

SMART SourceSM Program Guidebook

for



Program Year 2026

Program website:
<http://www.aeptxsaves.com>

The SMART SourceSM Program is provided by AEP Texas as part of its commitment to reduce energy consumption, energy demand, and carbon emissions. Frontier Energy works on behalf of AEP Texas to implement the Program. For more information visit <http://www.aeptxsaves.com/>.

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1. Program Overview

1.a. Program Description

The SMART SourceSM Program (hereafter, “Program”) offers financial incentives for the installation of eligible distributed solar generation, energy storage, and electric vehicle charging equipment on the premises of Customers served by AEP Texas. The Program is provided by the Utility as part of its commitment to reduce energy consumption, energy demand, and carbon emissions.

This Guidebook presents Program participation guidelines applicable to Customers, Market Actors, and projects submitted in the 2026 program year. All projects must be completed by November 30, 2026.

The Program participation process, in summary, is as follows:

1. **Market Actor Enrollment.** Prospective Market Actors apply and may be accepted to participate in the program.
2. **Initial Application and Pre-Approval.** The selected Market Actor completes an online incentive application, submitting technical details of the proposed installation to the Program Manager for review.
 - For most proposed residential installations, pre-approval is immediate and automatic.
 - For commercial installations, the Program Manager reviews the application, and either pre-approves the application or informs the Market Actor of the reasons for denial.

Pre-approvals indicate that the project is approved to move forward within the program, however, funding is not guaranteed at this point. Only when the project is submitted for final review is funding reserved. It is important to keep in mind that even when funding is reserved the project must be in service in order to be approved for incentive payment. Projects that are not in service during that program year will forfeit any funding.

3. **Final Submittal and Final Approval.** The Market Actor installs the proposed equipment, submits a final installation notice prior to the incentive expiration date, and passes a Program inspection (if selected for inspection). The Program Manager reviews the final submittals and, if approved, sends an incentive check directly to the Market Actor.

The Program is just one of many programs offering financial incentives, educational resources, and information on renewable energy systems, energy efficiency measures, and combined heat and power technologies. These programs are available to AEP Texas Customers, including residential Customers, businesses, and schools. Information about these additional programs can be found at AEP Texas’s website, <http://www.aeptxsaves.com/>.

1.b. Program Management and Contacts

For questions about the status of your Market Actor or project application, please contact:

Steve Wiese, Director
swiese@frontierenergy.com
737-236-0255

Rob Lovenguth, Program Manager
Rlovenguth@frontierenergy.com
737-443-7841

Frontier Energy works on behalf of AEP Texas to implement the Program and is referred to as the Program Manager or Implementer. For questions regarding Frontier Energy' relationship to the AEP Texas and the Program, you may contact AEP Texas' Energy Efficiency program manager:

Pamela Le
ple@aep.com
Program Manager
361.881.5409

1.c. Program Changes

This document is intended to provide a detailed and consistent reference on Program design and implementation processes to market participants, but does not address every possible situation or complication which may arise during Program implementation. When instances requiring clarification are identified, the Program Manager will attempt to provide guidance consistent with Program intent as well as with other goals and priorities.

AEP Texas and the Frontier Energy reserve the right to change Program guidelines, processes, requirements, budgets, budget allocations and other Program details at any time without prior notice to market participants. However, AEP Texas and the Frontier Energy will strive to provide timely notice of such changes.

2. Eligibility

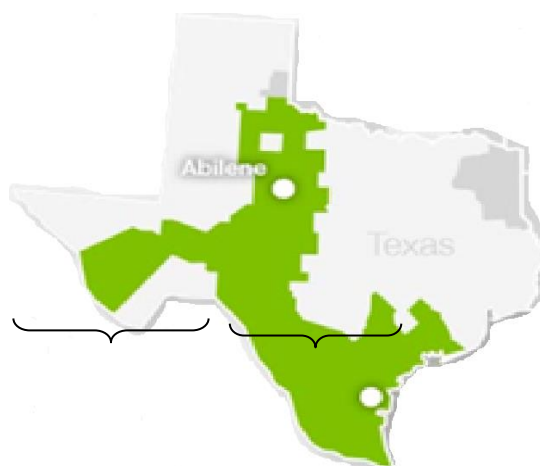
2.a. Customers

For the purposes of this Program, "Customers" are defined as the entity with financial responsibility for paying the electric bill for the meter behind which the eligible equipment is to be installed.

