
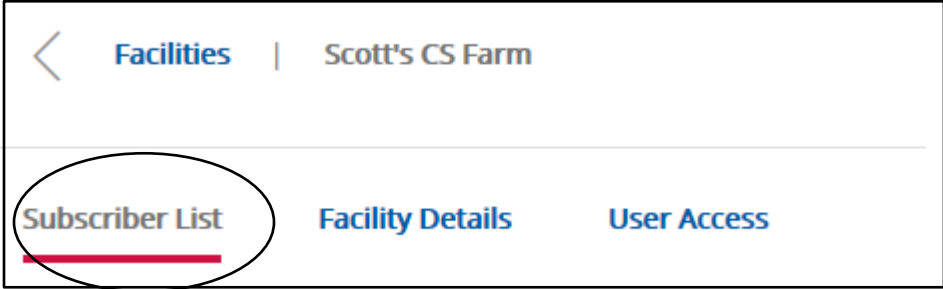
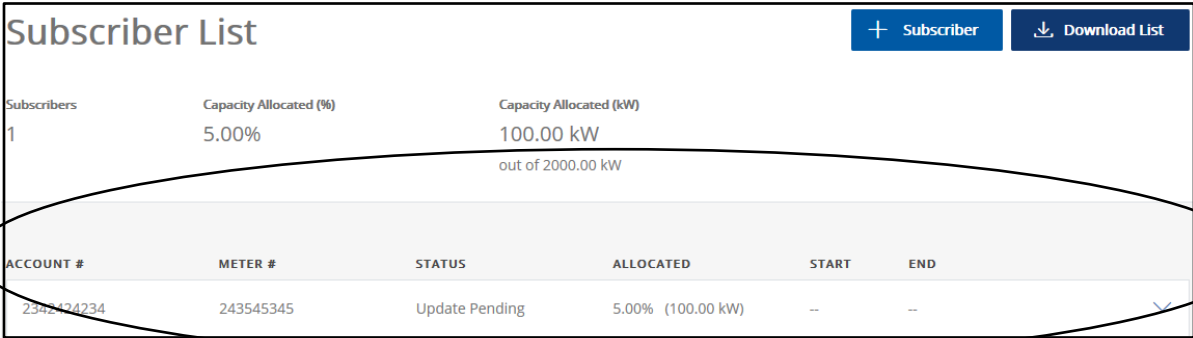


## Community Solar Portal – Manage (i.e. Edit, Un-Enroll) Subscribers and Download a Subscriber List





**Purpose** - To provide steps for you to edit, un-enroll subscribers and download a subscriber list within the Community Solar Portal.

Step	Action
1.	<p>Log into CSP at <a href="http://www.ComEd.com/CSPortal">www.ComEd.com/CSPortal</a> with your MyAccount Username and Password.</p> <div data-bbox="147 621 862 1119"><h3>Login</h3><p>Please sign into your account.</p><p>Username (Email Address): *</p><input type="text"/> <p>Password: *</p><input type="password"/> <p><input type="checkbox"/> Remember Username </p><p>Forgot <a href="#">Username</a> or <a href="#">Password?</a></p><input type="button" value="Sign In"/></div>

