



**Carroll Electric
Cooperative Corporation**

NET-METERING CONSUMER PROTECTION RIGHTS

At the time a net-metering application is submitted, the Cooperative shall inform prospective and existing net-metering customers located in Arkansas of the Consumer Protections provided by Ark. Code Ann. § 4-88-1101 *et seq.*

A net-metering facility provider must provide a prospective or existing net-metering customer a minimum of five (5) business days to evaluate a proposal to construct a net-metering facility to offset part or all of the net-metering customer's electricity needs within a single electric utility's allocated service territory.

The proposal to the prospective or existing net-metering customer shall include:

- a. A description of the system and the system's placement on the net-metering customer's premises or other location;
- b. a description of the nameplate generating capacity and expected monthly and annual output of the net-metering facility in kilowatt-hours;
- c. the estimated annual degradation to the net-metering facility;
- d. an estimated timeline for the installation of the net-metering facility;
- e. the total cost of the net-metering facility;
- f. the amounts due at the signing for and at the completion of the installation;
- g. the payment schedule;
- h. the payback period;
- i. the forecasted savings monthly and annual bill savings provided by the proposed net-metering facility in dollars based on the rate structure as defined in Ar. Code Ann. §23-18-606;
- j. a description of any warranties;
- k. the length of the term of any warranties; and
- l. Notice that the prospective or existing net-metering customer may file a complaint with the Attorney General.

A net-metering facility provider must perform an energy efficiency audit on the potential or existing net-metering customer's premises and any customer meter locations to be served by the proposed net-metering facility as part of the proposal to sell or lease a net-metering facility or provide a net-metering service to a net-metering customer or inform the prospective or existing net-metering customer of how to obtain an energy efficiency audit.

A net-metering facility provider must inform the prospective or existing net-metering customer of the available energy efficiency measures to address the results of the audit as part of the proposal to sell or lease a net-metering facility or provide a net-metering service to a net-metering customer under the Arkansas Cost-Shifting Prevention Act of 2023 (Ark. Code Ann. § 23-18-601 *et. seq.*).

A net-metering facility provider must demonstrate to the prospective or existing net-metering customer that the proposed net-metering facility meets all applicable safety requirements and standards.

A net-metering facility provider must demonstrate to the prospective or existing net-metering customer that the person who sells or leases a net-metering facility or who provides a net-metering service to a net-metering customer holds:

- a. All the required permits to install, construct, or operate a net-metering facility in the state, and, if the governing county, city, or local authority does not require an electrical inspection, an executed certification that no electrical inspection or permit is required; and
- b. A single ten-thousand-dollar (\$10,000) bond obtained under Ark. Code Ann. § 17-25-404; and
- c. Commercial general liability insurance coverage with a limit of at least one million dollars (\$1,000,000); and
- d. An applicable contractor's license issued by the Contractors Licensing Board obtained prior to conducting business.

The Cooperative reserves the right to request proof from a net-metering facility provider that the above-mentioned requirements have been satisfied or met prior to interconnection.

Any violation of these requirements may be enforced under the powers of the office of the Attorney General under the Arkansas Deceptive Trade Practices Act, § 4-88-101 *et seq.*, including without limitation all enforcement powers.

Tim Griffin
Attorney General of Arkansas
Consumer Protection Division
323 Center Street, Suite 200
Little Rock, Arkansas 72201
Telephone: (501) 682-2007 / (800) 482-8982

Website: <https://arkansasag.gov/resources/contact-us/file-a-consumer-complaint/>

Net-metering customers located in Arkansas can file an informal complaint by phone, letter, or in-person to the APSC Consumer Services Division regarding any failure on the part of the Cooperative to comply with the APSC Net-metering Rules or the effective standard rate schedule and any appropriate rider schedules on file with the APSC:

Arkansas Public Service Commission
Consumer Services Division
1000 Center Street
P.O. Box 400
Little Rock, Arkansas 72203-0400
Telephone: (501) 682-1718

Website: <https://apsc.arkansas.gov/consumer-services/filing-a-complaint/>