

Interconnection

US Sales & Program Operations | National Grid

Issue 20, April 2014

Spotlight: Successful Projects in Gas Growth

Fort Drum, Jefferson County New York

Jefferson County NY is about 70 miles north of Syracuse. Fort Drum is the largest employer in Northern New York with over 19,000 soldiers and over 4500 civilians working on or near the base. In 2013, the US Army Corps of Engineers awarded over \$138 million in contracts which included the projects listed below, resulting in \$47,644 GPM.

This was a true team effort. Unlike larger, commercial enterprises, Ft. Drum does not consolidate or publish the total of contracts it awards. Thus, the team had to become real sleuths to unearth this information.

1. Operational Readiness Training Complex - 2 four story training barracks, battalion headquarters, tactical equipment area, vehicle maintenance shop, dining facility and unaccompanied officer quarters
 2. Combat Aviation Brigade at Wheeler Sacks Airfield - 1 administrative headquarters and 1 state of the art maintenance facility
 3. 20th Air Support Operations Squadron Complex
 4. 20th air support operations squadron complex
 5. Aviation battalion maintenance hangar
 6. Training Aide Support Center - includes warehouse, administrative, and maintenance space
 7. 40K sq Ft Battalion/Brigade Headquarters for Combat Aviation Brigade
- Residential Units:
1. Apartment complex (The Timbers) 192 rooms
 2. Fort Drum Mountain Community Homes - 979 2 and 3 bedroom single and townhouse style units 979



The **Senior Sales Representative** was **Rebecca Badalato**.

Albany Medical Center (AMC)

AMC is northeastern New York's only academic health sciences center and is one of the largest private employers in the Capital Region. It incorporates the 734-bed Albany Medical Center Hospital, which offers the widest range of medical and surgical services in the region, and the Albany Medical College, which trains the next generation of doctors, scientists and other healthcare professionals, and which also includes a biomedical research enterprise and the region's largest physicians practice with 425 doctors. Albany Medical Center works with dozens of community partners to improve the region's health and quality of life.

PROJECT HIGHLIGHTS:

AMC installed a 5.75MW gas turbine peak shaving generator(CHP) to operate in parallel with National Grid's existing 34.5KV subtransmission electric power system. The generator is schemed to allow islanding of the hospital's electric load requirements itself, if both subtransmission lines that serves the hospital are out of service. The historic peak demand load on AMC is 9.2mW.

The waste heat generated by the CHP (Combined Heat Power) unit is used to produce steam that will supply the thermal load requirements throughout the facility. The project generated nearly \$50,000 in GPM. National Grid's Technical Sales & Engineering services along with Retail Connections Engineering worked closely with the Hospital's Developer in bringing this project in to meet funding and operational deadlines. The Hospital is currently looking to add another unit to their facility in the near future. The **Senior Sales Representative** was **Dan Merrill**.



Habitat for Humanity Team Day in Rhode Island



Habitat for Humanity was founded in 1976 and since that time, it has helped build or repair more than 800,000 houses and served more than 4 million people around the world. On March 18, the Rhode Island Sales team, technical group, sales processing and account development teams enjoyed working together, volunteering for a day to build the Habitat for Humanity home in Kingston, RI. The home is being built for a disabled veteran.

Shown, left to right: Scott Thatcher, Account Development; Andrea Moshier, Technical Services; Mike Skinner, Sales; Randy Cote, Sales; Alyssa Barnett, Sales Processing; Tom Dion, Sales; Jeff Dunham, Sales; Fred Paine, Sales; Jed Ferris, Technical Services; Monica Tawfik, Sales Processing



GridForce Phase II **GRIDFORCE**

The Phase II team is moving quickly to implement Phase II of GridForce! Sean Mongan hosted a successful All Hands call and Q&A this week. The Go Live date is still June 20th, and the team is working hard to ensure a smooth transition from ONYX to GridForce.

WATCH FOR A TRAINING SCHEDULE TO BE RELEASED TO EVERYONE SHORTLY!

As many of you are aware, we will be migrating all Gas Growth work to GridForce, our Customer Relationship Management and Sales system, in the coming months. The planned Go Live date is June 20th, and the team is working diligently to make sure it has collected and implemented all business functionality, built and tested our interfaces with other systems (like Maximo, Storms, and SAP), and are prepared conduct training so that you're ready to hit the ground running.

You may still be wondering - why are we migrating away from Onyx? First and foremost, Onyx is no longer supported by its manufacturer, which means they won't be making any critical system updates. This poses a significant business risk for us. Second, we're working towards streamlining as many of our processes into one system. GridForce has already taken the place of the Avenues and allows us much greater visibility into the front end of our sales process. This is just another step in our continued evolution. Finally, GridForce has considerable functionality for us to leverage, from Chatter to reporting to pipeline management. Stay tuned for more information about the benefits of our system in the coming weeks.

Do you want to be more involved? Talk to your manager about becoming a GridForce Champion. We need at least one representative per team to help test the system, assist with training, and support other users post go-live. Become an expert!

TRAINING SCHEDULE (SUBJECT TO CHANGE)

- Late April: Roll out of computer-based modules
- May: Webinar series
- Mid / late June: In-person training by team / region

If you have any questions or concerns please contact your team's GridForce Champion. If they cannot answer your question they can forward it to the larger GridForce team for an answer.

GRIDFORCE PHASE II CHAMPIONS

- ★ **Bellantoni**, Frank, Operations Engineering
- ★ **Bob**, Steve, Reporting/Analytics
- ★ **Brugnoli**, Rosella, Gas Sales Support NYC
- ★ **Canada**, Jessica, Project Management NE
- ★ **Casna**, Debby, Gas Inside Sales
- ★ **Cohn**, Mark, Gas Sales Support NE
- ★ **Dasani**, Priya, Gas Sales Support LI
- ★ **Devine**, Colleen, Customer Fulfillment DNY
- ★ **Dion**, Tom, Sales & Program Ops NE
- ★ **Draper**, Jillian, Gas Inside Sales

- ★ **Gadourey**, Linda, Customer Fulfillment NE
- ★ **Guido**, Monica, Reporting/Analytics
- ★ **Isgro**, Tony, Operations Engineering
- ★ **Kearney**, Erin, Customer Fulfillment NE
- ★ **Kelley**, Mary, Sales & Program Ops
- ★ **Kelly**, Gail, Lead Intake
- ★ **LaPearl**, Rich, Reporting/Analytics
- ★ **Licata**, Darren, Sales & Program Ops
- ★ **McGloin**, Sean, Sales & Program Ops MA-N
- ★ **Menke**, Michelle, Lead Intake
- ★ **Rodriguez**, Al, Project Management DNY