



## Double Poles - Process Walkthrough

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

The screenshot shows the aldenONE interface with a search for "POLE CONSTRUCTION". The search results table is as follows:

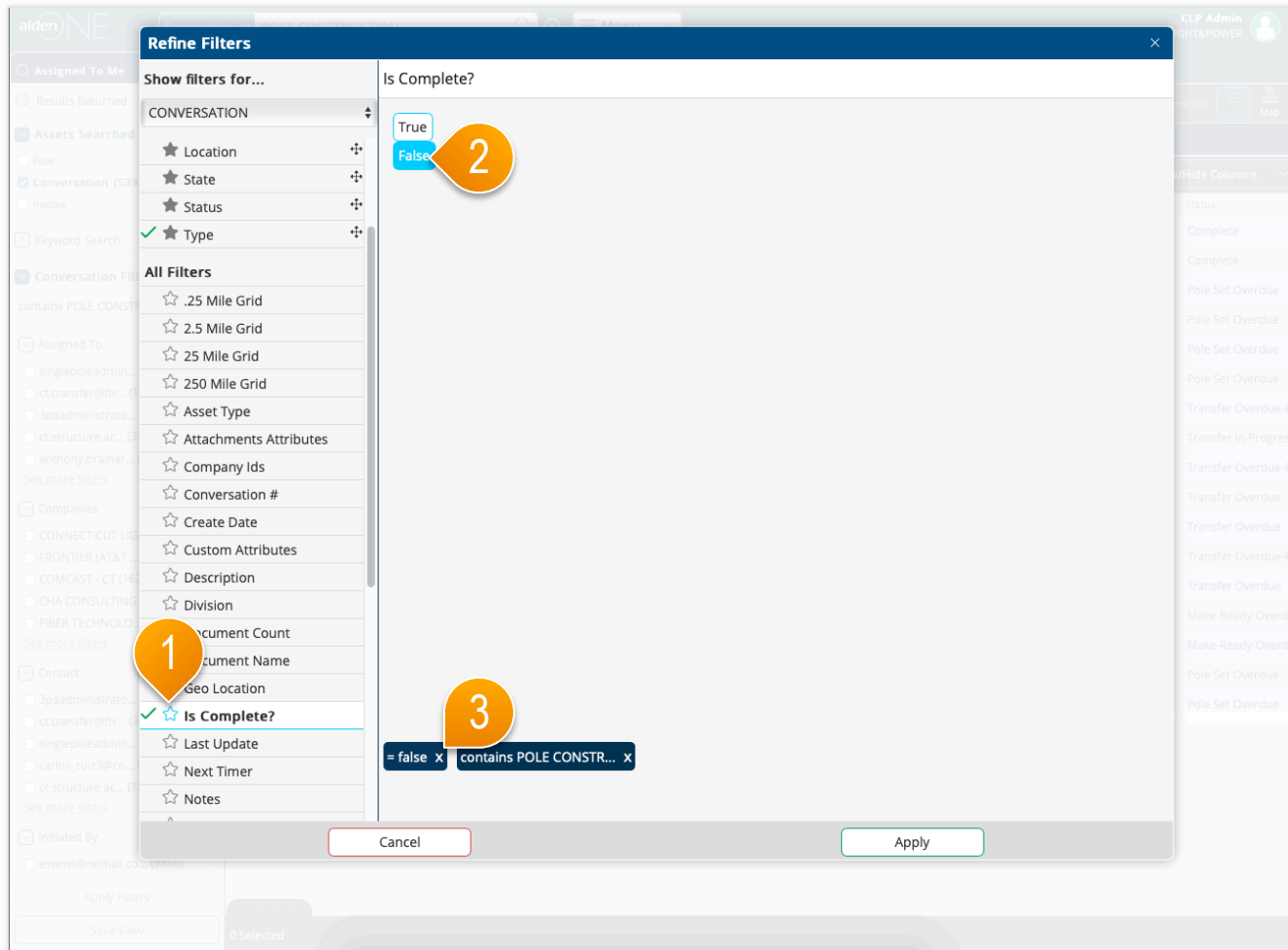
Conversation #	Title	Type	Last Update	Initiated By	Status
746134	Telco REPLACE Pole 486	TEST-Pole Construction	3/26/2019	clpadmin@nu.com	Complete
	Communications MAKE-READY Pol	TEST-Pole Construction	3/26/2019	clpadmin@nu.com	Complete
	Test create new WO	TEST-Pole Construction	3/15/2019	eswms@nomail.com	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 Progress
735762	DP Winchester - Exc#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 Tpkc 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	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

