

# NEW INSTALLER'S PACKET



Provided by UniSource Energy Services  
Approved 1-20-11

## **NEW INSTALLER'S CHECKLIST**

In order to be placed on UniSource Energy Services installer's list, the following items are needed:

- Copy of AZROC License
- Copy of Business License
- Spec sheet on products proposed for installation
- Completed Company Listing Approval Form
- Three Successful UES Inspections

## **UES Conservation & Renewable Department CONTACT INFORMATION**

Please feel free to contact us with any questions in regards to the New Installers Packet. Please submit the completed packet to the Conservation & Renewable Department.

Mailing:  
2498 Airway Avenue  
PO Box 3099  
Kingman, AZ 86402-3099

Toll Free: 1.866.467.1229

Fax: 928.681.8999

E-mail: [renewables@uesaz.com](mailto:renewables@uesaz.com)

# COMPANY LISTING APPROVAL FORM

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Street Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Business Telephone \_\_\_\_\_

Alternate Telephone \_\_\_\_\_

Business Fax \_\_\_\_\_

Website URL \_\_\_\_\_

E-mail Address \_\_\_\_\_

AZROC License Number \_\_\_\_\_

License Expiration Date \_\_\_\_\_

License Class \_\_\_\_\_

The above listing is approved and requested to be included on UES's Installer's List

Company Contact (print) \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

# **UES APPROVED LICENSES**

## **APPROVED LICENSES FOR SOLAR WATER HEATER INSTALLATION**

Class C-37 - Plumbing Including Solar  
Class C-37R - Solar Plumbing, Liquid Systems Only  
Class C-39 - Air Conditioning & Refrigeration Including Solar  
Class K-78 - Solar Plumbing, Liquid Systems Only  
Class K-77 - Plumbing Including Solar  
Class L-77 - Plumbing Including Solar  
Class L-78 - Solar Plumbing, Liquid Systems Only  
Class L-79 - Air Conditioning & Refrigeration Including Solar  
Class L-77 - Solar Plumbing

## **APPROVED LICENSES FOR PV INSTALLATION**

Class C-05 - Photovoltaic Systems  
Class C-11 - Electrical – Residential  
Class K-05 - Residential/Commercial  
Class K-11 - Electrical – Residential/Commercial  
Class L-11 - Electrical – Commercial

## **APPROVED LICENSES FOR WIND INSTALLATION**

Class C-11 - Electrical – Residential  
Class K-05 - Residential/Commercial  
Class K-11 - Electrical – Residential/Commercial  
Class L-11 - Electrical – Commercial

## **EXCEPTION**

If only a General Contractor's License is held, a subcontractor's license will need to be provided and will be verified by UES.

# TIMELINES

## PAPERWORK FLOW

All UES applications and agreements can be found at <http://uesaz.com/Green/Business/InstallersCorner/>. The timeline for turning in paperwork is as follows:

- Submit Application, Agreement, Assignment of Payment and W-9 to UES prior to beginning project.
- UES reviews and approves the application.
- “Acceptance” letter is sent directly to both the customer and contractor.
- Apply for city/county permits.
- Submit city/county permits and line diagrams to UES within 60 days of acceptance.
- UES will release all necessary system components based upon the application type.
- Complete project within 180 days of acceptance and receive the city/county final approval.
- Submit city/county final approval along with the installation certification, the Net and DG Meter installation is requested after all documents have been received.
- Once the Net and DG Meter has been set UES will conduct their final inspection and the system will be commissioned into the program.
- Incentive check is requested upon final UES inspection and commissioning.
- Incentive check is processed and delivered 4-6 weeks after final commissioning.

## FINAL INSPECTION PROCESS

UES final acceptance is requested based on receipt of the completed meter exchange form documenting that the Net Meter has been placed at the customers premise.

UES tech is receives completed field activity order from metering.

Inspection is scheduled with customer and completed.

Incentive is processed.

“Passed inspection” letter is sent to customer notifying them of inspection approval status and incentive amount including a review of Assignment of Payment along with a signed copy of the RECPP Agreement.

# **IMPORTANT NUMBERS/INFORMATION**

## **DG METERS**

All PV installations are required to include a UES approved output meter. Payment of ANY incentive is contingent upon the installation of said meter. It is UES responsibility to set the DG Meter at the premise and it is the contractors' responsibility to mount the meter base that will house the DG meter. Installer's may call our department at 1-866-467-1229 and schedule a meter base pick up. A city/county building permit must be provided in order for the meter base to be released. These documents can be faxed to 928-681-8999 or emailed to [renewables@uesaz.com](mailto:renewables@uesaz.com)

## **NET METERS**

A change out of a billing meter is requested based upon the receipt of the final city/county building permit and the installation certification form for all PV projects. Time-of-Use customers that check the net metering option will keep their TOU meter/rate as close to the installation date as possible. Once a change out has been completed, the customer will be placed on the R01 (Residential rate) until UE-R01Q (Residential Net Metering rate) can be granted.

## **THREE-PHASE OUTPUT METER SETS**

Meters are supplied by UES and will be set by the UES Metering Department. When ready for a three-phase meter set, send a copy of the Three Line Diagram and a copy of city/county building permit to [renewables@uesaz.com](mailto:renewables@uesaz.com).

## **HOW TO REQUEST CUSTOMER BILLING INFORMATION**

In order for UES to release any customer billing information a signed customer request must be submitted by the customer of record along with the service location and account number. All customer billing information requests can be sent to [renewables@uesaz.com](mailto:renewables@uesaz.com) or faxed to 928.681.8999.

# CUSTOMER BILLING

## RATE CHANGES

1. Rate change requests occur *after* UES the Net Meter is set at the premise.
2. Metering completes a final meter read based on the regularly scheduled meter read date and closes residential service.
3. Residential net metering billing occurs approximately one month after the final UES commissioning *and* a final meter read has taken place. The customer's bill will reflect the closing of residential service (R01 – Residential Closed Service No. \_\_\_\_\_).
4. Until such time as the final meter read is taken, residential service is closed and Residential Net Metering Service begins, customers are not billed based on the difference between kWh (Delivered) and KBH (Received) including any KBH (kilowatt banked hours) that comes back to the utility on the grid.

## CHANGES TO CUSTOMER'S BILL

Once the net meter is installed customers will see a change in their metering information located at the bottom of a customer's bill under the "Meter, Unit of Measure, Next Read date" section. The changes are as follows:

- Meter will change to read SK2-\_\_\_\_\_.
- The "Unit of Measure" area will read kWh (delivered on the net meter or what UES is delivering to the customer) and KBH (received on the net meter or what UES is receiving from the customer – minus their load).

## BILLING INCLUDING NET METER RATE CHANGE

1. Customers are billed based on the difference between delivered (kWh) and received (KBH).
2. Any excess or carryover credit (when a customer is producing more than they are using) is then granted back to the customer and can be found under "Delivery Services" section.