STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

Docket No: 26-08-02

Witness Responsible:
William Barrieau

Ion Solar Pros, LLC

May 28, 2026

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

COMPANY
RESPONSE:

Ion Solar Pros, LLC ("iSP") generally provides savings information at the point of sale based on the customer's available historical utility usage, current utility rates, estimated system production, and selected financing terms. iSP would not provide or rely on multi-year net savings estimates where the assumptions necessary to generate such estimates cannot be reasonably verified or where the estimate would be speculative. This may occur where project-specific variables, including the customer's available historical utility usage, future utility rates, or other customer-specific billing conditions, cannot be projected with reasonable accuracy.

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

COMPANY
RESPONSE:

Contractors may provide customers with multi-year savings estimates for terms of less than 20 years when the estimate is tied to the specific term of the customer's selected financing product or the project's expected return-on-investment period. For example, if a customer selects a 5-year, 10-year, or 15-year loan product, any multi-year savings estimate may be limited to the applicable loan term because that is the period during which the customer's repayment obligation is being evaluated.

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

COMPANY
RESPONSE:

Generally, Ion Solar Pros, LLC ("iSP") does not include the value of ongoing or future Energy Storage System ("ESS") incentives in estimated net savings because customer eligibility and actual incentive receipt are not guaranteed. The customer's ability to receive such incentives may depend on program requirements, enrollment status, approval by the applicable program administrator, and whether the customer remains opted into the applicable program. iSP may discuss available upfront incentives with customers, where applicable, as part of the project economics. However, ongoing or future ESS incentive values are generally not included in estimated savings unless eligibility and ongoing participation can be reasonably confirmed at the time of sale.

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CAE-17: 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

COMPANY
RESPONSE:

Ion Solar Pros, LLC ("iSP") does not specifically track the percentage of cancellations that occur within the three-day rescission window. However, the majority of contract cancellations do not occur within that window.

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CAE-18: 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?

COMPANY
RESPONSE:

Ion Solar Pros, LLC ("iSP") utilizes a proprietary design tool to calculate the starting utility rate. The tool generally determines the starting rate based on the customer's geographic region and available utility data, and this information is cross-referenced with the customer's utility bill uploaded at the point of sale. Certain customer-specific billing conditions, such as income-eligible utility discount rates, utility hardship program discounts, low- or moderate-income discount rates, or third-party supply arrangements, may not be automatically captured by the proposal tool. These conditions may be identified by reviewing the customer's utility bill or billing history, or where the customer separately discloses the applicable billing condition to iSP. Depending on when the condition is identified, iSP may perform a manual calculation or adjustment either at the time of proposal preparation or when preparing information for the customer disclosure statement.

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Ion Solar Pros, LLC

May 28, 2026

CAE-19: 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.

COMPANY
RESPONSE:

Requiring the Customer Disclosure Form to be generated outside of PowerClerk and uploaded after execution could increase the risk of errors and inconsistencies within the current workflow. At the time of contract signing, certain project details may still be subject to internal quality control review. Even with experienced personnel, initial site modeling may require correction due to inaccurate LiDAR data, incorrectly modeled roof planes, shading discrepancies, or outdated property line information. After the point of sale, Ion Solar Pros, LLC reviews the system design, shading, estimated production, and site conditions. If any remodeling or production adjustments are required, the estimated kilowatt hour output may change, which could require the Customer Disclosure Form to be revised and re-signed.

Additionally, much of the information currently included in the Customer Disclosure Form is prepopulated through PowerClerk and utility-provided data. Requiring contractors to manually generate the form outside of PowerClerk could increase the likelihood of transcription errors, data entry inconsistencies, and mismatches between contractor-calculated values and utility-generated values, particularly where certain values are generated through PowerClerk or utility systems because contractors do not have full visibility into the underlying methodology used to calculate or display those values.

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CAE-20: 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?

COMPANY
RESPONSE:

Ion Solar Pros, LLC ("iSP") currently operates primarily in Connecticut. In other states where iSP has operated and where similar customer disclosure requirements exist, the disclosure process generally occurs after the customer enters into the solar contract and as part of the interconnection or program application process.

CERTIFICATION

I hereby certify that a copy of the foregoing was sent to those appearing on the service list on this 28th day of May 2026.

Joey Lee Miranda