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

You Are Here (Auditorium)

Assembly Point

City Hall
Webex and Call-in Information

Webex:
https://signin.webex.com/collabs/#/meetings/joinbynumber?TrackID=&hbxref=&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

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 – 9:40 a.m.</td>
<td>Welcome, Safety, and Workshop Overview</td>
<td>Energy Division Staff</td>
</tr>
<tr>
<td>9:40 – 9:50 a.m.</td>
<td>Decision 18-09-044 Info Packet Requirements</td>
<td>Energy Division Staff Presentation</td>
</tr>
<tr>
<td>9:50 – 10:30 a.m.</td>
<td>Guiding Principles and Info Packet Walkthrough</td>
<td>Energy Division Staff Presentation and Discussion</td>
</tr>
<tr>
<td>10:30 – 11:15 a.m.</td>
<td>Discussion Question #1</td>
<td>Facilitated by Energy Division Staff</td>
</tr>
<tr>
<td>11:25 – 12:10 p.m.</td>
<td>Discussion Questions #2-3</td>
<td>Facilitated by Energy Division Staff</td>
</tr>
<tr>
<td>12:10 – 12:20 p.m.</td>
<td>Morning Recap</td>
<td>Energy Division Staff</td>
</tr>
</tbody>
</table>

**Break (10 minutes)**

**Roundtable Discussion of Info Packet Structure**

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<tr>
<td>12:10 – 12:20 p.m.</td>
<td>Morning Recap</td>
<td>Energy Division Staff</td>
</tr>
</tbody>
</table>

**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

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**Break** (10 minutes)

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**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