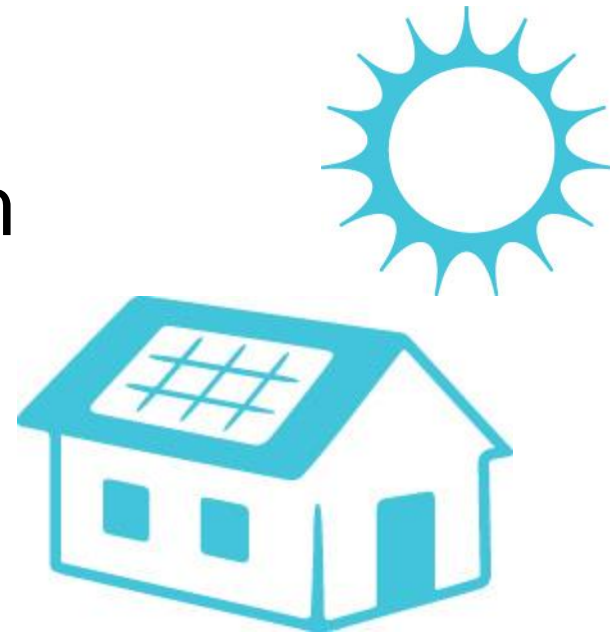


A wide-angle photograph of a rooftop solar farm. The foreground and middle ground are filled with rows of blue photovoltaic solar panels, separated by silver metal racking. In the background, a city skyline is visible under a clear blue sky with a few wispy clouds. Notable buildings include a red brick building on the left with a sign that reads "Albion Bros. Milling Co.", and a clock tower on the right with a sign that says "GO BY TRAIN".

# Solar Program Updates Trade Ally Forum October 2016

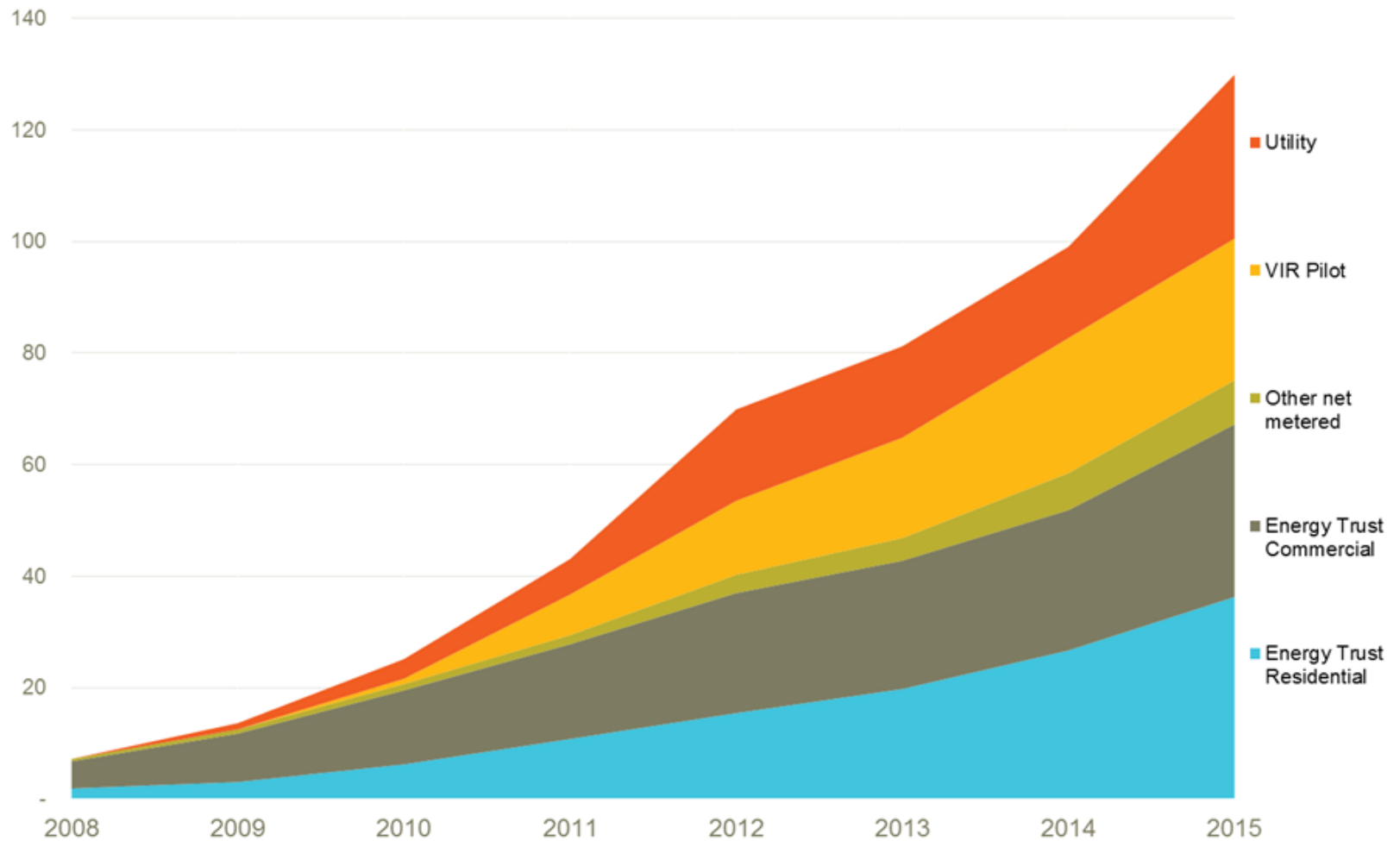
# Agenda

- 2016 industry overview
- Incentive status report
- Solar industry themes
- Soft cost reduction initiative
- Program updates
- Solar trade ally rating system