Any residential or commercial distribution Customer served by AEP Texas is eligible to participate in the Program. Incentives may be received for new systems proposed for multiple points of service (i.e., locations with unique meter ESI-IDs). Each Customer and point of service is eligible to participate in the Program multiple times, subject to other limitations set forth in this guidebook.

The map at right illustrates the AEP Texas service area in Texas. This map is provided for reference only, as Customers located within this service areas may or may not receive electric service from AEP Texas.

AEP Texas is located in the Texas competitive retail market. Their Customers' bills may reflect that they purchase electricity from one of many retail electric providers, but AEP Texas may be identified by one of two company codes comprising the first 9 digits of the Electric Service Identifier number (ESI-ID) printed on their electric bill as shown below.



100327894 01234567
Company code Premise ID#

or

102040497 01234567
Company code Premise ID#

A list of cities and counties served within each AEP Texas Division is included as Appendix A.

2.b. Enrolled Market Actors

All applications for Program funding must be submitted by an enrolled installation company (Market Actor). A list of enrolled Market Actors will be made available on the Program website and can be requested from the Program Manager. In order to be eligible to participate in the Program, all enrolled Market Actors must:

- A. Carry liability insurance with the following coverages:
 - \$500,000 Combined Single Limit;
 - Bodily Injury and Property Damage/\$500,000 General Aggregate; and,
- B. Agree that only licensed electrical contractors and electricians will offer, perform, and permit all electrical work in accordance with applicable state and local requirements (see the Texas Department of Licensing and Regulation's website at <http://www.license.state.tx.us/> for more information); and,
- C. Agree they have read the Program Guidebook and understand that it is the Applicant's responsibility to comply with all Program requirements, processes, policies and guidelines; and,
- D. Meet at least one of the eligibility requirements listed below:
 - (1) The Applicant is a licensed Texas Electrical Contractor or Master Electrician who:
 - (a) Employs at least one full-time regionally-based employee who is currently certified by the North American Board of Certified Energy Practitioners (NABCEP) as a PV Installer (note: this is the NABCEP PV Installer certification, not the entry level certification also offered by NABCEP); or,
 - (b) Employs at least one full-time regionally-based employee who has been determined by NABCEP to be eligible to sit for the NABCEP PV Installer exam (please see www.nabcep.org for more details on eligibility requirements); or,
 - (c) Employs at least one full-time regionally-based employee who has successfully completed at least 40 hours of PV installation training provided by a third party; or,
 - (d) can provide alternative credentials, licenses and/or records for review by Program Manager to deem qualified for participation

Alternative qualifications may be accepted at the Program Manager's discretion if there is an insufficient number of local installers enrolled in a Program or region, as determined by the Program Manager.

Please note that it is the intention of the Program Manager to encourage NABCEP PV Installer certification or an equivalent professional certification, and to require full compliance with all Texas electrical licensing requirements, by all Market Actors participating in the Program.

In order to maintain eligibility to participate in the Program, enrolled Market Actors must also meet ongoing quality control/quality assurance requirements detailed in Section 5.

Do-it-Yourself or Self-Installations

Customers who wish to install systems by themselves may do so only if they become an enrolled Market Actor in the Program, meeting all eligibility requirements applicable to enrolled Market Actors, or contract with an enrolled Market Actor who will apply for funding, oversee the installation and applicable permitting, and provide the required warranty. Market Actors are required by the Program to have a lead role in every project in order to promote safety and quality in the design and installation process, and to maintain consistency with Texas interconnection and net metering rules.

