


SEIA 401

Solar and Energy Storage Solar Consumer Protection Standard

2024





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1.0 Purpose & Scope

1.1 Purpose

The purpose of these sales, marketing, finance, and communication requirements is to provide clear customer communication and education, promote fair practices in sales, contracting, and maintenance processes, and safeguard the performance and longevity of utility interactive solar, energy storage systems (ESS) and/or electric vehicle charging (EV).

1.2 Scope

This standard sets forth the minimum criteria for customer acquisition, sales training, sales and financing processes, and customer communication involved in the sale and ongoing customer service of residential solar photovoltaic (PV) systems, energy storage systems (with or without PV), and/or EV charging. The scope of this standard includes marketing and advertising practices, contracting agreements, financial products, salesperson training, customer disclosures, leases and third-party ownership, community solar, data protection, and production and savings estimation.

2.0 Normative References

The codes and standards referenced in this document shall be considered part of the requirements of this standard to the prescribed extent of each such reference.

Appendix A contains a complete list of all referenced documents.

3.0 Definitions & Abbreviations

3.1 General

For the purposes of this standard, the terms, definitions, and abbreviations of section 3 apply.

3.1.1 Authority Having Jurisdiction (AHJ)

“An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure” (NFPA 70). This is typically a local (e.g., town, city, or county) authority responsible for the permitting and approval of solar PV installations. E.g., electrical and/or building inspectors, fire marshals, and/or local utility representatives.

3.1.2 Community Solar

Any solar project or purchasing program, within a geographic area, in which the benefits flow to multiple customers such as individuals, businesses, nonprofits, and other groups. In most cases, customers benefit from energy generated by solar panels at an off-site array.

3.1.3 Cooling Off Period

The amount of time between the signing of a contract for a solar energy system and the last date on which a consumer may rescind the agreement without penalty.

3.1.4 Net Energy Metering (NEM)

A type of billing mechanism that credits solar energy system owners for the electricity they add to the grid. Each state has different rules and regulations surrounding NEM.

3.1.5 Performance Guarantee

The power that a module is guaranteed by the manufacturer to produce under certain conditions.

3.1.6 Production Guarantee

The minimum amount of electricity, in kWh, that a system will produce in a year.

3.1.7 Renewable Energy Certificate (REC)

Renewable Energy Certificate are tradable tags that represent the renewable qualities of the electricity generated by a solar system.

3.1.8 Salesperson

An individual engaged in the selling of merchandise or services.

3.1.9 Uniform Commercial Code (UCC) filing

A form of notice that lenders use when securing a borrower's loan with an asset or group of assets.

3.2 Abbreviations

ACH	Automated Clearing House
AHJ	Authority having Jurisdiction
ARES	Alternative Electric Retail Supplier
CFR	Code of Federal Regulations
ESCO	Energy Service Company
ESS	Energy Storage System
FTC	Federal Trade Commission

ITC	Investment Tax Credit
NEM	Net Energy Metering
PPA	Power Purchase Agreement
REC	Renewable Energy Certificate
REP	Retail Energy Provider
UCC	Uniform Commercial Code

4.0 Contractors

4.1 Performance

The Contractor shall have work performance experience that demonstrates its ability to install safe and reliable PV, ESS, and/or EV charging. The Contractor shall maintain the following requirements:

4.1.1 Licensing

A business or individual designing, selling, or installing PV, ESS and/or EV charging must have all relevant licenses and registrations required by state, local AHJs, or other laws and regulations.

4.1.2 Program Requirements

The Contractor shall maintain all applicable requirements for program participation in good standing to assure eligibility in states where the Contractor will need to be registered with, or pre-approved by, an organization or agency so that consumers can participate in incentive programs or other renewable energy programs.

4.2 Customer Acquisition

Advertising, marketing, promotional activities and sales practices conducted in person, in print, on television, telephone, radio, or online shall be subject to the FTC Act's prohibitions on "unfair or deceptive acts or practices" and other sections of the FTC Act as applicable.

4.2.1 Statements and representations related to savings shall be supported by price, technology, design, incentives, and applicable utility rate structures. Assumptions used to make associated claims shall be clearly indicated.