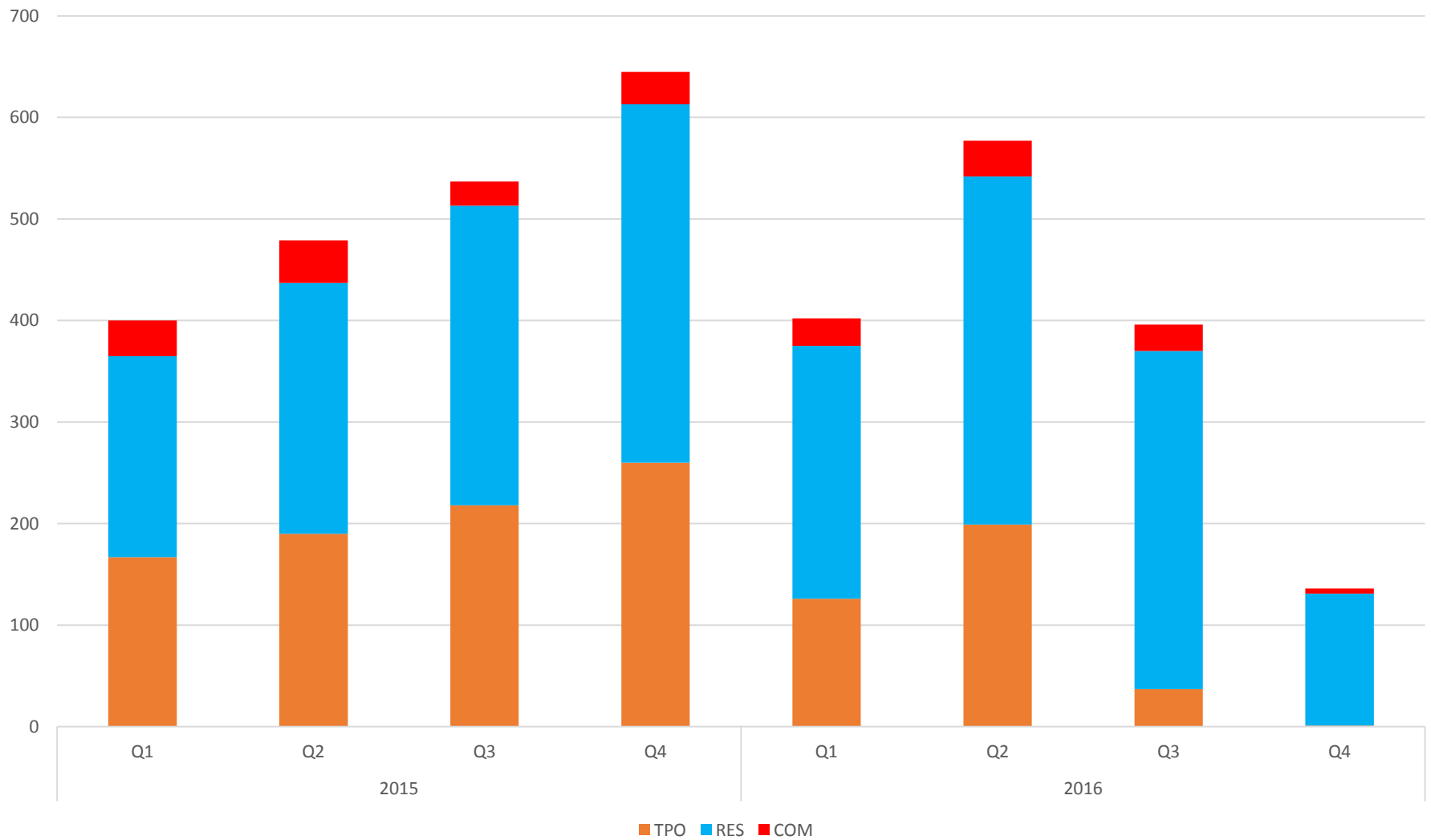
# 2016 Oregon Solar Industry Overview

## Cumulative Solar PV Capacity in Oregon (MW-DC)



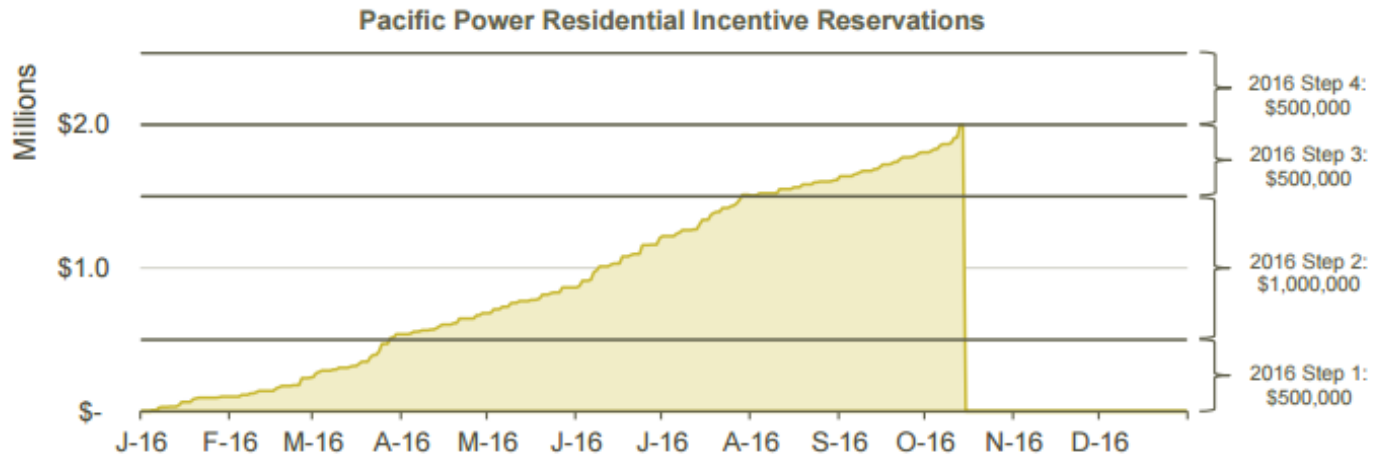
Source: Energy Trust of Oregon

Application Submissions by Quarter



# Solar Incentive Status Report

# Solar Incentive Status Report



**Status:** \$500,000 available to reserve at the current 2016 Step 4 incentive rates.

Pacific Power Residential		Funding Allocation		Incentive Reservations			Funding
Step	Start Date	Original	Added	Incentives	Projects	Capacity	Remaining
2016 Step 1	1/1/2016	\$ 500,000	\$ -	\$ 500,000	120	682 kW	\$ -
2016 Step 2	3/28/2016	\$ 500,000	\$ 500,000	\$ 1,000,000	270	1,589 kW	\$ -
2016 Step 3	8/1/2016	\$ 500,000	\$ -	\$ 500,000	125	763 kW	\$ -
<b>2016 Step 4</b>	<b>10/13/2016</b>	<b>\$ 500,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>	<b>0 kW</b>	<b>\$ 500,000</b>
<b>Total</b>		<b>\$ 2,000,000</b>	<b>\$ 500,000</b>	<b>\$ 2,000,000</b>	<b>515</b>	<b>3,033 kW</b>	<b>\$ 500,000</b>

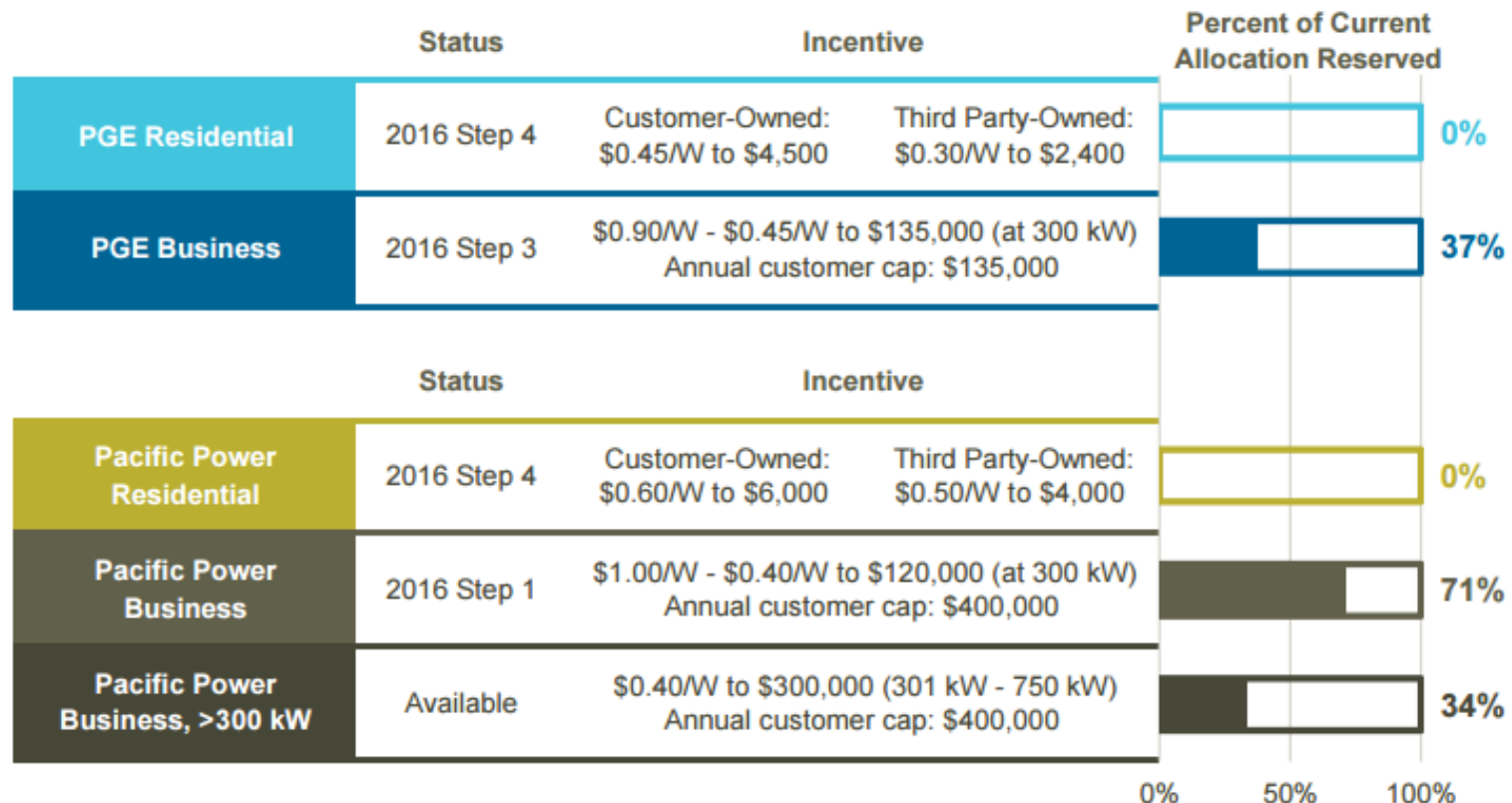
## Pacific Power Residential Incentives

Step	Start Date	Status	Customer-Owned	Third Party-Owned	Estimated Remaining
2016 Step 1	1/1/2016	Expired	\$0.75/W to \$7,500	\$0.65/W to \$5,000	0 projects
2016 Step 2	3/28/2016	Expired	\$0.70/W to \$7,000	\$0.60/W to \$4,800	0 projects
2016 Step 3	8/1/2016	Expired	\$0.65/W to \$6,500	\$0.55/W to \$4,400	0 projects
<b>2016 Step 4</b>	<b>10/13/2016</b>	<b>Current Rates</b>	<b>\$0.60/W to \$6,000</b>	<b>\$0.50/W to \$4,000</b>	<b>About 145 projects</b>

[www.energytrust.org/solarstatus](http://www.energytrust.org/solarstatus)

