Solar Inverter Replacement Program

The Solar Inverter Replacement Program offers up to **$3,000 in rebates for qualifying CleanPowerSF customers** to cover costs for inspection, repair, and replacement of malfunctioning, out-of-warranty solar inverters originally installed with the San Francisco Public Utilities Commission (SFPUC) GoSolarSF program.

The solar inverter is a critical component of the solar system. If the inverter doesn’t work, the rooftop solar panels won’t work. As a result, your electricity bill can be higher.

Replacing the inverter is crucial to ensuring you continue to see lower electric bills and the renewable energy environmental benefits your system provides.

Qualifying Customers

If you have received a program notification directly from the SFPUC, you may qualify for the Solar Inverter Replacement Program. Qualifying customers must:

1. Be enrolled in CleanPowerSF and on either the CARE or FERA discount rate
2. Reside at the electric account location served by the GoSolarSF solar system (no landlords or supporting owner sponsors)
3. Have a system that is not leased or under a power purchase agreement (PPA) or other arrangement that would otherwise include covered repairs
4. No longer be covered by GoSolarSF’s required 10-year warranty (the system is ten years or older), and the inverter must no longer be working properly (inverter replacement expenses covered by the manufacturer or other warranties are not eligible for reimbursement)

How It Works

**Step 1: Select a Solar Inverter Replacement Program Participating Installer**

You must select a Participating Installer, or you won’t be eligible to receive a rebate. Choose a Participating Installer to inspect, repair, and/or possibly replace your solar inverter. Current Participating Installers are listed online at [CleanPowerSF.org/SolarInverter](http://CleanPowerSF.org/SolarInverter). We encourage you to contact Participating Installers with questions, and to have your selected installer assist you and submit your signed application and program paperwork on your behalf.

**Step 2: Apply and Submit an Application Form**

To apply, you need to sign and submit a completed application form. You may submit the application on your own or ask your selected installer to submit the application on your behalf.

- Please note that only the household’s electric account holder can sign the application form.
- Online forms are available at [CleanPowerSF.org/SolarInverter](http://CleanPowerSF.org/SolarInverter)
- Submit by email to [SFUCSolarInverter@sfwater.org](mailto:SFUCSolarInverter@sfwater.org) or by mail using the return envelope provided to you.
In some cases, you may also need to include the following forms along with the application form:

1. The Property Owner’s Notice and Release form  \((this \ is \ required \ only \ when \ the \ applicant \ is \ not \ the \ property \ owner)\)

2. Written Proof of the Applicant’s ownership of the solar system and/or financial responsibility for its maintenance and repair  \((this \ is \ required \ only \ when \ the \ Applicant \ is \ not \ the \ Property \ Owner \ and \ when \ the \ Property \ Owner \ does \ not \ reside \ at \ the \ Eligible \ Solar \ Account \ service \ address)\).

You can obtain electronic versions of all program forms at CleanPowerSF.org/SolarInverter.

**Step 3: Receive Your Reservation**

After we review your application and confirm your eligibility, we will provide a program rebate reservation. This reservation reserves up to $3,000 of program funding for you to receive your rebate payments for eligible program expenses once the work is completed.

- Reservations are generally issued within two weeks of receipt of a complete application submission.
- Applications not filled out properly will be returned for correction.
- Reservations are first-come first-served, subject to available funding, and expire one year from the date the reservation is issued. Eligible services must be completed, and the Completion Package(s) submitted to the SFPUC prior to the rebate’s reservation expiration date.

**Step 4: Complete Work and Submit for Payment**

1. **Confirm Your Participating Installer and Designated Payee**

   If you have not selected and listed your Participating Installer in your application in Step 2 above, make that selection, and have your Participating Installer perform your System Inspection and Replacement and Repair Work. **Make sure that your installer is a participating installer, or call us to confirm before signing a service contract. We will help you update your application at this time to designate or change your participating installer, and add or change an alternate payee.**

2. **Ensure Your Participating Installer First Inspects Your System**

   All work should begin with a full system inspection that will 1) confirm the inverter is not operating and or eligible for further inverter service and repair work, and 2) inspect your full solar system to inform you of its overall condition to help assure it will function after the inverter is repaired. The installer is required to perform certain tasks and make certifications for you to receive your rebate. Initial system inspections are to help inform you of the possibility of other system problems, risks, or the need for other services that may not be covered by this Program. See and review the Project Completion Form and its Customer Protection Certification section and its Sections 1 and 2 for other required information and certifications required in order to receive a rebate, and to better understand your responsibilities and risks associated with proceeding with work beyond the covered System Inspection.
3. Submit your Completion Form Packages and Request Your Rebate

Once the work is complete, your installer will submit the Project Completion Forms on your behalf. You may submit this on your own, but the installer will also need to sign. Project Completion Forms are obtained and submitted by:

- Accessing the forms at CleanPowerSF.org/SolarInverter and emailing the completed paperwork to SFPUCSolarInverter@sfwater.org
- Completing the enclosed forms and mailing them to: San Francisco Public Utilities Commission c/o Solar Inverter Program; 525 Golden Gate Ave. 7th Floor; San Francisco, CA 94102

The Project Completion Forms have two sections: Section 1 for the System Inspection Claim and Section 2 for the Replacement and Repair Work Claim. The Project Completion Forms are processed as follows:

- A System Inspection Rebate Claim up to $300 may be submitted upon completion of the inspection. However, if you plan to proceed with service and repair work with the same installer, do not submit claims for a separate inspection rebate; instead, submit one claim upon completion of the Service and Repair Work.

  If it is determined through the inspections that the inverter is not the problem and that you are not eligible for a Service and Repair Work rebate, submit the System Inspection Claim and check the System Condition box as “Not Eligible.” You will still receive your inspection rebate.

- A Service and Repair Work Rebate Claim up to $3,000 may be submitted minus any separately claimed System Inspection Claims.

When submitting your Completion Form to claim your rebate, submit to us along with this form the following:

For Separate System Inspection Claims ONLY:
- Project Completion Form Section 1
- Copy of installer’s agreement / contract
- Copy of installer’s invoice
- Copy of installer’s inspection report
- Your IRS for W-9 (required only if you have not selected the payment to go directly to your installer)

For Final Completion of Service and Repair Work:
- Project Completion Form (Section 1 is optional but not required)
- Copy of installer’s agreement / contract
- Copy of installer’s invoice
- Copy of installer’s service report
- W-9 form (only if not already submitted for inspection services and payee remains unchanged)

4. Receive Payment

We will receive the completion form package and process payment. Incomplete or inaccurate forms will be returned for correction.

Contact Us

We’re here to help! Call us at (415) 554-3434 or email SFUCSolarInverter@sfwater.org.