



Residential Solar PV Rebate Program Procedures

The process for administering AE's Solar Rebate Program will consist of the following steps:

I. Initial Customer Contact

- A. Customer is advised to visit the website for general information at <http://austinenenergy.com/energy%20efficiency/Programs/Rebates/Solar%20Rebates/index.html>
- B. Customer is advised to review the Guidelines posted on the website
 - a. The customer is informed of the EE (Energy Efficiency) requirements as listed in the Solar PV Rebate Program Guidelines
- C. Customer is advised to contact contractors listed on AE's website at <http://www.austinenenergy.com/energy%20efficiency/Tools%20ans%20tips/participatingCompanies.htm>
Austin Energy recommends that customers acquire several bids and check references.
- D. Contractor Supplies Quote
 - a. Decision is made on size and layout.
 - b. Contractor evaluates electrical system for compatibility.
 - c. Contractor evaluates roof for solar access
 - d. Contractor prepares price quotation which includes any necessary panel upgrades and fills out rebate application for signature by customer.
 - e. Contractor presents PVWATTS analysis to customer.
- E. Customer Approved Contractor Submits Application on Customer's Behalf Through Power Saver System.
 - a. Contractor submits the following to AE solar incentive staff
 1. REC Agreement
 2. Customer Agreement Form
 3. System Layout

II. Application Processing

- A. Solar application is received by Austin Energy
 - a. If Solar Rebate funds are depleted, customer is notified and application is waitlisted file until the end of the fiscal year or program revisions are made at which time the applications are returned to the applicant. If more funds become available qualifying applications will be honored on a first come first serve basis until funds are again depleted.
- B. Solar Inspector evaluates proposed system for solar access compliancy using aerial photography.
 - a. If aerial assessment is inconclusive an onsite assessment will be arranged with the contractor and customer.
 - b. Eligibility requirements include:
 1. Deed restrictions must not prohibit the installation of solar photovoltaics on property.
 2. Roof must be in new to good condition.
 3. Solar PV array azimuth must be within acceptable limits as put forth in Solar Access Guidelines.
 4. Solar PV array tilt must be within acceptable limits as put forth is Solar Access Guidelines.
 5. Sun selector plot must show shading to be within acceptable limits as put forth in Solar Access Guidelines.
 - c. If compliancy can not be achieved and the structure does not qualify:
 1. Customer and contractor are notified.
 2. Customer is informed that should the condition of their site change and solar access is made available they will be able to reapply.
- C. Energy Efficiency requirements are verified
AE rebate processing group prescreens application to verify that the following Energy Efficiency requirements are met. Homes meeting all applicable Solar Access and Energy Efficiency requirements will have their applications forwarded to funding stage.

- a. Existing Residential Homes - Homes meeting all applicable Solar Access and Energy Efficiency requirements, verified by Austin Energy Power Saver staff, will have their applications forwarded to Austin Energy Solar Program for Letter Of Intent Processing pending funding approval.
- b. Homes Less than 10 years old are exempt from Energy Efficiency requirements.
- c. Homes 10 years old or older must meet or have met one of the following within the past 10 years. (If verified no additional energy improvements are needed)
 1. Have completed the following recommended measures through the **Austin Energy Home Performance with ENERGY STAR® program** , or meet the following minimum efficiency standards.
 - a. Solar Screens or window treatments are required for all sun facing windows and glass doors receiving at least one hour of direct sunlight in the summer and on 40% or more of the glass area.
 - b. Attic insulation shall be no less than a rated value of R-22.
 - c. Home comprehensive air seal testing is required.
 - i. Ideally, the house should be between 0.35 and 0.45 Air Changes/Hour(ACHn)
 - ii. Mechanical air ventilation is recommended for houses that are tighter than 0.35 ACHn. The homeowner should be advised when this condition exists.
 - d. Air Duct System performance testing must prove that there is less than 10% leakage.
 2. Received energy-efficiency improvements through the **Austin Energy Free Home Improvements** program; or
(Austin Energy offers free home-energy improvements only to customers with low-to-moderate incomes.)
 3. Home has received an Austin Energy Green Building 5-Star rating.
 - a. **NOTE:** All dates related to participation in an Austin Energy Home Performance with ENERGY STAR® program or Free Home Improvements program will be the calendar year of participation. New Construction Residential Homes and Major Renovations
- d. Home Electric Water Heating Systems must comply with the following requirements:
 1. Homes utilizing an electric water heater, with three bedrooms or more, are required to install a rebated solar hot water system in accordance with the Solar Hot Water Rebate Program Guidelines or an ENERGY STAR® qualified water heater <http://www.energystar.gov> (nearly all water heaters have ENERGY STAR® ratings, not all are "ENERGY STAR® qualified")
 2. Homes utilizing heat pump water heaters or currently using heat recovery water heaters with electric water heaters will also be acceptable technologies.
 3. Homes that utilize an electric water heater are required to have an Austin Energy approved water heater timer installed.
- e. If EE measure can not be confirmed the customers rebate application is considered "Pending", and the customer and contractor are notified.
 1. The customer is directed to contact a Home Performance with Energy Star contractor to assess the home.
 2. The minimum requirements listed above must be achieved and verified through the proper testing.
 3. Contractor submits verification to AE rebate processing staff
- f. Once the necessary EE measures are confirmed application proceeds to funding stage.

