

Customer Generation Consumer Protection

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Existing Consumer Protection Concerns

Communications

- Rates (especially VNEM, NEMA) can be perplexing
- Interconnection process can be complex
- PPA/Lease contracts can be complicated and confusing

Misrepresentation/ Sales Tactics

- “Working with” utility/ unauthorized use of utility logo
- Acting on behalf of customer without authorization
- Overestimation of bill savings
- Advertising Zero bill
- Repetitive high-pressure sales tactics

Customer Service

- No response, failure to follow through
- High turnover/ out of business
- Referring customer to utility