# Solar Incentive Status Report

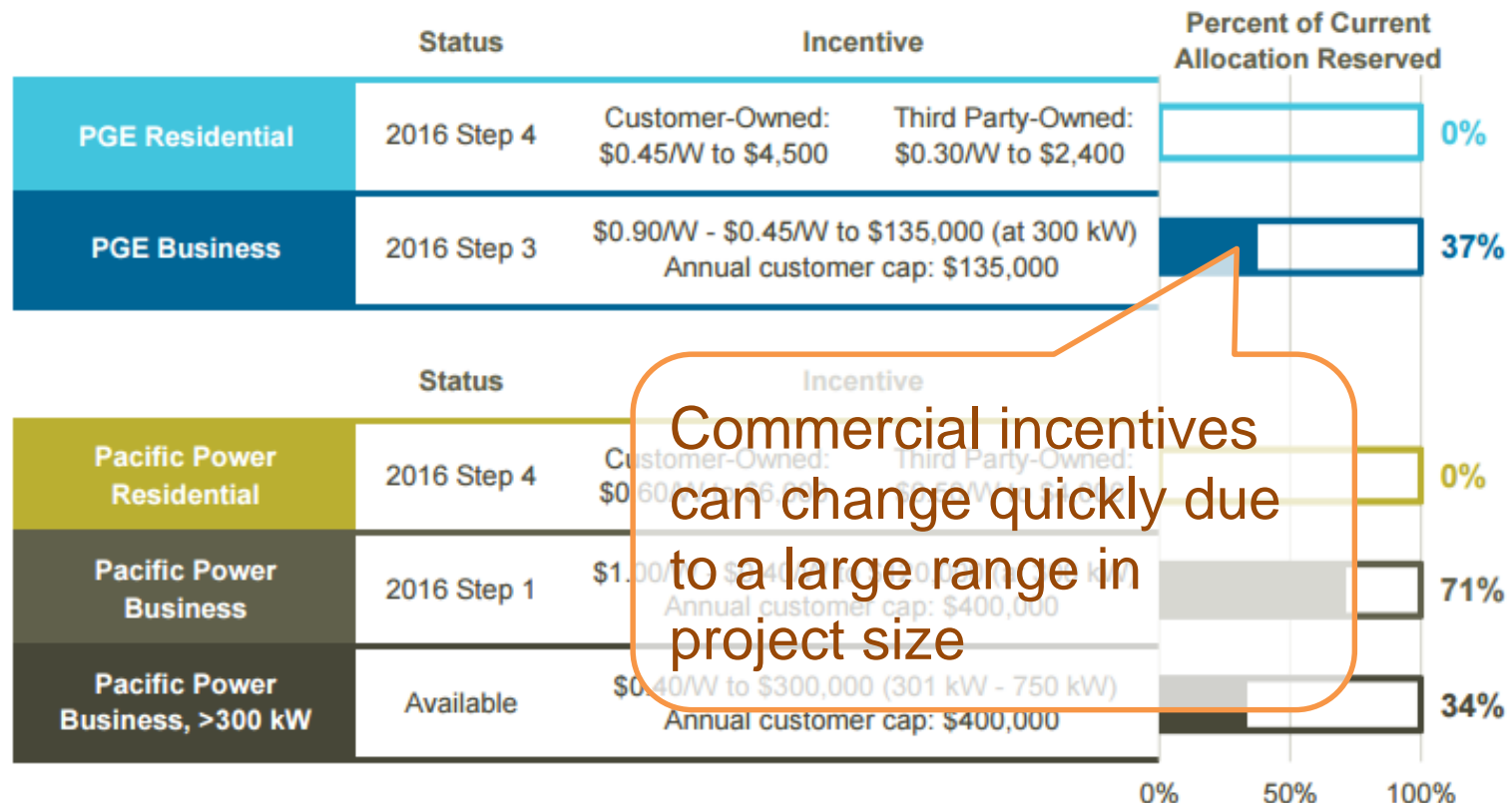
- Monitor percentage reserved in current step



[www.energytrust.org/solarstatus](http://www.energytrust.org/solarstatus)

# Solar Incentive Status Report

- Monitor percentage reserved in current step



# Solar Incentive Status Report

- Help managing customer expectations

## Pacific Power Residential Incentives

Step	Start Date	Status	Customer-Owned	Third Party-Owned	Estimated Remaining
2016 Step 1	1/1/2016	Expired	\$0.75/W to \$7,500	\$0.65/W to \$5,000	0 projects
2016 Step 2	3/28/2016	Expired	\$0.70/W to \$7,000	\$0.60/W to \$4,800	0 projects
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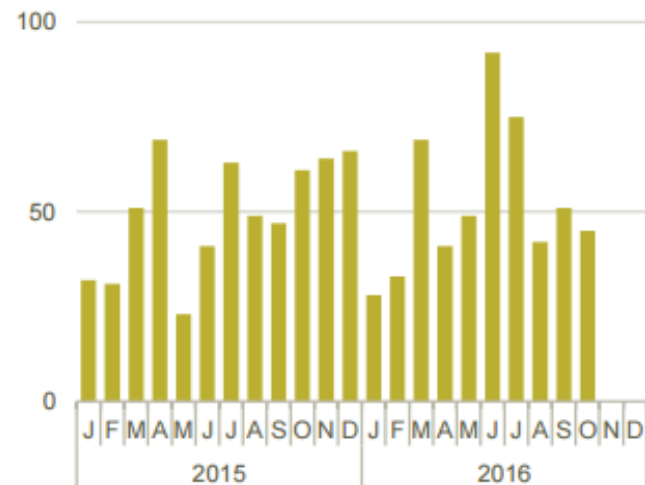
## Pacific Power Residential Applications\*

	Projects	Capacity	Avg Size	Avg Cost**
<b>2003-2014</b>	<b>2,705</b>	<b>10,407 kW</b>		
2015 Q1	114	642 kW	5.6 kW	\$4.10/W
2015 Q2	132	792 kW	6.0 kW	\$3.88/W
2015 Q3	159	847 kW	5.3 kW	\$4.08/W
2015 Q4	191	1,077 kW	5.6 kW	\$4.07/W
<b>2015 YTD</b>	<b>596</b>	<b>3,358 kW</b>	<b>5.6 kW</b>	<b>\$4.03/W</b>
2016 Q1	130	747 kW	5.7 kW	\$3.97/W
2016 Q2	182	1,020 kW	5.6 kW	\$4.10/W
2016 Q3	168	1,035 kW	6.2 kW	\$4.08/W
<b>2016 Q4</b>	<b>45</b>	<b>280 kW</b>	<b>6.2 kW</b>	<b>\$4.15/W</b>
<b>2016 YTD</b>	<b>525</b>	<b>3,083 kW</b>	<b>5.9 kW</b>	<b>\$4.07/W</b>
<b>Grand Total</b>	<b>3,826</b>	<b>16,848 kW</b>		

\*Includes canceled projects.

\*\*Capacity-weighted average cost. Excludes third party-owned applications that don't report a system sale price.

## Pacific Power Residential Apps. by Month



[www.energytrust.org/solarstatus](http://www.energytrust.org/solarstatus)

# Solar Incentive Status Report

- Help managing customer expectations

## Pacific Power Residential Incentives

Step	Start Date	Status	Customer-Owned	Third Party-Owned	Estimated Remaining
2016 Step 1	1/1/2016	Expired	\$0.75/W to \$7,500	\$0.65/W to \$5,000	0 projects
2016 Step 2	3/28/2016	Expired	\$0.70/W to \$7,000	\$0.60/W to \$4,800	0 projects
2016 Step 3	8/1/2016	Expired	\$0.65/W to \$6,500	\$0.55/W to \$4,400	0 projects
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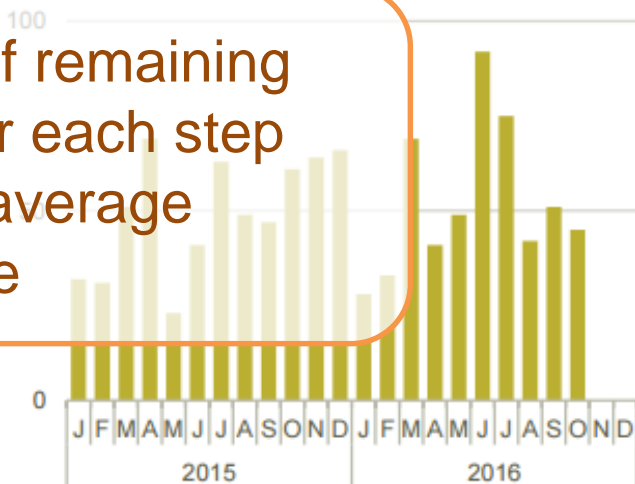
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<b>Grand Total</b>	<b>3,826</b>	<b>16,848 kW</b>		

\*Includes canceled projects.

\*\*Capacity-weighted average cost. Excludes third party-owned applications that don't report a system sale price.

