



Draft Solar Information Packet Workshop

February 27, 2019

California Public Utilities Commission (CPUC)

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CPUC Energy Division**





Safety and Emergency Information

- In the event of an emergency, please calmly proceed out the glass doors to the courtyard.
- In the event that we do need to evacuate the building:
 - Head through the courtyard, and down the front steps. Continue south on Van Ness Ave toward the Memorial Court.
 - Our assembly point is the Memorial Court directly across from City Hall and just north of the Opera House.





Evacuation Map





Webex and Call-in Information

Webex:

<https://signin.webex.com/collabs/#/meetings/joinbynumber?TrackID=&hbxf=&goid=attend-meeting>

-Meeting number: 710 771 195

-Meeting password: !Energy1

Call-in:

Number: 1-866-628-9975

Access code: 157 08 76

- Remote callers will be placed on listen-only mode by default.

Please submit questions/comments via the WebEx chat.





Other Useful Information

WiFi Access

- network: cpucguest
- login: guest
- password: cpuc13119

Workshop Materials are Available Online

- All workshop materials are available online at <http://www.cpuc.ca.gov/General.aspx?id=3934>

Restroom Location

- Restrooms are located to the left of the lobby toward Mocha Cafe.





Workshop Objectives

Objectives:

- Collect constructive feedback on how Energy Division can improve the draft Solar Information Packet
- Develop, as a group, ideas for how to refine the info packet structure and reduce the overall length
- Workshop and test ideas through the lens of a consumer





Agenda: Morning Sessions

WORKSHOP AGENDA

- 9:30 – 9:40 a.m. **Welcome, Safety, and Workshop Overview** | Energy Division Staff
- 9:40 – 9:50 a.m. **Decision 18-09-044 Info Packet Requirements** | Energy Division Staff Presentation
- 9:50 – 10:30 a.m. **Guiding Principles and Info Packet Walkthrough** | Energy Division Staff
Presentation and Discussion
- 10:30 – 11:15 a.m. **Discussion Question #1** | Facilitated by Energy Division Staff

Break (10 minutes)

Roundtable Discussion of Info Packet Structure

- 11:25 – 12:10 p.m. **Discussion Questions #2-3** | Facilitated by Energy Division Staff
- 12:10 – 12:20 p.m. **Morning Recap** | Energy Division Staff

Lunch (1 hour – food is not provided)





Agenda: Afternoon Sessions

Roundtable Discussion of Info Packet Content

- 1:20 – 2:05 p.m. Info Packet Pages 1-3 Discussion | Facilitated by Energy Division Staff
- 2:05 – 2:50 p.m. Info Packet Pages 4-6 Discussion | Facilitated by Energy Division Staff

Break (10 minutes)

Roundtable Discussion of Info Packet Content, Continued

- 3:00 – 3:05 p.m. Afternoon Recap | Energy Division Staff
- 3:05 – 3:50 p.m. Around the Room Priority Feedback Pages 10-20 | Facilitated by Energy Division
- 3:50 – 4:00 p.m. Wrap Up/Next Steps | Energy Division Staff





Ground Rules

- Mute your cell phone.
- During discussion sections, please keep comments focused on that agenda topic.
- State your name and organization before speaking.
- If there's a queue to speak, do not speak out of turn.



