

## **Subscriber Portal Error Key**

**Data Privacy error:** A Subscriber Agency Agreement (SAA) form has not been submitted to [DataRequest@xcelenergy.com](mailto:DataRequest@xcelenergy.com) for the subscriber, or was completed incorrectly. If you have previously received approval from Data Request and are still receiving this error, reach out to [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com) with questions.

\*\* Please note that if you have a zero as the first digit of an account number, the portal will respond with this error. To avoid this, input the account number with the first non-zero digit.

**120% Usage Error:** The subscriber is over 120% of their normal usage capacity. This may also be due to the customer subscribing to another solar garden or Distributed Generation program

**Less than 4 months error:** The subscriber has less than four months of usage at their premise. Reach out to the subscriber and get documentation of their square footage from a third-party entity (cannot be Zillow or any similar platforms). Provide this to [SRCMN@xcelenergy.com](mailto:SRCMN@xcelenergy.com) for approval.

O Note: If you believe the customer in question does in fact have more than 4 months of usage at the premise, please save the allocation at 0kW and wait up to 1 business day before editing the amount and resubmitting. This should correct the error by allowing for time for additional usage data to be pulled

**Invalid cross reference ID error:** Please follow the below steps.

1. Add Subscriber
2. Supply the required fields: premise, account, System Allocated (in kW).
3. Multiple Electric Meters Confirmed (please check before submitting)
4. Submit Subscriber

**Account/premise combination is not valid:** The subscriber's account or premise is no longer valid in our system. This usually (but, not always) relates to a customer moving without notifying anyone. For this error, please reach out to your customer for more information.

**Adjacent county error:** Please send these errors to the SRCMN inbox.

**Multiple Meters Error:** This error indicates that there is record of multiple meters at a given premise, which may require investigation by the Xcel Energy program team. To resolve this error, simply submit

the subscriber with the “Multiple Electric Meters” checkbox checked and a notification will automatically be sent to Xcel Energy. We will follow up if any action is needed.