

**SOLAR RESIDENTIAL REBATE PROGRAM
CUSTOMER AGREEMENT FORM**

These guidelines govern the procedures and qualifications for Austin Energy's Solar Residential Rebate Program.

I. Eligibility, Funding, and Terms

Applicants with qualifying residential solar installations may receive a rebate check of \$4,000. Customers who have received a solar residential rebate since May 2018 are not eligible to apply for a rebate at the same address.

- A. Applicants must have Austin Energy residential electric service and/or own the property within the Austin Energy service territory where the solar system is to be installed. Builders of new-construction single family homes or residentially sub-metered multifamily buildings may apply through this program.
 - Applicants must either own the solar system or enter into an equipment lease with a third-party provider. Power Purchase Agreements (PPAs) are leases in which the payments are determined by kilowatt-hour (kWh) energy generation. PPAs are not allowed within Austin Energy service territory and will not be eligible for rebate.
- C. The solar system must be electrically interconnected behind a residential meter and attached to a non-mobile structure on a permanent foundation.
 - Applicants must review and sign a [Residential Interconnection Agreement](#).
- E. All grid-connected solar systems require the installation of an Austin Energy solar meter. Solar customers will be billed according to Austin Energy's [Value of Solar rider](#).
- F. Applicants should review the [Austin Energy Home Solar Guide](#) (<https://austinenergy.com/homesolar>) and must pass the [Solar Rebate Quiz](#) prior to applying for a rebate.
- G. Applicants and contractors will receive a **Solar Rebate Confirmation Letter** via email to notify them when funding has been allocated for their project. Funding will not be allocated to projects that have been installed prior to receiving a Solar Rebate Confirmation Letter.
- H. The rebate check will be issued by the City of Austin and mailed to the applicant once the system has passed Austin Energy's final inspection and all project documentation has been approved. Exception: Travis County Texas Pathways Projects will assign checks to the contractors.
- I. If the system is disconnected from Austin Energy's grid within 10 years of installation, the applicant may be subject to a prorated forfeiture of the incentives received.
- J. Customers who participate in this program are **not** eligible for smart meter opt-out.

II. Participating Solar Contractor Obligations

- A. The Participating Solar Contractor agrees to conduct business ethically and follow Austin Energy's contractor handbook and [Austin Energy Code of Conduct and Ethical Requirements](#).
 - The system must be contracted and permitted by the Participating Contractor submitting the application on the customer's behalf. Participating Contractors are listed on [Austin Energy's residential solar rebate program website \(austinenergy.com/go/solarcontractors\)](#).
- C. Participating Solar Contractors are required to release customers from contractual obligations upon request and without penalty any time prior to the issuance of the Solar Rebate Confirmation Letter.
 - Participating Solar Contractors must receive a Solar Rebate Confirmation Letter prior to initiating installation on a project.
- E. The Participating Contractor must:
 - 1. Be identified as the installation contractor on the solar contract with the applicant
 - 2. Successfully submit a rebate application on the applicant's behalf
 - 3. Obtain and maintain the city auxiliary power permit for installation of the system prior to installation
 - 4. Identify any electrical subcontractors involved on the Customer Agreement Form (CAF) and the permit
- F. Production models must be used to communicate expected annual solar energy production to customers. Production models shall include any production impacts due to losses from array azimuth, tilt, and shading specific to the project proposed. Contractors must be able to provide on-site shade analysis upon request.
- G. Electrical inspections for completed projects must be requested within 120 days of the Solar Rebate Confirmation Letter date (365 days for new construction projects). Projects not completed within this time frame may reapply at the applicable rebate level.

Austin Energy guidelines and incentive levels are subject to change without prior notice, and Austin Energy reserves the right to refuse any application or request for incentive payment for systems that do not meet all program requirements.

Initials _____ Date _____ t _____ t

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- H. It is the contractor's obligation to notify the customer and Austin Energy if a rebate is cancelled or if they are no longer pursuing a rebate.

III. Installation Requirements

- A. Minimum System Size: 3 kW-dc (2.5 kW-ac)
- Systems expected to produce more than 110% of the historical annual energy consumption of the connected load must indicate acknowledgement in the CAF.
- C. The system must be sited to achieve a minimum average of 75% of the total solar resource fraction (TSRF).
- Installations that include framed solar panels must be installed at a pitch of 5 degree or greater.
- E. All installed system components must be new, listed by the California Energy Commission, and under warranty for a minimum of 10 years (workmanship and equipment).
- F. All systems must be interconnected to Austin Energy's electrical grid, at the customer's expense, in accordance with the Austin Design Criteria Manual and Austin Energy's Distribution Interconnection Guide. Resource documents can be found here: <https://austinenenergy.com/contractors/construction-renovation/customer-power-production>.
- G. Installation must comply with all applicable federal, state, and local regulations, and must be according to manufacturer instructions. Individual jurisdictions should be contacted about local requirements.