## Pacific Power Residential Apps. by Month



Estimate of remaining projects for each step based on average project size

# Solar Incentive Status Report

- Help managing customer expectations

## Pacific Power Residential Incentives

Step	Start Date	Status	Customer-Owned	Third Party-Owned	Estimated Remaining
2016 Step 1	1/1/2016	Expired	\$0.75/W to \$7,500	\$0.65/W to \$5,000	0 projects
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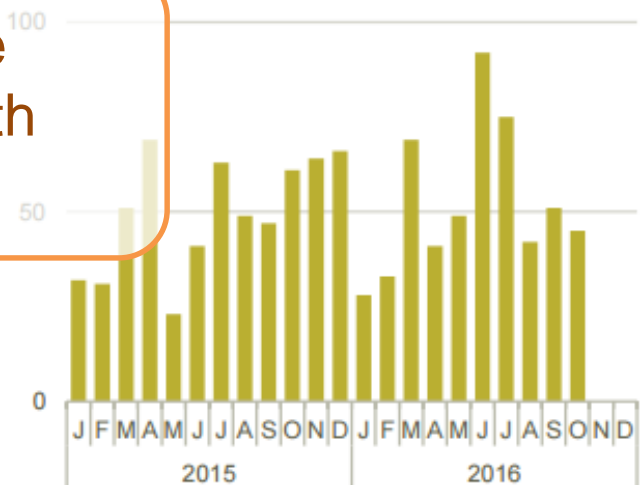
## Pacific Power Residential Applications\*

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\*Includes canceled projects.

\*\*Capacity-weighted average cost. Excludes third party-owned applications that don't report a system sale price.

## Pacific Power Residential Apps. by Month



Proposed rates can be used for customers with longer timelines

# Solar Incentive Status Report

- Help managing customer expectations

## Pacific Power Residential Incentives

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2016 Step 3	5/1/2016	Expired	\$0.65/W to \$6,500	\$0.55/W to \$4,400	0 projects
2016 Step 4	10/13/2016	Current Rates	\$0.60/W to \$6,000	\$0.50/W to \$4,000	About 145 projects

Basic market research for average installation size and cost in each utility territory

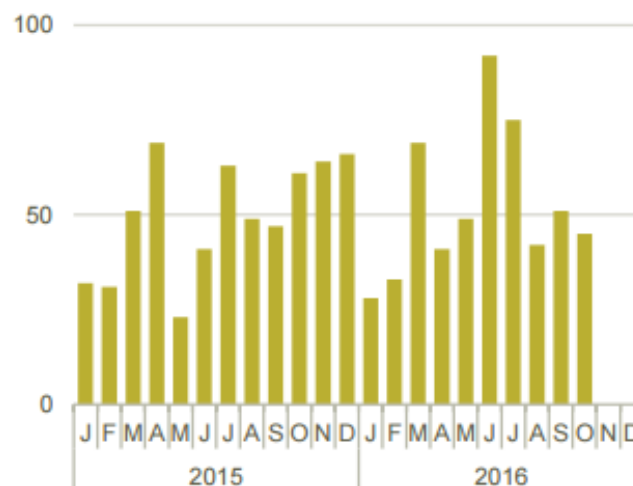
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## Pacific Power Residential Apps. by Month

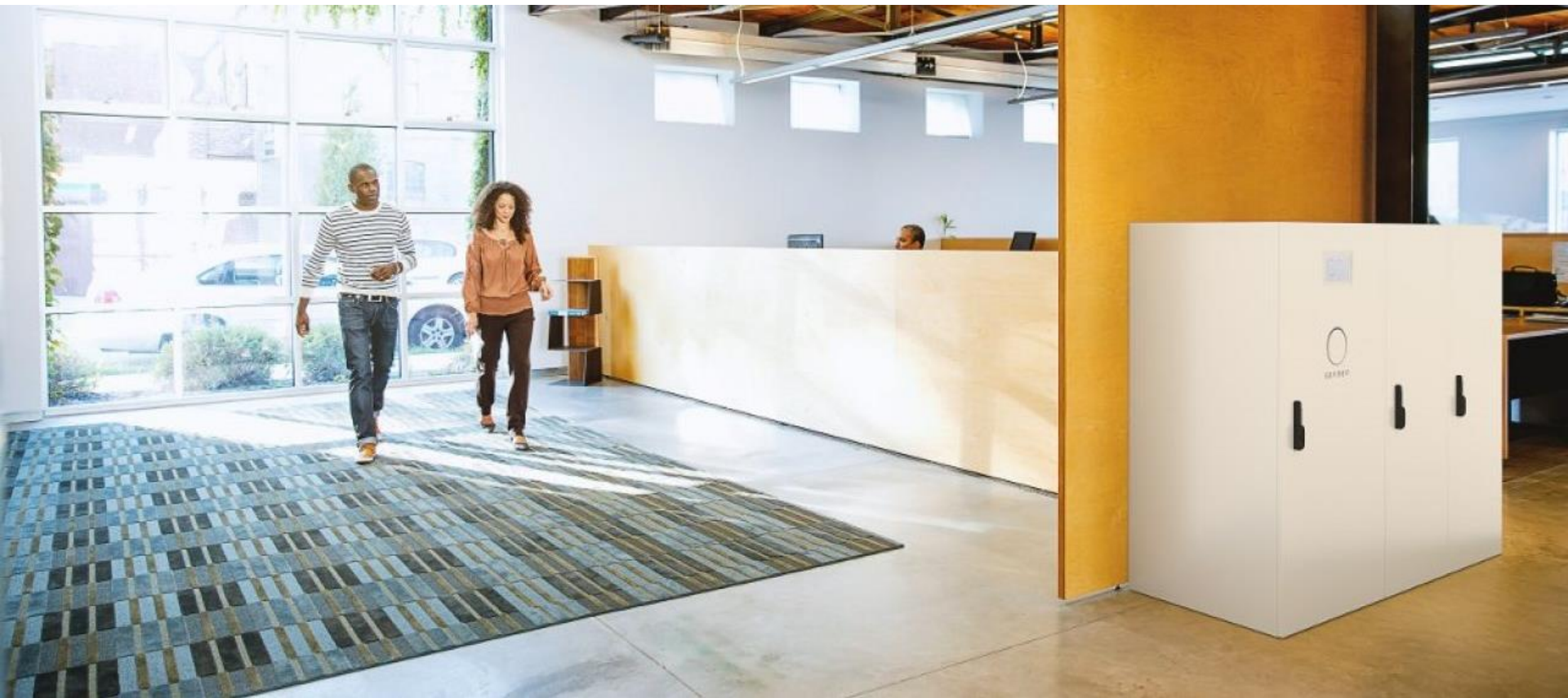


[www.energytrust.org/solarstatus](http://www.energytrust.org/solarstatus)

# Solar Industry Themes

# Solar Industry Themes

- Soft cost reduction
- Consumer protection
- Advanced technology



# Soft Cost Reduction

# Soft Cost Reduction Initiative

- Process improvements
- Utility coordination
- Jurisdiction coordination
- Technical training
- Quality management
- Business development
- Soft cost survey

## Install Cost Breakdown

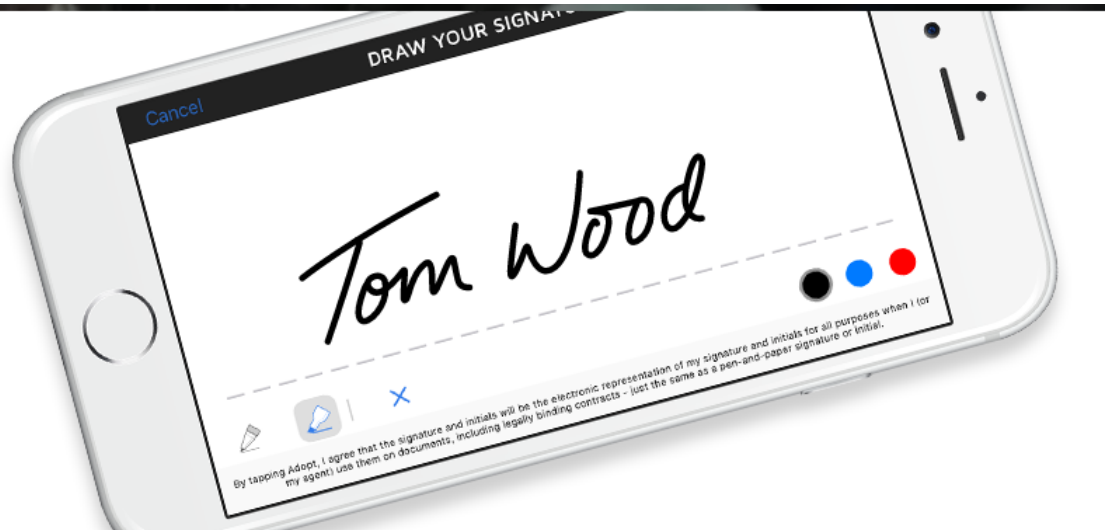


# PowerClerk Electronic Signature

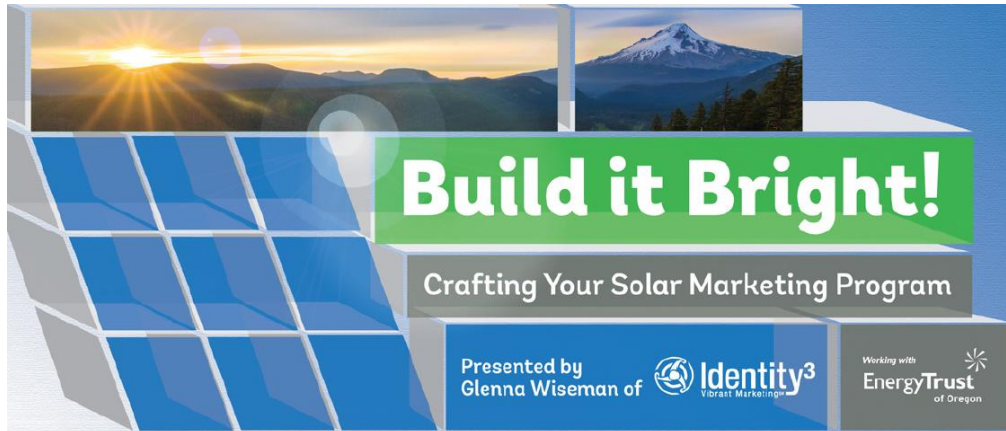
- Built in to PowerClerk for ease of use
- Free of charge for trade allies
- Portland General Electric and Pacific Power Net Metering application included



