



---

**Solar\*Rewards Community Office Hour:**  
**Planned Outage Notifications**

**October 22, 2020**

# AGENDA

## Planned Outages

- Notifications – Overview and Examples
- 24/7 Emergency Contacts
- Information in the Portal
- Process in the field

## Non-planned Outages

- Momentary Interruptions
- Unplanned or Emergency Outages

## Clearance during an Outage

- Who has it and how to request it, in order to perform maintenance



# PLANNED OUTAGES

Planned outages are required to community solar gardens (and other dedicated power producing DER) per Xcel Energy's safety guidelines around hotline work

Technical Workgroups have been held to discuss technical solutions that would remove the requirement of taking gardens offline during hotline work

- Refer to [eDocket](#) 13-867 for meeting summaries
- A solution has not yet been determined

# PLANNED OUTAGE: NOTIFICATIONS

We are currently implementing the **automated notification system** – Everbridge – for planned outages to CSG's; soft roll out began July 20, 2020 and has continued as we remotely trained all staff.

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 [PUC Order](#) along with 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.

# PLANNED OUTAGE: NOTIFICATIONS

Six types of Everbridge Notifications:

1. Upcoming
2. Start
3. Update
4. Close
5. Cancelled
6. Emergency

# PLANNED OUTAGE: NOTIFICATIONS

Everbridge Notifications always sent, per switch plan:

1. Upcoming: Sent 24-48 hours (sometimes earlier) in advance of Planned Outage
2. Start: Sent day-of, when taking gardens offline
3. Close: Sent day-of, when gardens are put back online

Everbridge Notifications sent, when necessary or available:

- Update: Sent when there is a change to the Switch Plan or Planned Outage
- Cancelled: When a planned outage is cancelled
- Emergency: **NOT** always available

# Planned Outage: Notifications

## Information included:

1. Feeder
2. Switch Plan #
3. Categorized reason
4. Start date
5. End date

## Information NOT included:

1. Garden Name or SRC#
2. Start or end time

# Planned Outage: Notifications

## Garden Name or SRC# – why not?

- Outages are taken at the Feeder level, meaning in most situations all gardens on a given Feeder will be removed from service for a Planned Outage.
- The Feeder name/number is included in the outage notification.
- Garden operators are expected to be aware of which Feeders their gardens are located on.
- If you are still not sure which gardens of yours are impacted by a planned outage, please utilize the [Planned Outages - Feeder & Contact Info](#) report to view an overview of gardens and feeders.



# Planned Outage: Notifications

## Start or end time – why not?

- Feeders have varying amounts of DER interconnected. A given Feeder can have one or twenty-five individual gardens.
- Control Centers send “start” emails morning of DER planned outage.
- Actual truck roll to disconnect gardens may happen later in day.
- The amount of gardens on the Feeder that we physically take offline will impact the length of time between when the “start” notification is sent, to the actual time the garden is taken offline.
- We cannot guarantee any specific time for any planned outage.
- Please utilize “upcoming” notification sent 24-48 hours in advance, and “start” notification sent the morning of to inform.

# NOTIFICATIONS – UPCOMING

SRC Outage Notification - Upcoming - SP# 770593 - CGR63



Solar Rewards Community Minnesota <noreply@everbridge.net>  
To: SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Expires 1/11/2021

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Tue 10/13/2020 11:26 AM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you that Xcel Energy will be removing CSG's from service on Feeder CGR63 and Switch Plan SP# 770593 during upcoming planned work for Xcel Energy System Maintenance.

This outage is estimated to begin on 10-14-2020 and is estimated to be completed by 10-15-2020. An additional notification will be sent on the actual start date of the outage.

Please note that this does not indicate that you will be out of service the entirety of this time period, our work is dictated by work crews and overall system health. Work scheduled across two or more weeks will likely result in gardens being energized over weekends when crews are not working, and de-energized on Monday mornings.

