



Solar*Rewards

Application process overview

User login

- Xcel Energy Customer/Installer/Developer signs in to Salesforce application website to begin new application. This user will manage the application from beginning to end.

New application creation

- Choose whether you are an Installer/Developer or Xcel Energy Customer and click button to create new application. Fill in the information and hit the Register button.
- An email will be sent with a Username. *Note: the Username cannot be changed.*
- On the Login page, enter Username and click on 'Forgot Your Password' then hit the red submit button on the next page. An email will be sent to the email address entered to "re-set" password.
- Go back to Login page and Sign in with Username and Password to start new application.

Applicant information and site details

- Once Logged in, click on the 'Create New Solar*Rewards Application' button.
- Enter program and applicant information.
 - State, program type, customer account number, customer premise number
- Enters site details.
 - Site address
 - Optional check boxes for new construction, rental, existing PV, and EV
- Mark checkbox to agree to the Terms and Conditions.
- Click 'Save & Continue' (Can click 'Save' to save page but not move forward).
- Application Opportunity ID (OID) is created.

Contacts page

- Customer contact information is auto-populated based on the premise number entered on the Start tab.
 - Name and address
- Enter customer phone number and email.

- Installer (and developer if applicable) contact info is populated from salesforce record.
 - Company, contact name, and address
- Enter installer (and developer if applicable) phone number and email.
- User clicks 'Save & Continue' (User can click 'Save' to save page but not move forward).
 - [Email to Customer: Welcome to Solar*Rewards](#)

System details page

- Add array via 'Add Array' button to add the applicable array information and click 'Save'
- Add inverter via 'Add Inverter' button to add the applicable inverter and click 'Save' *Note: Click on the magnifying glass and type in a key word to search for hardware. If equipment is not listed, please visit www.gosolarcalifornia.gov to find the equipment and email screenshot of equipment specifics to solarprogram@xcelenergy.com. Then it can be added to the list by a Solar*Rewards team member. If the equipment is not available on www.gosolarcalifornia.gov, it cannot be added to the portal.*
- Enter PV system details and hit 'Save & Continue'
 - System cost, optional check boxes for CT cabinet and battery backup
- Optional: Upload any extra required documents.
 - Proof of square footage, EV registration, etc.
- 120% rule validation.
 - System calculates 120% rule to determine if system size in kWh does not exceed customer average annual usage in kWh.
 - A fail result will send an email to the Solar*Rewards team to review the application to allow it to move forward or work with the installer to make the necessary changes.

Application process overview

Documents and payments

- User downloads necessary populated documents
 - Application Deposit Form and Interconnection Study Fee Form
- User mails deposit fee and study fee and accompanying forms to MN. Online payments are also available in place of mailing checks.
 - Note: A separate check must be sent for each application and each different fee
 - Note: In order to secure a REC price, the Application Deposit must be received and processed (Deposits are processed based on postmark date; Study Fee may be submitted at a later time)
- Accounts Receivable receives and processes payment(s)
 - [Email to Customer and Installer/Developer: Application Deposit receipt](#)
 - [Email to Customer and Installer/Developer: Study Fee receipt](#)
- Solar*Rewards Team sets REC price (based on receipt of Application Deposit; Study Fee is not required to receive a REC price)
 - [Email to Installer/Developer: REC price set](#)
- User uploads required documents
 - Site plan, line diagram, and SGIA (medium only)
 - Optional email to Applicant: Missing Document Notification (after 30 days)
- If customer has chosen to be on Time of Use or Peak Demand pricing, a customer survey will need to be completed prior to application moving forward.
 - [Email to Customer: Survey Request](#)
 - [Email to Customer: Survey confirmation](#)
- User clicks “Save & Continue” (User can click “Save” to save page but not move forward)

Engineering review

- User reviews application and clicks “Submit for Approval”
- Solar*Rewards Team reviews application
- Solar*Rewards Team approves application (if rejection occurs, applicant receives email)
 - [Email to Installer/Developer: Sent to engineering](#)
 - [Email to Customer: Application Review status update](#)
- Engineer(s) reviews application

- Engineer(s) “Rejects” application (if applicable)
 - [Email to Installer/Developer: Engineering rejected, notes/change request included](#)
- Engineer(s) “Approves” application
 - [Email to Installer/Developer: Engineering approval](#)

Final documentation

- Users uploads required documents
 - Final electrical inspection and insurance
- User enters Final Application Details
 - Final invoice amount, inspection date, PV install date, optional meter restricted access box
- User clicks “Retrieve Documents” to populate and send out documents for signature
 - [Email to All Required Signers: Please sign document\(s\)](#)
- Users e-sign documents
 - Reservation Letter, Interconnection Agreement and REC Contract
- Solar*Rewards Team reviews all final documents and sets Solar Bank Election on application
 - [Email to Customer and Installer/Developer: Fully executed document copies](#)

Meter orders

- Solar*Rewards Team completes meter order. Meter order date is populated on Application Summary tab
- Meters are installed and meter install dates are noted on Application Summary tab
- Application is set to Complete
 - [Email to Installer/Developer: Meters have been installed](#)
 - [Email to Customer: Meters installed, permission to operate](#)
- System can be powered on by installer.

Payment closed out

- Solar*Rewards refunds Application Deposit (if complete within one year deadline)
 - [Email to Payee: Notification of refunded payment](#)