Meet DocuSign:  
the easiest way to  
get things done



# Solar Marketing Training Series



- 6-month training series
- Webinars, podcasts, blog articles and worksheets
- Available on Heatspring

## 2016 Calendar & Topics

January	<b>Taking Stock</b> Assessing the Condition of Your Marketing Foundation <b>Live Webinar:</b> 1.28.16, 11 AM PST
February	<b>Mapping Strategy</b> Engineering Your Marketing Success <b>Live Webinar:</b> 2.25.16, 11 AM PST
March	<b>Presenting Your Best</b> Marketing Campaigns and Creative Content <b>Live Webinar:</b> 3.24.16, 11 AM PST
April	<b>Efficient Activation</b> Tools and Strategies for Efficient Campaign Delivery <b>Live Webinar:</b> 4.28.15, 11 AM PST
May	<b>Tracking Results</b> Implementing Systematic ROI Reporting <b>Live Webinar:</b> 5.26.16, 11 AM PST
June	<b>Putting it All Together</b> From Assessment to Tracking Results, Creating the Building Blocks of Your Solar Marketing Program <b>Live Webinar:</b> 6.23.16, 11 AM PST

[www.energytrust.org/businessdevelopment](http://www.energytrust.org/businessdevelopment)

# OSEIA Technical Training

- New courses; More locations; Lower cost



## Calendar

### OSEIA & Partner Events



Get weekly updates to this calendar:

Subscribe

October 2016



Fri  
21  
Oct

10:00 AM  
11:30 AM PDT



OSEIA Policy Committee Meeting



Tue  
25  
Oct

8:00 AM  
12:00 PM PDT



Energy Trust Trade Ally Forum- Portland

Red Lion Hotel on the River - Jantzen Beach, North Hayden Island Drive, Por...



**OREGON  
SOLAR  
ENERGY  
CONFERENCE**

**2017**



**MAY 9-11, 2017  
PORTLAND, OREGON**

# Business Development Fund

## BUSINESS DEVELOPMENT FUND GUIDELINES

### SOLAR TRADE ALLY NETWORK

As a trade ally, you may be eligible to receive partial reimbursement for marketing projects and training approved by Energy Trust of Oregon. Using the Energy Trust logo in your marketing pieces positions your business as a solar expert, and participating in training helps your business improve and grow.

#### Examples of eligible cooperative marketing projects

**Print advertisements**—Yellow Pages, direct mail and brochures

**Digital media**—online banner ads, pay-per-click ads

**Radio and television advertisements**

**Outdoor yard signs and billboards**

#### Apparel

Energy Trust trade ally logo may be embroidered or screenprinted on shirts, jackets or hats. Logo must be black or white and oriented horizontally on the left sleeve or chest.

#### Events

Trade allies can receive reimbursements for pre-approved event display costs.

#### Website

Website must follow print marketing guidelines and logo must hyperlink to [www.energytrust.org/solar](http://www.energytrust.org/solar).

#### Training and continuing education

The following pre-approved trainings are eligible for business development funds:

- Trainings and workshops listed on the Training & Education Calendar at [www.energytrust.org/ta/solar](http://www.energytrust.org/ta/solar)
- Classes offering continuing education units for Construction Contractors Board (CCB), Building Codes Division (BCC), and North American Board of Certified Energy Practitioners (NABCEP)
- Industry certifications (NABCEP Entry Level Exam, NABCEP PV Installation Professional, NABCEP PV Technical Sales Professional, NABCEP Company Accreditation)

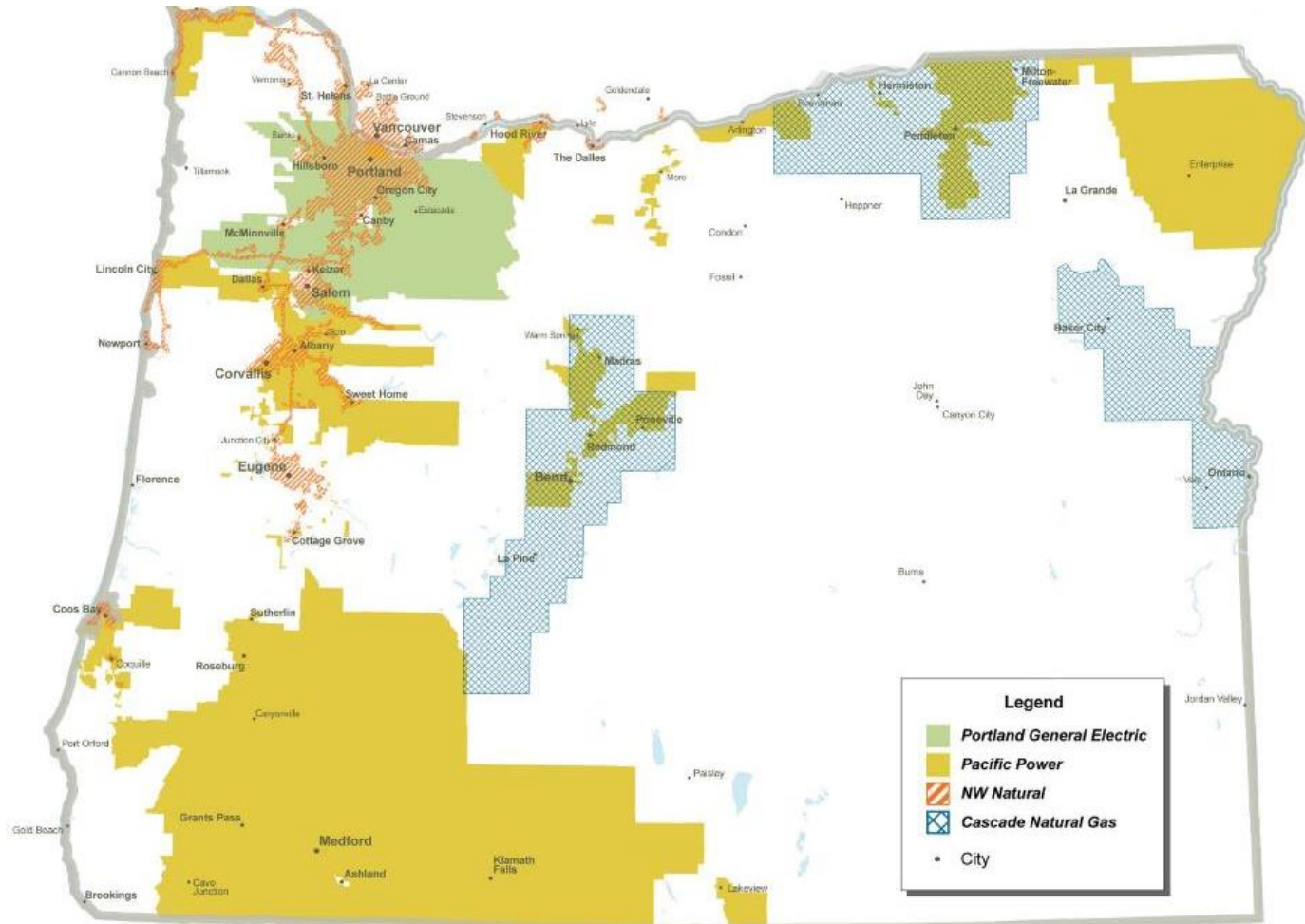
#### REIMBURSEMENT

To request reimbursement for sales, marketing, advertising, or other business development trainings, submit the pre-approval request form available from

[www.energytrust.org/businessdevelopment](http://www.energytrust.org/businessdevelopment)

