

### 1. I have decided I want solar panels; what are my next steps?

Register with the TVA Green Connect program by going to [www.tvagreenconnect.com](http://www.tvagreenconnect.com). Once registered, you can access solar learning modules to gain more information on how solar works and the importance of sizing your system properly. You can also begin reaching out to TVA Quality Contractor Network (QCN) solar installers for estimates on your proposed installation. You have the option to schedule an eScore evaluation (an energy efficiency evaluation) at any point during the Green Connect process. Please visit [www.2escore.com](http://www.2escore.com) or call a member of the eScore team at 1-866-673-4340 to get more information or schedule an eScore.

### 2. What is Green Connect?

Green Connect is a private-scale program for solar installations that:

- Connects homeowners with quality installers in their area who are specially trained and approved by TVA and their local power company.
- Provides assurance that the solar panel installations were sized to the homeowners needs.
- Gives peace of mind that the installation has safety measures in place for the homeowners and local power companies.

Green Connect participation is limited to solar photovoltaic (PV), both ground-mounted and structure-mounted, with or without battery storage. Participant must be of the residential rate class associated with the billing meter at the address of the solar installation and use a TVA QCN installer for the installation.

### 3. What are the benefits of participation in Green Connect?

Program participants can rest assured that their solar PV system has been installed by a qualified installer who has been trained and approved by TVA and their local power company. By participating in Green Connect, you will be notifying your local power company of the solar PV system on your property. Allowing the local power company to be aware of your installation and signing an interconnection agreement with them provides very important safety measures for your family, home, neighbors, and linemen. You will also have access to any TVA learning modules regarding solar renewable energy and a dedicated source to rely on when you have solar-related questions. Finally, program participants also support the environment by helping keep the Tennessee Valley clean and green. For example, a 3-kilowatt (kW) system's annual benefits are equal to planting an acre of trees or taking a car off the road for four months.

### 4. Who is eligible to participate in Green Connect?

Participants must be serviced by a participating local power company, and they must be in the residential rate class as designated by the customer's power billing account that is associated with the billing meter at the address of the solar PV installation.

### 5. How do homeowners participate in Green Connect?

Step 1 - Homeowner registers online at [www.tvagreenconnect.com](http://www.tvagreenconnect.com) or call 1-866-673-4340 to get started.

Step 2 – Homeowner contacts a Quality Contractor Network (QCN) installer to get started on the work they want to do. If the homeowner does not know a QCN installer, a list of approved solar installers is available on the Green Connect website ([www.tvagreenconnect.com](http://www.tvagreenconnect.com)) or through the contact center (1-866-673-4340). A QCN installer can discuss options and program details with the customer.

Step 3 – Homeowner completes a Green Connect application for interconnection via the Green Connect portal or a paper hard copy (depending on service area), completes all necessary inspections (varies by location; please speak with the installer and/or local power company for more information), and pays all necessary fees. Please contact Green Connect (1-866-673-4340) for additional information.

Step 4 – Once the solar PV installation is complete, the installation will be verified to ensure it follows TVA standards, and it will be commissioned to begin operation.

6. What is a Green Connect Installation Verification?

An installation verification ensures that the solar PV system was installed in accordance with TVA program standards.

7. What is the Green Connect customer portal (website)?

The Green Connect customer portal is a secure website that serves as a point of entry for program participation, data collection, and reporting. Visit [www.tvagreenconnect.com](http://www.tvagreenconnect.com) for more information.

8. How long will customers have to install the system after the Green Connect application for interconnection is submitted?

As long as the program is active, there is no time limit for installing a system under Green Connect.

9. What are the specific connection requirements for Green Connect?

Homeowners must complete an interconnection application for their local power company. Depending on the local power company, the interconnection application may be completed through the Green Connect portal or via paper hardcopy with the local power company. Please contact the Green Connect Contact Center (1-866-673-4340) for additional information.

10. Why do local power companies participate in Green Connect?

Local power companies care about their customers and want them to have the peace of mind that their solar PV systems were installed by a TVA approved installer and per TVA program standards.

11. Do all local power companies participate in Green Connect?

Participation in the program is voluntary. Contact your local power company and let them know you are interested in installing solar PV at your home.

12. If a house is sold, may the new owner participate in Green Connect if the previous owner participated as well?

Yes. Participation is defined by the homeowner and property address. If the new homeowner would like to add new panels through the Green Connect Program, they should visit the website at [www.tvagreenconnect.com](http://www.tvagreenconnect.com) or call the contact center at 1-866-673-4340 for full program details and restrictions.

