Participant Subscription Management Guidance

Overview

This document is intended to provide Subscription Managers (SMs) with guidance on managing participant subscriptions in the Program's platform. While this document provides guidance to Subscription Managers, Project Managers are ultimately responsible for ensuring compliance with the Program Implementation Manual. SMs are responsible for maintaining up-to-date and accurate information for each participant.

Participant Verification

All participants are required to undergo a subscription verification process by the Program Administration (PA) team to confirm that 1) the participant's utility information is correct and 2) ensure that their subscription size is appropriate based on their historical consumption. Once a participant is entered into the platform, assigned to a project, and ready for review, they should be submitted for *PA review* in the *Submit* tab. Participants can also be uploaded to the portal with the status of *In PA Review* via the csv file import option within the *Participant Dashboard*. Participants should not be added to the platform until they have signed a contract for subscription, unless the participant is in *Draft* status. The PA team reviews all participants with an *In PA review* status every Tuesday and Thursday[1] and returns the participant verification file to the SM. A participant's profile is locked once they are submitted for PA review meaning changes cannot be made by the SM unless requested of the PA.

Table 1: Participant Verification Results

Verification Action	Participant Contract Status	Action Needed from Project Manager	Result of Participant Contract Status
Verified	Verified	None	Billing will begin if a participant is assigned to an operational project.
Warning	Verified	Review verification file and reason for warning	Participant will still be "verified" in the platform, even if the file returned has a warning.
Suspend	Suspended	Review verification file to view reason for suspension	Participant profile is now editable; SM can work with the participant to resolve the reason for suspension.
Reject	Rejected	Alert customer of ineligibility for program	Participant has been rejected as they do not meet the eligibility requirements for the program, or a duplicate submission was found.

Certain changes can be made to participants in Verified status, including those that received a

[1] Except holidays and the first eight days of every month to accommodate data transfer exchange and billing process

warning. These changes consist of updating the participant's meter number, subscription size, address, name, or project enrollment. These changes should only be made if the changes are permitted by the participant contract and are in accordance with the Program Implementation Manual (PIM). If a participant's account number needs to be updated, the SM will need to cancel the participant's ID and have them sign a new contract with their new information. Once the contract is signed, the SM can enter the participant's information in the platform and submit them for verification.

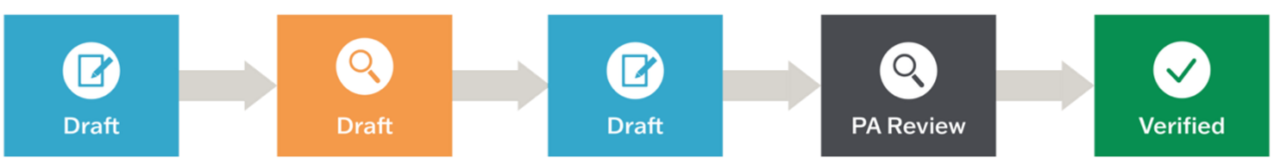
Non-Low-income Participant Status Pathway:

Low-income Verification

All low-income participants will go through an intake process with Community Energy Project (CEP). Communication between SMs and CEP regarding low-income participants will occur in the *Low-income Lead Management Spreadsheet*. **All participants, whether recruited by the SM or by CEP, should be entered into the platform by CEP**.

Once a participant has gone through the intake process and is approved by CEP, the participant is put in LIF review. The PA team reviews all participants with an *In LIF review* status at the same time as the participant verification process and returns the low-income sizing file to the SM. The SM should update the platform with correct sizing accordingly. CEP will also notify the SM via thee *Lead Management Spreadsheet* that outreach to the participant for a signed contract is needed. Once the SM has received a signed contract, the SM will then need to move the participant from *Draft* to *PA Review* to go through participant verification as described in the participant verification section above.

