



Frequently Asked Questions for Installers with Orphaned Projects

1. How can I access the Solar Customer Release Form?

The form can be found online at <https://www.tep.com/residential-interconnection/>

2. Can the secondary installer submit this form on behalf of the customer?

Yes. The installer who intends to finish the project may submit the Customer Records Release Form. If you are submitting this to TEP via DocuSign, it must contain the Electronic Record and Signature Disclosure.

3. Will the originally assigned RCP rate be retained?

Orphaned projects will be allowed to retain the RCP assigned at the time of original application submitted.

4. Can changes be made to the project?

Any change to the project that meets the criteria of a Major Change will be required to submit a Major Modification. Project changes to system size are considered major and should not proceed without TEP approval. Acceptable projects changes may be found on our [website](#).

5. Will the timeline be reset for these projects or will the original timeline stand, thus requiring extensions?

We understand that projects can be orphaned in the initial installation stage or just prior to Notice of Installation Completion (NIC) submission and meter set. The project clock will not restart. Extensions may be requested and will be granted for projects that are considered orphaned.

6. If the original project is considered withdrawn, is the option to reinstate the project available?

Yes. An orphaned project may be withdrawn due to failure to comply with timelines. Our Renewables team will work with you to reinstate the project to the previous status the project was in prior to withdrawal.



7. Other utilities assign projects to the new installer. Will TEP be allowing this new process?

The original project now can be reassigned to the secondary installer, which will be reflected in PowerClerk and will retain all drawings and project notes. All work orders that have been created and remain on file with us will also reflect updated Project Point of Contact Information.

8. Will TEP allow the installation company that is going out of business to “reassign” their projects to another company.

No. The customer made the initial choice of installation company. We will work with the customer to provide assistance in reassigning projects to another installation company, as well as updating company records and processing the reassignment as quickly as possible.