III. Funding

- A. AE assess budget for available funds.
- B. If available funds exist, and Solar Access and Energy Efficiency requirements have been met, AE issues a Letter of Intent (LOI) to customer and contractor which encumbers rebate funds for 120 days on existing construction and 180 days on new construction.
- C. Requests for LOI extensions must be submitted in writing prior to LOI expiration and approved by the Program Manager.
- D. If Solar Rebate funds are depleted, customer is notified and application is waitlisted until the end of the fiscal year or program revisions are made at which time the applications are returned to the applicant. If more funds become available qualifying applications will be honored on a first come first serve basis until funds are again depleted.

IV. Installation

- A. Contractor pulls required permit(s).
- B. Contractor installs PV system in accordance with Solar Rebate Guidelines
 - a. It is incumbent upon the contractor to assure that PV system meets AE Solar Access Guidelines
 - b. Contractor must make arrangements for required ruff in inspections at the appropriate stage of installation.
 - c. It is incumbent upon the contractor to assure the water heater meets the requirements of the Solar Rebate Guidelines at the time of final inspection
- C. Contractor submits the following documentation through the Power Saver System
 - a. Customer Invoice.
 - b. Five-year warranty statement.
 - c. Check Assignment Agreement Form
 - d. Microgen form
 - e. Inverter specification sheet
 - f. Module specification sheet
 - g. String sizing calculator
 - h. Wiring diagram
 - i. Make model and Serial numbers of modules and inverters
- D. Contractor make corrections to system information if installed system varies from initial application.
- E. Contractor verifies all permits have been finalized.

V. Final Inspection

- A. Field inspector verifies:
 - a. Panel and inverter model numbers.
 - b. Orientation and tilt of panels.
 - c. Checks for UL1741 compliancy.
 - d. Proper permits were pulled
 - e. Customer has been informed of changes
 - f. Consistency between installation rebate and invoice
 - g. Hot water system meets requirements of Solar Program Guidelines
- B. Field inspector inspects for
 - a. Solar Access compliance
 - b. Installation Mounting
 - c. Code compliance
 - d. System design
 - e. Neat and workmanlike installation
 - f. Grounding and surge protection

VI. Final Inspection Processing

- A. Field Inspector reviews and insures account folder contains:
 - a. Rebate Application
 - b. Energy Efficiency Documentation
 - c. System Layout

- d. REC Agreement
 - e. Paid Customer Invoice.
 - f. Five-Year Warranty Statement.
 - g. Signed Check Request Form.
 - h. Microgen Form
 - i. Inverter Specification Sheet
 - j. Module Specification Sheet
 - k. String Sizing Calculator
 - l. Wiring Diagram
 - m. Current PVWATTS
 - n. Solar Installation Checklist
 - o. AE Meter Number
 - p. Make Model And Serial Numbers Of Modules And Inverters
 - q. LOI
 - r. Final Checklist
 - s. Final Inspection Form
 - t. Solar Activity Log
- B. Field Inspector prepares and signs final inspection form and submits account folder to Administrative Assistant for rebate processing.
- C. Rebate check is sent to designated recipient on Check Request form.

The Austin Energy guidelines and rebate levels are subject to change at any time, without notice.

Austin Energy – Power Saver™ Program – Commercial Rebate

811 Barton Springs Road, 3rd Floor. Austin, TX 78704. Phone (512) 482-5346. FAX (512) 482-5455

email: conservation@austinenergy.com website: www.austinenergy.com