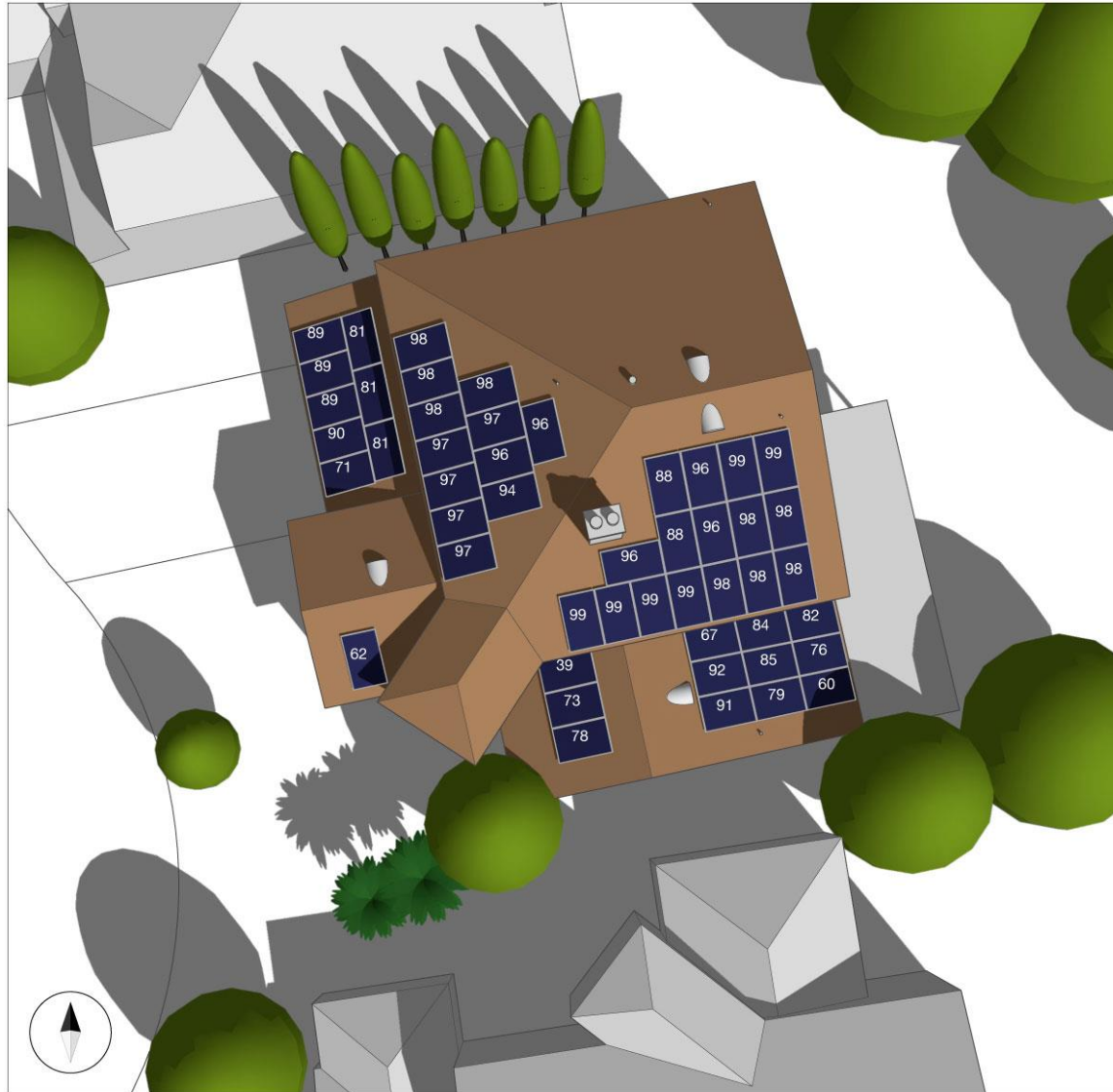
# Process & Program Updates

# Design Review & Verification



# Remote Shade Analysis

- Only approved list of vendors will qualify
- Watch for formal announcement in the next few weeks!





### TO GET MORE REFERRALS, MAKE CUSTOMERS HAPPY

A survey by National Renewable Energy Laboratory found that most solar customers are satisfied with both their solar systems and their installers. [MORE](#)



### EIGHT THINGS YOU MAY NOT KNOW ABOUT THE NATIONAL ELECTRICAL CODE

In preparation for the 2017 National Electrical Code (NEC) Solar Power World shared key points from a presentation at Solar Power International by Marvin R. Hamon, Hamon Engineering, about understanding the NEC and how industry standards are created. [MORE](#)



### FALL TRADE ALLY FORUMS COMING OCTOBER 25 – 28

Energy Trust's Fall Trade Ally Forums are only a month away. Join us at one of these free informative events for a hot breakfast, networking and the latest information about Energy Trust incentives and 2017 activities. [MORE](#)

### LIST OF NXT LEVEL DESIGNATED CONTRACTORS NOW AVAILABLE

Customers have a new tool to help them select highly trained and qualified lighting trade allies. The list of individuals and companies who have completed NXT Level training is now available online. [MORE](#)

### WHAT'S NEW?



#### DJC ANNOUNCES 2016 WOMEN OF VISION AWARD WINNERS

[Daily Journal of Commerce](#)

#### SOLAR PANELS AND FIGHTING FIRES

[KATU News](#)



#### TRADE ALLY FORUM – PORTLAND

[October 25, 2016](#)

#### TRADE ALLY FORUM – MEDFORD

[October 27, 2016](#)

#### TRADE ALLY FORUM – BEND

[October 28, 2016](#)



#### SOLARWORLD FACTORY PV DESIGN & INSTALLATION TRAINING – HILLSBORO

[November 10 – 11, 2016](#)

# Insider Newsletters

- Solar program-specific
- Source for Solar program updates and industry news
- Sign up today!

# Solar Trade Ally Rating

# ★★★ Solar Trade Ally Rating System

Feb 2016

1

Build trade ally rating system with industry involvement



Aug 2016

2

Make changes based on industry feedback



Oct 2016

3

Provide a report and star rating based on trade ally's 12-month performance



Feb 2017

4

Star rating made visible to customers through Find a Contractor tool

# Solar Trade Ally Rating System

## Customer Service Star

- 0-2 Customer Complaints = 1 star
- 3 Customer Complaint =  $\frac{1}{2}$  star
- 4 or more Customer Complaints = no star

Customer service score is calculated

- Based on unresolved customer complaints

# Solar Trade Ally Rating System

## Program Service Star

- 100 points or greater = 1 star
- 75 - 99 points = ½ star
- 74 points or fewer = no star

## Program service score calculation

+2.5 points	<i>Application and design with no corrections</i>
-2.5 points	<i>Application marked Pending Paperwork</i>
-2.5 points	<i>System design marked Design Rejected</i>

# Solar Trade Ally Rating System

## Quality Service Star

- 100 points or greater = 1 star
- 75 - 99 points = ½ star
- 74 points or fewer = no star

## Quality service score calculation

+2.5 points	<i>System verification with no corrections</i>
-2.5 points	<i>Minor Correction</i>
-5.0 points	<i>Major Correction</i>
-15 points	<i>Maximum deduction per project</i>

# Solar Trade Ally Rating System

## Quality Service Star

1. Pass
2. Minor Correction
3. Major Correction
4. Does not Qualify (DNQ)

# Solar Trade Ally Rating System

## Quality Service Star

1. Pass
- 2. Minor Correction**
- 3. Major Correction**
4. Does not Qualify (DNQ)

# Solar Trade Ally Rating System

## Quality Service Star

### **Major Corrective Action - Definition**

- Work is unsatisfactory, with *potentially significant or serious problems related to system performance, health and safety, system durability, customer education, or overall installation quality*, and is substantially noncompliant with the program requirements.

# Solar Trade Ally Rating System

## Quality Service Star

### **Major Corrective Action - Outcome**

- Email to trade ally listing corrections required and that it is the contractor's responsibility to make the necessary corrections within 30-days.
- Negative points toward trade ally's score
- Incentive payment is held until proof that the correction has been addressed is provided

# Solar Trade Ally Rating System

## Quality Service Star

### **Minor Corrective Action - Definition**

- Work is unsatisfactory, with *minor problems associated with system performance, health and safety, system durability, customer education, or overall installation quality*, and/or does not comply with the program requirements.

# Solar Trade Ally Rating System

## Quality Service Star

### **Minor Corrective Action - Outcome**

- Email to trade ally and customer listing corrections required and that it is the trade ally's responsibility to address corrections within 30-days.
- Negative points toward trade ally's score
- Incentive payment is processed immediately.

# ☆☆☆ Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
Choose a project or building type	<input type="text" value="Solar Electric (Photovoltaic)"/>
I need help with...	<input type="text" value="View All"/>
<input type="button" value="Search"/> <a href="#">advanced search</a>	

Distance	Company	Rating	Services	Specialties	Create a list
.3 mi	<b>All-Star Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org	☆☆☆?	Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial Solar Electric Large Commercial	<input type="checkbox"/> Add (up to 3)

# ☆☆☆ Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
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# ☆☆☆ Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
Choose a project or building type	<input type="text" value="Solar Electric (Photovoltaic)"/>
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Trade allies with this rating have superior quality of work, customer service and submission of incentive applications on behalf of their customers.



# Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
Choose a project or building type	<input type="text" value="Solar Electric (Photovoltaic)"/>
I need help with...	<input type="text" value="View All"/>
<input type="button" value="Search"/> <a href="#">advanced search</a>	

Distance	Company	Rating	Services	Specialties	Create a list
.3 mi	<b>Solar Solar Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org	★★★ ?	Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial Solar Electric Large Commercial	<input type="checkbox"/> Add (up to 3)



# Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP

Portland, Oregon

Choose a project or building type

Solar Electric (Photovoltaic) ▼

I need help with...

