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Solar Industry
CSLB Overview and Observations
CSLB’s Mission is Consumer Protection

BUSINESS & PROFESSIONS CODE §7000.6

“Protection of the public shall be the highest priority for the Contractors’ State License Board in exercising its licensing, regulatory, and disciplinary functions”
2016 Solar Statistics

IN 2016, CSLB:

- Received 449 solar complaints
- Settled 94 cases, resulting in $642,461 in restitution to injured persons
- Solar complaint investigations led to 72 legal actions
2017 Solar Statistics

SO FAR IN 2017, CSLB:

• Has received 394 solar complaints
• Has completed 260 closures
• Has completed 43 legal actions
• Has settled 25 cases
Finance, Power Purchase Agreement and Lease Complaints

Financial Reasons for Consumer Complaints:

- Terms misrepresented by “green funding” lenders (repayment will be made through existing property tax payments) and/or include a predatory interest rate
- The kWh charged by the Power Purchase Agreement is higher than public utility rate
- Lease payments far exceed the value of the system and often result in higher monthly utility payments
Misrepresented Financial Options

• Some contractors and Home Improvement Salespersons (HIS) use predatory sales practices
• Some contractors are unlicensed and many salespersons are unregistered
• Problems are especially prevalent with seniors and those who speak English as a second language
Contract Violations

- Contracts are negotiated in one language, but signed in another.
- Contracts do not include the required three-day right to rescind.
- Contractors require payment before work is finished.
- Contracts do not comply with home improvement contract requirements.
Financial Options:

- Tax deductions
- Property Assessed Clean Energy Programs (PACE)
- “Green Funding” lenders
CSLB Resources

- Educational Materials
- Complaint Forms
- Statewide Intake and Investigative Units
- Mediation and Arbitration Services
Filing A Complaint: 4 Easy Steps

1. Download CSLB complaint form or start the process online
2. Complete and sign the form
3. Gather and copy all relevant printed documentation
4. Either submit the completed form online and mail copies of documentation to CSLB, or mail both together
BY EDUCATING CONSUMERS, WE CAN BUILD A BETTER SOLAR INDUSTRY.