



Residential Solar Integrator Partner Qualifications & Requirements

Solar Home Challenge approved Residential Solar Integrators are required to possess the following capabilities and qualifications:

1. Have installed 100 or greater residential systems in Arizona

- Requirement to provide 10 verified customer references
- Installation experience on all primary residential roof systems

1. Have been in business a minimum of 5 years

- Either as a pure-play residential solar integrator, or;
- With residential solar as a business unit in operation 5+ years

2. Maintain required insurance and bonding capacity

- Maintain current documentation demonstrating insurance and bonding capacity; at minimum:
 - General Liability: \$1M / occurrence; \$2M general aggregate
 - Workers' Compensation: Comply with all applicable laws in the state of Arizona
 - Auto Liability: \$1M combined single limit

3. Maintain current and 'clean' licensing, consumer bureau ratings and good corporate standing

- Inquiry with AZ RoC indicates no open or disciplined cases
- Inquiry with the AZ BBB indicates an 'A' grading
- Good standing with the Arizona Corporation Commission

4. Maintain on file, and for customer review, required and approved AZ RoC warranty documentation

- System Warranty
- Statement of System Performance

5. Specify and install Solar Home Challenge Tier One System Components

- Specify and install PV modules and grid-tie inverters from Solar Home Challenge's Tier One manufacturer component list
- PV Module Manufacturers: Canadian Solar, Hanwha SolarOne, Kyocera, REC, S-Energy, SolarWorld, SunPower
- Grid-tie Inverters: Advanced Energy, Enphase, Fronius, KACO, Power-One, SMA

6. Provide an extensive 'current condition' evaluation of home's electrical, structural and roofing systems

- Report to the customer roof, electrical and structural conditions and recommended improvements (if applicable)

7. Maintain in good standing, or via business partnership, additional contractor and industry accreditations

- Staff or individual NABCEP certifications
- Roofing Contractor's License or affiliated roofing contractor
- Structural & Electrical Professional Engineers on staff or retainer
- Arizona Public Service (APS) Qualified Solar Installer status

8. Provide system performance estimates based on:

- Site specific proposed PV array orientation and tilt angles

- Site specific shading analysis
- Industry standard insolation, weather and system performance calculators

9. Use of approved roof penetration sealing techniques and components

- All roofing penetrations are sealed according to NRCA recommended techniques and components
- A separate roofing penetration warranty accompanies the system warranty

10. Installation quality in accordance with Solar Home Challenge guidelines

- All installations must thoroughly pass the Solar Home Challenge 'Installation Guidelines' checklist
- Documented installation quality verification (by photograph where applicable)
- Abide by and document installations in accordance with the NABCEP PV Installer Job Task Analysis

11. Facilitate project phases with customer status focus

- Customer Service Model: Integrator to provide customer service overview, process for responding to concerns and questions and dispute resolution process
- Contracts & Incentives: Integrator to provide to customer full record of project payment details, schedule, terms and conditions, change order process, and ongoing status of utility incentive process (if applicable)
- HOA Interface: Integrator to facilitate update of HOA-required approval documentation for customer submittal
- Permitting: Integrator to engage customer on permitting status, associated fees and timeline
- Design & Engineering: Integrator to engage and confirm with customer on final placement and aesthetic integration of components, and review of permit and utility design packs
- Construction: Integrator to confirm with customer all onsite construction timing, safety considerations and job site protocols and status reporting
- Inspections & Commissioning: Integrator to coordinate with customer all system inspections and conduct thorough system walkthrough

12. Provide customer with full record of system documentation & ongoing customer service program

- Including safety guidance, workmanship and component warranties, roof penetration warranties, customer service details, system operation and additional details

Please Note: Further to these Residential Solar Integrator Partner Qualifications & Requirements, Solar Home Challenge hereby explicitly reserves the right to impose further requirements, or to waive certain requirements, at our sole discretion, based on a case-by-case review of our prospective partners' circumstances, qualifications, experience and customer service track records.

Community Programs: Solar Home Challenge Program may be offered to the employees and/or members of participating organizations or communities. However, these organizations or communities will not endorse the approved integrator(s). Any employee or member who enters into the Solar Home Challenge Program does so in his/her personal capacity and at his/her own risk and will expressly hold each of the participating organizations or communities harmless from any liability associated with his/her decision to participate in this Program for services for his/her personal, non-work related interests.