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)

Please consider the environment before printing this email.

# NOTIFICATIONS – START

## SRC Outage Notification - Start



Solar Rewards Community Minnesota <noreply@everbridge.net>

To SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Expires 1/11/2021

Reply Reply All Forward ...

Tue 10/13/2020 7:51 AM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you that Xcel Energy will be removing CSG's from service today (10-13-2020) on Feeder SWN022 and Switch Plan 770567 during planned work for Upgrades to Accommodate Additional DER.

This outage will begin today (10-13-2020) and is estimated to be completed by 10-16-2020.

Please note that this does not indicate that you will be out of service the entirety of this time period, our work is dictated by work crews and overall system health. Work scheduled across two or more weeks will likely result in gardens being energized over weekends when crews are not working, and de-energized on Monday mornings.

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.

# NOTIFICATIONS – CLOSED

SRC Outage Notification - Closed



Solar Rewards Community Minnesota <noreply@everbridge.net>

To: SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Expires 1/8/2021

Follow up. Start by Tuesday, October 13, 2020. Due by Tuesday, October 13, 2020.

Reply Reply All Forward

Sat 10/10/2020 2:39 PM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you that Xcel Energy has restored service to the CSG's on Feeder MEDFORD 21 and can be referenced to Switch Plan 770487.

The outage started on 10-10-2020 and ended on 10-10-2020.

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.

# NOTIFICATIONS – UPDATE

## SRC Outage Notification Update



Solar Rewards Community Minnesota <noreply@everbridge.net>

To SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Follow up. Start by Tuesday, October 13, 2020. Due by Tuesday, October 13, 2020.

Expires 12/20/2020

Reply Reply All Forward

Mon 9/21/2020 3:56 PM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you there has been a change to the scope of the outage on Feeder SDX311 and can be referenced to Switch Plan SP#769493.

The reason for the change is Scope of Work Extended.

This outage is now estimated to start on 09-23-2020 and be completed by 09-25-2020.

Please note that this does not indicate that you will be out of service the entirety of this time period, our work is dictated by work crews and overall system health. Work scheduled across two or more weeks will likely result in gardens being energized over weekends when crews are not working, and de-energized on Monday mornings.

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.

# NOTIFICATIONS – CANCELLED

SRC Outage Notification - Cancelled



Solar Rewards Community Minnesota <noreply@everbridge.net>

To: SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Expires 1/10/2021

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Mon 10/12/2020 4:28 PM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you there has been a **cancellation** of the scope of the outage on Feeder LIL021 and can be referenced to Switch Plan 770626. Xcel Energy will no longer have your CSG's out of service today (10-12-2020) due to (Change to Scope of Work).

**This outage is now cancelled.** Please note that although this specific outage has been cancelled, unplanned and emergency outages can still occur. Please report unplanned outages to 800-895-1999 or at [www.xcelenergy.com/outages](http://www.xcelenergy.com/outages).

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.



# NOTIFICATIONS – EMERGENCY

SRC Emergency Outage Notification - 770451



Solar Rewards Community Minnesota <noreply@everbridge.net>

To SRCMN

Retention Policy Xcel 90 Days Delete (90 days)

Follow up. Start by Tuesday, October 13, 2020. Due by Tuesday, October 13, 2020.

Expires 1/1/2021

Reply Reply All Forward

Sat 10/3/2020 9:23 AM

**EXTERNAL - STOP & THINK** before opening links and attachments.

[Please click here to acknowledge receipt of this message](#)

This is a message to notify you that Xcel Energy will be removing CSG's from service on Feeder MHW312 and Switch Plan 770451 due to an unplanned emergency outage.

This outage will begin on 10-03-2020 and is estimated to be completed by 10-03-2020. Notifications will be sent to provide updated information on the extent and timeline of the outage.

If you are receiving this notification, you are listed as the 24/7 Emergency Contact for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy | Responsible By Nature**

E: [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com)

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.