2.c. Eligible Equipment and Installation

Solar Equipment

Only new eligible solar photovoltaic equipment providing energy to the customer premise through an interconnection on the customer's side of the electric meter qualifies for incentives under this Program.

NOTE: AEP Texas is not a manufacturer, supplier or guarantor of the PV system or Market Actors, and by making available a list of enrolled Market Actors and equipment sources, makes no representations or warranties of any nature, directly or indirectly, express or implied, as to performance of the Market Actor or reliability, performance, durability, condition or quality of the PV system components selected and purchased.

Photovoltaic Modules

All installed photovoltaic modules must be new and listed on the CEC PV Module list at <https://solarequipment.energy.ca.gov/Home/PVModuleList>.

Inverters

All installed inverters, including micro-inverters, must be new and listed on the CEC Grid Support Solar Inverters list at <https://solarequipment.energy.ca.gov/Home/InverterSolarList> or the Grid Support Solar/Battery Inverters list at <https://solarequipment.energy.ca.gov/Home/InvertersList>.

AC Disconnect

A visible, lockable, labeled, utility-accessible AC disconnect is required and must be located within 10 feet of the AEP Texas meter. The AC disconnect must provide a visible break between the conductors when in the open position. Any exceptions to this requirement must be negotiated with AEP Texas's distributed generation interconnection manager. Pullout switches (commonly used on HVAC systems) and distribution panel breakers do not meet AEP Texas's AC disconnect requirement.

Mounting Systems

All installations shall utilize mounting/racking systems and hardware specifically designed for use with photovoltaic systems, incorporating rust and corrosion-resistant components, appropriately engineered to withstand anticipated structural and wind loading conditions, and installed in accordance with manufacturers' requirements. Custom mounting solutions may be necessary in some cases: in these cases, the proposed mounting system shall be properly engineered and stamped drawings submitted to the Program Manager.

Minimum Performance Threshold

To be eligible to receive a full incentive payment, the estimated annual electrical energy output of a solar electric system, as modeled by the current version of PVWatts and considering an appropriate factor for shading, must be at least 1,000 kWh per kWDC installed.

Frontier Energy's P3 software interacts with the National Renewable Energy Laboratory's PVWatts tool to automatically determine array eligibility and estimated kWh savings. Arrays that do not meet the minimum performance threshold may be offered a reduced incentive.

Energy Storage Equipment

Energy Storage (ES) equipment is only eligible if installed with qualifying solar equipment. ES equipment must be new and interconnected on the customer's side of the electric meter. ES projects must be compliant with IPMVP Option A, B, or C. For Option C, the project should save more than 10 percent of peak demand with 30-minute (or more frequent) interval data. For Option B, full M&V of the energy storage system and affected systems is expected. Systems that are designed for on-call load curtailment and participation in load management programs do not meet the efficiency conditions of this measure. Limit one storage incentive per premise.

Electric Vehicle Supply Equipment

Electric vehicle supply equipment (EVSE) is only eligible if installed along with qualifying solar equipment. The installed EVSE must be ENERGY STAR qualified Level 2 EVSE, compliant with the ENERGY STAR Final Version 1.1 specification for eligible EVSE, effective March 31, 2021.¹ The EVSE may be installed for use on either an all-battery electric vehicle (BEV) or a plug-in hybrid electric vehicle (PHEV). Multifamily buildings should use the commercial EVSE measure. Limit one EVSE incentive per residential premise, five per commercial premise.

Interconnection

All equipment must be interconnected, at Customer's expense, to AEP Texas's electrical grid. The PV system must comply with interconnection requirements for distributed generation and/or energy storage systems as defined by the Texas Public Utility Commission.

Arrangements with AEP Texas regarding interconnection must be made with the AEP Texas interconnection contact as soon as possible after an incentive commitment is made, and prior to beginning construction of the project. Information about AEP Texas' interconnection requirements may be found at <https://www.aeptexas.com/business/builders/generating-equipment>. The AEP Texas interconnection contact is:

Rosalba Epps
325-481-3511
RAEPPS@AEP.COM

The Program Manager will work with Market Actors to communicate and distribute updates to these requirements as necessary.

