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

**4.30.2020**

# Current Process

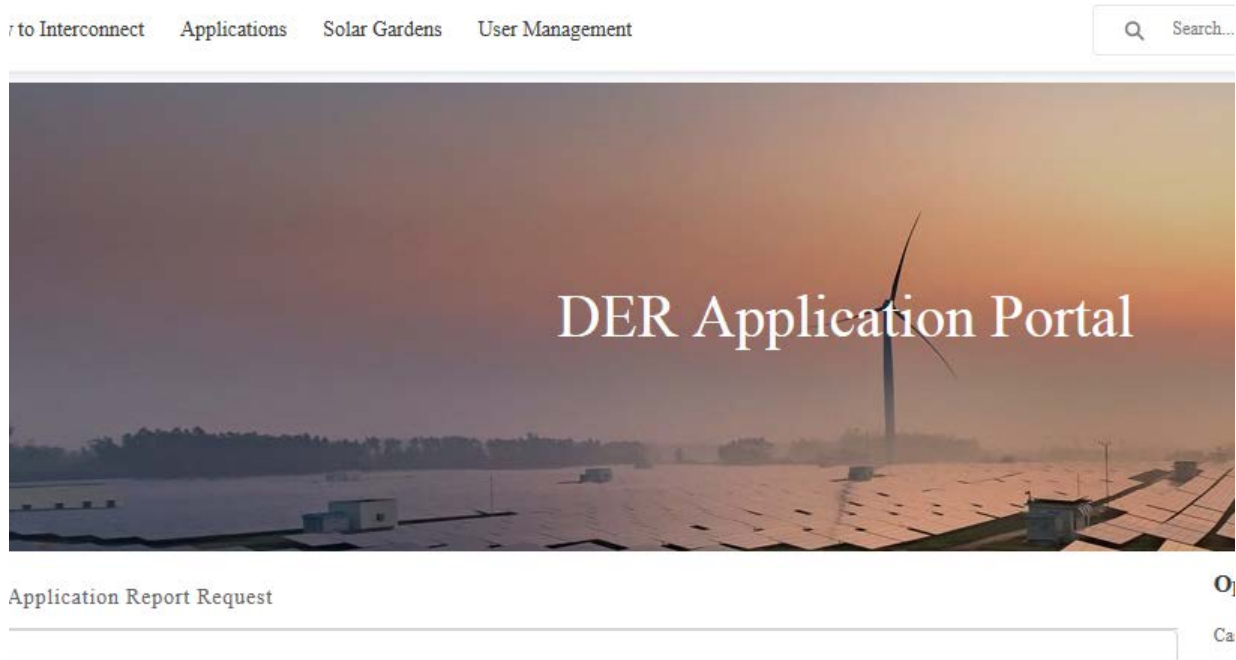
- Planned outages are required to community solar gardens (and other power producing DER) per Xcel Energy's safety guidelines around hotline work.
- The 24/7 Emergency Contact as listed in the Portal will continue to receive two phone calls per planned outage for each solar garden affected – one at the 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.

