

Discussion Questions
Workshop on Draft Solar Information Packet
February 27, 2019

Discussion Questions on Information Packet Structure

- 1) One of Energy Division (ED) staff's Guiding Principles for the Information Packet is that a "less is more" approach is the most effective approach for reaching the target audience at point of sale.
 - A. With this goal in mind, how do stakeholders react to the draft information packet's two-part structure? This structure consists of key information in the first five sections, followed by a signature page, followed by more detailed information.
 - B. Do stakeholders propose any other structural approaches to reducing the overall length of the information packet?
 - C. If ED staff decided to cut certain sections/areas of the information packet to reduce the overall length, what sections/areas do stakeholders propose to cut?

- 2) The draft information packet generally follows the outline in Appendix A of [Decision \(D.\)18-09-044](#).
 - A. Do stakeholders agree with the sequencing of the information packet, or do stakeholders have proposals for re-ordering the sections?
 - B. Do stakeholders recommend elevating any information from the Additional Information portion of the packet to the first five sections? Conversely, is there any information from the first five sections that stakeholders recommend moving to the Additional Information sections?

- 3) The effectiveness of the information packet depends on whether customers are given enough time to read the packet before signing a contract. To increase the probability that a customer will read key information, the draft information packet requires that solar providers collect customer initials on the first five sections. The customer is also encouraged to take 48 hours to review, per direction in D.18-09-044.
 - A. Do stakeholders agree or disagree with this approach?
 - B. Can stakeholders point to other best practices that ED staff could consider adopting that would increase the likelihood that customers read important information?