



## **Solar Supports Strong Consumer Protections**

A growing number of Texas homeowners are installing rooftop solar panels, turning to a cost-effective, clean, renewable and abundant source of energy to meet their power needs.

The solar industry wants these homeowners to be satisfied with their decision and the process to go solar. After all, referrals are a company's primary source for new business. Yet as consumer demand grows – an estimated 100 solar panels are installed per minute across the United States – inevitably not every customer will have a positive experience.

Bad actors have no place in the developing Texas solar marketplace. Consumer protection is a top priority for the Texas Solar Power Association (TSPA) and its member companies. Consumers deserve accurate, clear information in order to make a smart decision. Solar industry companies should abide by ethical and sound business practices.

All members of TSPA and the Solar Energy Industries Association (SEIA) are **required** to agree to and abide by SEIA's Solar Business Code. The code, adopted by TSPA in 2016 and SEIA in 2015, is designed to promote transparency, good faith and understanding in the U.S. solar energy industry.

Consumers also must be proactive to safeguard their rights and protect themselves in solar transactions. As with any major purchase, before signing an agreement with any solar company, consumers should make sure they thoroughly research the company; comprehend the terms of the contract; understand their solar ownership options; and are aware of their energy needs and usage. SEIA's Residential Guide to Solar Power addresses these topics, as well as suggests key questions a consumer should ask before entering into an agreement.

When an issue between a consumer and a solar company does arise, it is in both parties' best interests to resolve it quickly and to the customer's satisfaction. Most problems can be resolved by working directly with a company, or a contract or lease may include a dispute resolution section and process. SEIA also can assist consumers through its complaint resolution and enforcement program.

In Texas, safeguards exist to protect solar consumers. Consumers are protected from fraud, misrepresentation, deceptive advertising and other bad business practices through the Texas Deceptive Trade Practices Act and other statutes enforced by the Attorney General. In addition, to ensure that solar systems are safe and reliable, solar companies are required to have a licensed electrical contractor oversee installation and obtain any necessary local building permits.

More consumer protection information can be found at [www.txsolarpower.org](http://www.txsolarpower.org) or [www.seia.org](http://www.seia.org).

**TSPA supports consumer protection laws that also encourage a growing solar market and support the option of solar as a consumer choice.**

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[www.txsolarpower.org](http://www.txsolarpower.org)

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