

SOLAR PHOTOVOLTAIC (PV) RESIDENTIAL REBATE PROGRAM GUIDELINES AND CUSTOMER AGREEMENT FORM

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

I. Eligibility, Funding, and Terms

- A. Customers who have received a solar residential rebate since May 2018 are not eligible to apply for a rebate at the same address.
- B. Applicants must have Austin Energy residential electric service and/or own the property within the Austin Energy service territory where the PV system is to be installed. Builders of new construction single family homes or residentially sub-metered multifamily buildings may apply through this program.
- C. The applicant must own the PV system. Leased systems are not eligible for a rebate.
- D. Without exception, the PV system must be electrically interconnected behind a residential meter and attached to a non-mobile structure on a permanent foundation.
- E. Applicants must complete the [Austin Energy Solar Education Training](https://austinenergy.com/go/solar101) (austinenergy.com/go/solar101) and pass the [Solar Education Quiz](#) prior to applying for a rebate.
- F. Customers and their contractors will receive a **Solar Rebate Confirmation Letter** via email to notify them when funding has been allocated for their project. The rebate amount will be specified in the letter once the application is approved. Funding will not be allocated to projects that have been installed prior to receiving a Solar Rebate Confirmation Letter.
- G. 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.
- H. All grid-connected solar systems require the installation of an Austin Energy PV meter. Residential solar customers will be billed according to Austin Energy's [Value of Solar rider](#).
- I. If the PV 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. Austin Energy assumes the right to potential Renewable Energy Credits and any other environmental attributes generated by the proposed solar system in consideration per the Value of Solar Rider.
- K. Customers who participate in the Solar PV Rebate Program are **not** eligible for smart meter opt-out.
- L. 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.

II. Participating Contractor Obligations

- A. The PV 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 [Austin Energy's residential solar rebate program website \(austinenergy.com/go/solarcontractors\)](https://austinenergy.com/go/solarcontractors).
- B. Participating 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.
- C. The Participating Contractor must:
 - 1. Be listed as the promisor on the solar installation 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 PV system prior to installation
 - 4. Identify any electrical subcontractors involved on the Customer Agreement Form (CAF)
- D. 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.
- E. 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 _____



Solar Incentives

Effective 5/1/2023

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III. Installation Requirements

- A. Minimum System Size: 3 kW DC (2.5 kW AC)
- B. Maximum System Size: PV systems shall not be sized to produce more than 110% of the historical annual energy consumption of the connected load. Exceptions must be noted on the CAF.
- C. The system must be sited to achieve a minimum average of 75% of the total solar resource fraction (TSRF).
- D. Installations that include framed solar panels must be installed at a pitch of 5 degree or greater.
- E. All installed PV 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 roof penetrations must be flashed unless pre-approved by Austin Energy. Requests for approval shall include compatibility documentation from the racking system manufacturer specific to the roof type that it is to be installed on, and written acknowledgement by the homeowner regarding roof penetration and method of attachment.
- G. Clamping attachments (such as S-5 Clamps) must be rated by the manufacturer to be compatible with the roofing system.
- H. All PV 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](#).
- I. Installation must comply with all applicable federal, state, and local regulations, and must be according to manufacturer instructions. Individual jurisdictions should be contacted for local requirements.

IV. Required Documentation

Austin Energy may request additional documentation at the program's discretion. Digital signatures must include a verifiable tracking method.

- A. At the time of application:
 - 1. Proposed system layout, with NABCEP endorsement (Design Specialist or Installation Professional)
 - 2. Austin Energy CAF
- B. At the time of final inspection request: Final Invoice (signed by customer), including:
 - 1. Customer name and installation address
 - 2. Contractor name and address
 - 3. Make, model, and quantities of solar module and inverter equipment
 - 4. Total solar installation cost: costs that are not eligible for federal tax credits or local incentives must be itemized separately
 - 5. Contractor warranty statement (minimum 10-year workmanship and equipment warranty)
 - a. *May be included as a separate document or a line item on the invoice*
- C. 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
 - 2. A summary table of the solar access results, with tilt and orientation factor (TOF) used to calculate TSRF and annual production in kWhs

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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.

V. Customer Agreement

Applicant, please review and initial the below:

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 Photovoltaic (PV) Residential Rebate Program Guidelines** (above) and confirm that my project meets 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 a credit for the metered kilowatt-hour output of the PV system per the terms and conditions of the **Value of Solar** rider (austinenenergy.com/ae/rates/residential-rates/value-of-solar-rate). Austin Energy will retain all environmental attributes generated by this solar installation, including renewable energy credits (REC's) as part of achieving Austin Energy's environmental goals.

I have completed the **Austin Energy Solar Education Training** at austinenenergy.com/go/solar101 and the **Solar Education Quiz Confirmation Number** is: _____

CONTRACTOR DETAILS	
Participating Contractor:	Representative:
Sub-contractor (if applicable):	Representative Email:
CUSTOMER DETAILS	
Applicant Name:	New Construction? ☐ Yes ☐ No
Applicant Email:	Austin Energy Account Number:
Installation Address:	Mailing Address (if different):
SOLAR PROJECT DETAILS	
Total System Cost Before Incentives (include storage if applicable):	
Solar System Size (kW DC):	Home Consumption (kWh/yr):
Estimated Solar Production (kWh/yr):	Annual Home Consumption Met by Solar: %
Oversizing Waiver: If the of 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	
AUSTIN ENERGY SOLAR REBATE DETAILS	
Rebate Amount: \$	

Applicant Signature: _____

Date: _____

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