Low-income Participant Status Pathway:



Participant Changes

Participant Moves

Should a participant move within their utility territory, it is expected that their subscription will be transferred to their new location. If a participant move is communicated to a SM in advance, the SM should collect any new utility account information and update the platform once the new account information becomes active. If the move is not communicated in advance, the individual will be rejected in the next status confirmation file that is processed by the utility. The PA will inform the SM that a participant move has occurred via a participant rejection file that can be found in your

SharePoint site and is called *Participant Status Confirmation Rejection*. It is essential that the SM update the participant's new utility account identifiers in the portal as soon as possible to prevent billing delays. If the participant is moving outside of their utility territory, their current subscription will need to be canceled.

If a participant has a new utility account number due to their move, the SM should cancel the participant's subscription if they are already verified in the program. The participant will then need to sign a new contract with their new utility account number. If the participant is in *Draft* or *Suspended* status, the SM can update the participant's information in the platform. The SM will still need to send a new contract for the participant to sign. If the participant is low-income, please inform the low-income facilitator of the update. Once the information has been updated, the profile will need to be submitted for *PA review* and verified again.

If a participant maintains their utility account number but has a new meter number and/or service agreement number, the SM should update the platform with the new information. The updated information will be sent to the utility within the next participant status file that is processed. The PA team can also verify the new meter number or service agreement number upon request.

Participant Contract Transfers

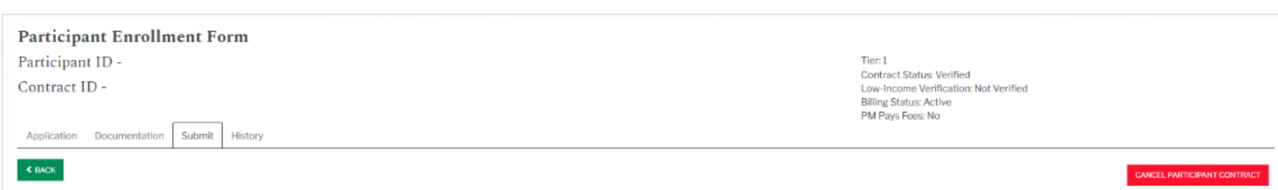
Participants are allowed to transfer their subscription to another eligible customer of their choosing. To do so, the SM should cancel the previous participant profile in the platform, create a new participant profile with the new participant's information, assign the participant to the same project, and put that participant into *PA review*. The PA will verify the new participant's information during its next verification review process.

Project Transfers

SMs can move a participant from one project to another, as needed, but only if the transfer is 1) allowable within the Subscriber Agreement, 2) both the old and new project have the same bill credit rate, subscription fee rate, and administration fees, and 3) the contract is amended to reflect the change. The SM should issue a revised contract in accordance with the terms of their original contract if they are assigned to a new project. A Project Manager may not reassign the Participant from an operational project to a non-operational project without the customer's written prior approval.

Participant Cancellations

If a participant would like to cancel their subscription, the SM should cancel their enrollment in the *Submit* tab (shown below) of the participant profile on the Platform.



A participant whose subscription is canceled will not receive on-bill community solar credits and charges for the calendar month in which they are cancelled. The participant may still receive on-bill credits and charges from the prior month's generation after cancellation if they had not been received by the participant at the time of cancellation. Participants whose subscriptions have been canceled in the platform will no longer be actively billed going forward and cannot be re-activated with the same participant ID.

To replace a canceled participant's subscribed capacity with a new participant, the SM should create a new participant profile with the new participant's information, assign the participant to the same project, and put that participant into *PA review*. If the verification process is completed within the same month in which the subscribed capacity is cancelled, there will be no impact to allocated capacity or subscription fees (provided that both subscription sizes are the same). If verification of a replacement participant does not occur in the same month, the previously subscribed capacity will be counted as unallocated capacity and processed within the unsubscribed generation file. Unsubscribed generation is payable at the as-available avoided cost rate as determined by the utility.

Subscription Size Adjustments

SMs may adjust a participant's subscription size to balance the subscription with the participant's annual energy consumption. If the subscription size is adjusted by more than 25%, the SM must provide the participant with an updated contract that reflects that change. If the Subscription size change is smaller than 25%, the SM does not need to provide an updated contract to the participant. The PA will provide the participant consumption information through SharePoint in the "Excess Generation Folder" to SMs to assist in mitigating the risk of oversubscription. Participant consumption information will be provided to SMs from the PA team to assist in mitigating the risk of oversubscription.

