



Solar*Rewards Community
How To: Update 24/7 Emergency Contact Information
in the Portal

4.1.2020

Current Process

- Planned outages are required to community solar gardens (and other power producing DER) per Xcel Energy's safety guidelines around hotline work.
- The 24/7 Emergency Contact as listed in the Portal will continue to receive two phone calls per planned outage for each solar garden affected – one at the start of the outage, and one once it is completed.
- These phone calls will include the garden affected, a brief reason for the work, and the expected duration.

Future Process

- We are currently working to implement a **future automated notification system** for planned outages to CSG's.
- This will enable us to provide more consistency in our notifications as we hope to resolve many of the current shortcomings of our manual process.
- The most up-to-date information on this effort can be found in [eDocket](#) 13-867, and will continue to be a conversation with the larger SRCMN Workgroup as a whole – we encourage you to participate here.

Step 1: Login to Portal

1. Login to Portal at xcelenergy.force.com/Renewables/s/login/
2. Click the “CO Solar Gardens” link at the bottom to navigate to the Old Portal view.

Step 2: From your home screen, select the Garden you would like to edit:



Home Solar Gardens Reports Other Reports

SRC Custom Links

- [Application Process Instructions](#)
- [Builders Call Line](#)
- [Contact Us](#)
- [FAQs](#)
- [Glossary](#)
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- [Sample Documents](#)
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SRCMN

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Solar Garden Status

1-1 Of 1

Alert: Subscribers are completing forms !

Solar Garden : Sample Garden Name

Garden	Garden Name	Garden Status
SRC064256	Sample Garden Name	Step 8: Active

Actions required to proceed

STEP 8:

Documents and Attachments

Title	Uploaded
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Step 3: Click “Edit”



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Solar Garden
SRC064256

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Solar Garden Detail

▾ Milestones and Actions

Case #: 03127048
Status: Withdrawn
Step:
Sub-Step:

[Actions](#) [Finalized Actions](#) [Milestones](#) [Completed Milestones](#)

ACTION NAME	DESCRIPTION	STATUS	RESPONSIBLE PARTY
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Please see Milestones tab for deadline.

Feeder Notes

▾ Information

Garden Name Sample Garden Name
SRC Producer / Garden Operator [Sample Organization](#)

Applicati

Step 4: Scroll down, and update 24/7 Emergency Contact information here:

STEP 6: DOCUMENTS & CONTRACT SUBMISSION







Reservation Letter Received
Interconnection Agreement Received
Contract Received
Contract Received for SFR Incentive 
Invoice Received
Insurance Received
Inspection Received

STEP 7: APPLICATION COMPLETION

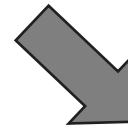
Meter Install Date  [4/1/2020]
Application Complete

STEP 8: ACTIVE

Application Activated

MRETS ID 

Telemetry Work Order # 

Deposit Notes 


Documents and Contract Approval
Meter Set Request
Application ID (MIM)



First Name	John
Last Name	Smith
Primary Email	sample@xcelenergy.com
Work Phone	(999) 123-1234
Extra Phone	(999) 123-1235
Primary SMS	(999) 123-1234

What do these fields mean?

- These fields have replaced the Primary and Secondary 24/7 Contacts, and all will be utilized within our **new** notification system for Planned Outages.
- Both Primary Email and Primary SMS (for text messages) are brand new, and we need your help populating these!
- (Primary 24/7 Contact Name has been split into First Name and Last Name, while Work Phone has replaced Primary 24/7 Phone, and Extra Phone has replaced Secondary 24/7 Phone).



Step 5: Click “Save”

STEP 6: DOCUMENTS & CONTRACT SUBMISSION

Reservation Letter Received
Interconnection Agreement Received
Contract Received
Contract Received for S*R Incentive 
Invoice Received
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Documents and Contract Approval
Meter Set Request
Application ID (MIM)

STEP 7: APPLICATION COMPLETION

Meter Install Date  [4/1/2020]
Application Complete

First Name	John
Last Name	Smith
Primary Email	sample@xcelenergy.com
Work Phone	(999) 123-1234
Extra Phone	(999) 123-1235
Primary SMS	(999) 123-1234

STEP 8: ACTIVE

Application Activated

MRETS ID	0
Telemetry Work Order #	
Deposit Notes	

Step 6: Repeat! Use this report for an overview of all gardens.

Planned Outages - Feeder & Contact Info

XcelEnergy

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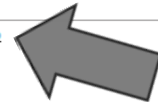
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Folder:

Action	Report Name ▲
Export	% LMI Subscribers by Project
Export	Active Gardens w/Capacity
Export	MN Garden Site ID Reporting
Export	Mn Subscribers Active Gardens
Export	Monthly Owner Report
Export	Monthly Owner Report Current Month
Export	Monthly Production in kWh
Export	Other Solar Garden Subscription Report
Export	Pending Gardens with Open Capacity
Export	Planned Outages - Feeder & Contact Info



I received a notification call, but I still have questions on a planned outage.

- Reach out to SRCMN@xcelenergy.com using the below pre-populated email:



SRCMN Outage Inquiry - Garden Name.msg

