



Tucson Electric Power

Customer Solar Interconnections



Our Commitment to Safe, Timely and Reliable Solar Integration



You can trust TEP to collaborate with your solar installer for a safe and timely interconnection in support of your solar and/or storage investment and our shared goals toward a cleaner energy future.

Our partnership ensures reliable and efficient energy solutions. We're dedicated to providing you with exceptional customer service and peace of mind. This guide will help you navigate through the Solar Installation Process.

Our Mission

We are dedicated to providing our customers with efficient approvals and exceptional support to ensure connecting your solar system is easy and safe, every step of the way.



Meet the Team

Interconnecting solar is a complex and technical undertaking. The Customer Solar Interconnections team is involved to help ensure private systems connect to the local energy grid safely.

This team has more than 20 years of experience in supporting a seamless customer experience.

We are proud that we ended 2024 with more than 53,000 lifetime installations, safely

interconnected to our grid. We look forward to connecting more private solar power systems that make our local energy mix even cleaner.

What to Expect*

- TEP administrative review - 7 days
- Interconnection & drawing review - up to 14 days
- Installer to build system - up to 180 days
- Final review & meter set - up to 21 days

* The timeframes outlined above reflect a standard installation timeline for residential solar customers, assuming no corrections or inspections are required.

Our Roles

Customer Solar Interconnections

- Reviews and approves the solar application and interconnection request
- Reviews final project submission
- Advances project to Metering Department
- Issues final permission to operate

Contact: renewables@tep.com

Design Services

Main Number: 520-918-8300

- Conducts TEP Design inspections
- Provides quotes for transformer upgrades
- Schedules power kills
- Processes applications to start and stop service
- Receives jurisdictional clearance

Metering Services

- Performs final safety check of TEP's Distributed Generation (DG) equipment
- Sets DG meters for all solar customers

Contact: designservices@tep.com

Customer Service

Green Team Number: 520-917-3673

tepcustomercare@tep.com



Expectations and Milestones in Five Clear Steps



1. Application process begins

- Customers select an installation company.
- Installer submits an application through our data management system, PowerClerk.
- TEP issues the Export Credit (RCP Rate) reservation date and official project number. The RCP is part of how TEP calculates the value of excess solar energy you send back to the grid. You are credited at a fixed rate per kilowatt-hour that reflects the costs TEP avoids by not having to generate or purchase that electricity elsewhere.

Timeline: Installer has 90 days to officially submit application to TEP for review.

2. Application submitted to TEP

- TEP officially begins to review application.
- Administrative aspects reviewed for accuracy.
- Technical aspects reviewed for safety.

Timeline: TEP reviews application within 21 days.

3. Application approved by TEP

- TEP officially approves application.
- If a power kill is needed, Installer can work with TEP Design Department to schedule any needed electrical work or follow-up inspections.
- Customer will receive approval letter and the DocuSign signature notification for the Interconnection Agreement.

Timeline: Installer has 180 days to build, with (2) 90 day extensions available.

4. Installation of system

- Installer to submit the Notice of Installation Completion with final drawings to TEP.
- TEP to review and approve Notice of Installation Completion.

Timeline: Notice of Installation Completion to be reviewed within 7 days.*

5. Final steps

- The Customer Solar Interconnections team will direct the TEP Metering Department to set your new meter.
- Watch your email for a letter granting Permission to Operate (PTO).
- After receipt of PTO from the utility, contact your installer to energize your system.
- Please share your feedback through a survey at the end of your project to help us improve our service.

Timeline: Meter to be set within 1 - 3 weeks.

*The timeframes outlined above reflect a standard installation timeline for residential solar customers, assuming no corrections or inspections are required.

Frequently Asked Questions

What are some reasons projects are delayed?

It's important that we have access to our equipment. Locked gates and pets in the yard can restrict access. If you have an access concern to report, our Customer Service Team can be reached at (520) 917-3673 or via e-mail at tepcustomercare@tep.com, or email renewables@tep.com. Delays can also happen if documents are not submitted in a timely fashion, so it's important to have strong communication channels between the installer, TEP and our customers.

Since solar customers must transfer to a Time-of-Use rate plan, what are some smart ways I can save more energy and reduce my utility bill?

A Time of Use (TOU) rate means you are charged for electricity depending on the time of day and the season. For customers with solar, it is important to use electricity when the sun is shining, and when your system produces power. On cloudy days or at night, you're using TEP's electricity. Rates are higher during on-peak hours. The excess energy your system produces will be sent back to the grid.

Will TEP turn on my solar system?

While TEP plays an important role in the solar process, we do not turn on your solar system. That step is handled by your installer after receiving permission to operate. If you have any questions about your system's activation, your installer is the best point of contact and will guide you through the final steps.

Will I still have bill from TEP?

Yes, you'll still receive a bill from TEP even after going solar, although it will look a little different. While your solar system can significantly reduce your energy costs, you'll still be connected to the grid and responsible for basic service charges and any additional energy you use beyond what your system produces. You will be billed under a different rate and you may receive an excess generation credit under your power supply charges. Many customers find their bills are much lower, and TEP provides helpful tools to track your savings. More information on what to expect is on our website at www.tep.com/residential-solar

Will I be off grid?

Even with solar, you won't be off the grid — your home stays connected to TEP's electric grid to ensure you always have power, even when the sun isn't shining. This connection also allows you to send excess energy back to the grid and receive credits. It's the best of both worlds: clean solar energy and reliable backup when you need it.