



**Testimony of AARP CT  
In Support of Raised Bill No. 951,  
AAC Residential Solar Photovoltaic Systems Solicitations**

**Energy and Technology Committee  
March 4, 2021  
Submitted by, John Erlingheuser, AARP Connecticut**

AARP is a nonpartisan, social mission organization with an age 50+ membership of nearly 38 million nationwide and nearly 600,000 members here in Connecticut. AARP supports livable communities for all ages, aging in place initiatives and financial opportunity and resiliency for everyone as they work age and retire. We are before the General Assembly every year on a multitude of bills that support these issues.

Senate Bill 951 seeks to mandate procedures that residential solar providers and agents of such providers must follow when conducting residential solar photovoltaic systems solicitations.

Consumer-protection regulations help protect consumers with essential services like electric and telecommunications services. Challenges include fraud, misrepresentations, unfair trade, and deceptive advertisements and practices.

Policymakers should prohibit unfair, deceptive, or abusive acts or practices such as:

- Require service providers to obtain clear, verifiable, and recorded authorization before changing any consumer's electricity provider.
- Impose substantial penalties on companies that engage in slamming, cramming, and other deceptive marketing practices.
- Ensure that consumers who have been slammed or crammed do not have to pay for any resulting charges and receive full refunds on any payments for unwanted services.
- Monitor, including through audits, sales and marketing practices to detect and deter misleading practices.

AARP fully supports this legislation. There is no reason why residential solar solicitations should be treated any different from those of third party electric suppliers. Senate Bill 951 is a good start to provide much needed protections from the actions of some solar providers.