4.2.2 Statements and representations related to government and utility incentives shall be supported by citable public materials describing such incentives.

4.2.3 Statements and representations related to warranties shall be supported by citable contractual documents provided by the equipment manufacturer or the contractor.

4.2.4 Third party service providers, e.g. lead generation services and salespersons, shall comply with the practices found in this standard.

4.2.5 All telephone, text and other methods of communication shall be conducted in full compliance with all applicable state and federal laws, including but not limited to Do-Not-Call lists, prior consent requirements, hours that calls can be made, use of automation (i.e., robocalls), call recording consent, and specific oral disclosures that must be made.

Note: Some laws for using lead generation companies require that the lead generation company obtain written consent from the customer specifically identifying the caller's name (i.e., the contractor) in the consent given.

4.2.6 Data Privacy

Contractors shall comply with all applicable state and federal laws that limit and control the collection, sharing, storage, handling, and consent to share private personal information from consumers that Contractors or their salespeople interact with throughout the relationship with the consumer.

4.3 Residential Sales

4.3.1 Sales Training

4.3.1.1 Salespersons offering PV, ESS, and/or EV charging shall be trained upon starting their role unless they demonstrate that they have been trained under this standard in the last 8 months. A salesperson shall then complete refresher training annually. There shall be processes in place to verify that the salespersons completed their training.

4.3.1.2 Each company should regularly monitor industry updates to ensure that salespersons are provided with the most accurate information and ensure that all training materials are regularly updated to reflect any changes.

Note: Trainings may include any combination of in-house training programs and courses from third-party providers (e.g., community colleges).

4.3.1.3 Salespersons shall demonstrate knowledge of PV, ESS, and/or EV charging installation and operation, material factors related to system design, financial products and incentives, and relevant rules, laws, and regulations for engaging with consumers.

Note: The curriculum for the training can vary depending on the salesperson's product, method of selling (e.g., inside sales) programs and products available in their state, and other factors.

4.3.2 Salesperson Training

The training program for salespersons shall include the following skill sets and competencies, as appropriate:

4.3.2.1 Solar and Storage technology

- How solar power and the electrical grid work:
 - How solar power and the electrical grid affects system savings
 - On-grid vs Off-grid
 - System functionality without grid power
- Explanation and discussion of system or roof warranties and lifespan:
 - Service warranties, or lack thereof
 - Product warranties, or lack thereof
 - Monitoring and warranties through life of product
 - Expected life of products that make up overall system, and needed replacements and associated costs over lifetime of solar system
 - Performance guarantees or lack thereof
 - Any changes necessary for an owner's property insurance policy
- How to evaluate a home's suitability for solar
- Main components in a residential solar system, to include:
 - Modules
 - Inverters/Optimizers
 - Monitoring systems
 - Racking
- Material factors that impact system production and operations:
 - Knowledge of factors impacting production, such as azimuth, tilt, or shading
 - Maintenance factors including equipment lifespan and periodic visual inspection
- ESS monitoring, operation, and storage capacity
 - Enrollment of battery in any grid services program, and how that impacts storage capacity

4.3.2.2 Electric Vehicle Charging:

- Common types of Electric Vehicle chargers (e.g., Level 1, 2, and 3), their suitability for home charging, and suitability for common Electric Vehicles

- Home electrical system (e.g., Amp service and meter) and equipment requirements for Electric Vehicle Chargers
- Electric Vehicle charger needs based on miles driven per day, amount of time the vehicle is charged, and energy needs per mile driven
- Utility rates for Electric Vehicle charging
- Estimating impact on solar and storage system size and configuration
- EV charging impact to any bill savings based on rate tariff or as combined with a solar system and its related solar tariff

4.3.2.3 Financing and structure options:

- Loans
 - Real Estate secured loans
 - Unsecured loans
 - Loans secured by the system
- Property Assessed Clean Energy
- Power Purchase Agreements
- Leases

