



# HOW TO: REQUEST CLEARANCE FOR GARDEN MAINTENANCE ON CUSTOMER EQUIPMENT

Solar\*Rewards Community, Minnesota

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# How To: Request Clearance to perform maintenance work on a solar garden

If a solar garden owner/operator would like working clearance to complete maintenance items in the garden's customer owned gear, follow Xcel Energy's customer requested switching process in order to de-energize the site.

1. Call the Builders Call Line at **1-800-628-2121** to request the garden be de-energized.
  - a) Xcel Energy will review and determine what is needed to complete the request. Please be prepared to provide the name/number of an actual person that will be taking clearance and allow 3-4 business days for us to process and schedule this work.
    - i. Factors include where the site is located, what is being requested, and the type of distribution equipment Xcel Energy has at the site.
    - ii. An Xcel Energy designer may need to be involved with the request and scheduling of the work.
2. Once **approved**, a switch plan will be written for the proper clearance points and the necessary switching will be scheduled per our standard process.
3. There may be **costs** involved from Xcel Energy depending on the request and if its considered dedicated switching or not.

# Disclaimers

- ❑ Xcel Energy's working clearances and customer requested working clearances for garden maintenance on customer owned equipment are different.
  - When Xcel Energy has working clearance, the clearance is **only** for Xcel Energy crews to complete work on the distribution system.
  - Xcel's working clearances are **not** for customer work on the solar garden or in the customers electrical equipment.
  - **Planned outages** to solar gardens are not an opportunity for the garden operator to perform their own work, unless the proper process is followed for the garden operator to gain their own clearance.
  - Dedicated switching includes when customers request a specific time or time window for de-energizing electric service. Labor costs will be charged per the applicable rates in the tariff.