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2.	<p>On the CS Portal landing page, find the facility you want to work within, and <b>Click</b> on the <b>Facility Name</b> to open it up to the <b>Subscriber List</b>.</p> <div data-bbox="154 569 1092 856" data-label="Image">  </div> <p>The Subscriber List view will appear (if you are not already on this screen); <b>scroll down</b> to the account details section to <b>select</b> the subscriber you would like to view and edit if necessary.</p> <div data-bbox="142 1146 1328 1482" data-label="Image">  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7" style="text-align: left;">Subscriber List</th> <th style="background-color: #0070C0; color: white; padding: 5px;">+ Subscriber</th> <th style="background-color: #0070C0; color: white; padding: 5px;">↓ Download List</th> </tr> </thead> <tbody> <tr> <td style="width: 15%;">Subscribers</td> <td style="width: 15%;">Capacity Allocated (%)</td> <td colspan="5"></td> <td style="width: 15%;">Capacity Allocated (kW)</td> <td></td> </tr> <tr> <td>1</td> <td>5.00%</td> <td colspan="5"></td> <td>100.00 kW</td> <td></td> </tr> <tr> <td colspan="7"></td> <td>out of 2000.00 kW</td> <td></td> </tr> <tr style="background-color: #f2f2f2;"> <th>ACCOUNT #</th> <th>METER #</th> <th>STATUS</th> <th>ALLOCATED</th> <th>START</th> <th>END</th> <th></th> <td></td> </tr> <tr> <td>2342424234</td> <td>243545345</td> <td>Update Pending</td> <td>5.00% (100.00 kW)</td> <td>--</td> <td>--</td> <td></td> <td style="text-align: right;">↘</td> </tr> </tbody> </table> </div>	Subscriber List							+ Subscriber	↓ Download List	Subscribers	Capacity Allocated (%)						Capacity Allocated (kW)		1	5.00%						100.00 kW									out of 2000.00 kW		ACCOUNT #	METER #	STATUS	ALLOCATED	START	END			2342424234	243545345	Update Pending	5.00% (100.00 kW)	--	--		↘
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3.	<p>If you need to make a change to a specific Subscriber:</p> <p>Example 1: In “Enrollment Pending” status for example, <b>click</b> on the down arrow on the right-hand side of subscriber information to reveal their status details. An <i>Edit and Cancel</i> button will also be presented.</p> <div data-bbox="138 661 1429 1039" style="border: 1px solid black; padding: 10px;"> <table border="1"> <thead> <tr> <th>ACCOUNT #</th> <th>METER #</th> <th>STATUS</th> <th>ALLOCATED</th> <th>START</th> <th>END</th> <th></th> </tr> </thead> <tbody> <tr> <td>0123456789</td> <td>123456789</td> <td>Enrollment Pending</td> <td>5.00% (100.00 kW)</td> <td>--</td> <td>--</td> <td style="text-align: right;">⌵</td> </tr> </tbody> </table> <p><b>Enrollment Pending</b></p> <p>After a facility is activated, requests process daily at 3:45 PM CT. Once complete, we will provide the start date for this subscriber's allocation (credits start to accrue the date following confirmation of a successful enrollment and will appear on the subscriber's bill within the next two billing cycles).</p> <p><a href="#">Edit</a> <a href="#">Cancel</a> </p> </div> <p>Example 2: In “Enrollment Failed” status for example, <b>click</b> on the down arrow on the right-hand side of subscriber information to reveal details explaining why the enrollment request was denied. An <i>Edit or Cancel</i> button will be presented as well.</p> <div data-bbox="138 1228 1339 1732" style="border: 1px solid black; padding: 10px;"> <table border="1"> <thead> <tr> <th>ACCOUNT #</th> <th>METER #</th> <th>STATUS</th> <th>ALLOCATED</th> <th>START</th> <th>END</th> <th></th> </tr> </thead> <tbody> <tr> <td>6000000015</td> <td>600000015</td> <td style="color: red;">Enrollment Failed</td> <td>0.45% (9.00 kW)</td> <td>--</td> <td>--</td> <td style="text-align: right;">⌵</td> </tr> <tr> <td colspan="7"> <p><b style="color: red;">Enrollment Failed</b></p> <p>The subscription allocation entered is less than the 200 Watt (.002%) minimum required.</p> <p><a href="#">Edit</a> <a href="#">Cancel</a> </p> </td> </tr> <tr> <td>6000000016</td> <td>600000016</td> <td style="color: red;">Enrollment Failed</td> <td>0.50% (10.00 kW)</td> <td>--</td> <td>--</td> <td style="text-align: right;">⌵</td> </tr> <tr> <td colspan="7"> <p><b style="color: red;">Enrollment Failed</b></p> <p>The meter installed at this location is not eligible for Community Solar.</p> <p><a href="#">Edit</a> <a href="#">Cancel</a></p> </td> </tr> </tbody> </table> </div>	ACCOUNT #	METER #	STATUS	ALLOCATED	START	END		0123456789	123456789	Enrollment Pending	5.00% (100.00 kW)	--	--	⌵	ACCOUNT #	METER #	STATUS	ALLOCATED	START	END		6000000015	600000015	Enrollment Failed	0.45% (9.00 kW)	--	--	⌵	<p><b style="color: red;">Enrollment Failed</b></p> <p>The subscription allocation entered is less than the 200 Watt (.002%) minimum required.</p> <p><a href="#">Edit</a> <a href="#">Cancel</a> </p>							6000000016	600000016	Enrollment Failed	0.50% (10.00 kW)	--	--	⌵	<p><b style="color: red;">Enrollment Failed</b></p> <p>The meter installed at this location is not eligible for Community Solar.</p> <p><a href="#">Edit</a> <a href="#">Cancel</a></p>						
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Step	Action
	<p>When you click the Edit button a pop up appears, and you can change the subscriber's information and then <b>click</b> <i>Submit Enrollment Request</i>.</p> <div data-bbox="146 562 781 1138"><p><b>Edit Enrollment Request</b> <span>✕</span></p><p>Account # <input type="text" value="1234567792"/> <span>?</span></p><p>Meter # <input type="text" value="123456789"/></p><p>Allocation <input type="text" value="20.00"/> % <small>(2222.22kW)</small></p><p><b>Submit Enrollment Request</b></p></div>