# 24/7 EMERGENCY CONTACT

If you are receiving this notification, you are listed as the **24/7 Emergency Contact** for the community solar gardens on the above Feeder – it is the responsibility of this contact to notify other interested parties. It is the garden owner/operators responsibility to know the feeder location of all gardens. Still not sure which of your gardens are impacted by this feeders outage? Refer to the garden details available in the [Portal](#), or view a summarized report [here](#).

If you have questions about this outage, please contact [SolarRewardsCommMN@xcelenergy.com](mailto:SolarRewardsCommMN@xcelenergy.com).

Thank you for your cooperation,

**The Solar\*Rewards Community Program Team**

**Xcel Energy**

E: [SolarRewardsCommMN@xcelenergy.com](mailto:SolarRewardsCommMN@xcelenergy.com)

---

[XCELENERGY.COM](http://XCELENERGY.COM)



Please consider the environment before printing this email.

# 24/7 EMERGENCY CONTACT

Populating 24/7 Emergency Contact information in Portal is required prior to Energization of any garden

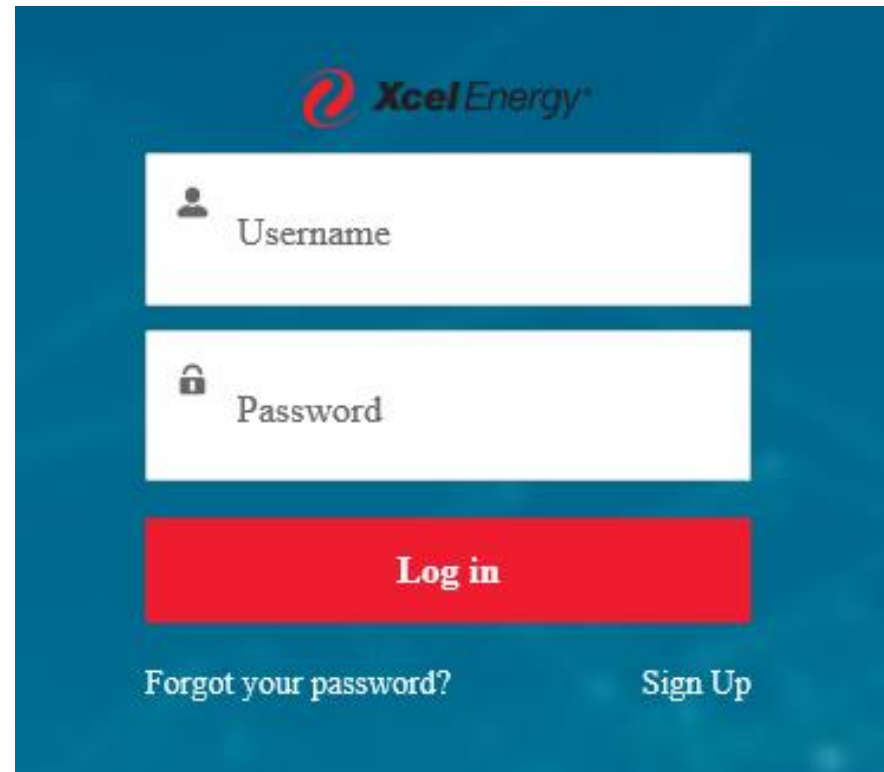
24/7 Emergency Contact is separate from Primary Application Manager (PAM)

For further instructions, refer the Planned Outages drop-down at [www.xcelenergy.com/SRCResources](http://www.xcelenergy.com/SRCResources):

- [How to Update 24.7 Contact Information in the \(New\) Portal](#)
- [How to Update 24.7 Contact Information in the \(Legacy\) Portal](#)