IV. Required Documentation

Austin Energy may request additional documentation at the program's discretion. Digital signatures must include a verifiable tracking method, and documents should not be edited after signatures.

- A. At the time of application:
1. Proposed system layout, with NABCEP endorsement (Design Specialist or Installation Professional)
 2. Austin Energy CAF
 3. If the applicant is not the property owner, then the property owner will need to submit a letter of authorization for the solar system installation
- At the time of final inspection request:
1. For Customer-Owned Systems:
 - a. a Final Invoice signed by customer, including installation address; Contractor name and address; Make, model, and quantities of solar modules and inverters; Total price for the solar system, with batteries if applicable.
 - b. Contractor warranty statement. Minimum 10-year workmanship and equipment warranty or maintenance agreement. *(May be included as a line item on the invoice.)*
 2. For Leased Systems:
 - a. A completed work-order, including Customer name and installation address, Contractor name and address, Make, model, and quantities of solar module and inverter equipment.
- C. Contractors must upload any requested documentation corrections during the Post-Inspection Corrections Workflow Step and Quality Assurance Correction Workflow Step within 10 business days of request.
- Austin Energy reserves the right to request an on-site shade analysis. Contractors must submit acceptable shade reports to Austin Energy for review within 10 business days of request. Shade reports can be conducted by drones and must include:
1. A comprehensive site map of where photos were taken, identifying objects omitted from analysis. Austin Energy reserves the right to request new photos after tree trimming or removal.
 2. A summary table of the solar access results, with tilt and orientation factor (TOF) used to calculate TSRF and annual production in kWh

V. REC Retirement

Austin Energy will retain the renewable energy credits (RECs) and other environmental attributes (other than tax credits) from energy generated by systems receiving incentives.

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Austin Energy is not a manufacturer, supplier, or guarantor of equipment or contractors. Austin Energy, whether by making available a list of participating contractors and equipment sources or otherwise, makes no representations or warranties of any nature, directly or indirectly, expressed or implied, as to performance of the contractor or the reliability, performance, durability, condition, or quality of any solar system.

VI. Customer Agreement (Applicant to Initial)

- _____ I am a property owner and/or an authorized Austin Energy account user for the address listed below.
- _____ I agree to the terms of the **Solar Residential Rebate Program Guidelines** (above) and confirm that my project will meet these guidelines. I understand that my project is not approved for rebate funding until I have received a **Solar Rebate Confirmation Letter** from Austin Energy to the email address I have provided below.
- _____ I understand that I will receive an on-bill credit for the metered kilowatt-hour output of the system per the terms and conditions of the **Value of Solar** rider (austinenrgy.com/ae/rates/residential-rates/value-of-solar-rate).
- _____ If I am leasing my equipment, payments are for equipment leased and not based on kilowatt-hours generated.
- _____ I have reviewed the [Austin Energy Home Solar Guide](#) and have completed the **Solar Quiz**.
- _____ My **Solar Quiz Confirmation Number** is: _____

CONTRACTOR DETAILS	
Participating Solar Contractor/license: _____	Sales Representative/license: _____
Sub-contractor (if applicable): _____	Representative Email: _____
Loan/Equipment Leasing Company: _____	Payment Escalator: _____
CUSTOMER DETAILS	
Applicant Name: _____	New Construction? ☐ Yes ☒ No
Applicant Email: _____	Austin Energy Account Number: _____
Installation Address: _____	Mailing Address (if different): _____
SOLAR PROJECT DETAILS	
System Price (sum of contracted payments) - include storage if applicable: _____	
Solar System Size (kW DC): _____	Home Consumption (kWh/yr): _____
Estimated Solar Production (kWh/yr): _____	Annual Home Consumption Met by Solar: _____ %
Energy Storage Manufacturer: _____	Energy Storage kW/kWh: _____
Oversizing Waiver: If the percentage of Annual Home Consumption Met by Solar exceeds 110% of Annual Home Consumption, list the reason for oversizing: _____	
Have trees been trimmed or removed to achieve the Annual Estimated Solar Production? ☐ Yes ☒ No	

Applicant Signature: _____ Date: _____

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Initials _____ Date _____