View All ▼

Search ▶

advanced search ▼

Distance	Company	Rating	Services	Specialties	Create a list
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.3 mi	<b>Solar Solar Solar</b>	★ ★ ★ ?	Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial	<input type="checkbox"/> Add (up to 3)
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5505 Main St

Anytown, OR 97204

**Contact:** Jeni Hall

**Phone:** 503.555.5505

**Email:** jeni.hall@energytrust.org



Trade allies with this rating have exceeded performance criteria based on a combination of quality of work, customer service and submission of incentive applications on behalf of their customers.



# Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
Choose a project or building type	<input type="text" value="Solar Electric (Photovoltaic)"/>
I need help with...	<input type="text" value="View All"/>
<input type="button" value="Search"/> <a href="#">advanced search</a>	

Distance	Company	Rating	Services	Specialties	Create a list
.3 mi	<b>Average Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org	★★★ ?	Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial Solar Electric Large Commercial	<input type="checkbox"/> Add (up to 3)



# Solar Trade Ally Rating System

## Customer View

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Portland, Oregon

Choose a project or building type

Solar Electric (Photovoltaic) ▼

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View All ▼

Search ▶

advanced search ▼

Distance	Company	Rating	Services	Specialties	Create a list ?
.3 mi	<b>Average Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org	★★	? Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial	<input type="checkbox"/> Add (up to 3)



Trade allies with this rating have met performance criteria based on a combination of quality of work, customer service and submission of incentive applications on behalf of their customers.



# Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP	<input type="text" value="Portland, Oregon"/>
Choose a project or building type	<input type="text" value="Solar Electric (Photovoltaic)"/>
I need help with...	<input type="text" value="View All"/>
<input type="button" value="Search"/> <a href="#">advanced search</a>	

Distance	Company	Rating	Services	Specialties	Create a list
.3 mi	<b>Room for Improvement Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org		Solar Commercial Solar Residential	Solar Electric Residential Solar Electric Small Commercial Solar Electric Large Commercial	<input type="checkbox"/> Add (up to 3)



# Solar Trade Ally Rating System

## Customer View

To find contractors near you, enter your location below.

Your City and State, or ZIP

Portland, Oregon

Choose a project or building type

Solar Electric (Photovoltaic) ▼

I need help with...

View All ▼

Search ▶




advanced search ▼

Distance	Company	Rating	Services	Specialties	Create a list
.3 mi	<b>Room for Improvement Solar</b> 5505 Main St Anytown, OR 97204 <b>Contact:</b> Jeni Hall <b>Phone:</b> 503.555.5505 <b>Email:</b> jeni.hall@energytrust.org	★★	<div>?</div> <div>Solar Commercial Solar Residential</div>	Solar Electric Residential Solar Electric Small Commercial	<div>?</div> <div>Add (up to 3)</div>

Trade allies with this rating have not met performance criteria based on a combination of quality of work, customer service and submission of incentive applications on behalf of their customers.

# Solar Trade Ally Rating System

## Star Rating Benefits

Rating	Annual Amount*	Cooperative Marketing**	Training and Events**	Solar Leads**	Pilot Programs**
	\$8,000	50 percent reimbursement	50 percent reimbursement	Yes	Yes
	\$4,000	30 percent reimbursement	30 percent reimbursement	Yes	No
	\$1,000	30 percent reimbursement	30 percent reimbursement	No	No
Fewer than two stars	\$400	Projects can be pre-approved but are not eligible for reimbursement	30 percent reimbursement	No	No

*\*Minimum \$75 reimbursement per request, see steps to receive reimbursement for more details*

*\*\*Preapproval required*

# Solar Trade Ally Rating Report

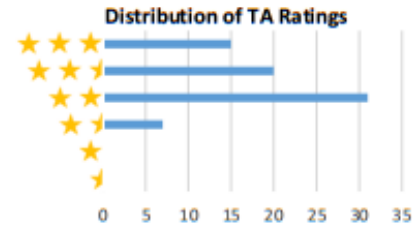
- Rating Period previous 12 months of activity
- Score updated quarterly
- Detailed rating report generated
- Only visible to trade ally

## Sunbeam Solar LLC



**Trade Ally Rating Program Summary:** Solar Trade Allies can receive one star for each category. Ratings are public, and higher ratings can qualify trade allies for additional program offerings.

**Rating Period:** October 1, 2015 - September 30, 2016



Program Service	
Total Reservations	63
No Mistakes	41
Pending Paperwork	13
Design Rejected	10
Total Program Service Score	122.5
1.0 Star	

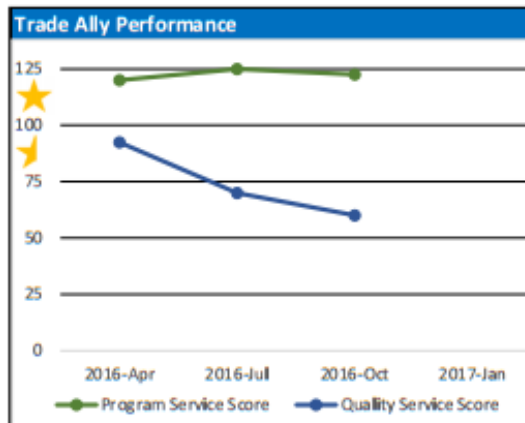
**Program Service metrics :**  
 100 points or greater = 1 star  
 75-99 points = .5 star  
 74 points or fewer = no star

Quality Service	
Total Installations Verified	59
No Corrections	39
Minor Corrections	10
Major Corrections	22
Total Quality Service Score	60
0.0 Star	

**Quality Service metrics :**  
 100 points or greater = 1 star  
 75-99 points = .5 star  
 74 points or fewer = no star

Customer Service	
Unresolved Complaints	0
1.0 Star	

**Customer Service Metrics :**  
 0 complaints = 1 star  
 1 complaint = .5 star  
 2 or more complaints = no star



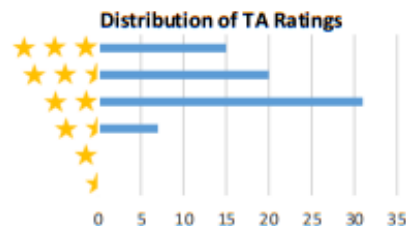
Eligibility Status for Program Offerings	
<b>Annual Amount</b>	<b>\$1,000</b>
Amount Used (YTD)	\$0
Remaining	\$1,000
<b>Business Development Resources</b>	
Coop. Marketing	30%
Training/Events	30%
<b>Solar Leads</b>	Not Eligible
<b>Pilot Programs</b>	Not Eligible

# Sunbeam Solar LLC



**Trade Ally Rating Program Summary:** Solar Trade Allies can receive one star for each category. Ratings are public, and higher ratings can qualify trade allies for additional program offerings.

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No Corrections	39
Minor Corrections	10
Major Corrections	22
<b>Total Quality Service Score</b>	<b>60</b>
<b>0.0 Star</b>	

## Quality Service metrics :

100 points or greater = 1 star

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74 points or fewer = no star

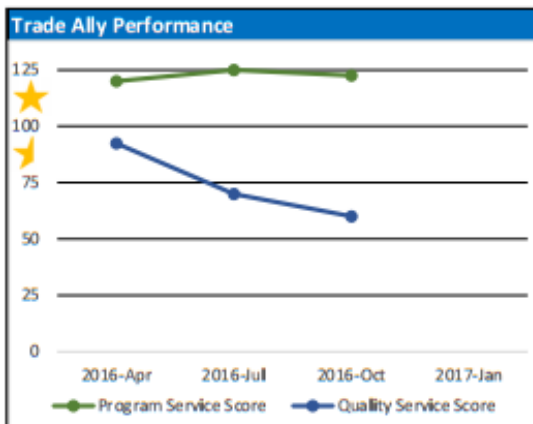
Customer Service	
Unresolved Complaints	0
<b>1.0 Star</b>	