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https://www.energystar.gov/sites/default/files/ENERGY%20STAR%20V1.1%20DC%20EVSE%20Final%20Specification_0.pdf

Manufacturer's Instructions

All equipment must be installed and maintained in accordance with manufacturer's instructions.

Best Practices

All aspects of system design and installation shall conform with industry best practices as regionally appropriate. The Program Manager may convene technical working groups to identify and document expected best practices.

Ineligible Equipment

Any solar electric systems that do not deliver energy to a building's electric distribution system which is connected to AEP Texas is ineligible for participation. Portable systems, systems of a temporary nature, and off-grid systems are not eligible for participation.

2.d. Warranties

Eligible systems must be covered by an all-inclusive warranty for at least five years from the date of installation to protect the purchaser against component or system breakdown. The warranty must cover all major components of the system against breakdown or degradation in electrical output of more than 10% from their originally-rated electrical output during the five-year period. The manufacturer and Market Actor may provide the required warranty in conjunction, covering major system components and labor, respectively. An owner's manual, including warranty documentation, must be provided to the Customer on completion of the installation.

2.e. Codes/Standards/Permits

All installations must obtain appropriate local building permits and pass all required local inspections, and must be in full compliance with the National Electric Code. Work must be performed in accordance with all applicable federal, state, and local, codes and standards. If local permits are not required, Market Actors must provide a statement to that effect and a reference contact at the local jurisdiction having authority.

2.f. Free Ridership

Incentive eligibility is limited to projects that are contingent upon expectation of a receipt of incentive funding.

2.g. Additional Considerations

- **Incentive Assignments:** The incentive is provided to the enrolled Market Actor only.
- **Other Restrictions:** Deed restrictions, homeowners associations, neighborhood covenants or local regulations must not prohibit the installation of solar photovoltaics on the property.
- **Condominiums/joint ownership associations:** Individual condominium owners applying must obtain Condominium Association permission. Condominium Associations can apply under the commercial section of the incentive Program and must be connected to a commercial meter.
- **Apartments/rentals/leased properties:** These qualify for either residential or commercial incentives based on the meter type identified in the utility's billing system and must be under a single incentive application. Applicant must demonstrate project approval by building owner.

- **New construction:** The program accepts applications from entities seeking to install PV on new construction buildings. Program funds may be committed only after a temporary meter service has been established at the installation property and may be disbursed only after a permanent meter account has been established.

3. Incentive Design and Delivery

3.a. Total Funding and Customer Classes

In Program Year 2026, the total amount of incentive funding and its allocation to customer classes is shown below:

<u>AEP Texas - Central</u>	<u>AEP Texas - North</u>
\$718,689 total	\$239,563 total
\$503,206 residential	\$167,735 residential
\$215,483 non-residential	\$71,828 non-residential

3.b. Incentive Levels

Incentive levels for Program year 2025 are as follows:

Residential	Solar Only	Energy Storage (with Solar)	EVSE (with Solar)
3-4.999 kW-DC _{stc}	\$1,250	\$1,000	\$500
5-7.499 kW-DC _{stc}	\$2,250	\$1,000	\$500
7.5-30 kW-DC _{stc}	\$2,750	\$1,000	\$500
Commercial (Tiered)	Solar Only	Energy Storage (with Solar)	EVSE (with Solar)
First 5-25 kW-DC _{stc}	\$0.50/W-DC _{stc}	\$1,000	\$500
Add'l to 200 kW-DC _{stc}	\$0.25/W-DC _{stc}	\$1,000	\$500

Incentives expressed in \$/W-DC_{stc} are calculated based on the total DC capacity of a solar electric system, determined by the sum of the DC_{stc} capacity of all modules installed:

$$\text{Incentive} = \text{Number of PV Modules} \times \text{DC-STC Rating per Module (Watts)} \times \text{Incentive Level}$$

The final incentive level will be determined following verification of the installed system by a solar field inspector. Systems not meeting all Program requirements, including the minimum design threshold requirement, are ineligible for incentives.

