CONNECTION CYCLE
GROUP

Sample scope summary

For a board or a purchasing office. This is the scope we contract. It is not a proposal addressed to a named utility. November 2026.

Purpose

Find where new-service orders stall between application and energization, and leave the utility with a written account a general manager can act on. The aim is a shorter cycle and hours returned to staff. Lower cost follows from both.

Scope of review

The path an order actually takes, across eight stages: application, credit and deposit, staking and engineering, easements, permits and fees, construction, meter set, and billing. We use the records the utility already keeps.

Method

- A document review of the current path, in whatever form it exists.
- A sample of recent new-service orders, with the dates that can be reconstructed.
- A kickoff call plus up to three short (30-minute) staff calls with the people who touch the order.
- No on-site workshop and no new information system.

Staff time for either engagement is about two to three hours in total.

Diagnostic deliverables

$3,500. One week.

Measures where days are lost at each stage, using a recent sample of your orders. You get real numbers, a ranked list of where orders stall, and the top fixes.

Audit deliverables

$7,500. Two weeks.

Adds a full cycle-time baseline, root causes for the main order types in your sample (for example new homes, commercial, solar/interconnection), and a sequenced 90-day fix roadmap with an owner for each step.

Not included

Implementation, software, construction, legal advice, and a guarantee of a particular reduction in cycle time or cost. If orders are not stalling, the report says so. The deliverable is a clear findings report either way.

Fee and payment

Fees are fixed and stated in United States dollars. Half is due as a deposit and reserves the next open start week. The balance is due when the report is delivered. The Diagnostic deposit is $1,750. The Audit deposit is $3,750. The Diagnostic fee is credited in full if the Audit is signed within 60 days. For a contract a board must approve, we will state a fixed fee or a not-to-exceed amount. Card payment is available for the Diagnostic deposit. Invoice and purchase order are available for either engagement. We take one client at a time.

Confidentiality

Operating data, member information, and board materials are confidential. We sign the utility’s nondisclosure agreement before any files are sent. We do not publish a client’s name without written permission.

How to proceed

Book at connectioncyclegroup.com, or email nate.shull@connectioncyclegroup.com with the organization name, a contact, and the preferred start week. We confirm the week by email before work begins.

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