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Step	Action
4.	<p>Once you click the Cancel button a pop up appears to confirm “Are sure you want to cancel this subscriber?”. Once you <b>select</b> <i>Cancel Request</i> it will remove the subscriber from your list.</p> <div data-bbox="147 560 961 1165"><p>Are you sure you want to cancel your request to enroll this subscriber?</p><p><b>Account #:</b> 1234567792</p><p><b>Meter #:</b> 123456789</p><p><b>Allocation:</b> 20.00% (2222.22 kW)</p><p><b>Cancel Request</b></p><p>This will also remove the subscriber from your list.</p></div>

**Community Solar Portal – Manage (i.e. Edit, Un-Enroll) Subscribers and Download a Subscriber List**

Step	Action						
5.	<p>Once the subscriber is in <u>Enrolled Status</u> If you need to make a change to a specific Subscriber <b>click</b> on the arrow button and you can select <i>Update Allocation</i> or <i>Unenroll</i>.</p> <div data-bbox="154 556 1453 787" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">1234567890</td> <td style="width: 20%;">841022563</td> <td style="width: 20%;">Enrolled</td> <td style="width: 20%;">0.00% (0.00 kW)</td> <td style="width: 20%;">9/18/2019</td> <td style="width: 20%; text-align: right;">--</td> </tr> </table> <p style="margin-top: 10px;"><b>Enrolled</b> This subscriber will start receiving their credit allocation on "9/18/2019".</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="border: 1px solid blue; padding: 2px 10px;">Update Allocation</span> <span style="border: 1px solid blue; padding: 2px 10px;">Unenroll</span>  </div> </div> <p>When you <b>click</b> on <i>Update Allocation</i> button a pop up appears and you will need to update the current allocation and <b>click</b> <i>Submit Allocation Request</i>.</p> <div data-bbox="162 924 909 1470" style="border: 1px solid blue; padding: 10px; margin-top: 10px;"> <div style="text-align: right; margin-bottom: 10px;"> <span style="font-size: 24px; color: blue;">×</span> </div> <p style="text-align: center; margin-bottom: 10px;"><b>Update Allocation Request</b></p> <p>Current Allocation 1.70% (34.00 kW)</p> <div style="margin-bottom: 10px;"> <input style="width: 100%; border: 1px solid #ccc;" type="text" value="0.00"/> %         </div> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: #0056b3; color: white; padding: 5px 20px; border: none; cursor: pointer;">Submit Allocation Request</span> </div> </div>	1234567890	841022563	Enrolled	0.00% (0.00 kW)	9/18/2019	--
1234567890	841022563	Enrolled	0.00% (0.00 kW)	9/18/2019	--		

## Community Solar Portal – Manage (i.e. Edit, Un-Enroll) Subscribers and Download a Subscriber List

Step	Action
6.	<p>When you <b>click</b> on the Unenroll button a pop up appears and you need to <b>click</b> <i>Submit Unenrollment Request</i>.</p> <div data-bbox="146 529 998 1003" style="border: 1px solid black; padding: 10px; margin: 10px 0;"><div style="text-align: right;"><span>✕</span></div><p style="text-align: center;"><b>Unenrollment Request</b></p><p><b>Account #:</b> 1000000003</p><p><b>Meter #:</b> 1093737338383839933978</p><p><b>Allocation:</b> 1.70% (34.00 kW)</p><div style="text-align: center; margin-top: 10px;"><span style="background-color: #0056b3; color: white; padding: 5px 20px; border: none; cursor: pointer;">Submit Unenrollment Request</span></div></div> <p>Once you then go back to the subscriber list the status of those subscribers will change to “Update Pending” and “Unenrollment Pending”, respectively.</p>

