

# DESIGN WITH THE COMMUNITY IN MIND



AVANGRID

## The Community

### How our customers may be impacted by our projects:

- Their homes are often their largest investment.
- They can be wary of electric transmission technology and infrastructure.
- They may own businesses in the community.
- Social media can amplify or distort news about our projects.
- At the same time, they are using social media to define our reputation, our company, our service and how we interact.

### How our larger customers may be impacted by our projects:

- Power interruptions may impact business operations.
- Sales may be impacted if consumers can't easily access their location/facility.
- Traffic flows may be changed or parking may be impacted.
- They may have small or large farms and have concerns about their crops or livestock.

*Through their actions, they can delay, cause a redesign, or derail the permit process and the project entirely.*

## We want to be a partner. How can we mitigate concerns and assure our projects proceed on schedule and on budget, while maintaining our goodwill in the community?

- Work as a team internally to review the overall project early in the process. Identify any potential trouble spots. Engage Outreach, Permitting and Real Estate from the beginning.
- View the project from the customer's point of view.
- Create a design that mitigates impacts to the environment, neighbors and the community.
- Determine what additional work will be done at the location in the near future; consult with maintenance, line clearance, T&S engineering, etc.
- Develop a Community Interface Plan to identify any community concerns and create an action plan to address the concerns.
- Maintain an accurate Outreach Log of all activities with customers and the municipality.

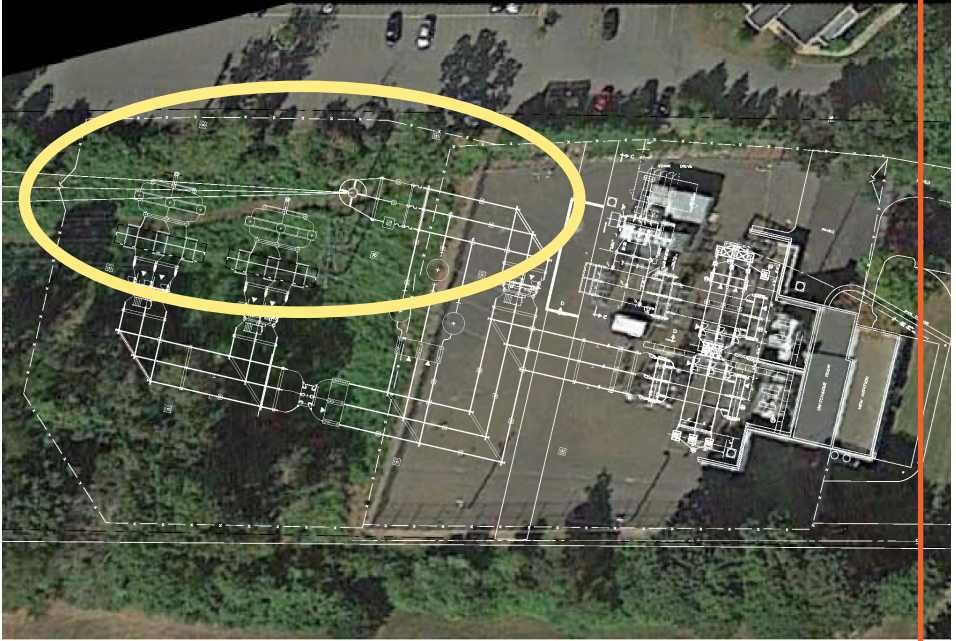




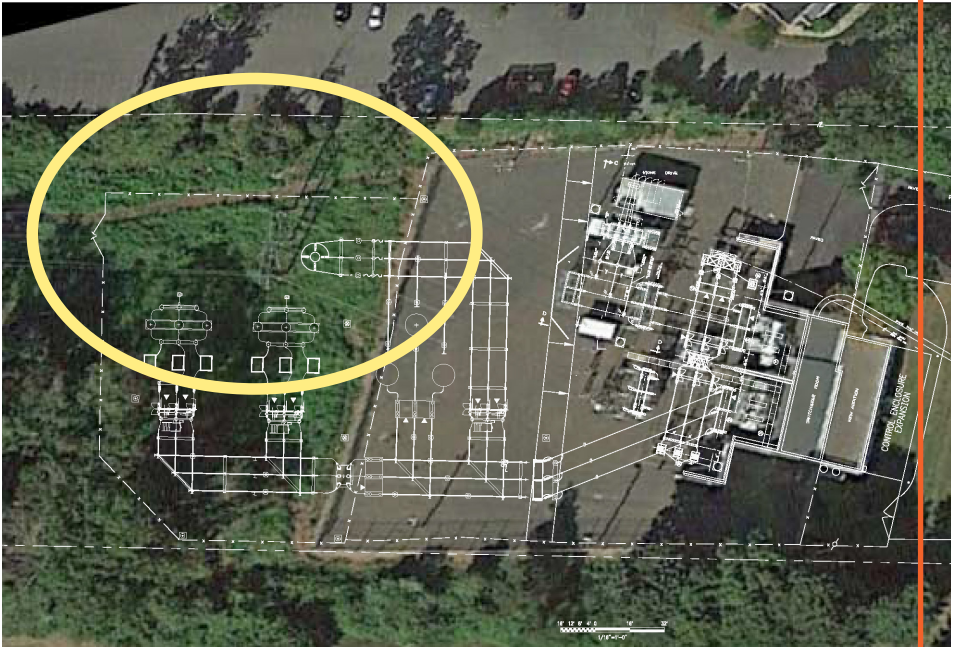
# Design with the Community in Mind

## UI – Mix Avenue Substation

The mayor of Hamden, CT raised concerns over the limited buffer remaining between the new installation and the adjacent condominiums. The project also required an easement from the complex, which included 1,200 abutters. The Project Team adjusted the design and added a larger vegetative buffer before the petition was filed.



