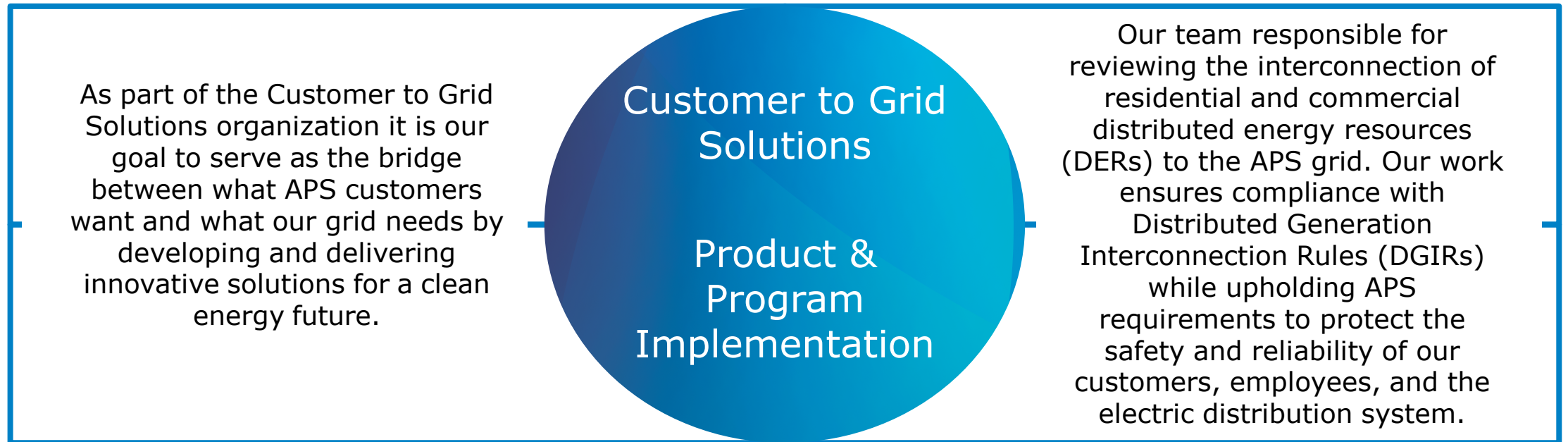


2024 Year in Review

Sarah Spencer and Usama Shami

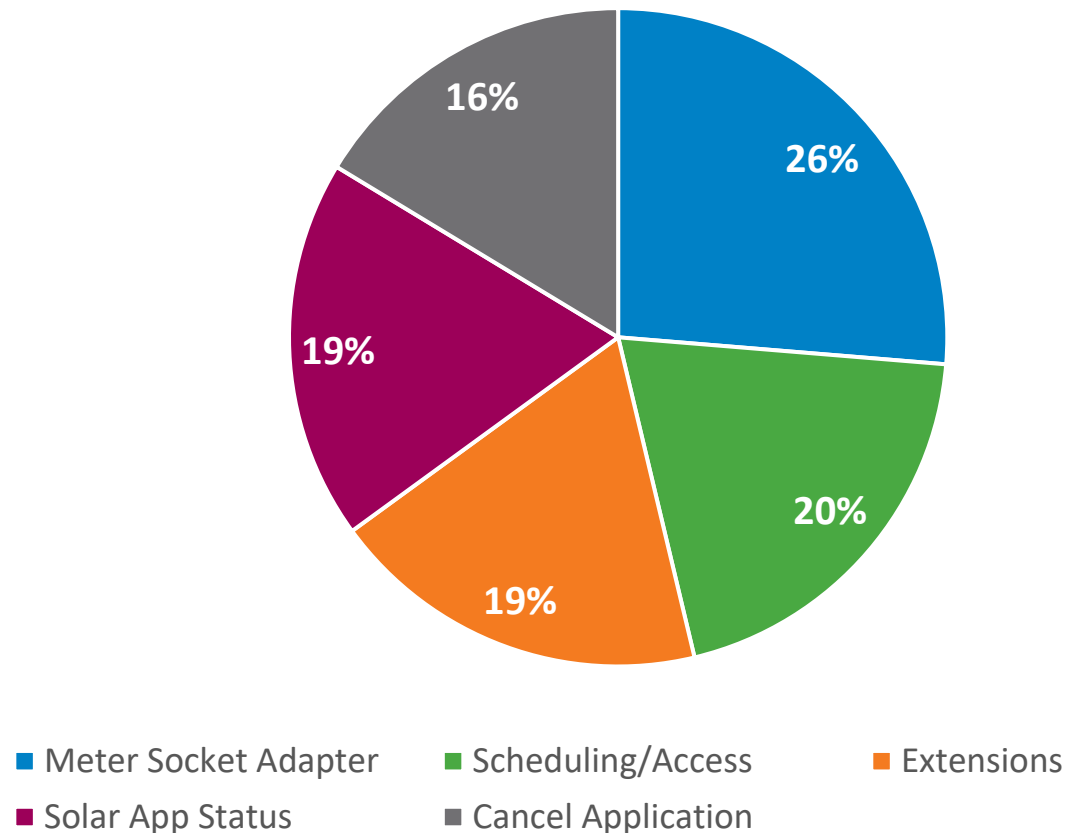


Who are we and what do we do?