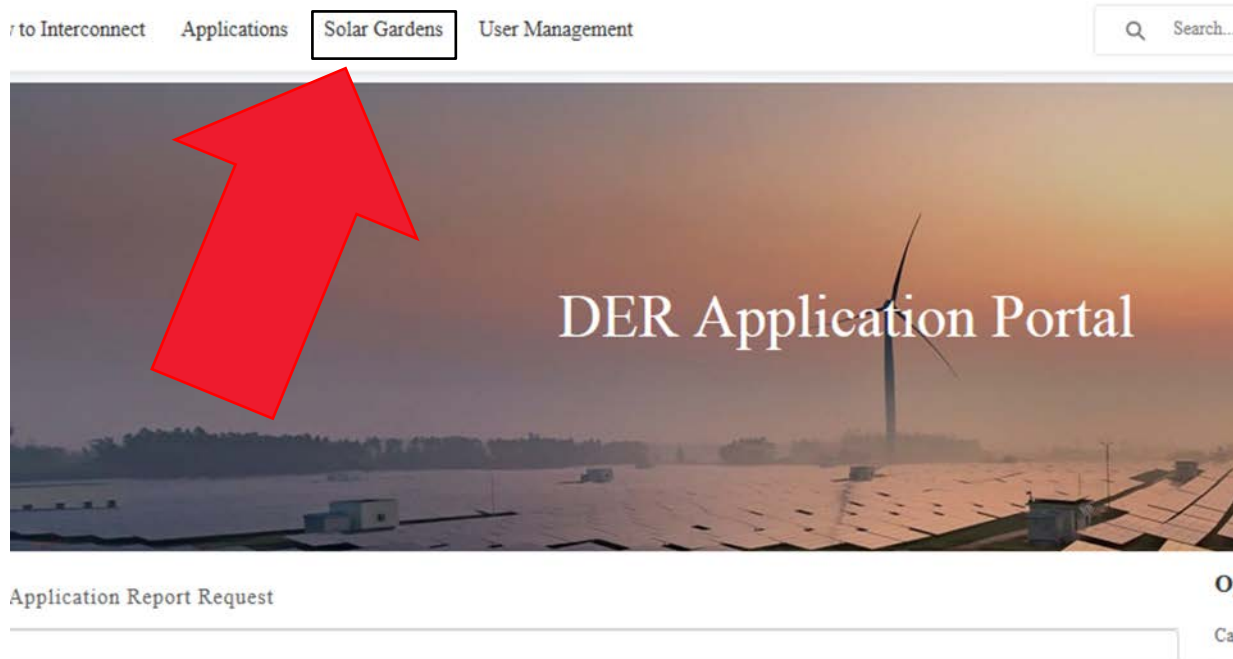
# Step 1: Login to Portal

1. Login to Portal at [xcelenergy.force.com/Renewables/s/login/](https://xcelenergy.force.com/Renewables/s/login/)



## Step 2: Click on the Solar Gardens Link

- Click the “Solar Gardens” link at the top of the page.



# Step 3: Navigate to the specific SRC# you'd like to update

 Solar Gardens  
All Gardens ▼ 

50+ items • Sorted by Garden Name • Filtered by all solar gardens • Updated a few seconds ago

|   | Garden... ↑ ▼ | Substation ▼ | Solar... ▼ | Developer/Owner ▼    | Primary Contact Name ▼ | Status         |
|---|---------------|--------------|------------|----------------------|------------------------|----------------|
| 1 | ██████████    | ██████████   | ██████████ | ████████████████████ | ██████████████████     | Step 8: Active |
| 2 | ██████████    | ██████████   | ██████████ | ████████████████████ | ██████████             | Step 8: Active |

# Step 4: Scroll to bottom of page Under Step 7, update the following:

## ✓ STEP 7: APPLICATION COMPLETION

Meter Install Date ⓘ

8/22/2016

Application Complete

8/31/2016

★ First Name

██████

★ Last Name

██████

★ Primary Email

★ Work Phone

██████████████

★ Extra Phone

██████████████

★ Primary SMS

# What do these fields mean?

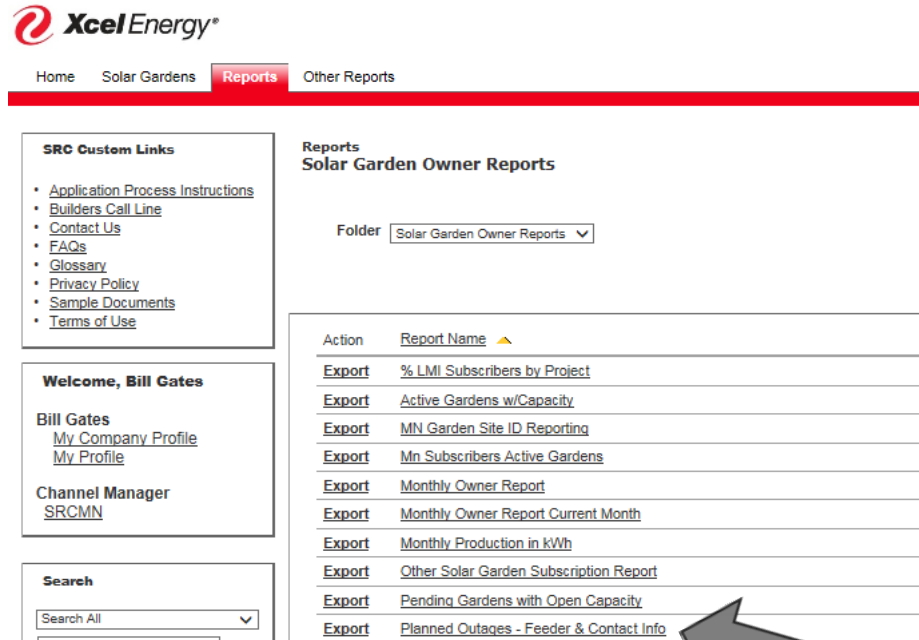
- These fields have replaced the Primary and Secondary 24/7 Contacts, and all will be utilized within our **new** notification system for Planned Outages.
- Both Primary Email and Primary SMS (for text messages) are brand new, and we need your help populating these!
- (Primary 24/7 Contact Name has been 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 6: Repeat! Use this report for an overview of all gardens.

## Planned Outages - Feeder & Contact Info



The screenshot shows the Xcel Energy website's 'Reports' section. The 'Reports' menu is active, and the 'Solar Garden Owner Reports' folder is selected. A list of reports is displayed, with the 'Planned Outages - Feeder & Contact Info' report highlighted. A large grey arrow points to this report.

**Xcel Energy**

Home Solar Gardens **Reports** Other Reports

**SRC Custom Links**

- [Application Process Instructions](#)
- [Builders Call Line](#)
- [Contact Us](#)
- [FAQs](#)
- [Glossary](#)
- [Privacy Policy](#)
- [Sample Documents](#)
- [Terms of Use](#)

**Welcome, Bill Gates**

**Bill Gates**  
[My Company Profile](#)  
[My Profile](#)

**Channel Manager**  
[SRCMN](#)

**Search**

Search All

**Reports**  
**Solar Garden Owner Reports**

Folder:

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

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

- Reach out to [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com) using the below pre-populated email:



SRCMN Outage Inquiry - Garden Name.msg

