

**From:** Kitty Wan [mailto:kwan@criusenergy.com]  
**Sent:** Thursday, March 29, 2018 9:53 AM  
**To:** SMART, DOER (ENE)  
**Subject:** RE: SMART: Solar Customer Disclosure Forms

Hi,

Here's our feedback regarding the disclosure forms:

1. In both the Third party ownership and Direct ownership forms:
  - a. Total installed costs before incentives – why is it necessary to disclose our costs to the customer?
  - b. Cost of Contract Cancellation – Can the answer be a description, as the cost of cancellation may differ based on when the cancellation is requested?
  - c. If roof-mounted, what is the age of the roof – Some customers may not know; it may be helpful to have ranges provided for installers to select (e.g. <5 years, 5-10 years, 11-20 years, etc)
2. Direct ownership form:
  - a. "Does the above-listed Final Purchase Price include dealer fees or other charges associated with financing? Yes or No" – Dealer fees and finance charges are two different things – dealer fees are costs to the installer, while finance charges are the charges based on the interest rate of the financing product. It may be better to split this into two separate questions. As an installer, we would need to consider the dealer fees as costs, why is it necessary for us to disclose this cost?

Thanks,



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