



Consumer Alert

There have been numerous reports of telemarketing and solar scams throughout California attempting to generate sales through unscrupulous methods. We encourage you to act with caution and follow these recommendations if you encounter any of the following:

High pressure sales tactics:

Some companies are using limited-time offers or other tactics to force a quick decision.

Recommendation: Take your time researching your choices for buying solar. There are many contractor choices with competitive rates. Get at least three quotes. Consult the [Find an Active Solar Contractor](#) webpage.

Misleading promises of rebates:

Some solar salespeople may threaten you with the prospect of missing out on rebates or tax credits if you don't sign up immediately.

Recommendation: Look for the best value without rebates. In fact, California state rebates are no longer available for existing homes in the PG&E, SCE, and SDG&E territories, and the 30 percent Federal Investment Tax Credit does not expire until Dec 31, 2016.

Please note that there are active incentive programs for new homes, as well as for qualifying, existing, low-income, multi- and single-family homes.

Posing as a government or utility representative:

- Some telemarketers are using company names that are similar to government agencies in order to schedule a "free energy audit." A solar salesperson may arrive at your appointment and attempt to sell you their services. These companies include "CA Green Energy Center," "National Renewable Energy Center," and the "Go Green Energy Center."
- Other accounts have been documented of persons arriving at your home and falsely posing as a Utility Representative.

Recommendation: Do your research on any company that is attempting to schedule an appointment with you through cold calling or door-to-door sales. Ask for credentials, including employment identification; Utility badge and supervisor information; Home Improvement Salesperson (HIS) registration number; and state contractor license number.

If you have encountered any of these tactics and would like to make a complaint, see the following resources:

- [Better Business Bureau](#)
- [Register with the "Do Not Call list \(DNC\)" or file a complaint for DNC violations with the Federal Communications Commission](#)
- [Contractors State License Board](#)
- [Yelp](#)



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