

**From:** [Consumer Affairs Office](#)  
**To:** [Staff, CAO \(PUC\)](#)  
**Subject:** Consumer Complaint/Inquiry Form [#760]  
**Date:** Friday, September 25, 2020 8:03:34 AM

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Name of Customer *	Paul Kreidermacher
Business Name	MinnSolar Inc
Mailing Address *	<input type="checkbox"/> 1402 Whispering Hills Dr SAINT CHARLES, MN 55972 United States
Home Phone Number	(507) 458-0104
Email Address	<a href="mailto:sales@minnsolar.com">sales@minnsolar.com</a>
Would you like to make a complaint about a utility or ask a question about a utility?	<ul style="list-style-type: none"><li>• Complaint</li></ul>
Name of Electric, Gas, or Telephone Company *	Xcel Energy
Identify the topic of your complaint or inquiry. *	Wind/Solar/Other renewable energy
Have you contacted another agency or organization about this issue? *	Yes
If you answered "Yes," give the agency or organization name you have contacted about this issue.	MN Department of Commerce but haven't heard back.
Have you contacted the electric, gas, or telephone company? *	Yes
Person Contacted at Electric, Gas, or Telephone Company	Kerry Klemm & Christopher Clark
Write details about your concern, the steps you have taken to try and fix the problem, the company's response, and the action you would like the utility company to take. *	
<p>Xcel Energy is not properly following the MN DIP rules for processing solar applications. I work with multiple electric providers in Minnesota who strictly adhere to these timelines but Xcel Energy almost makes a mockery of the entire process and timelines.</p> <p>They have extra steps and requirements which add much delay to the application process too which no other electric provider has. They also take the maximum time they can to hold onto the application for administrative reviews but the biggest problem is they don't follow the Fast Track</p>	

engineering review process of 15 days.

Xcel will send out notification for each application that it has been accepted and now entered the fast track process and will be responded to in 15 business days. Then on the 15th day they will send out an email that says they cannot process the application due to sequential review of another application at the same substation or feeder and will have to put the application on hold for another 30–60 business days until the 1 other application at that substation has been reviewed. This is crazy as it is for a simple less than 40kW solar net metering projects.

Even if they needed to put it on hold for 1 project in sequential review ahead of your project the delay should be no longer than 15 days as that is the timeline they have to review that project and then they can review your new application. This 40kW net metering project I'm talking about has been in there system over 2 months before they even put it on the hold for the next 30–60 days. It is outrageous.

Many times once you hit the engineering phase then they will purposely reject the application stating that you need to show the point of reference or they invent some other ridiculously dumb drawing request which they have never required in the past 6 years nor do they show as a requirement on their sample drawings. Most of the time seems to be a ploy to just delay the application so it can go into another 30–60 delay.

Same basic thing for the SolarGarden projects, they will officially accept your application and send the message that it is on the 15 day fast track process for initial review and the time more than expires and when you ask about the application they say Oh it takes 300+ days before your application will work its way to the top of the que, the 15 days is really meaningless.

I can see longer timeframes for SolarGarden projects but not for the under 40kW net metering applications that drag out for 5 months and go on multiple months holds because they want to slow down applications.

Please enforce Xcel Energy to adhere to the MN DIP process without purposely manipulating the process and dragging out the applications for multiple months.

State law requires your signature in order for us to contact the utility company about your complaint. The information I have given is true and accurate to the best of my knowledge and may be used as stated on this form. If you do not sign this form, we will return it to you.  
Your Signature: \*

Paul Kreidermacher