4.3.2.4 The Contracting Process:

- Initial review of contract terms with customer, including the disclosure form and all required documentation.
- Explanation of timeframe to cancel the contract without penalty.
- Explanation of timelines and party responsibilities for required steps to complete the transition to solar:
 - Site survey
 - Obtaining a permit for the system installation
 - AHJ inspection and approval of the system
 - Interconnection applications and Permission to Operate
 - Addressing the customer's Homeowner's Association

4.3.2.5 Rates and Tariffs

- The rate structure and billing method and any relevant tariffs and rebate programs used in each utility territory the salesperson operates in
- Utility rates that will change over time and the customers that will be subject to those changes, including specific rate structure available in municipal, cooperative, and other non-investor-owned utility territories
- Whether the jurisdiction where the salesperson is operating allows consumers to purchase electricity from competitive third parties (e.g., ESCO, ARES, REP) and if so, potential impact on the consumer's bill savings or tariff eligibility
- Regarding low- and moderate-income households, whether discounted electricity rates will affect any potential savings associated with going solar

4.3.2.6 Tax Credits

- How the federal residential tax credit (25D) works, including:
 - Eligible products
 - Eligible systems
 - The difference between a credit and rebate and owner eligibility
 - The relevant rate
- How the federal corporate tax credit (Section 48) works, including:
 - Which types of systems this credit applies to
 - Who is eligible to receive the Section 48 tax credits
 - If the company is monetizing or passing on ITC credit to customer as it relates to lower price, how that works (see section 5)
- If the property is in an area that qualifies for the federal alternative fuel vehicle refueling credit (30C)

- Application of local and state tax credits and exemptions
- How to direct homeowner questions to a professional

4.3.2.7 Incentives and Programs:

- Incentive programs, including eligible products, eligibility requirements, whether there are limited amounts, etc.
- Explanation of timelines for the consumer to apply for any applicable incentives or programs
- If company is monetizing or passing on incentive to customer as it relates to lower price, how that works (see section 5)

4.3.2.8 Benefits of Solar:

- Resilience / Backup Power:
 - Requirements for providing backup power, including energy storage
- Explanation of energy production estimate as it relates to customer's energy usage
- Potential Savings:
 - Material factors for a savings estimate
 - Ability to conduct a savings estimate, including software and shading analysis

4.3.2.9 State and Local requirements:

Each state, local jurisdiction, and/or property owners associations may have laws, regulations, and incentive programs, creating additional rules and obligations for salespersons depending on the product, mode of outreach (e.g., telephone), where a sale was made, the salesperson's relationship with the solar installer, and other factors. In consideration of any state or local requirements, a training program must educate the salesperson regarding what must be communicated to the customer at the beginning of the meeting, during the sales discussion, and when the agreement is signed.

The training program should provide guidance in the following areas, in addition to any jurisdictional requirements not stated here:

- **In-person sales:**
 - Limitations on when in-person sales can be conducted
 - Initial sales pitch must immediately identify the salesperson by first and last name, the company that they represent, and a disclosure that the visit is a sales call
 - All salespersons should have photo identification that verifies their name and the name of the company they represent
 - The appropriate order to sign any required disclosures, the sales contract, or any other required documentation
 - What you must say when the customer signs the agreement (if a home solicitation sale) i.e., explanation of the cooling off period and the required verification call, where applicable
 - Verification call requirements after the agreement is signed
- **Inside/Telephone Sales:**
 - Initial statements to the consumer must identify the salesperson by first and last name, the company that they represent, and a statement of the purpose of the call
 - Salespersons must be properly trained on the company's procedure for processing do-not-call requests
 - Limitations on when sales calls can be placed
 - Process to complete the signing of any required documents when the initial sale is done by telephone, including the order in which any required disclosures must be signed
- **Company Operations:** Training must provide salespersons with appropriate guidance on the company's standard operating procedures related to the following topics:
 - The telephone number and email address for the company's Customer Service department
 - Processing of customer inquiries, requests, and complaints
 - Proper handling of disclosure forms, contracts, and other required documents following the completed sale

