



## Supporting Your Solar Investment

You can rely on UniSource Energy Services to collaborate with your solar installers to ensure safe and timely interconnection in support of our shared goals toward a cleaner energy future. We strive for exceptional customer service during your journey with us and hope this guide will help provide more clarity on the Solar Installation Process.

## Our Mission

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

## What to Expect\*

- UniSource 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 above timeframes represent the timeline with no corrections or inspections needed

## Our Roles

### Customer Solar Interconnections

- Contact:  
1-866-467-1229  
Renewables@uesaz.com
- Solar application and interconnection review and approval
- Final project submission review and release to metering
- Issuance of permission to operate

### Construction Services

- Power shutdown scheduling
- Main service panel upgrades

### Engineering

- Transformer upgrade quotes
- Service upgrades/relocations design
- Supplemental reviews

### Metering Services

- Final safety check of the utility DG equipment
- Sets distributed generation meters for all solar customers

## Frequently Asked Questions

### What are some smart ways I can save more energy and lower my utility bill with my solar system, especially with a Time-of-Use rate plan?

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 UniSource's electricity. Rates are higher during on-peak hours. Once the sun goes down, the excess energy your system produced will be sent back to the grid.

### Will UniSource turn on my solar system?

While UniSource Energy Services plays an important role in the solar process, they do not turn on your solar system — that step is handled by your solar 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.

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## Application process begins

- Customers select a solar installation company.
- Solar installer submits an application through our data management system, PowerClerk.
- UniSource issues Export Credit (RCP Rate) reservation date and official project number.

### 1. Application submission

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

**Timeline:** UniSource reviews application within 21 days.

### 2. Application approved by UniSource

- UniSource officially approves application.
- If a power shutdown is needed, your installer can begin to work with the UniSource Engineering/Construction 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 (1) 90 day extensions available. A one-time 30-day extension may be granted.

### 3. Installation of system

- Installer to submit the Proof of Final Inspection and installation photos to UniSource.
- UniSource to review and approve Proof of Final Inspection and installation photos.

**Timeline:** Proof of Final Inspection to be reviewed within 7 days.

### 4. Final steps

- The Customer Solar Interconnections team will direct the UniSource Metering Department to set your new meter.
- Power may be out for less than 10 minutes during the meter set.
- Meter Technician will leave a door tag at time of meter set.
- After receipt of door tag from the utility, please contact your installer to energize your system.
- Watch your email for a formal letter granting Permission to Operate. 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.

## FAQs continued

### Will I still have bill from UniSource?

Yes, you'll still receive a bill from UniSource even after going solar, but 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. Many customers find their bills are much lower, and UniSource provides helpful tools to track your savings! You will be billed under a different rate and you may receive an excess generation credit under your power supply charges. More information on what to expect is on our website at [www.uesaz.com/residential-solar](http://www.uesaz.com/residential-solar)

### Will I be off grid?

Even with solar, you won't be off the grid — your home stays connected to our 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!

### What does RCP mean?

RCP stands for **Resource Comparison Proxy (Export Credit)**, and it's part of how UniSource calculates the value of excess solar energy you send back to the grid. Instead of traditional net metering, we'll credit you at a fixed rate per kilowatt-hour based on this proxy. It's designed to reflect the cost UniSource avoids by not having to generate or purchase that electricity elsewhere.

### 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. 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, UniSource and our customers.

### Why do I still need to be on your grid?

Solar panels produce energy while the sun is shining and stop producing energy when the sun sets. UniSource will supply your needed energy at night. Homes with solar panels remain dependent on the local electric grid for reliable, usable electricity. All UniSource customers, including those with solar systems, have monthly service charges and associated taxes and surcharges that cover our costs associated with operating and maintaining our electrical grid.