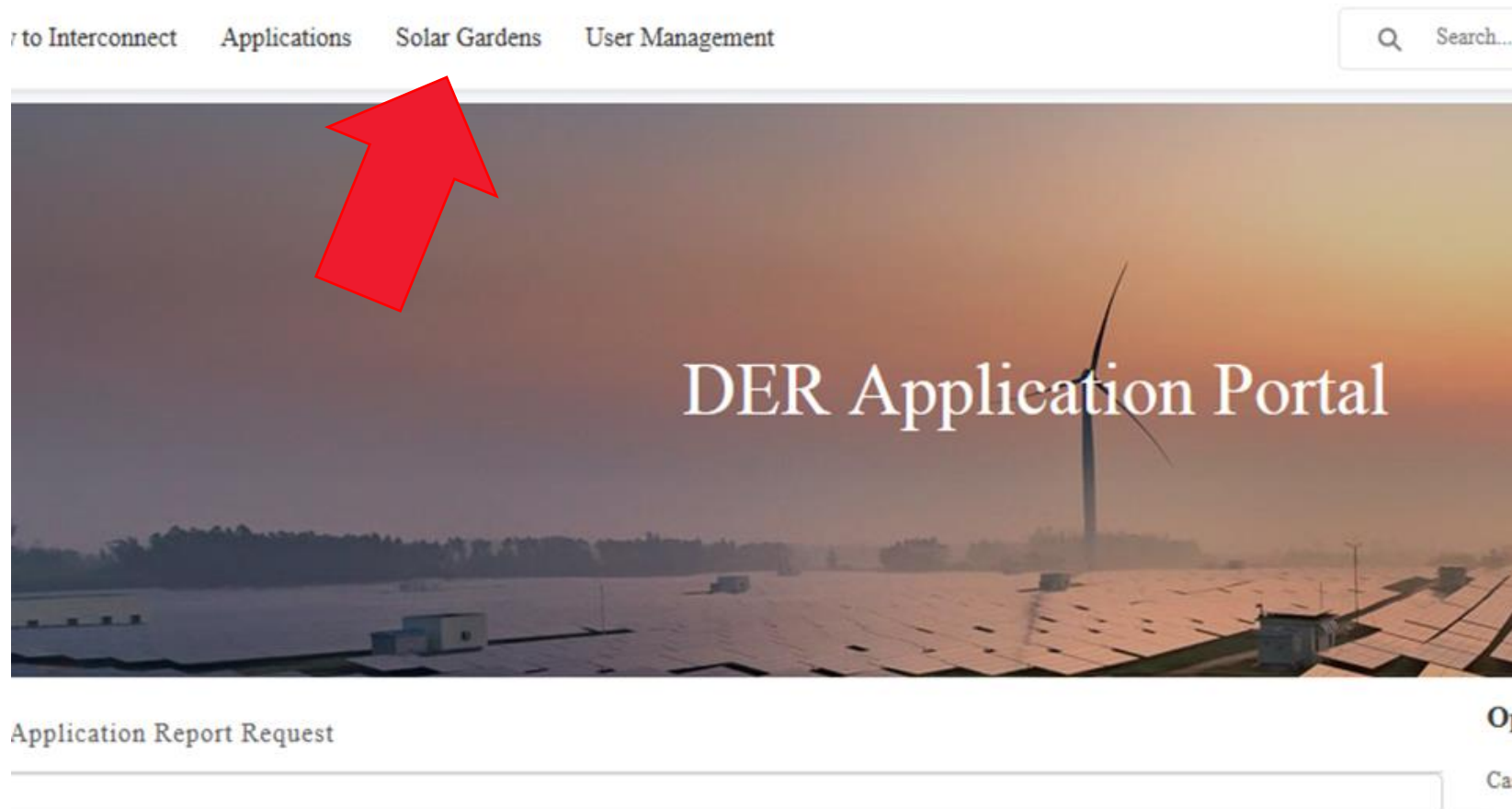
# STEP 1: LOGIN TO NEW PORTAL

<https://xcelenergy.force.com/Renewables/s/login/?startURL=%2FRenewables%2Fs%2F&ec=302>



The image shows a login portal for Xcel Energy. At the top center is the Xcel Energy logo, which consists of a red stylized 'e' followed by the text 'Xcel Energy' in black. Below the logo are two white input fields. The first field is labeled 'Username' and has a small grey person icon to its left. The second field is labeled 'Password' and has a small grey padlock icon to its left. Below these fields is a large red button with the text 'Log in' in white. At the bottom of the form, there are two links: 'Forgot your password?' on the left and 'Sign Up' on the right, both in white text.

