



# Which department should I contact to complain about installing photovoltaic panels

Are solar companies causing consumer complaints?

Over the past decade, regulators have observed an increase in consumer complaints about some unscrupulous companies that pressure consumers into predatory contracts or purchases, including with unfair financing, and/or fail to install or activate residential solar systems as promised.

What are today's consumer advisories on solar?

Today's consumer advisories on solar from Treasury, CFPB, and FTC will serve as educational resources that consumers can use at the beginning of their solar-shopping process to make informed decisions.

How do I file a complaint against a utility company?

Submit a complaint online with the Consumer Financial Protection Bureau (CFPB) or call 1-855-411-CFPB (2372). Some states have their own consumer protection offices. Check what resources are available in your state: [usa.gov/state-consumer](http://usa.gov/state-consumer). Find your state's utility consumer advocate at [nasuca.org/members](http://nasuca.org/members).

Should you go solar if your home is not suitable for solar?

If your home is not suitable for rooftop solar, you can still get the benefits of clean energy by investing in a community or shared solar program. By going solar, you can play an active role in achieving the nation's goal of a carbon-free electricity sector by 2035. For more information, visit the Homeowner's Guide to Going Solar.

How do we protect residential solar customers?

Efforts to protect residential solar customers fall broadly into two categories: Strategies to protect customer financial investments by preventing fraud, abuse, and deception in the residential solar market.

Can a roof support solar panels?

Make sure your roof can support solar panels. A solar installer, roofing expert, or structural engineer can help you determine your roof's solar suitability.

Do you plan on using PV to charge an electric vehicle (s)? If so, what is the make, model, and year? Does your homeowner's association or planning/zoning department have laws against ...

Here are some agencies you can contact to file a complaint: State Attorney General's Office: Each state has an attorney general's office that handles consumer protection matters. They can investigate your complaint and take ...

To submit your complaint, start by researching which industry association is relevant for your situation. For example, if you have an issue with installation quality or safety concerns related to solar panels on your roof,



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consider ...

In most cases, yes, you can install solar panels on your home if it is governed by an HOA, though you will likely have to submit a request. Many states and territories have enacted solar access laws, which prevent HOAs from ...

Register a complaint with the Better Business Bureau. It can also be effective to review your installer on public sites like Yelp, Google Reviews, SolarReviews, and others. Be sure to let your installer know that you intend to do this and ...

Solar panels can make a big difference in your energy bill and offer a sustainable energy option, but there are downsides to consider as well. Explore the pros and cons of solar panels to find ...

Key Takeaways. The national average for solar panels costs about \$16,000. Customers can pay by cash, solar loans, leases and PPAs. If you paid \$16,000 for solar panel installation and used the 30% ...

The decision to install a photovoltaic system should not be taken lightly. Before making the commitment, it is essential to consider several factors to ensure that it is the right decision for your household. ... During the installation process, the ...

installation of solar photovoltaic ("PV") systems. 1. in private developments. 2. under lease. 3. 1. A solar PV system may include solar PV panels, inverters, energy meters, distribution boards, ...

The U.S. Department of the Treasury, the Consumer Financial Protection Bureau (CFPB), and the Federal Trade Commission (FTC) announced actions to address unfair and deceptive consumer acts and practices in the ...

Purchasing a solar energy system with cash or a loan is the best option when you want to maximize the financial benefits of installing solar panels, take advantage of tax credits, and ...



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