

Errors in Filling Out Community Solar Disclosure Forms

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Errors in Filling Out Community Solar Disclosure Forms

In reviewing completed Disclosure Forms, the Program Administrator has noticed several concerning patterns of fields being completed incorrectly or incompletely, which then provides incorrect or inadequate information to the customer. When the Program Administrator finds Disclosure Forms with errors, it may require the Approved Vendor or Designee to have the customer re-sign a corrected Disclosure Form, and patterns of erroneous Disclosure Forms may lead to pre-disciplinary and disciplinary action.

Below are several specific examples of errors that the Program Administrator is commonly seeing. In addition, make sure that Disclosure Forms do not have typographical errors, such as accidentally entering the same number or text into multiple fields. Misplacing text or values can create cascading errors where one incorrect entry throws off remaining fields. It is also important to make sure that blocks of pasted text are not cut off.

Please ensure that your Disclosure Forms are filled out correctly and do not contain these or other errors.

ALL FORMS: Referencing the Contract or Other Documents

The purpose of the Disclosure Form is to provide key information to the customer in a standardized document. **The Disclosure Form should not have any fields that simply direct the customer to an external document.** See page 21 of the Consumer Protection Handbook. For example, no Disclosure Form fields should only say “See contract for details,” “As described in the customer agreement,” or similar.

Rather, the Disclosure Form should summarize the actual relevant information. It is permissible to direct the customer to the contract or other document for *additional information*, **as long as an adequate summary of the information is provided in the Disclosure Form.** If the relevant information will not fit in a specific field, the Approved Vendor or Designee may use the “Additional Information” field at the end of the Disclosure Form to add additional text.

Additional details or explanatory information

Please provide any other information related to the project:
Nothing listed shall alter, amend, repeal, or supersede the disclosure requirements contained in this form.

<< use this space if needed to provide additional information that doesn't fit in an above field >>

Subscription Information for Fee as a Set Percentage of Bill Credits

The Community Solar Disclosure Forms require the Approved Vendor or Designee to provide information about the subscription fee. The current Disclosure Forms have a specific option for subscriptions where the fee is set as a percentage of the bill credits received by the customer on their utility bill. Please select this option if it applies to your offers (instead of stating that the subscription fee uses a variable rate).

Make sure to enter the percentage amount as a percentage, not as a decimal. For example, if the subscription fee is 90% of the bill credits, enter “90” and not “0.9.”

Rate and Payment Information

Subscription Type *

% of community solar credits on the utility bill

If the subscription type for this project does not align with the selections provided, please select “None” and contact the Program Administrator to request that additional payment structures are incorporated into future Disclosure Forms.

Payment as a % of community solar credits. Enter the payment as a percentage of solar credits *

Frequency and Start Date for Payments

Make sure to include information about **when a customer's subscription payments start in addition to** the payment frequency. You can provide a specific date (such as July 1, 2024) or a description, as shown below. The character limit is 200 characters, which allows more text than is visible at one time in the portal field.

Frequency of payments **and start date ***

Monthly, beginning 30 days after solar credits are applied to

Rate and Payment Information

Enrollment fee or amount due at contract signing	\$0.00
Subscription structure and rate	Payment equal to 90.00% of community solar credits on your utility bill
Frequency of payments and start date	Monthly, beginning 30 days after solar credits are applied to customer's electric bill
Format of bill	Electronic
Payment details	Autopay not required

Additional Termination Circumstances

Responses in this open text field should give meaningful information that is easily understood by the customer. One-word answers may not be adequate; for example, simply entering "yes" does not appropriately answer the question.

Additional circumstances that allow for early termination other than moving outside your electric service utility territory *

Customer can terminate subscription for any reason.