- Requirements to record and/or otherwise document telephone calls or other interactions related to the sale of the system, as applicable
- **Non-discrimination:**
 - Not treating consumers differently on the basis of factors such as race, color, religion, national origin, sex, gender, sexual orientation, marital status, age, receipt of public assistance, or the exercise of certain rights under consumer protection laws
- **Avoidance of unfair or deceptive acts or practices:**
 - Communicating important information in a clear and conspicuous manner
 - Considering the impact of claims or behaviors from the perspective of a "reasonable" consumer
 - Not taking advantage of a consumer's lack of understanding about the product or service
 - Understanding the product or service being sold, including tracking any product changes, in order to make accurate representations to consumers
 - Disclosing clearly to the customer who is installing, servicing, and financing the project

4.3.2.10 Production and Savings Estimates:

- **Production:** A system's estimated production must include, at a minimum, an analysis of the following factors:
 - The output of each array in the system, with each array being calculated separately
 - Module capacity
 - Position of modules
 - Shading of modules from all sources, including trees, nearby structures, and chimneys
 - Effects of changing in shading
 - Losses in efficiency over time
- **Loads:** A system's estimated load must include, at a minimum, an analysis of the following factors:
 - Consumer's monthly and hourly load profiles, as available
 - The profile shall be based on at least one year's data in existing homes, as available
 - If one year's data is unavailable, it shall be modeled using industry standard tools
 - How material changes to future electricity consumption will affect expected savings. Examples include purchasing an electric vehicle, charging, and installing energy efficiency measures and installing electrification and energy efficiency measures
- **Total Cost of the System:**
 - Upfront system costs
 - Recurring costs and, in the case of a financed system, an indication of any monthly payment requirements and whether and how much those payments change over time
 - Maintenance costs
- **Incentives:**
 - Amount of the incentive when the system is placed in service
 - Limits on any incentives
 - Account for limits on any incentives, including but not limited to:
 - Award caps
 - caps on total awards granted
 - timing requirements to claim or qualify for an incentive
 - the type of incentive (e.g., tax credit versus a rebate)
 - general eligibility requirements
- **Current and Future Utility rates**
- **Rate classes:**
 - Current rate structure for the consumer
 - Rate structure for the consumer at the date of installation
- **Estimating future rates:**
 - Use at least five years of historical data in the relevant rate class when estimating future rates
 - Use accurate rate plan and educate consumer on rate options
- **Factors regarding rates to pay attention to include:**

- Rates that vary based on factors like the time of day, season, or the day of the week
- Fixed fees
- Inflation
- **Compensation for energy sent back to the electrical grid:**
 - Taxes, administrative fees, non-bypassable charges, and other costs that cannot be zeroed out when solar power is exported back to the grid
 - The consumer's utility and type of export program offered:
 - Rate of compensation for excess electricity sent back to the grid
 - Known or expected changes to an energy export credit program that would affect the consumer in the near or foreseeable future
 - Limitations on how long the consumer may take advantage of the energy export credit program (example: retail net metering)

4.3.2.11 Energy Storage:

- Presence of energy storage
- The capacity of the energy storage system
- Discharge characteristics of the energy storage system
- If a system will or will not be able to be used in power outages
- If the customer will participate in any programs utilizing the storage
 - If the program provides any compensation for participation
 - How the customer may be compensated for participation
- Any limitations on the use of that energy storage system, as defined in the contractor
- The minimum charge level specified in the contract, if limitations exist

4.4 Community Solar Sales

4.4.1 Community Solar sales shall comply with the applicable requirements of this standard.

4.5 Contracting

The Contractor shall provide:

- 4.5.1** Initial review of contract terms with customer, including the required disclosure forms and all required documentation
- 4.5.2** Explanation of timeframe to cancel the contract without penalty
- 4.5.3** Explanation and discussion of any system or roof warranties
- 4.5.4** Explanation of timelines and party responsibilities for required steps to complete the transition to solar
- 4.5.5** A site-specific informational-only estimate to remove and replace the existing system at the time of reroofing or recovering shall be provided
- 4.5.6** System documentation as required by Section 6 of this standard

4.6 Operations and Maintenance

4.6.1 The contractor shall comply with the O&M requirements of SEIA 201: Solar and Energy Storage Installation Requirements Standard: Residential and Small Commercial System, SEIA 251: Solar and Energy Storage Installation Requirements Standard: Large Commercial and Industrial Systems, or equivalent.