Email Volume

Top 5 Email Trends



In 2024, we processed a total of 27,725 emails—an increase of nearly 10,000 from the previous year.

Meter Socket Adapter Reminders (MSA)



▼ Current Forms		
Form Name		▲▼ Form Status
90-Day Extension	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Clearance Desk Form	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Equipment Addendum Request	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Final Documents	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Meter Socket Adapter Install Request	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Meter Socket Adapter Install Tracker	Begin	New Form Became available on 4/7/2025 at 4:34 PM



MSA Process Improvements (cont.)

Fillable box on MSA Install Request Form was added to help provide any additional details for our Field Technicians to help avoid delays.

Access instructions or additional details (e.g., gate code)

New email communication has been recently added to notify customers and installers when we have processed the MSA Install Request Form.



We are contacting you about application #APS-12345 for PV + Battery located at 123 Main Street, Phoenix, AZ 85000

We have submitted a request to our field technician for the installation of the Meter Socket Adapter (MSA). These orders are completed in approximately five business days.

Please ensure the MSA is on-site so we can complete the installation. Keep in mind that a brief outage will occur during the installation, and our technician will notify you when they arrive.

IMPORTANT SAFETY NOTICE: It is imperative that you do not operate the solar system until you have received the "Permission to Operate" notification from APS.

Sincerely,

APS Programs Team
(602) 216-0318
renewables@aps.com



Scheduling/Access

Applications in the meter set process are worked in the order in which they are received.


Per APS regulations we cannot have any electrical equipment above the gas or water line to ensure the proper workspace clearance is being met. 24- hour unrestricted access is required.

When field corrections are needed it's helpful to provide supporting photos of the revisions made to review.

Access issues will typically require an appointment to be made. Access Scheduled Date should not be set for the same day the form is submitted.

Appointments can be scheduled to help avoid delays in the field when needed.
Our Field Services Team can only accommodate so many appointments per day/week depending on volume.

Access Scheduled Date *



Supporting Documents ?

Browse


Deadline Extensions

Once an application is approved, the project has **180 days** to be interconnected per the DGIRs

Deadline Communication Reminders are sent out automatically from PowerClerk when a deadline is approaching

We have developed a self-serve extension form that can be submitted directly on the application.

The 90-Day Extension Request Form is available after application approval. The form is used to request a one-time 90-day extension to the 180-day deadline.

▼ Current Forms		
Form Name	▲▼ Form Status	
90-Day Extension	 Begin	New Form Became available on 4/7/2025 at 4:34 PM
Clearance Desk Form	Begin	New Form Became available on 4/7/2025 at 4:34 PM
Equipment Addendum Request	Begin	New Form Became available on 4/7/2025 at 4:34 PM

Application Status



PowerClerk Milestones/ Goals

- Initial review within 14 calendar days
- Final Review within 14 calendar days
- Meter Installation/Exchange within 10 business days

Applicant User Guide can be referenced as this contains information regarding next steps for each status milestone.

Granting Customers Access

- View/Edit Application
- Access Grants For This Project
- Customer email address

Access Grants For This Project

No project grants have been granted for project: APS- 123456

Grantee Email Address:

☒ Read Only
 ☐ Read/Write

Add Grant

Who Signs What?

Who is an Authorized Signer?

- APS Account Holder
- Joint APS Account Holder
- Authorized Party (Commercial Accounts)

Provide the APS Account Holder name or an authorized party below. This person will be required to sign the Interconnection Agreement and Authorization Form.

Authorized Signatory *

Customer Contact Email Address (for all communications) * ?

Customer Contact Phone (preferred phone number) *

Document Name:	Signed by:	Second Signature by:
Interconnection Agreement	APS account holder	If different, the System Owner
Authorization Form	APS account holder	If different, the Property Owner
Consumer Acknowledgement	System owner or lessee	
Disclaimer	APS account holder	
Executed Contract	Installer	System owner or lessee

Reminders

APS Owned Solar Systems

Customers CANNOT install a customer owned system if they are part of a program with an APS owned system

- Solar Partner Program (SPP)
- Solar Communities Program (SCP)

How to identify a customer on these programs:

- They have equipment labeled "APS owned"
- They receive a credit on the APS bill for Solar Partner Program or Solar Communities Program

APS Rates/Rate Rider knowledge

The current Resource Comparison Proxy (RCP) export rate is 6.85 cents per KWh, effective September 1, 2024.

