



Frequently Asked Questions for Customers with Orphaned Projects

1. My installer is out of business and my project is almost finished. What are my options?

As your trusted energy partner, we want to assist in any way we can to move your project forward. If you'd like to proceed with your project, your first step is to find another licensed installer who will be willing to proceed through the completion process.

2. Once I find a new installer what is the process?

You can start the process of reassigning your original project to your new installer by signing our Solar Records Release Form. Receiving this document allows us to update contact information on any work orders in our system as well as granting access to your original project in our application portal, PowerClerk, to ensure a smooth transition.

3. It's difficult to find an installer that will take over my project.

While stepping into a project that is mid-construction can be a challenge, there are several very reputable installers here in our community that will look forward to the opportunity to adopt your project and carry it to completion.

4. I'm not sure if I want to continue with my project. Can you help me make the decision?

While TEP's role is to support you in the completion of your solar project, we can't help you decide whether to proceed. We encourage you to review your contracts prior to ending a working relationship with an installer. Some may put a pause on their projects, for example, but haven't officially exited the market.

5. My new installer is not offering a warranty on their work. Does that make a difference to TEP?

Since maintaining your system is important for optimal performance, we encourage you to consider warranties on your system. While modules and inverters have manufacturer warranties, many companies that assist customers with orphaned projects offer Operations and Maintenance agreements to monitor your system, complete periodic inspections, and offer on-call troubleshooting. Ask your installer about the specific elements within labor and component warranties.



6. Will my potential new installer charge for an evaluation of my existing solar project?

Charges vary by company. Ask this question up front when meeting with a potential new solar installer and determine what will be provided in their evaluation.

7. Are project changes possible after my project has been reassigned to another installer?

Yes. As with any solar project, your installer can submit modifications if changes are necessary. We understand project changes can occur and have a defined path to help accommodate such needs.

8. If my project does not meet TEP Service Requirements, will my new installer need to correct them before proceeding?

Yes. Experienced installers are aware of jurisdictional and TEP requirements in order to obtain permission to operate.

9. What if my system is fully installed and inspected but not yet turned on as my installer is no longer operating? Is there an entity that will just help me energize the system?

We recommend finding an installation company that will assist you in this final step. TEP will send you a Permission to Operate letter within 72 hours. Your user manual will typically contain directions on powering on the system. We recommend taking this final step with a licensed electrician or a secondary solar provider.