5.0 Required Disclosure Forms

A financial disclosure shall be provided to each responsible party in a transaction within the scope of this standard. Each disclosure shall be appropriate to the type of transaction and shall include, at a minimum, the elements included for each type of transaction in this section.

Note: The disclosures for each transaction type in this section have elements in an arrangement to create standalone disclosure documents. A single standalone document is not required if the disclosure contains all of the elements. The required elements may be included in the contract documents with those elements clearly indexed in the disclosure.

Example standalone disclosures are included in Appendix B, C, and D.

5.1 Purchases

The Purchase Disclosure shall be no more than four pages long, have a font size of at least 10 points, and include the following, as appropriate:

- The name, address, telephone number, and email address of the solar installation company
- The name, address, telephone number, and email address of the salesperson
- The name, address, telephone number, email address and state contractor license number of the installer (when required) if different from the solar installation company
- The name, address, telephone number, email address and state contractor license number of the system maintenance provider if different from the solar installation company
- The purchase price for the system
- The payment schedule, including any payments due at signing, commencement of installation, and completion of installation, if applicable
- Any one-time or recurring fees, including but not limited to the circumstances triggering any late fees, estimated system removal fees, UCC notice removal and refiling fees, internet connection fees and ACH fees
- Estimated start and completion date for the installation
- The party or parties responsible for obtaining interconnection approval
- System design assumptions, including system size, estimated first year annual production, estimated annual system production degradation, the presence of energy storage, energy storage capacity, a statement about the equipment needed to provide back-up power in case of a grid outage, and the status of utility compensation for excess energy generated by system at the time of contract signing
- A disclosure notifying the purchaser if the owner of the system will be filing a fixture filing on the system
- A disclosure notifying the purchaser if system maintenance and repairs are included in the agreement and to what extent maintenance and repairs are included with the agreement
- A disclosure describing warranties for any damage to the purchaser's roof in connection with the system installation or removal
- A disclosure describing the transferability of the system in connection with the purchaser selling their home
- A description of any performance or production guarantees
- A description of the basis for any savings estimates that were provided to the purchaser, if applicable
- A disclosure concerning the retention of any renewable energy certificates, if applicable
- A statement about the residential federal tax credits, using the following language: *"The federal tax credit for residential solar systems can only reduce your taxes and is not refundable. Any unused*

tax credit can be carried forward to the following tax year for as long as the federal tax credit under Sec. 25D is in effect. For more information, visit <https://www.irs.gov/instructions/i5695>”

- This statement shall be updated to reflect any material changes to federal tax policy related to the refundability of the Section 25D residential tax credit
- A statement using the following language: “The assumptions used to estimate savings such as utility rates may change and actual savings may vary. *There may be fees that cannot be offset with solar. And excess electricity sent back to the grid may be credited at rates below what you pay for electricity. For further information regarding rates, you may contact your local utility or the public regulation commission. Tax and other state and federal incentives are subject to change or termination by executive, legislative or regulatory action, which may impact savings estimates. Please read your Contract carefully for more details.*”

5.2 Leases

The Lease Disclosure shall be no more than four pages long, have a font size of at least 10 points, and include the following, as appropriate:

- The name, address, telephone number, and email address of the lessor
- The name, address, telephone number, and email address of the salesperson
- The name, address, telephone number, email address, and state contractor license number of the installer if different from the lessor installation company
- The name, address, telephone number, email address, and state contractor license number of the system maintenance provider if different from the solar installation company
- The length of the lease
- Monthly payments for the first year of the lease
- Any amounts due at signing and at the completion of installation
- Total estimated lease payments over the term of the lease, including any incentives included in estimated lease payments
- Any one-time or recurring fees, including but not limited to the circumstances triggering any late fees, estimated system removal fees, UCC notice removal and refiling fees, internet connection fees and ACH fees, as applicable
- Payment due dates and the manner in which the consumer will receive invoices
- The rate of any payment increases and the date of the first increase, if applicable
- System design assumptions, including system size, estimated first year annual production, estimated annual system production degradation, the presence of energy storage, energy storage capacity, a statement about the equipment needed to provide back-up power in case of a grid outage, and the status of utility compensation for excess energy generated by system at the time of contract signing
- A disclosure notifying the lessee if the lessor will be filing a fixture or UCC filing on the system
- A disclosure notifying the lessee if system maintenance and repairs are included in the system lease
- A disclosure describing warranties for the repair of any damage to the lessee’s roof in connection with system installation or removal
- A disclosure describing the transferability of the lease, and any conditions for lease transfers in connection with a lessee selling their home
- A description of any performance or production guarantees
- A description of the basis for any savings estimates that were provided to the lessee, if applicable
- A disclosure concerning the retention of any portfolio energy credits, if applicable
- A statement using the following language: “*The assumptions used to estimate savings such as utility rates may change and actual savings may vary. There may be fees that cannot be offset with solar. And excess electricity sent back to the grid may be credited at rates below what you pay for electricity. For further information regarding rates, you may contact your local utility or the public regulation commission. Tax and other state and federal incentives are subject to change or*

termination by executive, legislative or regulatory action, which may impact savings estimates. Please read your Lease carefully for more details."

5.3 Power Purchase Agreements (PPA)

The PPA Disclosure shall be no more than four pages long, have a font size of at least 10 points, and include the following, as appropriate:

- The name, address, telephone number, and email address of the PPA provider
- The name, address, telephone number, email address and state contractor license number of the installer if different from the solar installation company
- The name, address, telephone number, email address and state contractor license number of the system maintenance provider if different from the solar installation company
- The name, address, telephone number, and email address of the salesperson
- The payment schedule for upfront costs, including any payments due at signing, commencement of installation, and completion of installation, if applicable
- Any one-time or recurring fees, including but not limited to the circumstances triggering any late fees, estimated system removal fees, UCC notice removal and refiling fees, internet connection fees and ACH fees
- The payment rate for the first year of the Power Purchase Agreement
- A statement describing when payments are due
- The length of the Power Purchase Agreement
- The total number of payments under the Power Purchase Agreement
- The rate of any payment increases and the date of the first increase, if applicable
- System design assumptions, including system size, estimated first year annual production, estimated annual system production degradation, the presence of energy storage, energy storage capacity, a statement about the equipment needed to provide back-up power in case of a grid outage, and the status of utility compensation for excess energy generated by system at the time of contract signing
- A disclosure notifying the power purchaser if the owner of the system will be filing a UCC or fixture filing on the system
- A disclosure notifying the purchaser if system maintenance and repairs are included in the agreement
- A disclosure describing warranties for any damage to the purchaser's roof in connection with the system installation or removal
- A disclosure describing the transferability of the system in connection with the purchaser selling their home
- A description of any performance or production guarantees
- A description of the basis for any savings estimates that were provided to the purchaser, if applicable
- A disclosure concerning the retention of any portfolio energy credits, if applicable
- A statement using the following language: *"The assumptions used to estimate savings such as utility rates may change and actual savings may vary. There may be fees that cannot be offset with solar. And excess electricity sent back to the grid may be credited at rates below what you pay for electricity. For further information regarding rates, you may contact your local utility or the public regulation commission. Tax and other state and federal incentives are subject to change or termination by executive, legislative or regulatory action, which may impact savings estimates. Please read your Contract carefully for more details."*

5.4 Community Solar

The Community Solar Disclosure shall be no more than four pages long, have a font size of at least 10 points, and include the following, as appropriate:

