: Westport

Effective 05-04-2018, the Connecticut Light and Power Company dba Eversource Energy (the "Company") grants a non-exclusive right for your organization to attach its facilities to the poles requested on license number 1415128.
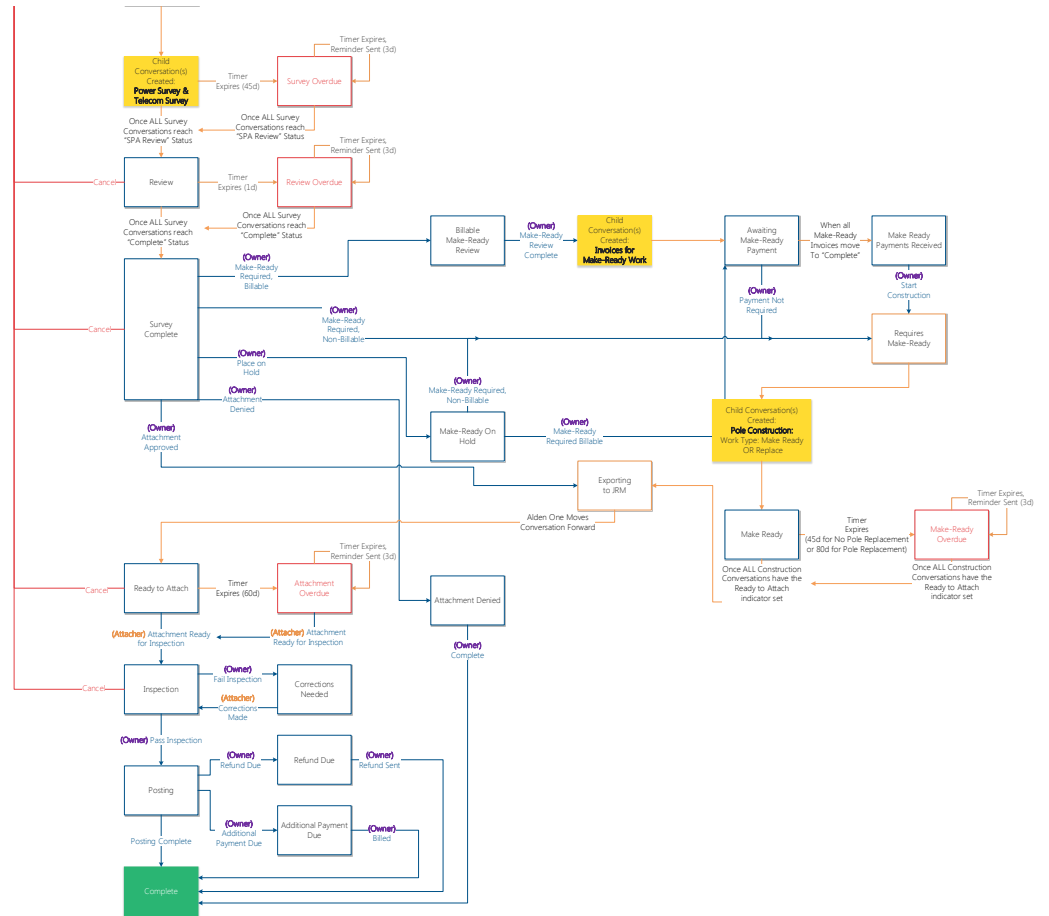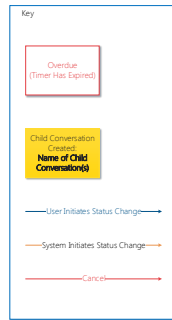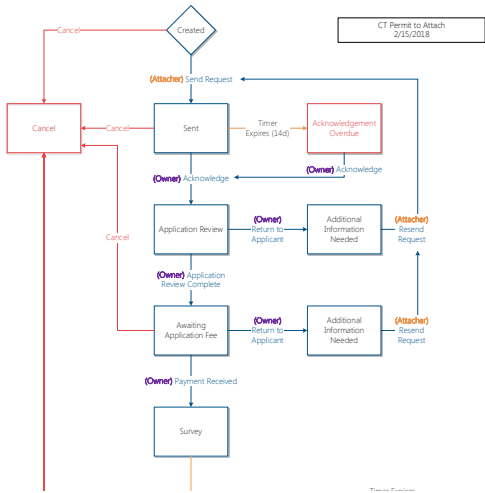
If you have any questions concerning this notice, please contact me by telephone or e mail.

Sincerely,

**Desiree Vazquez**

Desiree Vazquez
Supervisor - Single Pole Administrator
On Behalf of CL&P dba Eversource Energy

# The Connecticut Permit to Attach Process Diagram

CT Permit to Attach
2/15/2018

**Key**

Overdue
(Timer Has Expired)

Child Conversation
Created:
**Name of Child
Conversation(s)**

—— User Initiates Status Change
—— System Initiates Status Change
—— Cancel ——

Created

Cancel

(Attacher) Send Request

Sent

Timer Expires (14d)

Acknowledgement Overdue

(Owner) Acknowledge

(Owner) Acknowledge

Cancel

Application Review

(Owner) Return to Applicant

Additional Information Needed

(Attacher) Resend Request

(Owner) Application Review Complete

Cancel

Awaiting Application Fee

(Owner) Return to Applicant

Additional Information Needed

(Attacher) Resend Request

(Owner) Payment Received

Survey

Timer Expires

Child Conversation(s) Created
**Power Survey & Telecom Survey**

Timer Expires (45d)

Survey Overdue

Timer Expires, Reminder Sent (3d)

Once ALL Survey Conversations reach "SPA Review" Status

Once ALL Survey Conversations reach "SPA Review" Status

Review

Timer Expires (1d)

Review Overdue

Timer Expires, Reminder Sent (3d)

Once ALL Survey Conversations reach "Complete" Status

Once ALL Survey Conversations reach "Complete" Status

Billable Make-Ready Review

(Owner) Make-Ready Review Complete

Child Conversation(s) Created:
**Invoices for Make-Ready Work**

Awaiting Make-Ready Payment

When all Make-Ready Invoices move To "Complete"

Make Ready Payments Received

Survey Complete

(Owner) Make-Ready Required, Billable

(Owner) Make-Ready Required, Non-Billable

(Owner) Place on Hold

(Owner) Attachment Denied

(Owner) Payment Not Required

(Owner) Start Construction

Requires Make-Ready

Make-Ready On Hold

(Owner) Make-Ready Required, Non-Billable

(Owner) Make-Ready Required Billable

Child Conversation(s) Created
**Pole Construction: Work Type: Make Ready OR Replace**

(Owner) Attachment Approved

Exporting to JRM

Alden One Moves Conversation Forward

Make Ready

Timer Expires (45d for No Pole Replacement or 80d for Pole Replacement)

Make-Ready Overdue

Timer Expires, Reminder Sent (3d)

Once ALL Construction Conversations have the Ready to Attach indicator set

Once ALL Construction Conversations have the Ready to Attach indicator set

Ready to Attach

Timer Expires (60d)

Attachment Overdue

Timer Expires, Reminder Sent (3d)

Attachment Denied

(Owner) Complete

(Attacher) Attachment Ready for Inspection

(Attacher) Attachment Ready for Inspection

Inspection

(Owner) Fail Inspection

Corrections Needed

(Attacher) Corrections Made

(Owner) Pass Inspection

Posting

(Owner) Refund Due

Refund Due

(Owner) Refund Sent

(Owner) Additional Payment Due

Additional Payment Due

(Owner) Billed

Posting Complete

Complete

The Connecticut Pole Construction Process Diagram

**99**