Attacher's Responsibility

## 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.



## 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

## 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

**Refine Filters**

Show filters for... CONVERSATION

**Favorites**

- Assigned To
- Companies**
- Contact
- Initiated By
- Location
- State
- Status
- Type

**All Filters**

- .25 Mile Grid
- 2.5 Mile Grid
- 25 Mile Grid
- 250 Mile Grid
- Asset Type
- Attachments Attributes
- Company Ids
- Conversation #
- Create Date
- Custom Attributes
- Description
- Division
- Document Count
- Document Name

**Companies**

- CHARTER COMMUNICATIONS OF WESTERN CONNECTICUT (09)
- CHARTER COMMUNICATIONS OF WESTERN CONNECTICUT (48)
- CHARTER COMMUNICATIONS OF WESTERN CONNECTICUT (49)
- CITY OF BRISTOL, CT (8)
- CITY OF NORWALK, CT (1)
- COMCAST - AUBURN (25)
- COMCAST - CT (4853)**
- COMCAST/BRANFORD (477)
- COMCAST/CLINTON (311)

Cancel Apply

## page walkthrough

- Next, find the filter for “Companies.”
- Select your company from the list by hitting the “=” button here.
- A breadcrumb will show for “Transfer.”

Attacher’s Responsibility

The screenshot shows the 'Refine Filters' dialog box in the AldenONE application. The 'Assigned To' filter is selected and active. The search field contains '@comcast.com'. The 'Contains' button is highlighted. The breadcrumb trail at the bottom shows 'contains @comcast.com'. The 'Apply' button is highlighted.

## 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

The screenshot displays the aldenONE interface for Pole Construction conversations. The search bar at the top contains "POLE CONSTRUCTION". The left sidebar shows filters for "Assigned To", "Companies", and "Contact". The main table lists conversations with columns for Conversation #, Title, Type, Last Update, and Status. A "Take Action" dropdown menu is open over the table, showing options like "Change Status or Assign Conversation(s)", "Change Parent Conversation", "Remove Parent Conversation", and "Clear Selection".

Conversation #	Title	Type	Last Update	Status
735763	1) Prior Attacher Not Transferred	TEST-Pole Construction	3/11/2019	
735831	Pole 53358	TEST-Pole Construction	2/28/2019	Transfer Overdue
735830	Pole 53359	TEST-Pole Construction	2/28/2019	Transfer Overdue
735830	Pole 53360	TEST-Pole Construction	2/28/2019	Transfer Overdue
735830	Pole 8102	TEST-Pole Construction	2/28/2019	Transfer Overdue
638911	4) Adding an Attacher not Listed	TEST-Pole Construction	2/28/2019	Transfer Overdue
638911	WO 3112423 P1523 MIDDLE BUTC	Pole Construction	9/19/2018	Transfer Overdue
638910	WO 3112423 P1524 MIDDLE BUTC	Pole Construction	9/19/2018	Transfer Overdue
638902	WO 3112423 P1874 MIDDLE BUTC	Pole Construction	9/19/2018	Transfer Overdue
476046	FTR WP POWER SET Pole 49	Pole Construction	9/9/2018	Transfer Overdue
638854	WO 3118357 P920 W. WOOSTER S	Pole Construction	9/9/2018	Transfer Overdue
537577	FTR WO 3107090	Pole Construction	9/9/2018	Transfer Overdue
672307	FRONTIER WO 3119847	Pole Construction	9/8/2018	Transfer In Progress
629042	FTR WO 3116820	Pole Construction	9/7/2018	Transfer Overdue
393484	3100477	Pole Construction	9/6/2018	Transfer Overdue
358987	JUC Import TK144428	Pole Construction	9/6/2018	Transfer Overdue

## 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.**

Attacher's Responsibility

The screenshot displays the Alden ONE software interface for a 'Transfer in Progress' conversation. The main content area shows the following details:

- Status:** Transfer in Progress
- Assigned To:** nelson\_tumbaco@comcast.com
- Title:** FTR WO#3111319
- Location:** Middletown, CT
- Project Type:** Pole Hit
- Pole Hit Date:** 7/29/2017
- Pole Hit Claim:** POLICE CASE # 17-18400
- Town:** Middletown
- Area Work Center:** EAST HAMPTON
- Responsible Company:** FRONTIER (AT&T - CT)
- PURA Priority:** (dropdown menu)

The 'Engineering - Power' section includes fields for:

- ELCO Designer
- ELCO Billable Work Request
- ELCO Billable Work Order
- ELCO Non Billable Work Request (3150091)
- ELCO Non Billable Work Order
- ELCO Priority Work Request

