

**Rebholz, Michelle (PUC)**

---

**From:** Scott Randall <Scott.Randall@century.edu>  
**Sent:** Monday, May 22, 2017 12:28 PM  
**To:** Rebholz, Michelle (PUC)  
**Subject:** Re: Commission Inquiry into the Creation of a Commission Subcommittee

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

May 22, 2017

Re: Commission Inquiry into the Creation of a Commission Subcommittee

Docket No. E999/CI-17-284

Dear Commissioners:

I am pleased that the Public Utilities Commission has proposed a dispute resolution process specifically for distributed generation (DG). I am the solar program coordinator at Century College and a small business owner specializing in solar sales and [engineering] design services. My company brought two complaints to the Consumer Affairs Office in the last three years on behalf of our client, [REDACTED] owner of a 40 kW array at the [REDACTED] maintenance building. The CAO process was undefined with no clear path to resolution.

The first complaint involved excessive technical requirements for interconnection and the second dispute was submitted after the utility disconnected the [REDACTED] system a year into its operation with a request for additional money to change the utility's design solution for its own infrastructure. While both issues appeared to be straightforward violations by the utility, in neither case did the parties receive a formal finding from CAO.

The proposed Subcommittee could be an effective solution for DG disputes if there is unbiased, non-utility technical expertise available to understand and interpret relevant codes and standards. In this way, the Subcommittee could effectively regulate Minnesota's monopoly utilities by serving as a capable and objective expert taking seriously the role of consumer protection.

I appreciate the Commission's effort to identify a workable dispute resolution process and ask that the Commission ensure that it is simple enough for DG customers and their solar professional to navigate. This will provide a much needed pathway to reach cost effective and timely resolutions of DG disputes for all parties.

Sincerely,

Scott Randall

1

2

3