Mix Ave Substation – Proposed Design



Mix Ave Substation – Final Design

# Being Agile and Designing with the Community in Mind -

## Residential



Before – Off Turnpike Road.



After – Off Turnpike Road.

### NYSEG – Auburn Transmission Project

Initial planning included a new 115-kV transmission line which would have been constructed on wooden H-frames adjacent to the existing two lines within the Town of Throop. Shortly after initial planning, a developer built homes adjacent to the existing lines. NYSEG realized the initial plan would have an adverse impact on the new homes, so the design was changed to self-weathering steel monopole structures, including the rebuild of the existing lines. That limited the need for additional right-of-way and mitigated the impact on the new residents

## Business

### RG&E – Genesee Street Duct Bank Work

This was originally considered a low-impact, small-scale project and Public Outreach wasn't involved in the planning. Work started and retailers were upset they were not notified about detours, "no parking" signs and lane closures in front of their businesses. RG&E worked to ensure deliveries could be made, customers could access shops, and there was available parking. We arranged for the construction staff to escort customers safely across the street and had police aid traffic and walking concerns.



Genesee Street duct bank work.



## - Examples

### CMP – Section 1 Rebuild

A Maine float plane pilot who owns a small private airstrip was concerned that the planned increased pole heights of a nearby transmission line project would affect his ability to safely take off and land his plane. His concern for safety was heard. A CMP lead engineer worked with an aviation consultant, and they determined that some new poles could be reduced in height and still meet the project standards. Also, a few marker balls were placed on the wires to warn pilots.



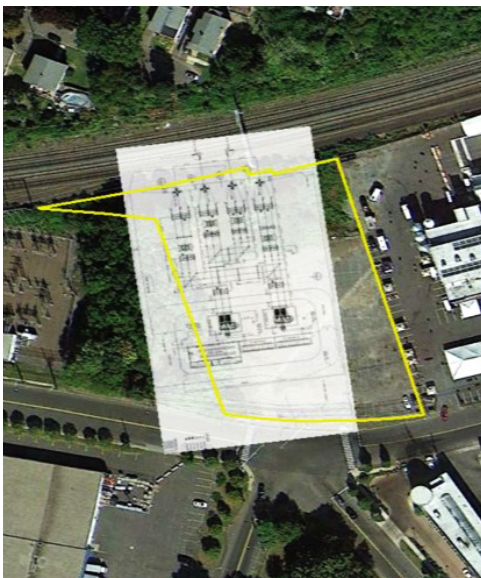
*Fox Field.*



*Y-type transmission poles.*

### RG&E – Rochester Area Reliability Project

RG&E considered the community at the very beginning of the RARP project. The design included undergrounding power lines near a minor league baseball field and lowering pole heights and installing landscaping in the historic Susan B. Anthony neighborhood. For a local farmer, RG&E rerouted a Certificated line through a conservation easement area; moved new Station 255 from its original location; and installed specialized Y-type transmission poles that allowed the 115kV structures to be aligned with the existing 345kV structures, thereby minimizing agricultural impacts.



*Baird Substation – earlier design in yellow.*

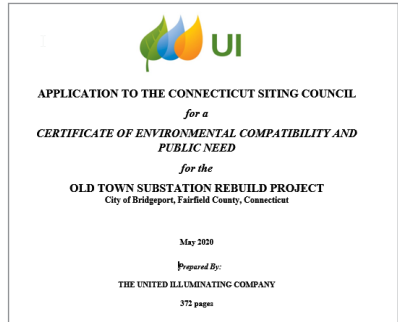
### UI – Baird Substation

The original design was changed to allow for additional room between the facility and the abutting Two Roads brewery, a popular spot for public tours and tastings. Additional parking was created and landscaping was added as an additional barrier.

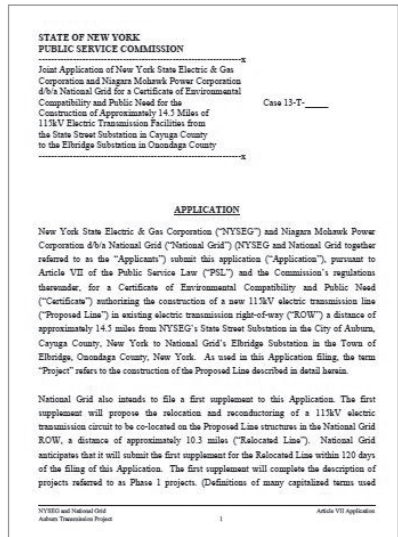
# The Permit Process

The permitting process for many projects can take more than a year to complete. Smaller projects may take less time. But all projects have the potential to impact the community in ways AVANGRID would like to avoid.

- The permit application is meant to be a persuasive document. We are proving that our project will not have a negative environmental impact on the surroundings, such as streams and wetlands. We also seek to show our project will not have a negative visual impact. Simple charts and clearly marked pictures tell the story best. We use key facts from large reports and incorporate them into the text.
- All reasonable (i.e. low cost/no cost) modifications to best accommodate abutters, businesses and the municipality must be included in the project plan. Examples include vegetation and/or low-impact lighting.
- A meeting must be held with the municipal leaders and the regulatory agencies before filing, to discuss steps taken to address potential community concerns. We also gather input from other stakeholders that may be impacted by the new facility or project.



CT Siting Council Application



Article Seven, NY filing



## Public Outreach Powering the Lines of Communication

Visit our site on SharePoint – Working with Public Outreach  
Or contact the Outreach Specialist in your OpCo  
outreach@avangrid.com