Please review the *Changing Participant Subscription Sizes* resource on the ORCSP website to learn more.

Changing a Participant Customer Type

A participant's customer type cannot be changed once they are verified. If a customer type change is needed, the SM will need to cancel the participant's enrollment and create a new profile so that they can be verified by the PA. For example, a participant may be verified as a residential customer and later qualify as a low-income participant. In this scenario, the SM will need to cancel the original profile and submit a new application for the participant.

Participant Contract Length

SMs are currently responsible for tracking participant contract lengths off-platform.

Participant Waitlists

SMs are responsible for maintaining participant waitlists which can include low-income participants provided the individuals were recruited by the SM. The Low-Income Facilitator also maintains a general waitlist for low-income participants. If beneficial, participants on a waitlist can be uploaded to the platform and should remain in *Draft* status with a subscription size of 0 kW. This allows SMs to maintain a record of their participant waitlist within the platform while ensuring that these participants do not count toward the total enrollment capacity of the project to which they are assigned.

Billing Errors

On or after 8th business day of the month, utilities will report any participant billing rejections to the PA team. These rejections appear in the *Billing Errors* dashboard which can be found by clicking on the *Payments Ledger* button from the main header in the platform. All billing errors include a rejection reason to indicate why the participant was rejected (see *Table 3: Billing Error Examples* below). It is the SM's responsibility to resolve billing errors with the participant. If the issue cannot be resolved between the SM and the participant, the account can be cancelled in accordance with the participant's contract terms.

Table 3: Billing Error Examples

Rejection Reason	Meaning	SM Action Required
Duplicate Record	More than one participant with the same Site ID is enrolled in the same project. This is not allowed by the Program.	Subscription sizes for all relevant participant IDs should be combined within one participant profile and duplicate participant IDs should be cancelled.
Account Closed	The participant no longer has an active utility account.	Contact the participant to verify. If unable to contact, cancel the contract in accordance with contract terms.
Account Not Found	The participant's account number is incorrect	Contact the participant for an updated account number and update data field in the platform. If the participant's utility account has been closed, cancel the contract in accordance with contract terms.
File Format Error	The project had zero generation during the month. PAC only.	No action required.
Other	Does not fall under any other billing rejection reason	Reach out to PA for additional information.
ParticipantID No Match	Either the participant's meter number is incorrect or they no longer have an active utility account. Status confirmation rejection report may provide additional information.	Contact the participant for an updated meter number and update data field in the platform. If the participant's utility account has been closed, cancel the contract in accordance with contract terms.
UtilityID No Match Account	Service agreement number is not associated with the account number	Contact the participant for an updated service agreement number and update data field in the platform.

Participant Rejections

The PA shares utility account information with the utility twice a month for verified participants that are enrolled in either Certified or Operational projects. The participant status file is sent to the utility every 1st and 15th day of the month or the following business day. The utility will review the participant's information to ensure accuracy and send a participant status confirmation file back to the PA that includes whether the utility has accepted or rejected the participant.

If a participant's utility account information matches utility records, the participant will be accepted by the utility. Should an accepted participant's account information change in the future, the utility will provide the PA with the participant's updated account information. The PA will subsequently update the participant's information in the platform. If the participant's account information does not match utility records, the participant will be rejected. Every rejection record includes a flag indicating why the participant was rejected. The PA regularly shares all participant rejection records, including rejection flags and any available utility notes, with the SM within participant rejection files. This information is intended to help SMs understand whether they need to retrieve updated information from the participant or if the participant needs to be canceled. These files are in SharePoint in a folder called *Participant Status Confirmation Rejection*. Please read the *Participant Status Confirmation Rejection Guide* to understand how participant rejections should be handled.

Once a participant's utility information has been updated, it will be sent to the utility in the next participant status file. If the information is correct, it will be approved by the utility. If it is incorrect, it will be flagged for rejection again and will need to be addressed in accordance with the rejection reason.

Utility Data Exchange Calendar

Please review the *Platform Data Management: Project Manager User Guide* to learn more about the data transfer file process, including the cadence in which each file is sent and received between utilities and Energy Solutions.