



## Solar\*Rewards® Community Subscriber Frequently Asked Questions

- 1) [How will the relationship between me, Xcel Energy and the Subscriber Organization work?](#)
- 2) [Are all Colorado Xcel Energy customers eligible to subscribe?](#)
- 3) [What, if any, are the risks/benefits to participating?](#)
- 4) [Can I claim that I'm using "Renewable" or "Green" energy or "going solar" through my SRC Subscription? What can I say?](#)
- 5) [What is required for each subscriber in order to participate in the program?](#)
- 6) [How can I subscribe to a community solar garden?](#)
- 7) [Which garden\(s\) can I participate in?](#)
- 8) [Are there any limits around the size of my subscription?](#)
- 9) [How do you calculate the 120 percent rule for new construction or new owners/renters of a property?](#)
- 10) [What is the 40 percent allocation requirement and how does it work?](#)
- 11) [Is there a limit to the number of CSGs I can subscribe to?](#)
- 12) [Will I still get an Xcel Energy bill?](#)
- 13) [How is the bill credit amount determined?](#)
- 14) [How does the bill credit work?](#)
- 15) [What Electric charges can the SRC bill credits off set?](#)
- 16) [When are bill credits posted?](#)
- 17) [What is a low income subscriber?](#)
- 18) [Can I participate if I am a participant in the Solar\\*Rewards or WindSource® renewable program?](#)
- 19) [Can I unsubscribe at any time?](#)
- 20) [If I am contacted by a developer, how can I confirm their claims?](#)
- 21) [What if I still have questions?](#)

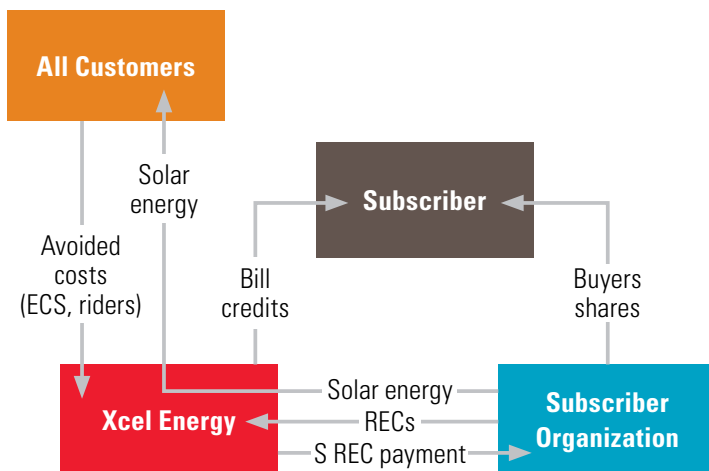


### Terms and acronyms

- Community Solar Garden (CSG)
- Renewable Energy Certificate or Credit (REC)
- Solar\*Rewards Community (SRC)
- Photovoltaic (PV)
- Kilowatt (kW)
- Kilowatt-hour (kWh)
- Public Utilities Commission (PUC)
- Subscriber Agency Agreement (SAA )
- Subscriber Organization — The entity that manages your subscriptions, note this may or may not be the actual owner of the system.
- SRC Portal — The online portal where Subscriber Organizations manage the applications and subscribers

## 1. How will the relationship between myself, Xcel Energy and the Subscriber Organization work?

The diagram below outlines the general relationship flows between All Customers, Subscribers, Subscriber Organizations, and Xcel Energy.



## 2. Are all Colorado Xcel Energy customers eligible to subscribe?

Most residential, commercial, and industrial customers are eligible to participate in the SRC program. Not applicable to street lighting, area lighting, or resale service. If you have a specific case that you'd like us to confirm please send a request, including the account details, to [SolarRewardsCommunity@xcelenergy.com](mailto:SolarRewardsCommunity@xcelenergy.com).

## 3. What, if any, are the risks/benefits of participating?

Since Xcel Energy doesn't have insight into the agreement between you and the Subscriber Organization we're not able to give advice on potential benefits/drawbacks of signing up as a subscriber. However, savings is generally a function of how much you pay for your subscription compared to how much you receive in bill credits in a given month.

## 4. Can I claim that I'm using "Renewable" or "Green" or "going solar" energy through my SRC Subscription? What can I say?

No, Xcel Energy retains RECs which represent the renewable attributes of the energy. Subscribing customers can claim that they are supporting solar development but they are not actually using any more renewable energy than a typical customer. As of 2015 all Xcel Energy customers in Colorado use approximately 22 percent carbon-free electricity on an annual basis.

## 5. What is required for each subscriber in order to participate in the program?

The subscriber must fall within the allocation rules as stated in FAQ #8. There must be a completed PUC Data Privacy Release Form on file for each subscriber. In addition, each subscriber must complete and sign a [Subscriber Agency Agreement](#). The subscriber organization must upload the agreement to the online application to make your subscription valid. If the garden you are subscribing to is currently operational this will allow you to begin accruing bill credits starting on the first of the next month. If the garden is not yet operational you'll be set up to start accruing bill credits as soon as it is.

