

## SRC Subscriber Maintenance Guidelines

Before achieving Permission To Operate and at all times after while the solar garden is in operation, solar garden operators are responsible for ensuring that there are 5 valid and unique entities subscribed to the solar garden. Solar garden operators are also responsible for all subscriber management and ensuring that subscriber allocations are valid in the SRC portal at least 5 days prior to the beginning of a given production month in order to receive bill credits for that month.

Subscription status is available in the SRC portal, and though Xcel Energy may provide courtesy notifications when subscribers go invalid or will do so when developers are out of compliance, garden operators should continuously review the SRC portal to ensure customer eligibility for bill credits.

### **Submission to Data Request:**

Before a customer can be entered into the SRC portal, a Subscriber Agency Agreement signed by the customer and listing the Garden Operator (as shown on the SRC Contract) must be submitted to and approved by [DataRequest@xcelenergy.com](mailto:DataRequest@xcelenergy.com). This review process typically takes 1-2 weeks, with an additional 1-2 business days for approvals loaded into the SRC portal. It is advised that Garden Operators submit requests at least 30 days in advance, as timelines may vary and to accommodate for additional reviews if rejected.

*-Please note that all submissions to Data Request should come in the form of email with file sizes of less than 10MB. Security protocol dictates that links to online storage sites may not be accepted.*

### **Subscriber Entry process:**

To enter a subscriber into the SRC portal, you will need to log in after receiving approval from Data Request. You will need to enter the following information for each subscriber allocation:

- Account # (please remove any preceding zeroes and only include the digits between hyphens)
- Premise #
- Allocation size in kW DC

Once you have provided the above information and clicked "Submit Subscriber", they will be entered into the portal and you can view their Status as Valid or Invalid. If the system determines a subscription is not eligible, it will provide an error message and prevent entry or show the subscriber status as invalid

### **Common Error Statements in SRC portal:**

- **120% Usage Error:** The subscriber is over 120% of their normal usage capacity. This may also be due to the customer subscribing to another solar garden or Distributed Generation program.
- **Less Than Four Months Usage Error:** 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](mailto:SRCMN@xcelenergy.com) for approval.

- *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.*
- **Data Privacy Form Error:** A Subscriber Agency Agreement (SAA) or Customer Electric Usage Data (CEUD) form has not been submitted to [DataRequest@xcelenergy.com](mailto: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](mailto:SRCMN@xcelenergy.com) with questions.
- **County Error:** The subscriber's address is not in the same or an adjacent county to the garden that they are subscribed to.
- **Account and Premise Numbers Invalid Error:** The account or premise numbers entered do not match Xcel Energy's records for the customer. This may be due to the customer moving or having changed their account number (in the case of commercial customers only).
- **Multiple Meters Error:** This error indicates that there is record of multiple meters at a given premise, which may require investigation by the Xcel Energy program team. 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.

With any questions, or if you believe any of the error statements you have received are incorrect, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)