

TOOL F: SOLAR SAM EXERCISE

GOALS OF EXERCISE:

- 1 Understand what the customer experience is like now
- 2 Determine ways to improve this experience as a region

EXPLORATION OF THE CUSTOMER EXPERIENCE

Solar Sam and his three friends want to each install a 5 kW residential rooftop solar PV system (total cost approximately \$25,000) on their individual homes. Each of them lives in a different jurisdiction and has found that the levels of information vary and that the permitting processes are different. How can the jurisdictions come together to improve this experience?



This tool is to help determine differences so that jurisdictions can find ways to move forward in coordinated, regional Solar Ready approach.

Solar Sam and his friends try to access information.

When exploring a new topic, typically the first step for anyone today is to look up information on the Internet. Sam and his friends each go to each of their jurisdiction's website. They find that there is (little/ample/competing/similar?) information that specifically addresses solar. What can be done to make this information more accessible?

STEP
1

Solar Sam and his friends begin applying for permits.

When applying for permits, Solar Sam and his friends learn that some jurisdictions require their own forms and processes. What can be done to make this more consistent?

STEP
2

Solar Sam and his friends pay for permits.

The fees vary greatly between Solar Sam and his friends. For one the cost is only \$____, for another the cost is \$____. They wonder why there is such a big difference. What can be done to help explain the differences and/or make the fees more consistent?

STEP
3

Solar Sam and his friends await approval.

For several the friends, the approval process is fairly quick, but for others it takes up to _____. What can be done to make approval process quicker?

STEP
4

Solar Sam and his friends undergo inspection for the installation.

The total number of inspections for Solar Sam and his friends ranged from ____ to ____ or more and that the inspection time window was about ____ hours. Research suggests that eliminating the requirement for in-process (or "double") inspections for basic residential PV installations along with scheduling specific inspection times saves both the inspector's time as well as the time of the resident or installer. What could be done to reduce the number of inspections and focus the time of the inspection

STEP
5