13. Are unoccupied homes eligible to participate in Green Connect?

Yes, provided that all other participation criteria are met. Many local power companies define occupied as an active meter that a customer is paying on monthly, whether or not someone is actually in the home full-time.

14. Is there an age requirement on homes? Do new homes qualify for Green Connect?

There is not an age requirement on the home, and new construction homes do qualify for the program.

15. How are installation verifications handled?

Once the solar PV system has been installed by a QCN installer, the Green Connect team will coordinate with the homeowner, installer, and inspectors to schedule a time to verify the installation. The inspection will take 2 to 3 hours for the average home.

16. Why do solar installations need TVA and local power company verification?

Solar PV systems are verified to give homeowners and local power companies assurance that the system matches the design submitted with the interconnection agreement application, and that TVA program standards have been met.

17. Can homeowners shop around for best pricing on work?

Yes. We encourage homeowners to obtain quotes from at least three (3) QCN installers to ensure the best pricing.

18. How much will the generation system cost?

The typical costs associated with a solar system can vary based on several factors including the system size, location, panel and inverter quality, battery options, roofing conditions, available incentives, and several other factors. Please refer to your QCN installer and the [Tennessee Valley Solar Calculator](#) to calculate an average cost and learn more about the costs and payback associated with owning a solar PV system.

19. I am on a fixed income; are there ways to help pay for installations?

Federal, state, and property tax credits may be available. Please visit the Database of State Incentives for Renewable Energy (DSIRE) or the U.S. Department of Energy websites for more information on federal and state incentives. Financing for solar installations may also be available; please contact a financial institution or your QCN installer for more information.

20. Does TVA and/or my local power company allow "net-metering"?

Net metering is not available in the TVA service area. Homeowners may install solar PV systems behind-the-meter and participate in Green Connect. Homeowners may also elect to install battery back-up with their system

and/or participate in Dispersed Power Production for excess energy reimbursement. For more information on Dispersed Power Production, please visit the [Dispersed Power Production website](#) and speak with your local power company.

21. How can I get paid for my excess generation?

Homeowners may participate in Dispersed Power Production for excess energy reimbursement. Please visit the [Dispersed Power Production website](#) and speak with your local power company for more information.

22. Are there guidelines regarding aesthetics for the Green Connect installation?

TVA does not have any specific guidelines regarding the aesthetics of your solar PV installation.

23. Does TVA require liability insurance?

TVA does not require liability insurance; however, many local power companies maintain requirements regarding liability insurance. Please check with your local power company to discuss their specific requirements.

24. Can a landlord who owns several homes enroll all their homes in Green Connect?

Yes, if the homes are single-family homes and both the landlord and tenant sign the participation agreement for every home.

25. If the system on a home is self-installed, does this installation qualify for Green Connect?

Solar PV systems must be installed by a TVA QCN installer who meets and is current on all the criteria for QCN membership; current QCN installers are welcome to self-install on their own homes/properties.

26. How do I select an installer for my solar panel system?

All installers on the QCN list meet TVA's QCN membership and performance requirements, including completion of annual required training and maintenance of required certifications and documentation. We recommend you obtain several bids on the work you would like to have done, then select the installer with whom you feel most comfortable. A homeowner can sort the QCN list on the Green Connect website by geographic location.

27. How does an installer become a QCN installer?

Installers must apply to become a QCN installer and perform work in Green Connect. Please visit [www.tvagreenconnect.com](http://www.tvagreenconnect.com) and complete and upload the required information and documents before submitting for TVA approval.

A completed QCN Application should contain:

- General company information
- Copy of current Board Level NABCEP certification
- Valid business license (minimum one year required)
- Completed bank forms for electronic funds transfer
- Completed W-9
- Certificate of insurance (general liability and workman's comp with TVA listed as additionally insured)

- List of local power companies in the area in which the company does business
- Proof of attendance of online/in-person training over program guidelines and standards.

28. Can multiple QCN installers from both eScore and Green Connect serve the same homeowner?

Yes. Your solar installer specializes in a certain area, but you may select other QCN installers with other specializations to help you in any other energy efficiency projects you wish to complete.

29. Why should an installer participate in Green Connect?

QCN installers are able to offer their customers assurance that they are a quality installer since they meet TVA's QCN membership and performance requirements, assurance that eligible solar panel systems will be verified by an independent third-party, and they have the benefit of being listed on the Green Connect portal as preferred providers. There are also the benefits of Green Connect reimbursements - a financial payment to offset installers' administrative expenses associated with the program.

30. I do business under more than one license; which one do I register with to participate in Green Connect?

All installers should register for Green Connect using the business license under which they perform the solar installation work, or the largest amount of solar installation work.