



HELPS

Home Energy Loss
Prevention Services

HELPS PV

PROGRAM SUMMARY FOR RESIDENTIAL CUSTOMERS

For customers of the
Groton Electric Light Department

General Information

HELPS PV is provided by your local public power electric utility to assist customers with understanding and installing photovoltaic (PV) energy systems on their homes.

Program Parameters

- Only customers in municipal light departments using the HELPS residential conservation service can obtain PV equipment and services.
- Groton residential customers can purchase PV panels and inverters through our equipment contracts with manufacturers and our installation partners.
- No PV equipment or services acquired through this service can be used outside of the light department's service territory.
- PV equipment installed on a residence cannot be removed once installed to a location outside of the service territory of the light department.
- No self-installation of a PV project using material provided by HELPS PV is permitted unless proof of current and valid master electrician's license is provided at the time of equipment purchase.
- Non-partner installers can be used for a customer installation.
- HELPS PV is solely an installation program. All net metering requirements, if any, are the responsibility of the light department and discussions about net metering are between the customer and the light department.

Process

1. Customer requests a home energy audit and an initial solar orientation and shading assessment from HELPS by calling 888-333-7525. Optional track: assessments done by a third party such as a non-HELPS PV installer is acceptable but must be submitted with application. Self

assessments are not accepted unless they are done using industry accepted orientation and shading tools such as Solar Pathfinder™

2. If the initial assessment shows good solar orientation, customer provides the light department with contact information to schedule the installer site visit.
3. Light department will forward contact information to HELPS PV.
4. HELPS PV will contact the Installer
5. Installer schedules visit with customer to provide detailed assessment, pricing and economic analysis.
6. Customer enters into agreement with installer for project installation and ancillary equipment, wiring, mounting brackets, etc.
7. Customer completes order form and provides order to the light department. Customer must provide complete payment, plus Massachusetts sales tax, to the light department when placing their order.
8. Light department forwards order to HELPS PV to order equipment.
9. HELPS PV order equipment – informs light department, vendor and customer of order and anticipated delivery date.
10. PV panels and inverter are shipped to the light department.
11. Customer is responsible for arranging delivery to their address, either through the installer or on their own. Customer is responsible for the equipment once receipt of delivery form is signed.
12. Installer completes and test PV project and bills customer for labor and ancillary equipment such as mounting brackets, wiring, nuts, bolts as detailed in project cost estimate to customer.
13. Installer provides customer with information on state and federal taxes as well as an explanation of Solar Renewable Energy Credits (SRECs) which can provide payments for the energy produced.
14. Electrical inspector and light department sign-off on installation
15. Customer has the option to join the MMWEC SREC aggregation through their light department in order to participate in the SREC market and receive payments for the clean energy they produce.