

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

Visit the TVA Green site by going to www.tvagreenconnect.com to access renewables educational materials, contact Quality Contractor Network (QCN) members, learn more about energy efficiency, and participate in the TVA Green Connect and Dispersed Power Production programs. You will also have the option to schedule a Home Energy Evaluation, which will score the energy efficiency of your home. Please visit www.energyright.com/residential or call a member of the EnergyRight Residential Services team at 1-855-237-2673 to get more information regarding energy efficiency or schedule a Home Energy Evaluation.

2. What is Green Connect?

Green Connect is a program for solar installations that connects homeowners with quality contractors (QCN members) in their area who agree to install systems to TVA Green Connect program standards and are approved by TVA and their local power company.

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 contractor 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 contractor who agrees to install systems to TVA Green Connect program standards and who is 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 educational materials 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?

Simply navigate to www.tvagreenconnect.com, select "Begin Your Enrollment," and follow the prompts. You will receive information if Green Connect is available in your area as you move through the enrollment process. You may also contact our customer support team at 866-673-4340 to find out if you are in an eligible territory.

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. 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.

8. 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 TVA Green Hub or via paper hardcopy with the local power company. Please contact the TVA Green Contact Center at 1-866-673-4340 for additional information.

9. Why do local power companies offer in Green Connect?

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

10. Is Green Connect available in all areas of the Tennessee Valley?

Green Connect may not be available in all areas of the Tennessee Valley. Contact your local power company and let them know you are interested in installing solar PV at your home.

11. 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 or call the TVA Green Contact Center at 1-866-673-4340 for full program details and restrictions.

12. 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.

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

There is not an age requirement on the home, and newly constructed homes qualify for the program.

14. How are installation verifications handled?

Once the solar PV system has been installed by a QCN contractor, the Green Connect team or the local power company will coordinate with the homeowner, contractor, and inspectors to schedule a time to verify the installation. The inspection will take 1 to 2 hours for the average home.

15. 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 installed matches the design submitted with the interconnection agreement application, and that TVA program standards have been met.

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

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

17. 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.

18. 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 contractor for more information.

19. 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.

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

Homeowners may participate in Dispersed Power Production for excess energy reimbursement. You may get more information and apply for the Dispersed Power Production program on www.tvagreenconnect.com.

21. 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.

22. 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.

23. 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.

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

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

25. How do I select an contractor for my solar panel system?

All contractors 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. It is recommended that you obtain several bids on the work you would like to have done, then select the contractor with whom you feel most comfortable. A homeowner can sort the QCN list on the Green Connect website by geographic location.

26. How does an contractor become a QCN member?

Contractors must apply to become a QCN contractor and perform work in Green Connect. Please visit 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.

27. Can multiple QCN contractors from both TVA EnergyRight Residential Services and Green Connect serve the same homeowner?

Yes. Some QCN members can install both energy efficiency upgrades and solar PV systems. If your solar contractor specializes in solar only, you may select other QCN contractors with other specializations to help you in energy efficiency projects.

28. Why should an contractor participate in Green Connect?

QCN members offer their customers assurance that they are a quality contractor 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 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 contractors' administrative expenses associated with the program.

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

All contractors 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.