3.c. System Size/Capacity Limits

System size/capacity is limited by applicable rules regarding interconnection and net metering (see appendices). Systems estimated to produce more energy on an annual basis (including both the proposed system and any existing system or systems already present) than is consumed by the customer at the interconnected meter are not eligible for incentives.

3.d. Limits on Participation

The table below summarizes limits on incentive reservations by customer class applicable to customers and Market Actors with multiple projects. The table entries indicate the maximum amount of available incentive funds that may be reserved by a single customer or Market Actor for each Program year.

	Residential	Commercial
Maximum Incentive per Customer	\$4,250	\$57,750
Maximum Incentive per Premise	\$4,250	\$57,750
Maximum Incentive Reservation per Market Actor/Project Owner	\$100,000 Central \$100,000 North	No limit

Residential customers may participate in the program only one time for each ESI-ID/interconnected meter. The program database will screen for past participation in the solar program and will disqualify incentive applications for new ESI-IDs that have already participated.

The Program Manager may change these limits at any time and at its discretion depending upon the availability of viable projects and/or if available funding is not on track for being fully utilized.

3.e. First-Come, First-Served Policy

Incentive funding is offered to eligible Market Actors with complete applications on a first-come, first-served basis.

3.f. Incentive Reservation Period

The Program Manager has the right to reduce or eliminate reserved incentives for projects that are not completed on a timely basis: within 4 months of Pre-Approval for commercial projects. For residential projects, funding requests and commitments are not made until the project is complete. There will be no pre-approval phase for residential projects. All projects must be completed, and all required data and documentation fully uploaded, by November 30, 2026.

3.g. Milestone Reporting

All commercial projects may be required to upload a construction/milestone schedule showing the project will be completed within 120 days of pre-approval, and demonstrate progress toward completing construction on a timely basis. Construction/milestone schedules must include the following milestones:

- Interconnection application filed with AEP
- Local permits applied for (if required)
- Materials ordered
- Materials on-site
- Commencement of construction
- Completion of construction
- Local permitting approved (green tagged by Authority Having Jurisdiction)
- All documentation submitted on P3
- Interconnection application completed / project commissioned by AEP (this item may occur on the schedule after the 120 day reservation period)

Failure to report and/or to demonstrate progress in monthly reports may result in termination of the incentive reservation.

3.h. Extensions

Commercial customers who cannot complete their project within the incentive reservation period may apply for an extension. Extension requests must be received before 5:00 PM Central Time on the expiration date, and must include detailed documentation regarding the reasons for the delay. Progressive documentation of issues to the Program Manager as they occur throughout the project will significantly improve the case for a project extension. Even if an extension is granted, reduced incentives for late completion may apply.

The Program Manager will consider extensions in cases where significant progress has been made toward completion of the project, and where the delay was unavoidable and unforeseeable at the time of the initial application. Approval of any extension will depend on the totality of circumstances related to reasonable progress toward each of the items listed below and the reason why the delay was unavoidable and unforeseeable as demonstrated through documentation provided with the extension request.

- a) Physical construction has started at the customer's site, which means that:
 - i. construction permits have been granted (where applicable);
 - ii. project materials are either onsite or in storage; and
 - iii. installation work has started;
- b) Irrevocable orders have been placed with the manufacturers of the major items of equipment (PV modules and inverters);
- c) Construction permits have been approved by the authority having jurisdiction (where applicable);
- d) Engineering and design work has been started and progressed to a significant degree;
- e) Material and/or equipment have been received from the manufacturer, and are either onsite or in storage.

If granted, the extension shall not extend beyond the end of the Program calendar year. No additional extensions are permitted. If a project exceeds the extended deadline, the Market Actor will need to re-apply for incentive funding with a new application, subject to availability of funding at the time of the new application.

