

Consumer Protection changes – Standard NEM Portal

Beginning September 30, 2019, PG&E will be required to collect the following documents for Residential Applicants interconnecting a solar generating facility under Net Energy Metering per CPUC Decision 18-09-044:

1. California Solar Consumer Protection Guide
2. CSLB Disclosure Document
3. Solar installation contract

Consumer Protection documents are mandatory if the following selections are made in the Standard NEM portal:–

- Customer is a Residential Customer
- Customer's residence is not a newly constructed home
- Applicant selects CSLB option in the application
- Applicant selects Facility type 'Solar' or 'Solar&Wind'
- Solar Installation Contract signed after Sept 29th 2019.

The following changes have been made to the portal to satisfy the requirements of the Consumer Protection Decision 18-09-44.

Change #1: Customer Sector field is defaulted to 'Residential' for Residential Customers.

Standard NEM Agreement Type*:



- Single Account
- Multiple Aggregated Accounts

Customer Sector*:

Residential



Are there any meter access issues?:



- Meter in building or behind locked gate
- Unrestrained animal at meter or AC Disconnect switch
- Other, please describe*:

Change #2: For Non-residential customers the highlighted fields will be editable. The highlighted fields are auto populated when user enters a CSLB number. If it does not, they can manually update the fields and proceed to the next step.

Contractor Information

Who is installing the system

Self-installed

California State License Board

(CSLB) Number:*

Company Name:

Street Address:

City:

State:

Zip:

Phone Number*:

Extension:

Email*:

Note: This information was transmitted directly from the CSLB database. If any of the information is inaccurate, please visit http://www.cslb.ca.gov/About_Us/Contact_CSLB.aspx to contact the CSLB and address the inaccurate information. PG&E is unable to make any changes to this information on your behalf.

Change #3: Highlighted fields in the 'Contractor Information' section are greyed out for Residential Customers. They can only be filled by submitting a valid CSLB license.

Contractor Information

Who is installing the system

Self-installed

California State License Board (CSLB) Number*

Company Name:

Street Address:

City:

State:

Zip:

Phone Number*:

Extension:

Email*:

Note: This information was transmitted directly from the CSLB database. If any of the information is inaccurate, please visit http://www.cslb.ca.gov/About_Us/Contact_CSLB.aspx to contact the CSLB and address the inaccurate information. PG&E is unable to make any changes to this information on your behalf.

Preparer of this Application

I certify that:

- I am the PG&E Customer of Records
- I am authorized by the PG&E Customer to complete the application on their behalf, and to view their usage information

Change# 4: The highlighted fields are imported directly from the CSLB based on the contractor's license number. If the information displayed from the CSLB is not accurate or the system is unable to retrieve the data, the applicant should contact the CSLB (Contact information provided in the message). PG&E has no control over this data.

Contractor Information

Who is installing the system

Self-installed

California State License Board
(CSLB) Number:*

Company Name:

Street Address:

City:

State:

Zip:

Phone Number*:

Extension:

Email*:

Note: This information was transmitted directly from the CSLB database. If any of the information is inaccurate, please visit http://www.cslb.ca.gov/About_Us/Contact_CSLB.aspx to contact the CSLB and address the inaccurate information. PG&E is unable to make any changes to this information on your behalf.

Preparer of this Application

I certify that*:

- I am the PG&E Customer of Records
- I am authorized by the PG&E Customer to complete the application on their behalf, and to view their usage information

Change# 5: If an invalid CSLB number is submitted , then an error is returned and the applicant will not be allowed to proceed further with the application.

Contractor Information

Who is installing the system

Self-installed

California State License Board (CSLB) Number:*

The CSLB Number is Not Found.

Company Name:

Street Address:

City:

State:

Zip:

Phone Number*:

Extension:

Email*:

Note: This information was transmitted directly from the CSLB database. If any of the information is inaccurate, please visit http://www.cslb.ca.gov/About_Us/Contact_CSLB.aspx to contact the CSLB and address the inaccurate information. PG&E is unable to make any changes to this information on your behalf.

Preparer of this Application

I certify that*:

- I am the PG&E Customer of Records
- I am authorized by the PG&E Customer to complete the application on their behalf, and to view their usage information

Change# 6: If the information displayed from the CSLB is not accurate or the system is unable to retrieve the data, applicant should contact the CSLB (Contact information provided in the message). PG&E has no control over this data.

Contractor Information

Who is installing the system

Self-installed

California State License Board (CSLB) Number:*

The CSLB Number is Not Found.

Company Name:

Street Address:

City:

State:

Zip:

Phone Number*:

Extension:

Email*:

Note: This information was transmitted directly from the CSLB database. If any of the information is inaccurate, please visit http://www.cslb.ca.gov/About_Us/Contact_CSLB.aspx to contact the CSLB and address the inaccurate information. PG&E is unable to make any changes to this information on your behalf.

Preparer of this Application

I certify that*:

- I am the PG&E Customer of Records
- I am authorized by the PG&E Customer to complete the application on their behalf, and to view their usage information

Change #7: The Consumer Protection mandate only applies to generation customers installing Photovoltaic facilities. As a result, the selection of 'Photovoltaic (PV)' on the 'Standard NEM Application Facility Type' page will trigger the need for Consumer Protection document upload.

