

Thank you for your interest in purchasing and installing a solar electric or photovoltaic (PV) System. We've put together the following program guidelines to help you find out how to:

- Determine whether you're eligible to participate
- Find an Eligible Installer that can apply for an incentive and install your PV System
- Purchase a system

Detailed information on incentive amounts, availability and can be found in Section 2.

## **HERE ARE SOME STEPS TO HELP YOU GET STARTED:**

1 **Look at your utility bill.** Your utility bill will indicate whether you pay into the Renewable Portfolio Standard (RPS)/Systems Benefits Charge (SBC) fund. Only customers who pay this charge are eligible to participate in the Program.

2 **Visit the Clean Power Estimator.** The Clean Power Estimator has been designed to help estimate system costs and benefits. The Estimator takes into account NYSERDA incentives and identifies potential tax credits. The average residential PV System in NYSERDA's program is 5 kW and will produce about 6,000 kWh per year. The Clean Power Estimator can be found at <http://nyserdaweb.cleanpowerestimator.com/nyserdaweb.htm>.

3. **Find an Eligible Installer to learn about installation options and requirements. Only Eligible Installers can apply for incentives from the Program.** The full list of all Eligible Installers is available on NYSERDA's website at [www.powernaturally.org/Programs/Solar/Installerspvc.asp?i=1](http://www.powernaturally.org/Programs/Solar/Installerspvc.asp?i=1). NYSERDA recommends that you contact at least three Eligible Installers to receive cost proposals for your system. Installers should conduct a site visit to assess the solar resource and your site before providing a cost proposal.

4. **Ask the Eligible Installer** questions such as how long they have been participating in NYSERDA's program, how many systems have they completed in the program, what their typical prices are based on system size (or installed cost per kW), etc. Also ask your installer: 1) if you will need a building permit, 2) what the utility will require to interconnect and approve your PV System, 3) if your system must be approved by the local code official and, 4) what other approvals are required in your jurisdiction. Call your town, city, or local government and the utility to learn more about their requirements for your PV System. Be sure you know who is responsible for obtaining and paying for any and all permits, inspections and approvals. These responsibilities should be addressed in your written agreement with an Eligible Installer.

NYSERDA also recommends that you review the Average Installed Price charts located at [www.PowerNaturally.org/About/FAQs.asp](http://www.PowerNaturally.org/About/FAQs.asp). If an installer's proposed total costs for installing a PV System vary significantly from those posted on NYSERDA's website, ask your installer why.

5. **Completing and submitting an Incentive Application.** Once you have decided to install a PV System, and you have chosen an Eligible Installer, the following forms need to be completed, signed, and submitted to NYSERDA by your Eligible Installer:

- NYSERDA's Incentive Application Form (See Attachment C)
- Customer Purchase Agreement. This is the contract between you and the Eligible Installer for the installation of a qualified PV System. This agreement should outline everything the Eligible Installer will be doing for you with respect to the installation, and should include details such as system costs, installation and payment schedule, responsibilities related to all permitting, interconnection and other required approvals, etc. The Agreement must clearly apply the full amount of the NYSERDA incentive towards the price of the system. You may wish to consult an attorney before signing.
- The Addendum to the Customer Purchase Agreement (Attachment B). Attachment B must be signed and attached to the written Customer Purchase Agreement you may enter with an Eligible Installer; it includes provisions designed to protect you. The eligibility of your system for the payment of incentives will depend on the Eligible Installer's adherence to its terms.

6. **Your incentive application is submitted by your Eligible Installer.** Once you have signed all of the paperwork, your Eligible Installer will submit your application package to NYSERDA for review. You may want to ask the Eligible Installer for a copy of the package. In order to be considered the application package must be submitted to NYSERDA within 45 days of the date of execution of the Customer Purchase Agreement. NYSERDA will notify you directly by email or letter when the application package has been received. If you have not received notification and the deadline is approaching you should contact your Eligible Installer to inquire.

NYSERDA's review of an application package may take up to 75 business days from the date the application is received. NYSERDA will:

- A) **Review for Completeness.** Complete applications will receive the most prompt review. If an application package is not complete, or if it presents eligibility or technical issues, it may be denied; typically, NYSERDA will notify the Eligible Installer (and copy you) asking for more information or clarification. The application will be held for a reasonable amount of time for the Eligible Installer to respond to NYSERDA's request. After NYSERDA has received the requested information, NYSERDA will finish its review. If the Eligible Installer does not respond or provide clarification as requested, the application may be denied. Incomplete applications and long delays in getting the necessary information to NYSERDA staff may also result in significantly longer review periods. Incentive applications with significant deficiencies, eligibility, or technical issues may be denied **or returned to the Eligible Installer** immediately.
- B) **Technical Review.** Applications may be sent out to NYSERDA's technical consultants for a detailed design review. NYSERDA will notify the Eligible Installer and copy you when a system has been sent out for design review. The Eligible Installer will be contacted directly regarding any questions that NYSERDA's technical consultants may have. Once NYSERDA receives the design review report, NYSERDA will complete its final review of the application.
- C) **Notification.** Both the customer and the Eligible Installer will be notified directly of the approval or denial of each application package. Notices of approval will specify the amount of the incentive that will be available.

Remember - It is important that systems are not installed partially or completely until written notification of approval is received by you and the Eligible Installer. **Do not let an Eligible Installer begin installing the PV System until you have received written notice from NYSERDA that the system has been approved and the incentive funds have been reserved for your project.**

If you have any questions regarding an application or the program you can e-mail NYSERDA at [PV@nyserda.org](mailto:PV@nyserda.org). In the subject line please reference the Solar Electric Incentive Program.

7. **The Installer delivers equipment to your site and can apply for initial incentive payment.**

All system components and must be delivered to your site within 90 days of written notification of approval by NYSERDA. Once the components and equipment has been delivered, the Eligible Installer may submit an Application for Initial Incentive Payment Form (See Attachment D), requesting up to 75% of the approved incentive amount. The Application for payment must be accompanied by (1) a packing slip, signed by the customer, or other proof that the approved equipment has been delivered to the customer's site, (2) a building permit or proof that no permit is required, and (3) proof of other required approvals from all appropriate jurisdictions. Installation of the PV System must be completed within 90 days from the date upon which the Initial Incentive Payment Form is approved by NYSERDA.

**It is important that you, the customer, keep track of these deadlines, as the eligibility of your PV System for incentive payments depends on them.** Project Extensions may be granted, upon written request, on a case-by-case basis if there are legitimate and verifiable issues related to new construction, equipment availability, etc. Project extensions must be signed by the customer and installer. If the installation of your PV System is not progressing according to schedule, contact your Eligible Installer!

8. **The Installer applies for final incentive payment.** Once the PV System has been installed, and you receive (1) written approvals from all appropriate jurisdictions, and (2) written confirmation from the utility that the system has passed the interconnection requirements, the Eligible Installer can then apply for the final 25% of the incentive by submitting the Final Incentive Payment Form (See Attachment E). Again, all final approvals required by the utility, and any authorities having jurisdiction, must be provided before the final incentive payment can be made.