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7.	<p>Clicking on the arrow for a subscriber will provide you with additional information and actions you can take for that subscriber.</p> <p>Here is the complete list of statuses and their definitions you may see for your subscribers:</p> <ol style="list-style-type: none"> <li>1. <b>Enrollment Pending</b> - Status should display if an enroll request has been submitted, but not processed.</li> <li>2. <b>Enrollment Failed</b> - Status should display if an enroll request processed and returned as failed.</li> <li>3. <b>Enrolled</b> - Status should display if an enroll or update request processed and returned as successful.</li> <li>4. <b>Update Pending</b> - Status should display if an update request has been submitted, but not processed.</li> <li>5. <b>Update Failed</b> - Status should display if an update request processed and returned as failed.</li> <li>6. <b>Unenrollment Pending</b> - Status should display if an unenroll request has been submitted but not processed.</li> <li>7. <b>Unenrollment Pending (Moving)</b> - Status should display if a subscriber has initiated a service order for their utility account requesting to disconnect their service but the disconnect date is in the future.</li> <li>8. <b>Unenrollment Failed</b> - Status should display if an unenroll request processed and returned as failed.</li> <li>9. <b>Unenrolled</b> - If an unenroll request processed and was successful, the subscriber will be removed from the facility list, so it is unlikely the status “<b>Unenrolled</b>” will be displayed within the Subscriber List.</li> <li>10. <b>Unenrolled (Moved)</b> – Status applies when ComEd’s customer information system notifies the portal that a customer’s disconnect service order has been completed. The subscriber will be removed from the facility list.</li> </ol> <p><b>Note:</b> The “Unenrollment Pending (Moving)” status is a proactive feature designed to inform the contractor when a subscriber has contacted ComEd to close their utility account on a future date (e.g., the customer is moving). When that utility account is closed, the customer will automatically be unenrolled from the Community Solar Facility, since each subscriber must be linked to an active utility account. If you were not already contacted by the customer when you see this status appear in the portal, we’d recommend that you contact the customer so you can take steps to have them re-enrolled at their new address.</p> <p>You will see those subscribers listed in the portal with a status of “<b>Unenrollment Pending (Moving)</b>”. An example of this status message in CSP is:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">5555555555</td> <td style="width: 20%;">5555555555</td> <td style="width: 20%;">Unenrollment Pending (Moving)</td> <td style="width: 20%;">0.52% (10.33 kW)</td> <td style="width: 10%; text-align: center;">--</td> <td style="width: 10%; text-align: right;">10/15/2019</td> <td style="text-align: right;">^</td> </tr> </table> <p style="margin-top: 10px;"><b>Unenrollment Pending (Moving)</b></p> <p style="font-size: small;">This subscriber has initiated a service order request to end their utility service for this account. As a result, we will automatically unenroll this subscriber. They will stop receiving credits on "10/15/2019", unless they change their disconnect service date after the initial end date provided. Please be in contact with this subscriber so that you are aware of their future intentions and then re-enroll them at their new address, if applicable.</p> </div>	5555555555	5555555555	Unenrollment Pending (Moving)	0.52% (10.33 kW)	--	10/15/2019	^
5555555555	5555555555	Unenrollment Pending (Moving)	0.52% (10.33 kW)	--	10/15/2019	^		



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8. To see a full list of your subscribers in excel **click** the *Download List* button.



At the bottom of the screen you will see a popup box and **Click** on Open or Save and then Open. An excel book with your subscribers will open up and you can manage the list in Excel.

	A	B	C	D	E	F	G	H	
1	Account #	Meter #	Facility ID	Status	Allocation(%)	Allocation(kW)	Start Date	End Date	Status Details
2	2342424234	243545345	2323	Update Pending	5.00	100.00			Your request to update this subscriber message should match the facility submitted. After a facility is active complete, we will provide the status (credits start to accrue the date they appear on the subscriber's bill w