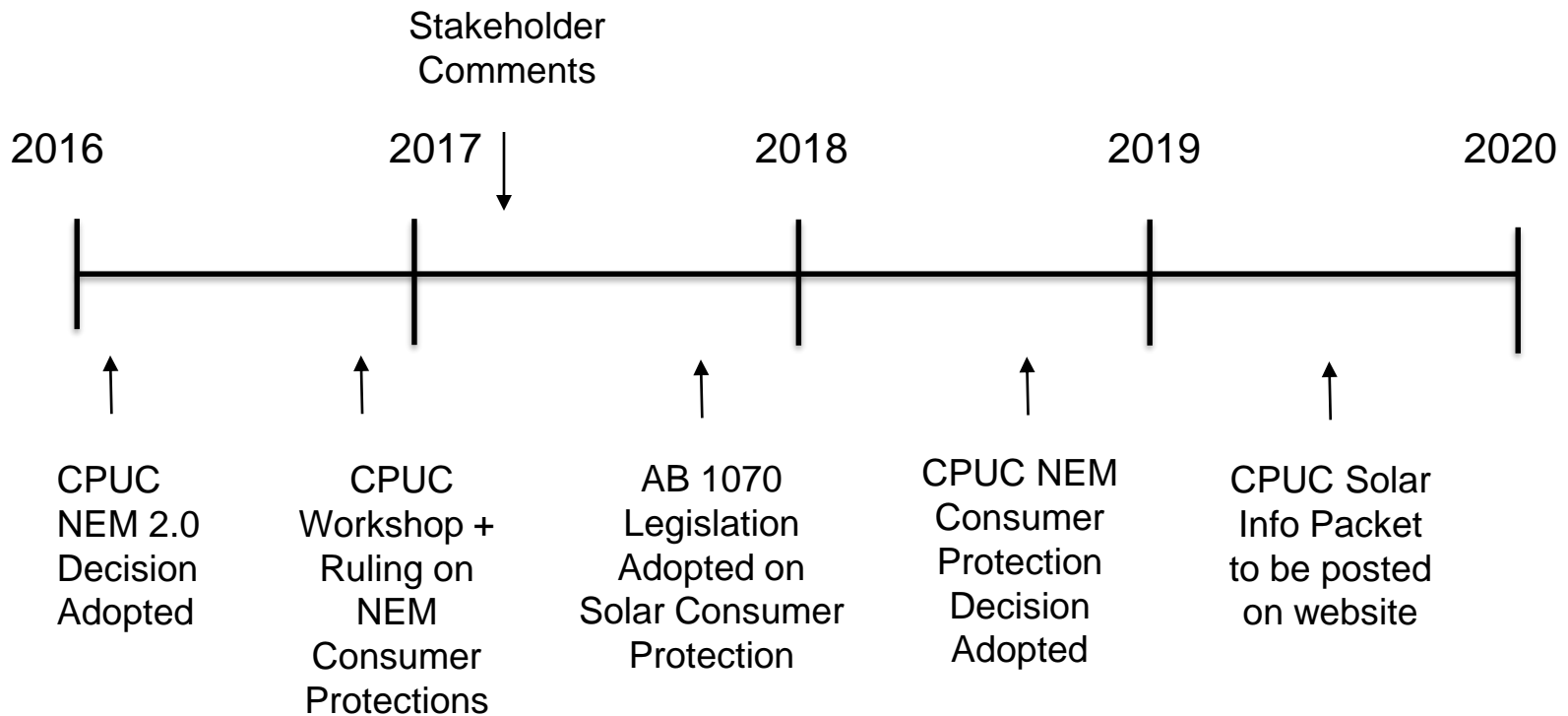


Requirements for Solar Information Packet

*Pursuant to Net Energy Metering (NEM)
Consumer Protection Decision 18-09-044*



Background: The 2016 NEM 2.0 Decision Directed the CPUC to Develop an Information Packet for Prospective Solar Customers





September 2018 Decision Requirements for Solar Info Packet

- The info packet must be based on the outline in the decision, though Energy Division may revise elements or structure.
- Solar providers must upload signed signature pages of the info packet in PG&E, SCE and SDG&E territories in order to interconnect rooftop solar systems to the grid.
 - This requirement applies to solar on residential single-family homes.
 - Providers must obtain a wet customer's signature before the customer enters into a contract.
- The info packet will recommend that the customer take 48 hours to review the packet before signing a contract.
- The info packet will be translated at a minimum into Spanish, Chinese, Tagalog, Vietnamese, and Korean, as well into an English audio version.





The September 2018 Decision Also Provides Direction on Info Packet Design

The September 2018 Decision:

- Directs Energy Division to consult with CPUC's News and Outreach Office on design.
- States that stakeholders may wish to consider alignment with the Energy Upgrade California program through the Joint Consumer Action Plan (JCAP).





Out of Scope for the Workshop

- Wet signature requirement versus electronic signature
- Feedback on Contractors State License Board (CSLB) draft Solar Disclosure Document
- Inputs to AB 1070 electric bill savings estimate
- Disagreement with requirements for solar information packet per Decision 18-09-044
- Enforcement and compliance mechanisms for solar consumer protections





Energy Division's Guiding Principles For the Solar Information Packet



Guiding Principles for Info Packet

- Primary purpose is to serve prospective solar customers at point of sale.
- Packet shall be tailored to customers particularly vulnerable to aggressive acquisition tactics and predatory financing.
- “Less is more” is the most effective approach for reaching this audience.
- Packet shall be useful to customers across California, though at times will be tailored to PG&E, SCE and SDG&E customers.
- Packet shall complement Contractors State License Board (CSLB) Disclosure Document when it becomes final, and avoid redundancy unless it adds value.
- Packet shall educate customer about right to receive electric bill savings estimate based on standardized inputs/assumptions (AB 1070).





Next Items on Agenda Before Break at 11:15

- 1) Quick Scan of Info Packet
- 2) Around the Room Introductions

Remote Participants: please use Webex chat feature to send us your name and organization now

- 3) Group Discussion on Guiding Principles
- 4) Discussion Question #1

