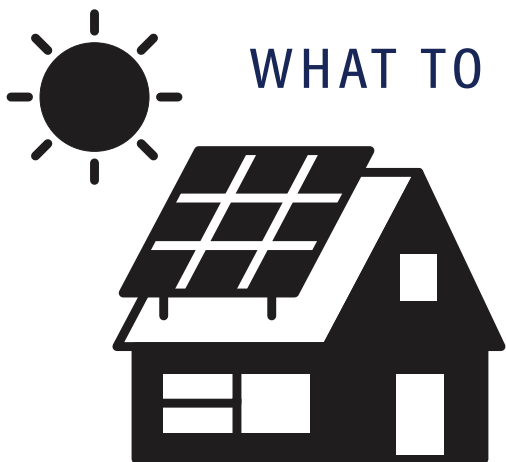


RESIDENTIAL SOLAR CONSUMER INFORMATION

WHAT TO KNOW | WHAT TO ASK



The Texas Department of Licensing & Regulation (TDLR) regulates the sale or lease of solar energy systems for family, personal, or household use. TDLR also regulates the electrical contractors who install these systems.

Do not hire an unlicensed solar installer or unlicensed electrician to install your panels—your safety depends on it!

If you're buying or leasing a residential solar energy system for your home, the sale or lease agreement must state that:

- the system will be installed by a **licensed electrical contractor**;
- the **name and license number** of the electrical contractor who will perform the installation;
- the solar retailer or electrical contractor will obtain **any permit required** by local government for the installation; and
- the retailer or electrical contractor will contact your electric utility to get **any approvals needed** to connect the system to the utility.

Third-Party Lenders

If the sale or lease of your residential solar energy system involves a third-party lender that is connected to, or recommended by, the solar retailer, the agreement must include a statement that requires the third-party lender to **cancel any accompanying loan** they made to you **if the purchase agreement is canceled**.

Right-to-Cancel

A solar contract must allow you to **cancel the agreement without penalty** or further obligation by providing written notice of the cancellation on or before the **fifth business day** after the date when you signed the agreement.

In the sales or lease agreement, a solar retailer must include **the last date of the cancellation period** and the mailing address or email address to use when canceling the contract.

Solar retailers must also comply with the federal Truth-in-Lending Act, the state Deceptive Trade Practices-Consumer Protection Act (Business & Commerce Code, Chapter 17), and the provisions of Business & Commerce Code, Chapter 115, which relate to some solar transactions, plus the TDLR residential solar retail program rules.

Registration Required

Beginning **September 1, 2026**, residential solar retailers and solar salespersons must be registered with TDLR to conduct sales or leases of residential solar panels and residential solar energy systems. Registration information can be found at www.tdlr.texas.gov

What to Think About if You're Interested in Installing Solar

- Is my home an appropriate choice for installing solar panels?
- How large is the roof?
- Will my home's position allow the panels to get enough sunlight to make installing solar panels worth it?
- Is the roof strong enough to support the solar panels' extra weight?

Before You Select a Solar Retailer

- Obtain at least two bids from other companies.
- Ask for references from other customers – and talk with those customers about their experiences.
- Check for a TDLR license: <https://www.tdlr.texas.gov/LicenseSearch/> (required September 1, 2026).
- See if the licensed electrical contractor has received an administrative penalty or sanction in the past two years: <https://www.tdlr.texas.gov/cimsfo/>

Complaints

TDLR can accept complaints against residential solar retailer companies, residential solar salespersons, and electrical contractors for any work performed on your home when installing or repairing solar panels.

To file a complaint, visit: <https://www.tdlr.texas.gov/complaints-and-enforcement/>

Warning Signs

- Beware of anyone who promises they can install "free" or extremely low-cost solar panels.
- Don't be pressured to make a decision quickly by sales tactics touting product scarcity or a pricing special that's ending "soon."

- Never provide personal information like Social Security numbers or bank account numbers to someone who offers to check whether you're eligible for special financing or to complete government paperwork on your behalf.
- Never pay upfront for the full amount of a project – only pay for fully completed work, including all required local inspections.
- Payment or financing options may include cash, credit, or a lease.

Questions to Ask the Seller

- What financing options are available?
- What are the costs of financing?
- What is the cash value of the system vs. the financed value?
- What is the interest rate of the financed loan?
- Can payment terms change over time? If so, how?
- Who will I be making payments to?
- What are the long-term costs of maintaining the equipment?
- What are my financial responsibilities if the equipment fails?

Ask yourself:

- How much energy will the solar panels produce compared to the amount of energy I use each month?
- Can I afford to make payments as scheduled in the agreement?
- Can I afford late charges if I miss a payment?
- What does my insurance cover?
- Can I cover maintenance costs if the equipment fails or if my home is damaged?

Questions? Contact TDLR at (800) 803-9202 or go to: <https://www.tdlr.texas.gov/help/>