



Request for Information (“RFI”) FY25 Maryland Solar Access Program: Consumer Protections

The Maryland Energy Administration (“MEA”) has released this request for information (“RFI”) to solicit feedback from the solar PV industry, as well as the public at large, regarding the solar PV consumer protections policy that MEA is developing per the requirements of the 2024 Brighter Tomorrow Act ([Chapter 595, 2024 Acts of Maryland](#)¹, “the Act”). According to the Act, MEA, as part of opening the [FY25 Maryland Solar Access Program](#)², “shall develop a consumer protection policy in consultation with representatives of the customer-sited solar industry.” Further, the Act specifies:

- “(2) *The consumer protection policy developed under Paragraph (1) of this subsection shall:*
- (i) Include a disclosure form for solar energy power purchase agreements, solar energy lease agreements, and solar energy loan agreements that must be signed by an eligible customer-generator³ before entering into the agreement⁴;*
 - (ii) For a solar energy power purchase agreement or a solar energy lease agreement, prohibit an annual rate increase of more than 3%;*
 - (iii) Allow a customer-generator to cancel an agreement entered into with a third party up to 30 days after signing the agreement; and*
 - (iv) Be easily accessible on the Administration’s⁵ website and social media platforms.”*

MEA specifically requests feedback from representatives of the consumer solar PV industry and members of the public on the questions that follow. The responses received will directly inform the elements that are incorporated into the solar PV consumer protection policy (“the Policy”). The Policy will be published on or before the FY25 Maryland Solar Access Program is opened for applications in early 2025. All participating solar PV installation contractors will be required to adhere to the Policy in order to participate in the Maryland Solar Access Program.

Responses to this RFI should be completed in a clear and concise format. Submission instructions are provided at the end of this RFI.

¹ <https://mgaleg.maryland.gov/mgaweb/legislation/details/sb0783>

² <https://energy.maryland.gov/residential/Pages/incentives/Maryland-Solar-Access-Program.aspx>

³ “Eligible customer-generator” commonly refers to the person that receives the solar PV system’s energy and associated benefits, and is more explicitly defined in §7-306 of the Public Utilities Article, Md. Code Ann.

⁴ “Agreement” refers to a solar PV system agreement between the customer and the solar PV installer, developer, or third-party provider.

⁵ Maryland Energy Administration.

RFI Questions

1. What minimum requirements should the consumer⁶ expect from the contractor when entering a third-party agreement for a solar PV system (e.g., power purchase agreement, solar energy lease agreement, or solar energy loan agreement) incentivized by the Maryland Solar Access Program? Please list in order from most important to least with justification.
2. How can the solar PV consumer protection policy best ensure equitable outcomes for Maryland's residents, specifically those located in [overburdened and underserved communities](#)⁷? Please provide specific recommendations with justification for each, including how the recommendation delivers impactful, measurable equity benefits.
3. How can MEA collaborate with the solar PV industry to establish and adhere to a solar consumer protection policy for the Maryland Solar Access Program?
4. What challenges or unforeseen circumstances may arise that could potentially impact the enforcement of the solar PV consumer protection policy for the Maryland Solar Access Program? Please include any specific examples from other states or jurisdictions.
5. How can MEA, the solar PV industry, and other important stakeholders best communicate the solar PV consumer protection policy for the Maryland Solar Access Program to prospective solar PV adopters so that they are aware of their options?
6. Is there any additional feedback or information that you feel is important for MEA to know when developing the solar PV consumer protection policy for the Maryland Solar Access Program?

RFI Submission instructions are provided on the next page.

⁶ "Consumer" has the same meaning as "eligible customer-generator" in the Act.

⁷ <https://energy.maryland.gov/Pages/CensusTractsRPS.aspx>

SUBMIT RESPONSES IN A LEGIBLE, ORGANIZED FORMAT VIA EMAIL TO SolarAccess.MEA@Maryland.gov. WHILE RESPONSES ARE REQUESTED BY TUESDAY, NOVEMBER 26, 2024 TO BEST INFORM THE CONSUMER PROTECTION POLICY FOR THE MARYLAND SOLAR ACCESS PROGRAM, ADDITIONAL COMMENTS WILL CONTINUE TO BE ACCEPTED.

Please direct any questions to the MEA Solar Team by sending an email to SolarAccess.MEA@Maryland.gov, or by calling MEA at 410.537.4000.

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