3.i. Designation of Incentive Recipient

The incentive is provided to the enrolled Market Actor.

3.j. Other AEP Texas Programs

Participation in the Program does not affect a Customer's eligibility to participate in other AEP Texas-sponsored energy efficiency/conservation Programs.

4. Participation Process

1. Project Sponsor Enrollment

Project Sponsors begin the enrollment process by navigating to the P3 URL aeptexas.p3.enertrek.com and clicking the Create Account link. Registration begins by providing basic information and a password, after which the system generates a verification email which is

sent to the email address entered by the enrollee. Clicking a link in the verification email enables the user to log in and create a new market actor profile, which may require uploads of certain company information, such as a W9 form, a current certificate of insurance, and/or other information. Once enrolled, these uploaded documents may be downloaded, edited, deleted, and re-uploaded by the Project Sponsor, in order to maintain current documentation of the Project Sponsor's eligibility to participate.

Once the market actor profile is complete, the Project Sponsor must complete an enrollment application for the Program. When the enrollment application is submitted, the application will be reviewed and the Project Sponsor will be notified via email upon approval or denial. Acceptance into the program will depend on the following factors:

- Project Sponsor must meet all licensing, certification, and insurance requirements of the program.
- Project Sponsor's successful history of program participation, including # of projects and incentives earned in the previous program year and percentage of approved projects completed on time.
- Project Sponsor's ability likelihood to succeed in serving one or more underserved regions or market segments.

Once approved, all Project Sponsors must sign and submit the Project Sponsor Agreement and other documentation referenced therein before they will be able to initiate and submit projects in the system.

2. Project Initiation and Submittal (Commercial Projects Only)

Initiating a commercial project requires the Project Sponsor to select the project type and enter all information required to create the project. This typically consists of the following information:

- Project name
- Contact name and contact information
- Estimated start and completion dates
- Customer information
- Premise information
- Measure information
- Other project documents
- Notes

When all required information has been uploaded, the Project Sponsor submits the commercial project for review.

3. Pre-Approval (Commercial Projects Only)

Once an administrator has reviewed the commercial project details, the project will be pre-approved, denied, or sent back for more information. Once pre-approval is granted, the Project Sponsor may begin project-related work. At this stage the status of a project will display as Pre-Approval Pending.

4. Installation, Completion and Submittal (Commercial and Residential Projects)

The Project Sponsor begins installation of the contracted energy efficiency measures. During the Work Completion Pending stage, all project-related work is completed and, if necessary, new documents are uploaded and project data is updated to correctly represent the measures that were implemented. After confirmation that Project measures for each premise are

completed, and all required documentation has been uploaded, the Project Sponsor submits the work for final approval.

For both residential and commercial projects, the project is submitted after construction is complete. The Project Sponsor uploads all required data and documentation into P3 for final approval. There is no pre-approval process for residential projects. At this stage the residential projects will display as Submitted, and the commercial projects will display as Final Approval Pending.

5. Final Inspections and Approval (Commercial and Residential Projects)

The Program Manager may schedule a final inspection to verify project details prior to final approval. Final inspections may be on-site or virtual. The Project is then reviewed by the Program Manager and either approved, sent back for corrections or denied. The Project Sponsor will receive an email indicating the status and any additional notes if deemed necessary.

6. Payment (Commercial and Residential Projects)

Once a project has been approved it will be invoiced by the Program Manager and sent to payment processing. Project status will be indicated as Payment Pending (payment processing) and Paid. . Payment delivery may require up to 6 weeks from the date marked as Payment Pending.

5. Quality Control / Quality Assurance

5.a. Pre-Application Review (Commercial Projects Only)

The Program Manager will review all projects which enter the P3 system as Pre-Approval Pending, provided that available incentives remain. The Pre-Application review process will entail an off-site evaluation of the proposed site for the PV system to verify that the orientation and shading of the building are appropriate for adequate solar energy conversion. Depending on the situation, this evaluation will be performed using the satellite and street view applications of Google Maps or an equivalent online mapping service. It is expected that a remote evaluation using online mapping tools will be sufficient.

