



Low Income Solar Inverter Program Details, Rules, and Terms

The San Francisco Public Utilities Commission (SFPUC) is planning to offer a new customer program to help replace certain system inverters installed as part of its GoSolarSF program for qualifying low-income customers. This program will be a CleanPowerSF funded program, not falling under or impacting GoSolarSF or its current funding. It currently remains subject to further approvals and available funding. The program is currently in its final design phase and is expected to be made available in the third quarter of 2021.

Customer Eligibility

In order to focus the program toward those who are most in need, eligibility is limited to CleanPowerSF Electric Customer GoSolarSF system owners as follows:

1. The household's electric account served is a under a CARE or FERA rate.
2. Owner of the PV system physically resides at the residential electric account location/address served by the GoSolarSF low-income incentivized solar system (no Landlords, supporting owner sponsors, or GoSolarSF Basic Residential participant systems.)
3. System is not a leased or a power purchase agreement (PPA) or under a similar arrangement that would otherwise include covered repairs.
4. The solar installation is beyond the GoSolarSF program's 10-year warranty requirement (the system is over ten years old), and the inverter must no longer be working properly (inverter replacement expenses covered by the manufacturer or other warranties are not eligible for reimbursement).

Rebate Reservations

Reservations for rebate funds per applicant will be according to the maximum allowed per system rebate amount of \$3,000, following the receipt of an acceptable application certifying:

1. Applicant and system meet eligibility requirements noted above.
2. Applicants agree that diagnostic services and replacement inverter installations must be provided by a properly licensed contractor currently participating in the program.
3. Services must not have been provided prior to the date the reservation application is submitted.

Rebate Payments

Rebate payment(s) will be provided upon receipt of a Notice of Completion form executed by both the Owner and the service contractor as follows:

1. For System Diagnostic and Checkup services: Separate payment for this service up to \$300 may be provided at the Owner request. It will be recommended that both diagnostic and resulting replacement work payments be requested together upon final completion of replacement work as described below. To receive a separate payment for completed diagnostic and checkup service, submit a program provided project completion form certifying the service completion date, along with a copy of the contractor's service agreement, invoice, and service report.
2. For Inverter Replacement services: Payment up to \$3,000 is available for the cost of this service, less any separately issued rebate payments for System Diagnostic and Checkup services. Submit a program provided project completion form certifying the service completion date, along with a copy of the contractor's service agreement, invoice, and service report. Contractor shall certify that:
 - a. The installation of the new inverter system is complete, the system is operational, system output is within normal operating levels, (Final payment will not be withheld should the system be incapable of normal operation for causes that cannot be addressed within the scope of the inverter program, provided such causes were not reasonably foreseeable.)
 - b. The installation, all equipment, and workmanship comply with applicable local building department, and utility requirements.

- c. Covered Services are strictly limited to the following:
 - i. For string inverter replacements (or replacements of microinverters not manufactured by Enphase), the new inverter system carries at a minimum a 20-year manufacturer's replacement warranty. Should a 20-year warranty not be standard for an exact replacement inverter the Manufacturer's warranty shall be allowed but in no case will be less than 10-years.
 - ii. For Enphase microinverter replacements of models M190, M210, D380, M175, M215, or M250, when all replacement microinverters (or balance of system microinverters when some of the system's microinverters have already been upgraded prior to this replacement service) are replaced with current generation microinverters complete with new Envoy communications gateway through participation in the Enphase Upgrade Program for Early Adopters with all rights and services afforded therein including but not limited to an Enphase 25-year replacement warranty. Other Enphase microinverters than the models noted above are not eligible to participate in this program due to their longer-term warranties and proven performance.
 - iii. Inverter replacement Services may include incidental non-inverter system repairs or services to correct system deficiencies necessary to render a system ready for long term rated output operation when performed along with inverter replacement
- d. Installer provides owner a minimum 1-year warranty to provide for no-cost repair and/or replacement of the provided replacement inverter system, and any other materials or repairs provided under covered services.
- e. The replacement inverter system does not invalidate, infringe upon, or alter any system or subcomponent warranty or guarantees afforded the owner by the original installer, or other Warranty Requirements set forth in the GoSolarSF program including that for the system modules. Should this not be the case servicer shall in writing disclose and explain in detail to the owner and shall include such disclosure in the service agreement.
- f. Invoiced charges for system diagnostics and troubleshooting, and repairs are strictly limited to actual costs and may include direct design and engineering, materials, labor, shipping, utility and regulatory fees, and taxes, and do not exceed contractor's best rates as offered to other customers for like services and materials.