The 'Engineering - Telco' section includes fields for:

- TELCO Designer
- TELCO Billable Work Order
- TELCO Non Billable Work Order (3111319)
- Joint Owner Permit

Attacher's Responsibility

## 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.



**Change Status and/or Assign Conversation**

**Select an Action**

- Complete - Transfer
- Transfer Issue Found
- Cancel

**Add Note**

**Assign Conversation**

Add contact and assign

- 3PA Admin  
CONNECTICUT LIGHT&POWER  
3PAAdministrator@eversource.com
- Michele Taber  
FRONTIER (AT&T - CT)  
CT.Transfer@ftr.com
- Nelson Tumbaco  
COMCAST - CT  
nelson\_tumbaco@comcast.com
- Single Pole Administration  
CONNECTICUT LIGHT&POWER  
SinglePoleAdministration@eversource.com

Cancel Save

Attacher's Responsibility

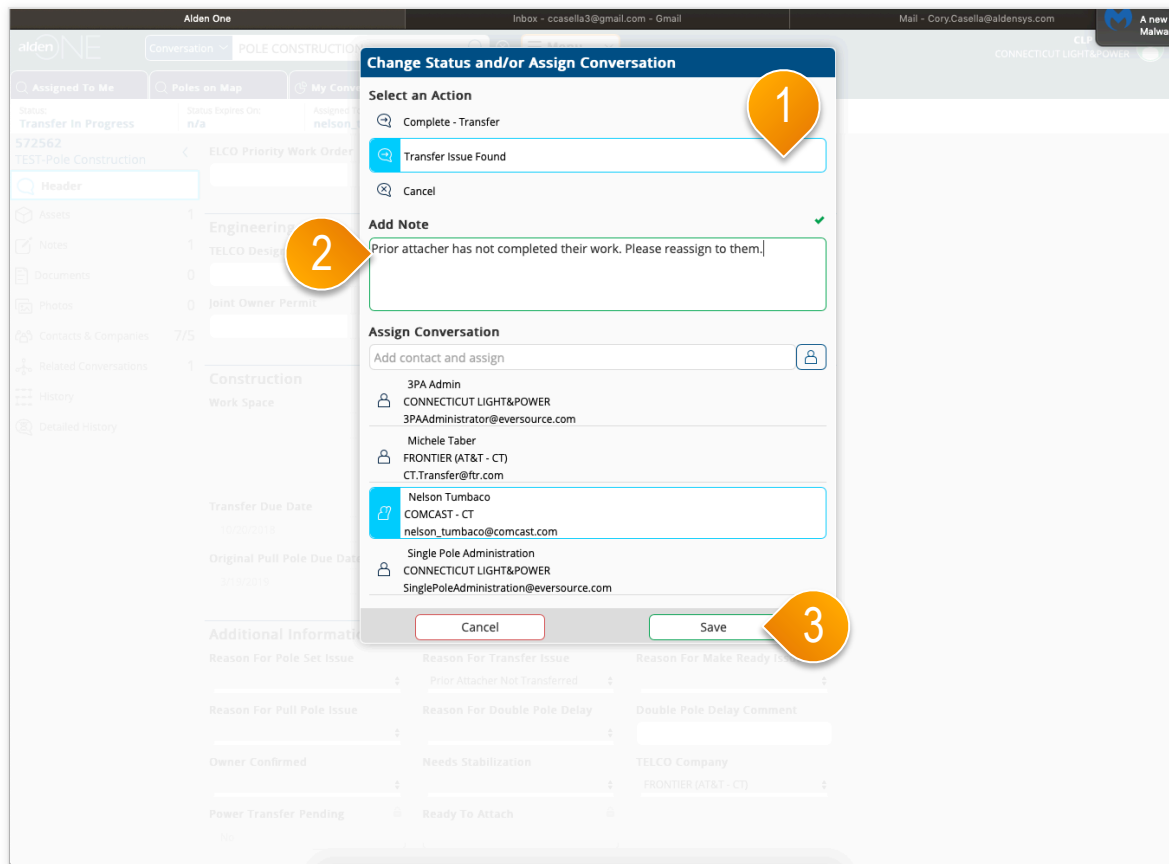
## page walkthrough

- 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

## page walkthrough

- ① If a Transfer Issue is found during your transfer, you can report it during your company's turn on the Transfer In Progress status.
- ② On the Header tab (2a), go down to the Additional Details section (2b).
- ③ Under "Reason for Transfer Issue," select the Transfer Issue found. Your options are:
  - Prior Attacher Not Transferred
  - Pole to Pole Guy
  - Incorrect Pole Set
  - Assistance Required
  - Out of Sequence Work
  - 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 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.