5.b. Post-Installation Inspections

The Program Manager and AEP Texas reserve the right to conduct post-installation inspections of any project, and Market Actors and Customers agree to provide access to enable such inspection. Most projects will be randomly selected for inspection, but for large projects, projects installed by new Market Actors, or projects installed by Market Actors who are not in good standing with the Program, the probability of inspection may be increased at the Program Manager's discretion.

For the selected projects, the Program inspector will perform a thorough inspection of the installed system after installation. This post-installation inspection will serve to verify that the system has been installed as proposed in the application and that it conforms to the Program guidelines and best practices as described in the Program guidebook. The inspector may also conduct a real-time system performance test to check that the system performs at an acceptable level compared to its rated output. Finally, the inspector will verify that the solar meter is connected and functioning and record the meter reading at the time of inspection.

5.c. Persistence Inspections

The Program Manager, AEP Texas, and the Public Utility Commission of Texas' Evaluation, Measurement and Verification contractor reserve the right to conduct follow-up inspections of installed systems, and Market Actors and Customers agree to provide access to enable such inspection. All systems will be eligible for follow-up inspections, regardless of previous inspections. Real-time performance tests and solar meter readings may be performed to quantify system degradation and establish long-term energy production levels. The data gathered during these inspections will be used to tailor model inputs used in estimating demand and energy savings to reflect as accurately as possible the performance of systems installed under the Program.

5.d. Inspection Failures

Applicants with projects that are found to be unlikely to produce acceptable levels of solar energy conversion through the pre-inspection process will be notified of the issues regarding their project design and will be allowed to re-submit an application. The second application will be treated as a new application and no special treatment (i.e., holding their position in the order of applicants) will be given.

Applicants with projects that fail the post-installation inspections will have 1 month to correct the problems with the system and either submit evidence of correction or schedule a second inspection, at the Program Manager's discretion. Market Actors that fail to correct deficiencies in a timely manner may be removed from the Program and/or be denied an incentive.

6. Market Actor Performance Standards

6.a. Market Actor Standing

All Market Actors must maintain good standing with the Program. Market Actors in good standing are defined as those:

- Who have attended all required Market Actor meetings, technical training sessions and other mandatory events;
- Who submit project information and documentation that is complete and accurate, and that meets program requirements;
- Whose three most recent installations subject to a Program inspection have passed those inspections on the first attempt;
- Who have maintained and documented to the Program Manager proper and current licensure, certificates, insurance, and other eligibility requirements;
- Who have provided all required progress reports in a timely fashion;
- Who have completed more than 80% of approved projects within the applicable incentive reservation period; and,
- Who work in good faith with the Program Manager to resolve any Customer disputes or complaints and to change business practices as appropriate to reduce the likelihood of future disputes or complaints.

Market Actors who are not in good standing may have their Market Actor privileges revoked, have their listing removed from the Program website, and/or have new application or check request approvals suspended until all issues are resolved. They will be notified by the Program Manager of their status and will be required to work with the Program Manager to develop a plan to correct the problem(s). A lack of progress on this plan may lead to disqualification.

6.b. Market Actor Disqualification

All Market Actors are required to maintain proper licensure, certificates, insurance, and other eligibility requirements. The Program Manager will also determine and maintain metrics of Market Actor performance which may be used to disqualify Market Actors from participation in the Program. Market Actor performance metrics may include, but are not limited to:

- High rates of Customer complaints handled by Program Management staff;
- High rates of submitting incomplete or ineligible project applications;
- Low rates of passing Program inspections;
- Low rates of completing pre-approved projects within the incentive reservation period;
- Failure of the Market Actor to maintain attendance at technical training sessions and periodic Program update conference calls and webinars.