# STEP 2: CLICK “SOLAR GARDENS”



# STEP 3: NAVIGATE TO GARDEN

 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: UPDATE & SAVE

Required

✓ STEP 7: APPLICATION COMPLETION

Meter Install Date ⓘ  
8/22/2016

Application Complete  
8/31/2016

★ First Name

★ Last Name

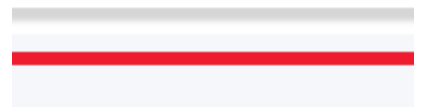
★ Primary Email

★ Work Phone  
[Redacted]

★ Extra Phone  
[Redacted]

★ Primary SMS

Cancel Save



# STEP 5: REPEAT!

Navigate to each garden individually or utilize the Planned Outages – Feeder & Contact Info report for an overview.

# PLANNED OUTAGES – FEEDER & CONTACT INFO



[How to Interconnect](#)

[Applications](#)

[Solar Gardens](#)


[User Management](#)

[Solar Gardens Reports](#)

A banner image for the DER Application Portal. It features a wind turbine in a field at sunset or sunrise, with a warm orange and yellow sky. The text 'DER Application Portal' is overlaid in white serif font.

DER Application Portal

# PLANNED OUTAGES – FEEDER & CONTACT INFO

 [How to Interconnect](#) [Applications](#) [Solar Gardens](#) [User Management](#) [Solar Gardens Reports](#)

Reports

All Reports

1 item

REPORTS

Recent

Created by Me

Private Reports

All Reports

Report Name

Description

Folder

Created By


Created On

Planned Outages - Feeder & Contact Info

Solar Garden Owner Repc


Crystal Pomerleau (Solar)


2/24/2020 3:5





# PLANNED OUTAGES – FEEDER & CONTACT INFO


Sort by feeder, or scroll to the right to view all 24/7 Emergency Contact information


 [How to Interconnect](#) [Applications](#) [Solar Gardens](#) [User Management](#) [Solar Gardens Reports](#)






 **Report: Accounts with Solar Gardens**  
**Planned Outages - Feeder & Contact Info**
















[Export](#)

Total Records  
26

Feeder 	Substation 	Solar Garden: Solar Garden ID 	Garden Name 	Garden Street 	Garden City 	Developer/Owner 	First Name 	Last Name 	P
--	--	---	---	---	---	---	--	---	---

# PROCESS IN THE FIELD

In order to facilitate standard, expedient operation of the distribution system for planned and emergency outages, Xcel Energy operations does not operate customer-owned equipment.

In some cases, Xcel Energy metering safe work rules require that a visible-open disconnect between metering equipment and the DER is provided, which is the Utility AC Disconnects purpose.

It is not intended for use during normal and emergency switching operations.



# COMPENSATION

Solar Gardens are taken offline during hotline work as a safety protocol.

There is no compensation available for Planned Outages to Community Solar Gardens.

