

FREQUENTLY ASKED QUESTIONS

General Program Questions

- A system owner is not eligible to participate if the 'Authorization to Interconnect letter' has already been obtained from the Utility. What is this document?

The **Authorization to Interconnect** is a document issued by the Utility during the interconnection process indicating that a net meter has been installed and the customer may energize the PV System. Please note this is not to be confused with the **Conditional Approval to Interconnect**, which is obtained earlier in the process and serves as indication from the utility to move forward with construction of the PV system.

- Can I forfeit my Commonwealth Solar II rebate application and apply for that project under the Mass Solar Loan program?

No. Solar PV projects that are not yet connected but have been approved for a rebate through the MassCEC Commonwealth Solar II program or through the Solarize Mass program are NOT eligible to participate under the Mass Solar Loan program (please see page 16 of the Program Manual). Residents should not forfeit their currently approved rebate application and then apply for the Mass Solar Loan program as these systems will not be eligible to receive Mass Solar Loan incentives.

- I have heard that the net metering cap has almost been met. Does that affect this program? Are they going to be increased?

The net metering caps are being reached in certain utility territories, but residential systems under 10 kW are exempt from these caps. As a residential solar program, the majority of eligible systems under the Mass Solar Loan program will be below this threshold and will therefore be unaffected by the caps. More information about net metering caps can be found at: <http://www.massaca.org/>

- What happens if a project takes more than 12 months and no extension has been requested and then is completed after the 12-month period?

It is the responsibility of the system owner and installer to meet the 12 month deadline, or, in the event the deadline cannot be met, to request an extension. MassCEC will send automated communications to system owners and installers as unfinished projects near the 12-month deadline. Installers are encouraged to respond promptly to MassCEC emails regarding potential project extensions. If a project does reach the deadline and the installer has not communicated with MassCEC about an extension request, the project will no longer be eligible to receive program loan support.

- How are installers vetted?

Participating installers go through a process to become Expedited Installers under the program. Becoming an expedited installer requires new installers to complete the Crawl Before You Walk process, in which a technical consultant verifies that the installer follows industry standard system-design practices. The Crawl Before You Walk process also includes a final inspection of the installer's first installed system to ensure it meets program technical requirements. More details on Solar Installer Eligibility and this process can be found in Attachment D of the program manual.

MASS Solar Loan

- Who would handle conflicts between the installer and the owner if they should come up?
Conflicts between the installer and system owner would be handled outside of the program in the same fashion as a typical contractor-customer dispute. This could potentially include the customer's rights under the State Home Improvement Contracting law.