



General Assembly

February Session, 2024

Raised Bill No. 297

LCO No. 1965



Referred to Committee on ENERGY AND TECHNOLOGY

Introduced by:
(ET)

AN ACT CONCERNING CONSUMER PROTECTION FOR CUSTOMERS OF SOLAR POWER COMPANIES.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2024*) (a) For purposes of this
2 section:

3 (1) "Residential solar photovoltaic system" has the same meaning as
4 provided in section 16-245nn of the general statutes; and

5 (2) "Residential solar photovoltaic systems provider" means any
6 individual, partnership, limited liability company, corporation or other
7 legal entity which provides residential solar photovoltaic systems.

8 (b) (1) Any third-party agent who contracts with or is otherwise
9 compensated by a residential solar photovoltaic systems provider to sell
10 residential solar photovoltaic systems shall be a legal agent of such
11 provider. No third-party agent may sell residential solar photovoltaic
12 systems on behalf of such provider unless (A) the third-party agent is
13 an employee or independent contractor of such provider, and (B) the
14 third-party agent has received training directly from such provider.

15 (2) All sales and solicitations of residential solar photovoltaic systems
16 by a residential solar photovoltaic systems provider or agent of such
17 provider to a customer conducted and consummated entirely by mail,
18 door-to-door sale, telephone or other electronic means, during a
19 scheduled appointment at the premises of a customer or at a fair, trade
20 or business show, convention or exposition shall:

21 (A) For any sale or solicitation, (i) identify the person making such
22 sale or solicitation and the residential solar photovoltaic systems
23 provider or providers the person represents; (ii) explain the purpose of
24 the solicitation; and (iii) explain all rates, fees, variable charges and
25 terms and conditions for the residential solar photovoltaic systems
26 provided; and

27 (B) For door-to-door sales to customers, be conducted (i) in
28 accordance with any municipal and local ordinances regarding door-to-
29 door solicitations; (ii) between the hours of ten o'clock a.m. and six
30 o'clock p.m. unless the customer schedules an earlier or later
31 appointment; and (iii) with both English and Spanish written materials
32 available. Any representative of a residential solar photovoltaic systems
33 provider or agent of such provider shall prominently display or wear a
34 photo identification badge stating the name of such person's employer
35 or the residential solar photovoltaic systems provider the person
36 represents.

37 (3) Each residential solar photovoltaic systems provider shall file
38 annually with the Public Utilities Regulatory Authority a list that
39 contains the name of any agent working on behalf of such provider.

40 (4) Each residential solar photovoltaic systems provider shall develop
41 and implement standards and qualifications for employees and third-
42 party agents who are engaged in the sale or solicitation of residential
43 solar photovoltaic systems by such provider.

44 (c) Each residential solar photovoltaic systems provider or agent of
45 such provider shall comply with the provisions of the telemarketing
46 rules adopted pursuant to 15 USC 6102.

47 (d) Any violation of this section shall be deemed an unfair or
48 deceptive trade practice under subsection (a) of section 42-110b of the
49 general statutes. Any contract for the residential solar photovoltaic
50 systems that the authority finds to be the product of unfair or deceptive
51 marketing practices or in material violation of the provisions of this
52 section shall be void and unenforceable. Any waiver of the provisions
53 of this section by a customer of residential solar photovoltaic systems
54 shall be deemed void and unenforceable by the residential solar
55 photovoltaic systems provider.

56 Sec. 2. (*Effective from passage*) (a) There is established a task force to
57 examine and make recommendations concerning policy, regulations
58 and legislation to improve disclosure requirements and consumer
59 protection for consumers who purchase, lease or enter into power
60 purchase agreements for solar photovoltaic systems. Such study shall
61 include an examination of whether special protections are necessary for
62 consumers who are low-income or senior citizens.

63 (b) The task force shall consist of the following members:

64 (1) The Commissioner of Energy and Environmental Protection, or
65 the commissioner's designee;

66 (2) The chairperson of the Public Utilities Regulatory Authority, or
67 the chairperson's designee;

68 (3) The Consumer Counsel, or the Consumer Counsel's designee;

69 (4) The Commissioner of Consumer Protection, or the commissioner's
70 designee;

71 (5) The president of the Connecticut Green Bank, or the president's
72 designee;

73 (6) One appointed by the Governor, who shall be a member of an
74 association that represents retailers of solar photovoltaic systems in the
75 state;

76 (7) Two appointed by the speaker of the House of Representatives,
77 one of whom shall have experience representing senior citizens in
78 matters related to consumer protection or utilities;

79 (8) Two appointed by the president pro tempore of the Senate, one of
80 whom shall have experience representing consumer groups, especially
81 in underserved communities;

82 (9) One appointed by the majority leader of the House of
83 Representatives;

84 (10) One appointed by the majority leader of the Senate;

85 (11) Two appointed by the minority leader of the House of
86 Representatives; and

87 (12) Two appointed by the minority leader of the Senate.

88 (c) All initial appointments to the task force shall be made not later
89 than thirty days after the effective date of this section. Any vacancy shall
90 be filled by the appointing authority.

91 (d) The speaker of the House of Representatives and the president
92 pro tempore of the Senate shall select the chairperson of the task force
93 from among the members of the task force. Such chairperson shall
94 schedule the first meeting of the task force, which shall be held not later
95 than sixty days after the effective date of this section.

96 (e) The administrative staff of the joint standing committee of the
97 General Assembly having cognizance of matters relating to energy and
98 technology shall serve as administrative staff of the task force.

99 (f) Not later than January 1, 2025, the task force shall submit a report
100 on its findings and recommendations to the joint standing committees
101 of the General Assembly having cognizance of matters relating to
102 energy and technology and general law, in accordance with the
103 provisions of section 11-4a of the general statutes. The task force shall
104 terminate on the date that it submits such report or January 1, 2025,

105 whichever is later.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2024</i>	New section
Sec. 2	<i>from passage</i>	New section

Statement of Purpose:

To (1) mandate procedures that residential solar photovoltaic systems providers and agents of such providers must follow when conducting residential solar photovoltaic system solicitations, and (2) establish a task force to study policies to improve consumer protection for customers of solar photovoltaic systems.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]