



May 13, 2016

To: Members of the New Energy Industry Task Force Technical Advisory Committee on DG and Storage

I apologize for not being able to be present today to provide these remarks in person. However, I felt it was very important to speak to you on behalf of the Solar Energy Industries Association (SEIA) regarding Consumer Protections measures and net metering. SEIA is the national trade association for the solar industry, and we have over 1,000 members nationally.

At the April 28 meeting of this technical advisory committee, Mr. McGinley spoke on behalf of NV Energy regarding Consumer Protection issues. This is a topic that is very important to SEIA, as we take consumer satisfaction and protection very seriously. To that effort, I wanted to be make sure that the committee is aware of the efforts that SEIA is undertaking on this topic. More information about all of these efforts can be found at: <http://www.seia.org/policy/consumer-protection>.

- SEIA has formed a Consumer Protection Committee, whose focus is protecting, educating and arming residential consumers with the best information possible on solar. Our mission is to *expand the understanding of those consumers* about solar transactions.
- Our efforts range from educational materials for ‘how to go solar the smart way’ for residential consumers to a full-fledged complaint process open to any consumer to file with SEIA for redress. The materials have been ‘through the wringer’ with consumer protection attorneys and the legal counsels of the full consumer protection committee.
 - The Code presents rules on advertising, marketing and consumer interactions and contracts, and reminds companies about state and federal laws and regulations.
 - SEIA created a Complaint Resolution Process under which anyone – from individual homeowner to solar company – can bring a complaint with SEIA. SEIA encourages companies and consumers to directly resolve their differences ,but if that is not possible, SEIA’s Resolution Panels present a more formal complaint review process.
 - The Residential Consumer Guide to Solar Power provides a high level overview on solar technologies and solar transactions, including leases and purchases. Consumers learn how to approach a transaction, in terms of what to look for in their own home to questions they should ask solar companies.
 - To aid consumer understanding of solar, SEIA is developing standardized agreement disclosure forms, including the SEIA Solar Leasing Disclosure Form released in early 2016. Disclosures give a snapshot of key terms in solar transactions and encourage discussions between consumers and solar companies. Similar forms for cash sales (including loans) and power purchase agreements are under development.
- We’ve also engaged directly with a number of states already to provide educational and proscriptive information to consumers about solar transactions to increase their understanding of solar and protect them. Certain states have already posted or linked to our materials including NY, CA, GA, MS. We would be happy to come to a future meeting to present this information or to have this discussion with policy makers in Nevada as well.

I would also like to take this opportunity to thank the committee for their commitment to grandfather existing solar customers in Nevada. This is an important step to ensure that the investments that solar

customers have undertaken are honored and that the public can have confidence in regulatory certainty for future investments. While we also hope that policy changes can be implemented to encourage future solar customers to invest in solar energy, and for the solar industry to invest in jobs in Nevada, this is a good first step.

SEIA encourages Nevada to strive to be a national leader in renewable energy. Continuing the availability of net metering is essential to success in this endeavor. Please do not hesitate to contact me at 415-385-7240 should you have any questions or would like to discuss.

Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sara Birmingham".

Sara Birmingham
Senior Director, State Affairs
Solar Energy Industries Association