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.
- One or two asynchronous conversations 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.

- Where orders stall, ranked.
- A written findings report.
- A readout with the general manager or operations lead.

## Audit deliverables

$7,500. Two weeks.

- A deeper end-to-end analysis.
- A cycle-time baseline.
- A fix roadmap, in priority order.
- A written report and a readout.

## 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 We do not publish a client’s name without written permission.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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