# COMPENSATION

The tariffed pre-MNDIP Interconnection Agreement states that:

- “It is agreed that Xcel Energy shall have no liability for any loss of sales or other damages, including all consequential damages for the loss of business opportunity, profits or other losses, regardless of whether such damages were foreseeable, for the disconnection of the Generation System per this Agreement.” (IA, Section VIII.F Disconnection of Unit) and
- “In no event shall either Party be liable to the other Party for any punitive, incidental, indirect, special, or consequential damages of any kind whatsoever, including for loss of business opportunity or profits, regardless of whether such damages were foreseen.” (IA, Section IX.B)

# COMPENSATION

The MNDIA states that:

- 7.2. Limitation of Liability

Each Party's liability to the other Party for any loss, cost, claim, injury, liability, or expense, including reasonable attorney's fees, relating to or arising from any act or omission in its performance of this Agreement, shall be limited to the amount of direct damage actually incurred. In no event shall either Party be liable to the other Party for any indirect, special, consequential, or punitive damages, except as authorized by this Agreement.

- 7.5. Consequential Damages

...neither Party shall be liable under any provision of this Agreement for any losses, damages, costs or expenses for any special, indirect, incidental, consequential, or punitive damages, including but not limited to loss of profit or revenue, loss of the use of equipment, cost of capital, cost of temporary equipment or services, whether based in whole or in part in contract, in tort, including negligence, strict liability, or any other theory of liability...

# NON-PLANNED OUTAGES

**My garden is offline, but I didn't receive a notification**



# NON-PLANNED OUTAGES

Solar gardens may experience outages of varying durations that may not be planned.

If you did not receive a notification regarding a planned outage, the outage was not planned.

Types of Unplanned Outages:

1. Momentary Interruptions
2. Unplanned or Emergency Outages

# MOMENTARY INTERRUPTIONS

Over 80% of all outage events on the distribution system are momentary interruptions that are likely to trip the inverters offline, per the IEEE 1547 standard.

Unless the default settings of the inverter were changed, the inverters will begin generating again once the distribution system is restored, with a required minimum delay of 5 minutes.



# MOMENTARY INTERRUPTIONS

It has been observed that some SR\*C operators have sites designed such that other customer-owned devices will trip during a momentary outage, and then require a manual reset of those devices.

It is recommended that the operator verify these device statuses before contacting Xcel Energy about a long duration outage.

Xcel Energy's equipment (specifically reclosers) are designed to open temporarily during some faults in order to allow the fault to clear.

This results in relatively short outage durations for many outages you are likely to experience.

# MOMENTARY INTERRUPTIONS

1. Please send your responder to investigate your equipment, to make certain it is not your equipment, before calling in an outage.
2. Then, to report an unplanned outage, regardless of duration, call **1-800-895-1999**
  - This method will create a ticket to dispatch a crew to investigate.

**DO NOT** contact our control centers.

# UNPLANNED OR EMERGENCY OUTAGES

During Escalated Operations, or Severe Weather Threats, garden operators will likely receive an email communication from [SolarRewardsCommMN@xcelenergy.com](mailto:SolarRewardsCommMN@xcelenergy.com). During these times:

- **DO NOT call the Operations Center**, even if it is listed in your Interconnection Agreement packet. Our crews will be working escalated operations, and Xcel Energy will be very focused on quickly and safely restoring power to all impacted customers, including community solar gardens.
- Pass these instructions along immediately to your field and other team members who might be reaching out to us. This will help the right teams focus on the work of restoration, and the customer support center will gladly help with your outage related inquiries.

# UNPLANNED OR EMERGENCY OUTAGES

Unplanned or emergency outages should be reported by calling **1-800-895-1999**

- Outages that impact all customers will be visible on the outage map at [www.xcelenergy.com/Outages](http://www.xcelenergy.com/Outages), while outages impacting only gardens will **not**.
- Solar gardens should **not** report unplanned or emergency outages via text or online – please call.

This method will create a ticket to dispatch a crew to investigate.

**DO NOT** contact our control centers.



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

Solar\*Rewards Community, Minnesota

Available at [www.xcelenergy.com/SRCResources](http://www.xcelenergy.com/SRCResources) as of August 31, 2020.

# 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 Energy's working clearances are **not** for customer work on the solar garden or on 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.

# 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.





**QUESTIONS?**



