

DOCKETED

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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 setteled 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



CONTRACTORS STATE LICENSE BOARD

STATE OF CALIFORNIA

Northern California:
Sacramento Intake & Mediation Center
P.O. Box 269116, Sacramento, California 95826-9116
1-800-321-CSLB (2752)

Southern California:
Norwalk Intake & Mediation Center
12501 East Imperial Highway, Suite 620, Norwalk, California 90650
1-800-321-CSLB (2752)

www.cslb.ca.gov | CheckTheLicenseFirst.com

Complaint Form

**NOTICE: INCOMPLETE AND UNSIGNED FORMS WILL BE RETURNED TO YOU.
DO NOT SEND ORIGINALS—DOCUMENTS RECEIVED WILL NOT BE COPIED AND/OR RETURNED.
Please attach COPIES of all pages of contracts (front and back), canceled checks (front and back),
invoices, advertisements, business cards, receipts, correspondence, etc.**

PLEASE COMPLETE BOTH SIDES OF THIS FORM

1. YOUR NAME last first middle			2. CONTRACTOR NAME (as shown on contract/invoice)		
ADDRESS number street			LICENSE NO. USED, IF ANY		
city county state ZIP code			ADDRESS number street		
PHONE WHERE YOU CAN BE REACHED 8 am-5 pm ()			city state ZIP code		
HOME PHONE ()		EMAIL ADDRESS		PHONE ()	
PHONE 8 a.m.-5 p.m. ()		HOME PHONE ()		EMAIL ADDRESS	
1a <input type="checkbox"/> I AM 65 YEARS OF AGE OR OLDER (optional)			WHO PRESENTED THE CONTRACT?		
1b <input type="checkbox"/> AUTHORIZE THE FOLLOWING PERSON TO HANDLE THE COMPLAINT ON MY BEHALF:			<input type="checkbox"/> SALESMAN		
NAME last first middle			<input type="checkbox"/> CONTRACTOR		
			WHERE WAS THE CONTRACT NEGOTIATED? _____		

PROJECT INFORMATION

3. OWNER OF CONSTRUCTION SITE			4. CONSTRUCTION SITE ADDRESS number street		
number street city state ZIP			city state ZIP		
PHONE ()			PHONE ()		
5. DESCRIBE BRIEFLY THE SCOPE OF THE WORK FOR WHICH YOU CONTRACTED (I.E. PAINTING, PLUMBING, CONCRETE, PATIO COVER, ROOM ADDITION)					
6. CONTRACT DATE		7. AMOUNT OF CONTRACT		8. AMOUNT PAID ON CONTRACT	
				9. DATE WORK STARTED	
				10. DATE WORK CEASED	

11. LIST YOUR ITEMS OF COMPLAINT (IF MORE ROOM IS NEEDED, PLEASE ATTACH A SHEET OF PAPER)

12. REMEDY SOUGHT:

FOR OFFICE USE ONLY													
COMPLAINT NUMBER	TYPE CNST	I N V	O R G	PRTY	DATE RECEIVED	SPECIAL PROJECT	DT STAT EXP	CSR INIT	ASSIGNED TO CSR	ER INIT	ASSIGNED TO ER	STP	
FY					MO DA YR		MO DA YR		MO DA YR		MO DA YR	MO DA YR	MO DA YR
LICENSE NUMBER					CLOSURE LETTER	DISPOSITION	DATE CLOSED	STATUS CHANGE			STP		
							MO DA YR	C	C	C	C	C	STP
SECTIONS VIOLATED					C	C		DATE	DATE	DATE	DATE	DATE	DATE

**BY EDUCATING CONSUMERS, WE CAN
BUILD A BETTER SOLAR INDUSTRY.**