Earthlight Technologies, LLC
Docket No. 26-08-02
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Witness: Sean Riel

CAE-14 Question:
CCWG Report, p. 7. In what cases would residential solar contractors not provide multi-year net saving estimates to customers?

CAE-14 Answer:
Earthlight typically provides multi-year net savings estimates to customers who directly purchase their solar or solar-plus-storage systems. If the homeowner elects to use solar loan financing provided by one of Earthlight's financing partners, Earthlight will factor the monthly payment and loan term into the calculation of multi-year net savings.

CAE-15 Question:
CCWG Report, pp. 14, 24. In what cases would contractors provide customers with multi-year savings estimates for terms less than 20 years?

CAE 15 Answer:
Earthlight does not provide multi-year savings estimates for terms less than 20 years.

CAE-16 Question:
For RRES projects paired with storage, do contractors include the value of ESS incentives in the net savings estimates provided to customers?

CAE-16 Answer:
Earthlight factors both upfront and performance-based ESS incentives into its calculation of net savings estimates provided to customers for homeowner-owned systems. In these cases, the homeowner directly receives the benefit of those incentives as 1) an upfront cost reduction, and 2) a recurring revenue stream paid out twice each year for 10 years.

For third-party owned systems in which the financier claims the benefit of the incentives, the homeowner may receive a reduced monthly payment for the storage and/or a performance-based incentive over 10 years.

CAE-17 Question:

CCWG Report, p. 31. Discuss the prevalence of customers opting to cancel contracts within the three-day rescission period. Provide the percentage of contracts that are rescinded within the three-day period, if available.

CAE-17 Answer:
Fewer than 1% of contracts are rescinded within the three-day period.

CAE-18 Question:
CCWG Report, p. 46. Discuss the method(s) contractors currently use to determine the starting utility rate. If software platforms are used, do they account for customer-specific rates such as low-income discount rates or third-party supply rates?

CAE-18 Answer:
Earthlight uses the effective utility rate calculated from the electric bill provided by the homeowner at the time of the solar consultation. The rate is calculated as follows:

Effective kWh Rate = (Charge assessed to the customer – fixed connection fee)/ # kWhs used by the customer

This methodology allows low-income discount rates and third-party supply rates to factor into the calculation.

Aurora and other design platforms are also capable of querying current utility rates using an integration with Genability.

CAE-19 Question:
CCWG Report, pp. 31, 48. Clarify whether EOE's recommendation of presenting completed customer disclosure forms "immediately prior to and contemporaneously with the solar contract" would require that the customer disclosure form be generated outside PowerClerk and uploaded to PowerClerk after signing. If so, comment on the likelihood of introducing transcription errors when the information from the customer disclosure form is entered into PowerClerk.

CAE-19 Answer:
Earthlight supports shifting the generation of customer disclosure forms from Powerclerk to being generated at the same time as the customer contract. As the disclosure forms make reference to specific terms and page numbers in the contract itself, it makes the most sense for the document to be generated alongside the contract, rather than at a

separate period of time. Earthlight has incorporated savings methodologies from its proposal tools into its CRM, from which we also generate our contracts and customer disclosures.

CAE-20 Question:
In other states in which solar contractors operate that have similar customer disclosure requirements, at what point in the sales and contracting process are contractors required to provide completed customer disclosure forms to customers?

CAE-20 Answer:
For customers enrolling in the SMART 3.0 program in Massachusetts, customers generally sign the customer disclosure form at the same time as the contract. The utilities require the contractor to upload the customers contract and disclosure during interconnection.