System Owner Communications and Outreach:

The following describes the information and outreach efforts to be undertaken by the SFPUC to notify and enroll eligible customers:

- USPS Mailed and Emailed Notices to all CleanPowerSF CARE/FERA rate accounts that received GoSolarSF low income systems with information about inverters and PV system maintenance, description of the program offerings, eligibility, and how to apply, and directions to the on-line program web page and program help staff.
- Notices will also include the date that the original system began operation, system size and inverter type if known, identification of the original GoSolarSF installer, and a list of all program participating companies that have requested to be listed by the program.
- Notices will come direct from the SFPUC, and individual copies will be provided only to the GoSolarSF original installer for the account due to protected customer data restrictions.
- The USPS mailer will include a wall sticker w/ program info and contact information to be placed near the inverter for future reference.

Participating Installer Signup:

- The program is seeking program installer participation from those GoSolarSF installers who installed these eligible Low Income Solar Inverter Program systems. Participation is optional.
- Installers will be afforded the opportunity to be listed in program notification materials and its website indicating their individual offered services.
- Eligible Installers will be limited to servicers currently in the business of solar installation and repair, properly licensed for solar repair and installation services, and in possession of a San Francisco Business license.
- Installers are required to continue to participate with the First Source Hiring Program for GoSolarSF.

Administration Process:

Program customer management and tracking will utilize an on-line application interface portal through the SFPUC website. Customer applications and documents may be uploaded directly to this web site and alternatively email, or hard copy applications will be accepted. SFPUC program staff will track participants and their projects status, and issue required communications. This program interface is intended to be simple as explained below and will not be managed through the GoSolarSF PowerClerk website.

- Customer signs and provides online (or by e-mail, or hard copy delivery) the enrollment application package. Only the System Owner can apply, and assignment of payment to installer (alternate payee) is allowed. Installers may submit application package on behalf of the Owner, but the Owner must sign the application and completion forms.
- Application Package contains, application form, a copy of most recent electric bill (to confirm Electric Rate and residence), and additional eligibility certifications.
- Written reservations equal to the maximum allowed per system rebate of \$3,000 are issued within 2 weeks of a compliant application submission. Reservations are first-come first-served, subject to available inverter program funding.
- Payment is processed upon receipt of final completion package containing, final completion forms, W-9 form, installer and customers required certifications, copy of service agreement contract, installation reports, and signatures.
- IRS 1099 is produced at years end for payees receiving \$600 or more.

Potential Program Customers and Program Term:

Out of the approximately 1,200+ low income GoSolarSF solar systems installed over the last 13-years, records indicate that 507 of these systems are currently associated to CleanPowerSF CARE or FERA electric rate plan accounts.

This program intends to remain in place for a minimum of 9 additional years so to continue to serve these customers with systems that were installed up to 2020. All GoSolarSF incentivized systems according to program rules are to carry an installer provided full system 10-year no-cost repair and replacement warranty, and in 2020 GoSolarSF instituted a program change extending all low income systems to carry at a minimum a 20-year inverter warranty.

Low Income Inverter Program Year	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	Totals
CleanPowerSF CARE/FERA Accounts W/ Expired 10-Year GoSolarSF Required Warranties	135	166	57	30	44	15	11	38	9	2	507
Accumulative Number of Syatems	135	301	358	388	432	447	458	496	505	507	507

First Source Hiring Program links:

<https://sfwater.org/modules/showdocument.aspx?documentid=8824>

<https://oewd.org/first-source>