6.c. Dispute Resolution

Unresolved disputes hurt the success of the Program. In this respect, the overriding objective of all the participants in the Program is to achieve 100% Customer satisfaction and to satisfactorily resolve any and all disputes at the lowest level possible.

Disputes, concerns or complaints arising from Customers should, in general, be addressed at the lowest level possible. Most of the time, this means the problem should be resolved between the Market Actor and Customer.

Issues that cannot be addressed by the Market Actor and Customer and are brought to the attention of the Program Manager may be addressed by the Program Manager. The Program Manager's first level response shall be to document the date and nature of the complaint and the specific details. This shall include contact information, name, address, phone number and/or email of all parties involved. The Program Manager will maintain all contact and status records. This will open the issue; next an appropriate action step must be completed for it to be resolved and closed. The Program Manager shall be responsible to delegate or take action to resolve the issue within 2 weeks.

Disputes, concerns or complaints arising between Market Actors and the Program Manager shall follow a similar path. The Program Manager's first level response shall be to document the date and nature of the complaint and the specific details. Again, this will include contact information, name, address, phone number, and/or email of all parties involved. The Program Manager will maintain all contact and status records. This will open the issue; next an appropriate action step must be completed for it to be resolved and closed.

The Program Manager shall be responsible to delegate or take action to resolve the issue within 2 weeks. Disputes that cannot be resolved or have future action agreed to by all parties during initial contact may be brought to the second level or to the Energy Efficiency Program Manager.

7. Technical Training/Technical Assistance

The Program Manager may provide and support technical training and technical assistance opportunities to Market Actors, and potential Customers. In addition, the Program Manager may conduct periodic Program update conference calls for Market Actors and periodic Customer information sessions for Customers. Attendance by Market Actors at a minimum number of technical training and Program update events is mandatory. Details of available training opportunities will be made available as they arise.

8. Additional Considerations

8.a. Interconnection

Market Actors must submit all necessary paperwork for the AEP Texas Interconnection Agreement to AEP Texas once a proposed project has been approved for Program funding. This Interconnection Agreement must be approved by AEP Texas prior to disbursement of program incentive funds.

8.b. Metering for Distributed Renewable Generation

AEP Texas is responsible for installing and maintaining metering equipment that tracks energy inflows (energy delivered from the distribution system to the Customer) and outflows (energy delivered from the Customer to the distribution system) on separate registers, in compliance with rules developed by the Public Utility Commission of Texas.

8.c. Compensation for Energy Delivered to the Distribution System (Outflows)

AEP Texas is located within the competitive retail electric market in Texas. As such, the utility may not engage in the purchase or retail sale of energy inflows or outflows from any Customers, including Customers with distributed renewable generation. AEP Texas Customers purchase energy from a Retail Electric Provider (REP). The Customer's REP is responsible for retail sales of energy provided to the Customer (inflows), and may contract with the Customer for the purchase of energy provided to the distribution system by the Customer (outflows). Customers should contact their REP for more information about the availability and terms of compensation for outflows, and may switch to another REP if, in the Customer's determination, a more suitable option is available.

Information about REPs that offer to purchase excess renewable energy may be obtained from the [Power to Choose web site](#) maintained by the Public Utilities Commission of Texas.

8.d. Renewable Energy Credits

Once operational, owners of distributed renewable generation systems may be eligible to earn, sell, and/or retire renewable energy credits in accordance with applicable laws and rules. Owners of distributed renewable generation facilities also own all renewable energy credits (RECs) or other environmental credits associated with projects receiving incentives under this Program. Distributed renewable generation owners may register their generating units and create solar renewable energy credits on a monthly basis as provided by the Texas Public Utility Commission.

8.e. Tax Considerations

Program participants should consult a tax professional regarding taxation and potential tax benefits of REC payments received, the eligibility of their installation for state and federal tax credits, treatment of incentive funds provided by AEP Texas, depreciation and all other tax matters.

Appendix A. AEP Texas Cities and Counties



AEPTCitiesCounties.
xlsx