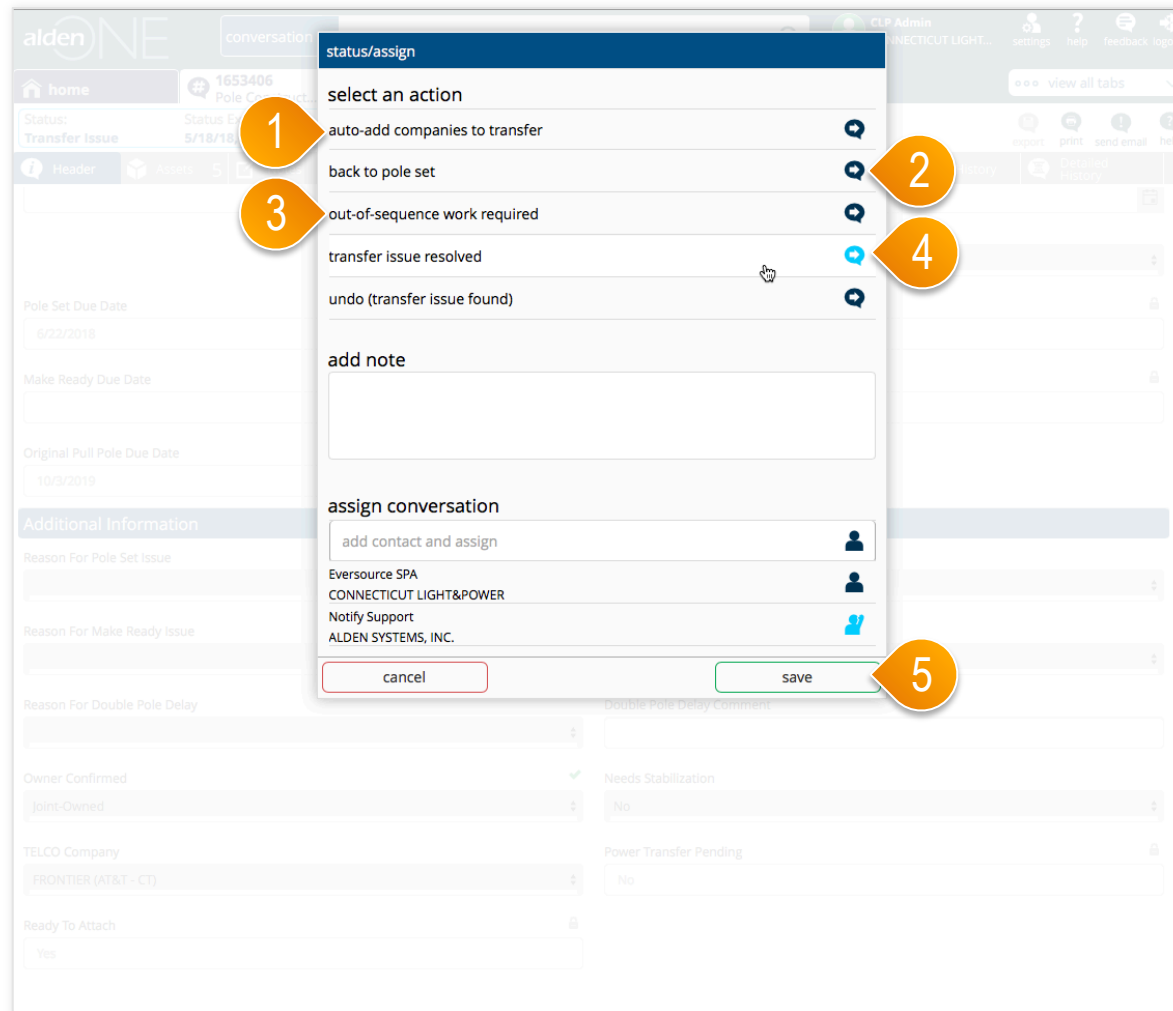
Attacher’s Responsibility

## page walkthrough

The screenshot displays the Alden ONE interface for a Pole Construction Conversation. The status is 'Transfer Issue'. A dropdown menu is open over the 'I want to...' button, showing options such as 'Change the Status and/or Assignment', 'Add Assets', 'Edit Assets', 'Clone', 'Change Parent Conversation', 'Remove Parent Conversation', 'Print', 'Send an Email', 'Export', and 'Get Help on This Conversation Type'. The interface includes fields for Title, Location, State, Application Details, Engineering - Power, and Engineering - Telco.

- 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



## 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