## 6. How can I subscribe to a community solar garden?

The SRC program is offered through third party Subscriber Organizations, meaning you'll ultimately need to work with one of them to sign up. That said below are some basic requirements for being a subscriber:

- You must be a Colorado, Xcel Energy, retail electric customer
- Your total subscriptions must not exceed 120 percent of your average annual electric energy usage
  - This can be calculated by adding up the kWh you've used over the last 12 months and multiplying by 1.2
- You may not be subscribed to more than 40 percent of a CSG's name plate capacity, including using multiple premises and/or meter locations.
- The minimum subscription is 1 kW unless the subscriber is qualified as low-income in which case there a 0.100 kW minimum.
- Your electric premise must be in the same county as the garden you're subscribing to, or an adjacent county

## 7. Which garden(s) can I participate in?

A subscriber's premises attributed to the solar garden subscription (and for which the 120 percent rule applies) must be a premises served by Public Service located within the same county as the solar garden or a county adjacent to the one where the garden is located.

## 8. Are there any limits around the size of my subscription?

Each subscriber is allocated an interest in the solar garden. Each subscriber, except for low-income qualified subscribers, must subscribe to a minimum of one 1 kW of the total solar garden capacity. The subscriber's primary business cannot

be the generation of electricity. No single subscriber can be allocated more than 40 percent of the total garden.

In addition, the estimated annual power output (kWh) of the subscriber's interest in the solar garden can be no greater than 120 percent of the total customer usage from the previous 12 months. Any subscriber allocation that pushes them over the 120 percent rule will not be validated and therefore will not be allowed to move forward. Any subscriber allocation that would violate the 40 percent rule or the 120 percent rule will not be validated and, therefore, will not be allowed to move forward.

We assess the 120 percent rule at the time the subscriber is added, and we use the previous 12 months of the subscriber's personal usage. This means that a planned future purchase that will increase the subscriber's load will not be considered when looking at the 120 percent rule. Once the subscriber's consumption increases, the subscriber could purchase additional solar garden interests. If a customer purchases an Electric Vehicle they can have 3,000 kWh added to their annual consumption upon providing proof of registration at the premise being subscribed.

### 9. How do you calculate the 120 percent rule for new construction or new owners/renters of a property?

If there is four months or more of consumption history, the average monthly consumption is multiplied by 12 to figure the yearly consumption. In cases where there is less than four months of consumption history, the [New Home Calculator](#) can be used.

The calculator uses square footage and location to determine the maximum system size allowed. An example of the output for a property located in the Denver metro area is below:

Home size (square feet)	Annual kWh	120 percent of usage	Estimated array size (KW dc) given kWh 120 percent of usage
0–500 square feet	3,199	3,838.97	2.63
501–1,000 square feet	4,548	5,457.33	3.74
1,001–1,500 square feet	6,071	7,285.26	4.99
1,501–2,000 square feet	7,333	8,799.11	6.02
2,001–2,500 square feet	8,433	10,119.50	6.93
2,501–3,000 square feet	9,092	10,909.85	7.47
3,001–3,500 square feet	10,000	12,000.34	8.22
3,501–4,000 square feet	10,907	13,088.62	8.96
4,001 or more square feet	12,455	14,945.93	10.23

For residential subscribers who want an allocation larger than 10.23 kW and all commercial buildings without consumption history, please submit an energy audit (HERS Rating or similar) or load calculations for the property. Please submit all system sizing paperwork to [SolarRewardsCommunity@xcelenergy.com](mailto:SolarRewardsCommunity@xcelenergy.com).

### 10. What is the 40 percent allocation requirement and how does it work?

A single subscriber may not apply for more than 40 percent of a garden's allocation using multiple premises, debtor numbers or metered locations. For example, one commercial customer with multiple buildings receiving service under one billing account, or separate accounts, cannot exceed a combined capacity allocation of 40 percent in a single garden. Since the Subscriber Organization is accountable for managing the subscriptions to their CSG(s) they are also responsible for confirming compliance with this requirement.

If at any time Xcel Energy determines that a single retail customer has more than 40 percent of a solar garden's capacity, we will notify the subscriber and Subscriber Organization to make required changes. If the subscription is not reallocated to comply with the rule, the subscriber's over-allocated portion will be considered "unsubscribed" and no bill credits will be posted for that subscription.

### 11. Is there a limit to the number of CSGs I can subscribe to?

No, but the aggregate of all subscriptions must still comply with the program requirements.

### 12. Will I still get an Xcel Energy bill?

Yes, you will continue to use and purchase energy from Xcel Energy as you always have. Through your subscription in a CSG you will receive a monetary bill credit which can be used to offset most electric charges (see question 15).

### 13. How is the bill credit amount determined?

Each month, the solar production from a community solar garden is recorded in kilowatt-hours (kWh). The production amount is then allocated, based on each customer's subscription size. The customer's bill credit is calculated by multiplying the number of kWh by the bill credit rate (\$/kWh). Detailed information on the calculation of the bill credit can be found in the published [CO Electric Tariff Book](#) on our website under the Solar Rewards Community Service section (Schedule SRCS).

Bill credits are applied to the final billed amount, after all electric charges, adjustments, riders, taxes and fees are added in. Therefore the credits will have no impact on the taxable amount owed by the subscriber.

#### 14. How does the bill credit work?

Each subscribing customer will receive a monthly, monetary, bill credit based on their share of the garden production. The credit is equal to the subscriber's share of the garden production multiplied by the subscriber's bill credit rate. The credit is expressed in dollars and reflected as a line item at the end of the bill. The credit does not affect customer usage. The customer will see a bill message that indicates where the credit is located on the bill.

Details on how the bill credit is calculated for rate classes can be found in the [CO Electric Tariff Book](#) published on the Xcel Energy website. The bill credit is determined based on data from the prior calendar year, and is recalculated at the beginning of each year.

#### 15. What Electric charges can the SRC bill credits off set?

Description of charge	Can charge be offset by SRC bill credits?
Service and Facility Charge	No
Energy Charge	Yes
Demand Charge	Yes
Base Rate Adjustments	Yes
Non-Base Rate Adjustments	Yes
Franchise Fee	Yes
Sales Tax	Yes
Non-Gratuitous Charges	No
Late Payment Charges	No
Windsource Service Adjustment	No
Street/Area Lighting Charges	No
CO Electric Affordability Credit	Yes
Charges to pay Another Customer's Bill	No
Charges Under Gas Service Tariff	No
Info-Wise Reporting	No
Energy Outreach CO Credits	No
Renewable Energy Program	No

#### 16. When are bill credits posted?

On the ninth of every month, each subscriber's share of energy production from the community solar garden is posted to his/her account as a bill credit. Because customers are on different billing cycles, the timing for when each subscriber will see their credit depends on the day their meter is read.

If a subscriber's billing cycle (three-day, meter-reading window):

- **Is before the ninth of the month:** the bill will reflect Solar\*Rewards Community credits with a one-month lag time/delay. (For example, a September bill will show credits from July.)
- **Is after the ninth of the month:** the bill will reflect Solar\*Rewards Community credits for the previous month. (For example, the September bill will show credits from August.)
- **Contains the ninth of the month:** the Solar\*Rewards Community bill credit reflected may be from the previous month, or may have a one-month lag. For this small subset of subscribers, bill credits will not be reflected on their bills each and every month; some bills may include two months' worth of bill credits, while some bills may not show any credits.

Xcel Energy is able change customers' billing cycles however you must not have an outstanding balance related to your account. To make this change you will need to reach out to customer service at **800.628.2121**.

#### 17. What is a low income subscriber?

All solar gardens low-income allocation requirements are based on project vintage or specific garden commitments. These customers must submit proof of income-qualified status via the [Low Income Verification Form](#). These forms must be signed by one of the following organizations:

- Energy Outreach Colorado
- The Atmosphere Conservancy
- Colorado LEAP Program
- Municipal Housing Authority (example: Denver Housing Authority)

**18. Can I participate if I am a participant in the Solar\*Rewards or WindSource® renewable program?**

- Solar\*Rewards — Yes, however the combination of all onsite generation and all SRC subscriptions must not exceed 120 percent of your annual electric energy usage. This rule also applies to onsite PV systems interconnected outside of the Solar\*Rewards program through the Net Metering tariff.
- WindSource — Yes, regardless of your subscription to the SRC program you can still participate up to 100 percent in WindSource.

**19. Can I unsubscribe at any time?**

This is generally controlled by your agreement with the Subscriber Organization. You have no obligation to Xcel Energy to maintain your subscription.

**20. If I am contacted by a developer, how can I confirm their claims?**

Since the SRC program is offered through third party Subscriber Organizations Xcel Energy cannot be held responsible for the continued operational success of the participating entities. We do encourage you to perform thorough due diligence and when possible collect multiple offers from Subscriber Organizations operating in your area prior to signing an agreement. The program website lists Subscriber Organizations with active gardens; any additional questions can be submitted to [SolarRewardsCommunity@xcelenergy.com](mailto:SolarRewardsCommunity@xcelenergy.com).

**21. What if I still have questions?**

Please email [SolarRewardsCommunity@xcelenergy.com](mailto:SolarRewardsCommunity@xcelenergy.com) and an Xcel Energy representative will be happy to assist you.