- The name, address, telephone number, and email address of the Community Solar Subscription Provider
- The Utility Service Territory or applicable region or municipality, the expected start date of the subscription
- The term of the subscription
- How the subscription fee will be billed, and the allowable payment methods
- The payment schedule for upfront costs, including any payments due at signing, enrollment fees, application fees, etc., if applicable
- Any one-time or recurring fees, including but not limited to the fees for early subscription termination, ACH fees, and any additional fees
- A statement describing when subscription payments are due, the amount, and the total expected first year costs
- The rate of any payment increases and the date of the first increase, if applicable
- The size of the subscription, the estimated first year production, and a description of any performance or production guarantees
- Options to renew or extend the subscription, if applicable
- The estimated date the customer will receive a financial benefit, and amount of any one-time subscription or sign-up bonus and the method the benefit or bonus will be delivered
- A statement of the expected bill credit rate, when they will occur, and the total expected bill credits expected in the first year and whether and how the expected bill credit rate may change over time
- The estimated expected net savings or net additional costs for the first year and any credit increase, if applicable
- A disclosure describing the transferability of the subscription in connection with the purchaser moving from their current residence
- A statement using the following language: *"The assumptions used to estimate savings such as utility rates may change, and actual savings may vary. There may be fees that cannot be offset with solar. Electricity generated by the Community Solar system may be credited at rates below what you pay for electricity. For further information regarding rates, you may contact your local utility or the public regulation commission. Tax and other state and federal incentives are subject to change or termination by executive, legislative or regulatory action, which may impact savings estimates. Please read your Contract carefully for more details."*
- A statement using the following language: *"If you receive assistance for your electricity payments from the Low-Income Home Energy Assistance Program (LIHEAP) or a similar program, the combination of this offering and your energy assistance may change the electricity benefits described above. Be sure to identify to your community solar provider if you are receiving such assistance and ask them to explain the potential impacts. If you have further questions or concerns, contact the agency providing you with energy assistance."*

6.0 Required Documentation

6.1 Technical Documentation

Technical documentation shall be in compliance with SEIA 201: Solar and Energy Storage Installation Requirements Standard: Residential and Small Commercial System, SEIA 251: Solar and Energy Storage Installation Requirements Standard: Large Commercial and Industrial Systems, or equivalent.

Appendix A. References

- A.1** SEIA 201: Solar and Energy Storage Installation Requirements Standard: Residential and Small Commercial System
- A.2** SEIA 251: Solar and Energy Storage Installation Requirements Standard: Large Commercial and Industrial Systems
- A.3** Federal Trade Commission, A Brief Overview of the Federal Trade Commission's Investigative, Law Enforcement, and Rulemaking Authority, <https://www.ftc.gov/about-ftc/mission/enforcement-authority>, May 2021
- A.4** Consumer Financial Protection Bureau, CFPB Consumer Laws and Regulations, Unfair, Deceptive, or Abusive Acts or Practices (UDAAP), https://files.consumerfinance.gov/f/documents/cfpb_unfair-deceptive-abusive-acts-practices-udaaps_procedures_2023-09.pdf, October 2012.
- A.5** Federal Trade Commission Act Incorporating U.S. SAFE WEB Act amendments of 2006, https://www.ftc.gov/sites/default/files/documents/statutes/federal-trade-commission-act/ftc_act_incorporatingus_safe_web_act.pdf

Appendix B. Solar Purchase Disclosure (*informative*)

This appendix reserved for future use.

Appendix C. Solar Lease Disclosure (*informative*)

This appendix reserved for future use.

Appendix D. Solar PPA Disclosure (*informative*)

This appendix reserved for future use.

Appendix E. Community Solar Disclosure (*informative*)

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Appendix F. Solar Contract Summary Sheet (*informative*)

This appendix reserved for future use.



About SEIA

The Solar Energy Industries Association® (SEIA) is leading the transformation to a clean energy economy, creating the framework for solar to achieve 30% of U.S. electricity generation by 2030. SEIA works with its 1,000 member companies and other strategic partners to fight for policies that create jobs in every community and shape fair market rules that promote competition and the growth of reliable, low-cost solar power.

Founded in 1974, SEIA is the national trade association for the solar and solar + storage industries, building a comprehensive vision for the Solar+ Decade through research, education and advocacy. SEIA has earned numerous awards for its work and company culture and was named by the Washington Post as a 2023 Top Workplace and a Best Nonprofit to Work For by the Nonprofit Times.

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