

Subscriber Portal Error Key

Data privacy error	<p>A Subscriber Agency Agreement (SAA) form has not been submitted to DataRequest@xcelenergy.com for the subscriber, or was completed incorrectly. If you have previously received approval from Data Request and are still receiving this error, reach out to SRCMN@xcelenergy.com with questions.</p> <p>The Community Solar Garden Operator field on the Subscriber Agency Agreement must match the Developer/Owner field of the corresponding garden in the portal. If these fields don't match, a Data Privacy error will occur.</p> <p>Please Note: If the first digit of the account number is zero, the portal will respond with this error. To avoid this, input the account number with the first non-zero digit.</p>
120% usage error	<p>The subscriber is over 120% of their normal usage capacity.</p> <p>This may also be due to the customer subscribing to another solar garden or Distributed Generation program.</p>
Less than 4 months error	<p>The subscriber has less than four months of usage at their premise. Reach out to the subscriber and get documentation of their square footage from a third-party entity (cannot be Zillow or any similar platforms). Provide this to SRCMN@xcelenergy.com for approval.</p> <p>Note: If you believe the customer in question does, in fact, have more than 4 months of usage at the premise, please save the allocation at 0kW and wait up to 1 business day before editing the amount and resubmitting. This should correct the error by allowing for time for additional usage data to be pulled.</p>
Invalid cross reference ID error	<p>Please follow the below steps.</p> <ol style="list-style-type: none"> 1. Add Subscriber 2. Supply the required fields: premise, account, System Allocated (in kW). 3. Multiple Electric Meters Confirmed (please check before submitting) 4. Submit Subscriber
Account/premise combination is not valid	<p>The subscriber's account or premise is no longer valid in our system. This usually (but, not always) relates to a customer moving without notifying anyone. For this error, please reach out to your customer for more information.</p>
Adjacent county error	<p>Please send these errors to the SRCMN inbox.</p>
Multiple Meters error	<p>This error indicates that there is record of multiple meters at a given premise, which may require investigation by the Xcel Energy program team.</p> <p>To resolve this error, simply submit the subscriber with the "Multiple Electric Meters" checkbox checked and a notification will automatically be sent to Xcel Energy. We will follow up if any action is needed.</p>