	Energy Supply	Energy Transmission & Storage	Retail Energy Suppliers	Environment	Purchasing
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- Gas-Pipe Rafter
- Electric Generation Interconnection
- Wholesale Generation
 - Distributed Generation
 - Net Energy Metering
- Qualifying Facilities Converting to Merchant Status
- Local Government Renewables Energy Self Generation Program
- AC Disconnect Switches for Inverted-Based Generation
- Retail Generation

Standard NEM Application Facility Type

Electric Service ID: 5414068546
Electric Meter ID: 1010128535
Service Address: 4947 MIDWAY RD, VACAVILLE, CA, 95688

Generating Facility Types*:

Photovoltaic (PV)

Mounting Method*:

Tracking Type*:

Are Performance Monitoring and Reporting Services (PMRS) being utilized?*

Yes
 No

Wind Turbine

Change# 8: Consumer Protection documents can now be uploaded through the 'Attach Required Documents' section on the 'Standard NEM Application Supporting Documents' page.

Solar Installation Contract*:

Solar Installation Contract Signed Date*:

CSLB Disclosure Document*:


You can find the CSLB Solar Energy Disclosure Document [here](#)

California Solar Consumer Protection Guide*:

You can find the California Solar Consumer Protection Guide [here](#)


California Solar Consumer Protection Guide Signed Date*:

Change #9: Field added to identify if a Customer is a New Home owner. New Home owner is defined as a residence that was built at the same time as the solar facilities using the same building permit. If the box is checked, Consumer Protection documents upload becomes optional

Click here if this application is for new construction 

Please note that all the Consumer Protection documents uploaded through this portal may be audited for compliance by the California Public Utilities Commission (CPUC), and/or the Contractors State License Board (CSLB). *Certain exceptions may apply. Check the CPUC website at <https://www.cpuc.ca.gov/solarguide/> for more info.

Solar Installation Contract*:


Solar Installation Contract Signed Date*: 

CSLB Disclosure Document*:


You can find the CSLB Solar Energy Disclosure Document [here](#)

California Solar Consumer Protection Guide*:


You can find the California Solar Consumer Protection Guide [here](#)

California Solar Consumer Protection Guide Signed Date*: 


Added tool tip.

Click here if this application is for new construction 

load a new one, or select Reset to start over from the Building Permit Se

Click here if this application is for new construction 

Protection documents uploaded through this portal may be audited for con in (CPUC), and/or the Contractors State License Board (CSLB). *Certain www.cpuc.ca.gov/solarguide/ for more info.



By selecting Yes, you are stating that the solar system from this application is installed at the same time that the home is being constructed and that the final building permit approves both the home and the solar system. Additionally, you are stating that your home is currently being served by a residential rate schedule. Per CPUC Decision 18-09-044, if your project does not satisfy both the above requirements, you must select No. Per the decision, documents uploaded this way may be audited for compliance by the California Public Utilities Commission (CPUC), and/or the Contractors State License Board (CSLB). Check the CPUC website at <https://www.cpuc.ca.gov/solarguide/> for more info.

Change #10: Consumer Protection documents are optional for projects whose installation contracts were executed prior to September 29, 2019. Depending on the date of the execution of the solar contract, the Consumer Protection documents will be required to be uploaded.

Upload Requested Document(s)

Please attach all requested documents. Partial submissions are not allowed.

Maximum allowed file size is (7 MB)

Allowed file types are .pdf .jpg .jpeg

Solar Installation Contract*:

Solar Installation Contract Signed
Date*



As part of California Public Utilities Commission (CPUC) Decision D.18-09-044, interconnection applicants submitting solar net energy metering interconnection applications on behalf of existing residential single-family-home customers after September 29, 2019, are required to upload the following documents to the utility's interconnection application portal: 1) customer-initialed and customer-signed pages of the California Solar Consumer Protection Guide, 2) a completed Contractors State License Board (CSLB) Solar Energy System Disclosure Document; and 3) a copy of the executed contract for the installation of the solar system. Existing residential single-family-home applicants with a solar installation contract signed on or before September 29, 2019, are required to upload only the signed solar installation contract. These documents may be subject to periodic review or audit by either the utility, the CPUC, or the CSLB (depending on document type).

Change #11 – If the user selects ‘Self Installer’ option in the Application, then a message displays on the document upload page with links to the Consumer Protection document resources.

Attach Required Documents

* indicates required field

Please attach all necessary documents. Any missing documents will cause a delay in processing application.

Maximum allowed file size is (7 MB)

Allowed file types are .pdf .jpg .jpeg

Custom Single Line Drawing (SLD)*:

Browse

Upload

Variance Request Photos*:

Browse

Upload

Note: If you select the "Self-Installer" option, please review and make certain you are familiar with the information in the: a) California Solar Consumer Protection Guide, (available at <https://www.cpuc.ca.gov/solarguide/>) and b) CSLB Disclosure Document (available at <http://www.cslb.ca.gov/contractors/SolarSheet.aspx>). The information you provide in this application is subject to further review and investigation, pursuant to California Public Utilities Commission Decision 18-09-044, Ordering Paragraph 11.

Previous

Submit

Change #12:

Consumer Protection documents may be audited by the CSLB and or the CPUC. Added note to inform applicants.

Please note that all the Consumer Protection documents uploaded through this portal may be audited for compliance by the California Public Utilities Commission (CPUC), and/or the Contractors State License Board (CSLB). *Certain exceptions may apply. Check the CPUC website at <https://www.cpuc.ca.gov/solarguide/> for more info.

Solar Installation Contract*:	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Upload"/>
Solar Installation Contract Signed Date*:	<input type="text"/>	<input type="button" value="?"/>	
CSLB Disclosure Document*:	<input type="text"/>	<input type="button" value="Browse"/>	<input type="button" value="Upload"/>

Change # 13:

Added links to the Consumer protection document templates.

Solar Installation Contract*:

Solar Installation Contract Signed Date*:

CSLB Disclosure Document*:

You can find the CSLB Solar Energy Disclosure Document [here](#)

California Solar Consumer Protection Guide*:

You can find the California Solar Consumer Protection Guide [here](#)

California Solar Consumer Protection Guide Signed Date*: