

From: Howard White <howard.white@hotmail.com>

Sent: Friday, November 13, 2020 4:26 AM

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>

Subject: Complaint about Xcel Energy

Dear Friends:

I am writing to register a complaint about the public utility, Xcel Energy. I am surprised that I am doing this because heretofore I have had a good working relationship with Xcel.

On my residential roof I have had working solar panels for five years now. They provided 70% of my electrical needs. However, one year ago in October I purchased an electric vehicle. I wanted to upgrade my solar array to accommodate my increased electrical usage.

I received a bid from All Energy Solar for \$14,801. With Federal Tax Credits and Xcel Solar Rewards Rebates, my projected net cost would be \$7,844. This bid was received in April of this year, 2020. To gain those Xcel rebates, Xcel needed to evaluate my system. It took some time for Xcel to respond with changes/confirmation that the system needed to be downsized to 11 panels. My original installation was 6 kW DC and was installed in 2015. My addition, after scaling back, was going to be 4.29 kW DC. I was fine with that.

However, Xcel did not notify me through All Energy Solar of required costs for the upgrade until August 19, 2020. Part of the 3-month timeframe between May 11 and August 19 included Xcel being out of compliance with MN DIP deadlines, All Energy Solar has told me, and it also included the entire project being placed on a "Hold."

Xcel had determined that their grid system could not handle the additional electrical output that my new array could produce. The problem in their grid system was the underground line going to my house. It would need to be upgraded and the cost would be \$8,682.46, and that is for an electrical line that they would still own. This doubled the effective price of my system expansion and has caused me to back out of the contract with All Energy Solar.

My complaint is three-fold:

- 1) Why did it take three months to determine that their system could not handle my expanded solar array? And, why did they not know that right away when they informed me that my expansion needed to be scaled back a little?
- 2) Why should I have to pay for their electrical line at all? They own it, and will continue to own it.
- 3) My house is only 50 years old. Did Xcel put in undersized electrical lines when the neighborhood was created?

I don't know what can happen to address my complaint. Nevertheless, I want you to know that I feel like an injured party. I have made several efforts to be energy efficient and "green." We have upgraded our windows, replaced our attic insulation, and replaced an internal combustion vehicle with an electric vehicle. We think we are doing our part, and would ask you at the very least to admonish Xcel to do more on theirs.

I have attached email correspondence between Xcel and All Energy Solar. Please add my correspondence and complaint to Docket 12-383.

Sincerely,
Howard White, 952-994-1972