



Consumer Protection Issues in California

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Executive Director, CALSEIA



- Founded in 1977
- Solar PV and Solar Thermal
- 400 members, 45% contractors that do about 80% of the installations, as well as most of the financing, leasing, PACE, and lending organizations doing business in the state
- Code of Ethics enforced

Consumer Protection Complaints Data

2015 Solar retrofits: 150,000

- CSLB reports 951 complaints in past 12 months = 0.6%

Solar contractors: 3,000-4,000

CSLB solar complaints 2010-today: 1,074

- Meanwhile, 8-fold increase in solar market since 2010

2015 HVAC retrofits: 150,000

HVAC contractors: 11,503

CSLB HVAC complaints 2010-today: 4,083

CALSEIA Consumer Hotline

Complaints Received by CALSEIA in Past 12 Months: **10**

No. CALSEIA members involved: **2**

Resolution reached: **100%**

Summary of Consumer Complaint Issues

1. Utility Interfacing: Net Metering/Rates/Billing/Interconnection
2. Customer Acquisition: Phone calls, etc.
3. Physical Installation: Contracting issues
4. Financing/Costs
5. Real Estate/Resale

Detail of Consumer Complaint Issues

Regulatory certainty and the ease of consumer/utility interface is absolutely a consumer protection issue

- NEM Transition Period – most important consumer protection decision yet
- Confusion around rate changes (ex. PG&E)
- Not understanding annual true up/Confusing bills from utility billing during year
- Sudden changes in NEM program without proper notice to marketplace (IID)
- Interconnection issues esp. for commercial sector
- Transition to CCA not smooth

Detail of Consumer Complaint Issues

Customer Acquisition

- Misleading phone calls
- Misleading door to door canvassing raps
- Misleading mailers



PSRT FIRST CLASS
U.S. POSTAGE
PAID
MAILED FROM 92799
PERMIT NO. 1112

OVERPAYMENT NOTICE

OVERPAYMENT NOTICE INFORMATION: Recovery Due Date: 10-21-14

Required Action (Form OP-200 N/C): See reverse for instructions.

BILLING REFERENCE NUMBER: #502-100-2813 (internal: SKU# PC-2009)

OVERPAYMENT NOTICE

Billing Change Date: 11-01-14
Service District: Water and power Sonoma County
Status: overpayment notice

IMPORTANT: Information can only be shared with the actual customer of record.

*The CSI program is overseen by the California Public Utilities Commission and rebates are offered through the Program Administrators. The CSI program has a total budget of \$2.167 billion between 2007 and 2016. The CSI-Thermal portion of the program has a total budget of \$250 million between 2010 and 2017. The CSI program is funded by electric ratepayers and the CSI-Thermal portion of the program is funded by gas ratepayers.

CALL TOLL FREE: 1-800-467-9602
PLEASE CALL TODAY
(Monday – Friday 9am to 7pm)

Disclosure: Your response prior to the Commission's administrative deadline of 10-15-14 is required to affect this notice. (Internal: OVERPAYMENT)

2333

Detail of Consumer Complaint Issues

Physical Installation/Contracting Issues

- Not the panels/manufacture promised
- Leaky roof
- “I never signed that contract”
- Non-responsive contractor/installation delays

Detail of Consumer Complaint Issues

Issues Around Financing/Costs

- “No energy bill”
- Complex financial arrangements
- Simply paying too much

Detail of Consumer Complaint Issues

Real Estate/Resale Issues

- PACE liens
- Transfer of leased systems to new owner
- Realtor and Appraiser issues around resale

Future Conversation: Solutions

- **Better Consumer Disclosures**
 - Standardized disclosure documents (SEIA)
 - PACE disclosure documents developed and adopted by PACE providers and regional authorities
- **Consumer, realtor and property assessors education**
- **CPUC: Certainty to incentive programs to remove urgency/high-pressure sales tactics & protect investments**
- **Industry marketing standards**