## Customer Service Metrics :

0 complaints = 1 star

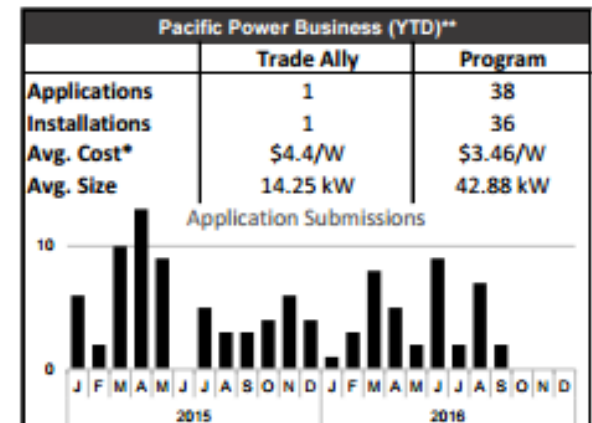
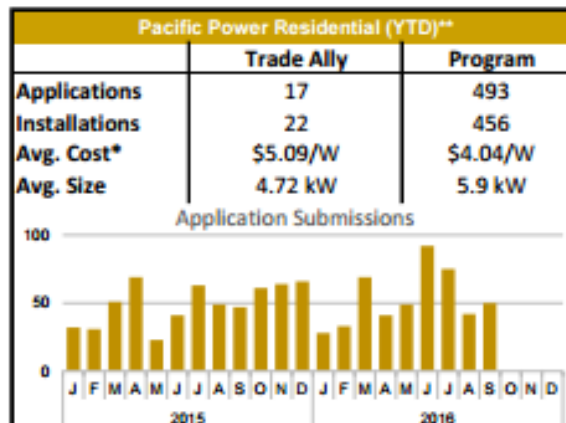
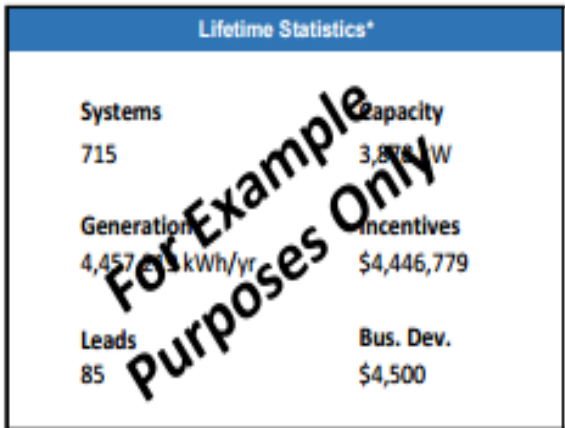
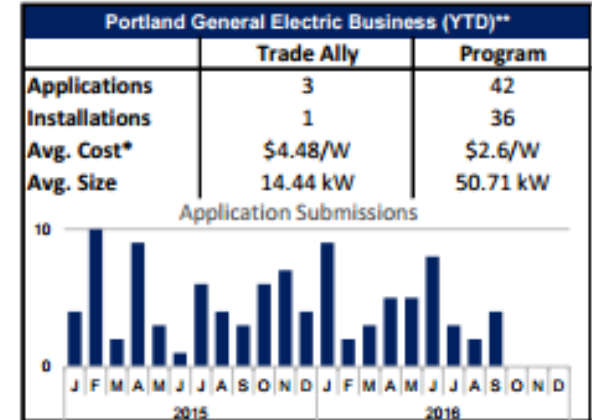
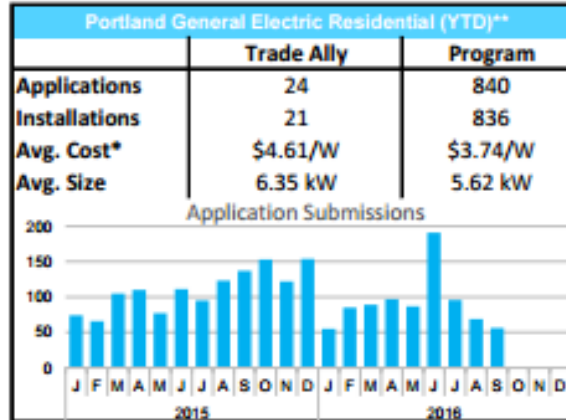
1 complaint = .5 star

2 or more complaints = no star



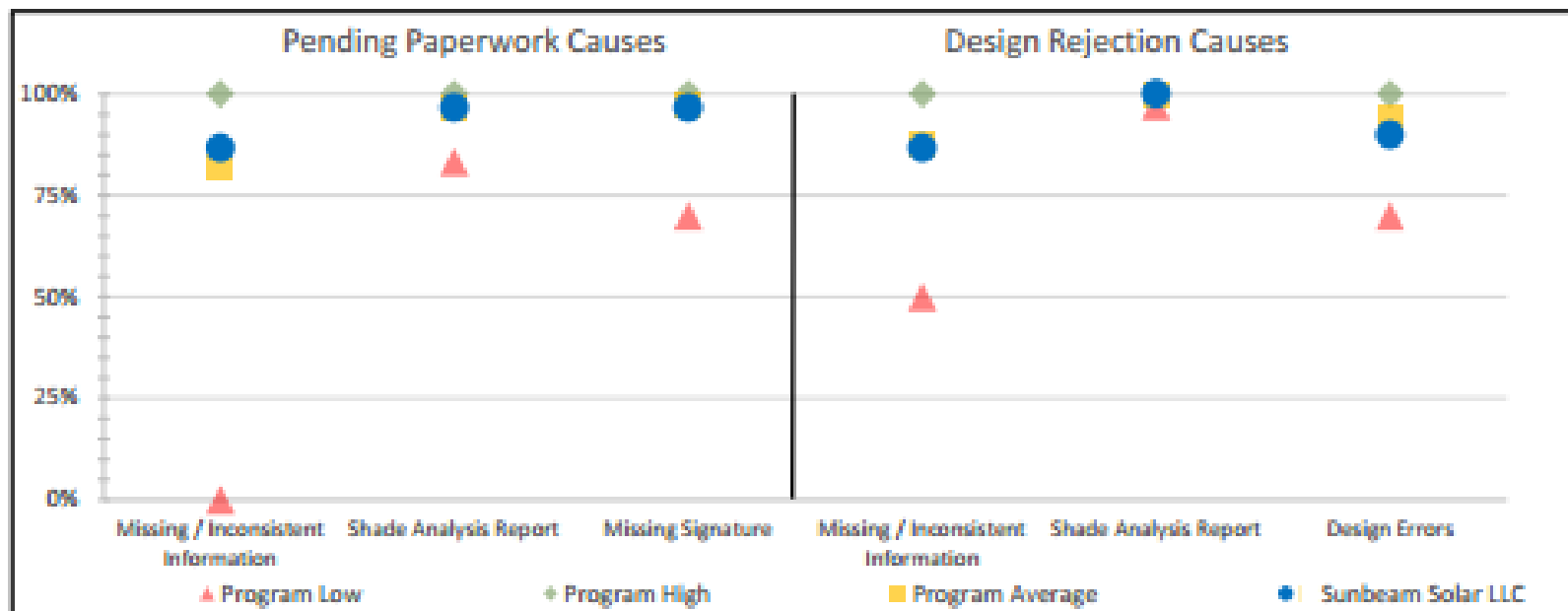
Eligibility Status for Program Offerings	
<b>Annual Amount</b>	<b>\$1,000</b>
Amount Used (YTD)	\$0
Remaining	\$1,000
<b>Business Development Resources</b>	
Coop. Marketing	30%
Training/Events	30%
<b>Solar Leads</b>	Not Eligible
<b>Pilot Programs</b>	Not Eligible

# Solar Trade Ally Rating Report



# Solar Trade Ally Rating Report

## Program Service Summary



# Solar Trade Ally Rating Report

## Quality Service Summary



Corrections by category:	
Category	Occurrences
3.0	8
2.1.7	6
2.3.10	3
2.3.20	3
2.3.3.1	3
2.1.0	2
2.7.1	1
2.3.16	1
2.3.18	1
2.3.11	1
2.1.6	1
2.3.17	1
2.3.6	1

# Solar Trade Ally Rating Report

## Correction Details - Applications

<u>Pending Paperwork</u>			<u>Design Rejected</u>		
PC ID	PP Date		PC ID	DRJ Date	
11069	10/8/2015	x	11143	10/27/2015	x
11143	10/20/2015	x	11278	11/11/2015	x
11185	10/27/2015	x	11396	11/25/2015	x
11458	12/4/2015	x	11481	12/14/2015	x
11583	12/23/2015	x x	11398	12/14/2015	x
11358	11/19/2015	x	11399	12/14/2015	x x
12142	4/19/2016	x x	11452	12/14/2015	x x
			12013	3/29/2016	x
			12067	4/7/2016	x

# Solar Trade Ally Rating Report

## Correction Details - Installations

PC ID	Installation Requirements Section	Total	Major	Minor	Points
10546	2.3.10	1	1	0	-5
10890	3.0.1, 2.3.3.1	2	1	1	-7.5
10962	2.1.0, 2.3.3.1	2	2	0	-10
9865	2.3.3.1, 2.7.1.2	2	2	0	-10
11458	2.3.10, 3.0.3	2	1	1	-7.5
11582	2.3.18.0	1	1	0	-5
11844	2.1.7.2	2	2	0	-10
11630	2.3.11, 2.3.16	2	1	1	-7.5
11398	2.1.7.2, 2.3.20	3	3	0	-15
11399	2.1.7.2, 2.3.20	3	3	0	-15
11452	2.1.7.2, 2.3.20	3	3	0	-15
12013	2.1.7.2, 2.3.6	3	3	0	-15
11978	2.1.0, 2.3.10, 3.0.1, 2.1.7.1	5	4	1	-15
12159	3.0.1	1	0	1	-2.5
12801	2.1.6.2	1	1	0	-5
12808	3.0.1	1	0	1	-2.5
12840	3.0.1	1	0	1	-2.5
12263	2.3.17	1	0	1	-2.5
12532	3.0.1	1	0	1	-2.5
12557	3.0.1	1	0	1	-2.5

# Questions?

Jeni Hall

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503.459.4075

