

Recommendations and Questions from the RMC Solar Working Group February 16, 2018

Recommendations:

1. Back up and present a quantification of problems/challenges with the existing program structure. Quantify how the proposed program design will address those problems. Quantify how proposed program design will impact progress toward capacity goals and cost effectiveness of incentive money spent.
2. If the data shows that the program should be modified:
 - a) Keep requirement that participating contractors let customers out of contracts up until the LOI is issued.
 - b) Maintain requirement that all proposals be reviewed and stamped by a North American Board of Certified Energy Practitioners (NABCEP) certified professional.
 - c) Austin Energy should conduct a full program evaluation at least once each year, including a full review of a statistically significant number of installations.
 - d) Maintain current level of oversight of companies on the participating contractor list. Some number of projects done by each company should be reviewed each year.
 - e) Include requirement for contractors to submit photographs and serial numbers for all equipment and the final installation.
3. Regardless of the program design, the educational video and quiz is a good idea.
 - a) Focus educational video on what the customer NEEDS TO KNOW to make an informed decision about buying a solar system.
 - b) Provide a downloadable PDF of the information presented in the educational video, in addition to the other reference materials.

Questions:

1. How will AE provide assistance to those who have trouble understanding the material in the quiz or written materials and have trouble with the quiz? Will one on one phone calls or house visits be an option?
2. Which project requirements will be retained? (2kW system minimum, max incentive 50% of cost, etc.)
3. Have any other utilities gone to a flat rate incentive? If so, how has their program performed?
4. In program design, you need to be able to understand what the contractors want from the program and what they are willing to do. How will imposing a flat rate incentive affect contractor behavior?
5. Why couldn't capacity-based rebates be maintained, even if the review is reduced?