To remain locked into their current grandfathered net metering rate or RCP export rate, the capacity of the customers solar generation unit may not increase by more than a total of 10% or 1 kW-AC, whichever is greater.

Additional resources for rates/rate riders available on aps.com

2024 by the Numbers

Residential

- Applications: 12,322
- Installations: 10,533--108 MW DC
- APS Average Review times for 2024 (Calendar Days)
 - APS review and approval of customer/installer application: 7
 - APS review of installation clearances/paperwork and meter order: 7

Residential all-time installations 187,140 = 1,676 MW DC

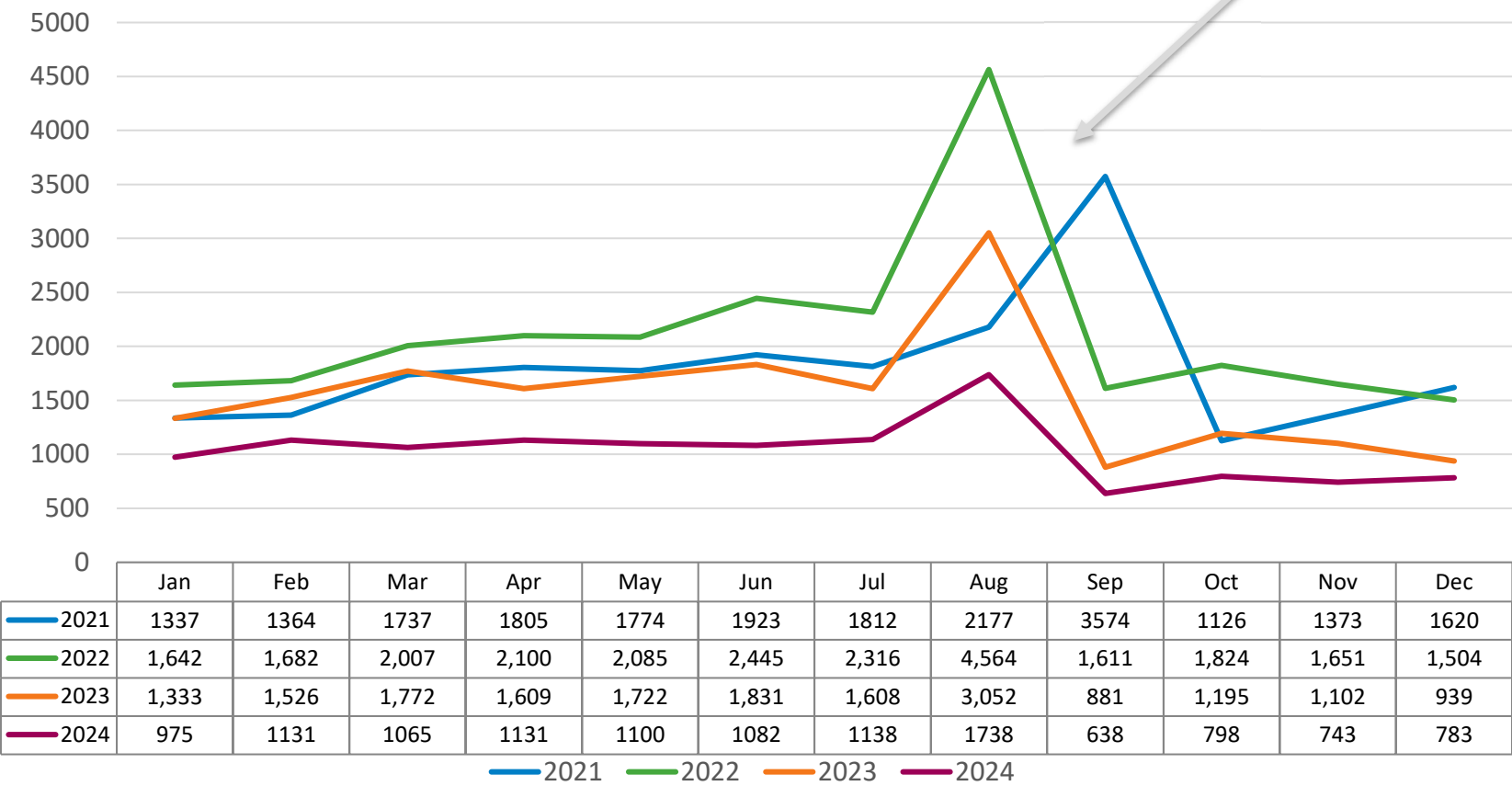
Commercial

- Applications: 195
- Installations: 156 – 16 MW DC
- APS Average Review times for 2024 (Calendar Days)
 - APS review and approval of customer/installer application: 8
 - APS review of installation clearances/paperwork and meter order: 8

Commercial all-time is 2,380 systems installed. 404 MW DC

Application Volume

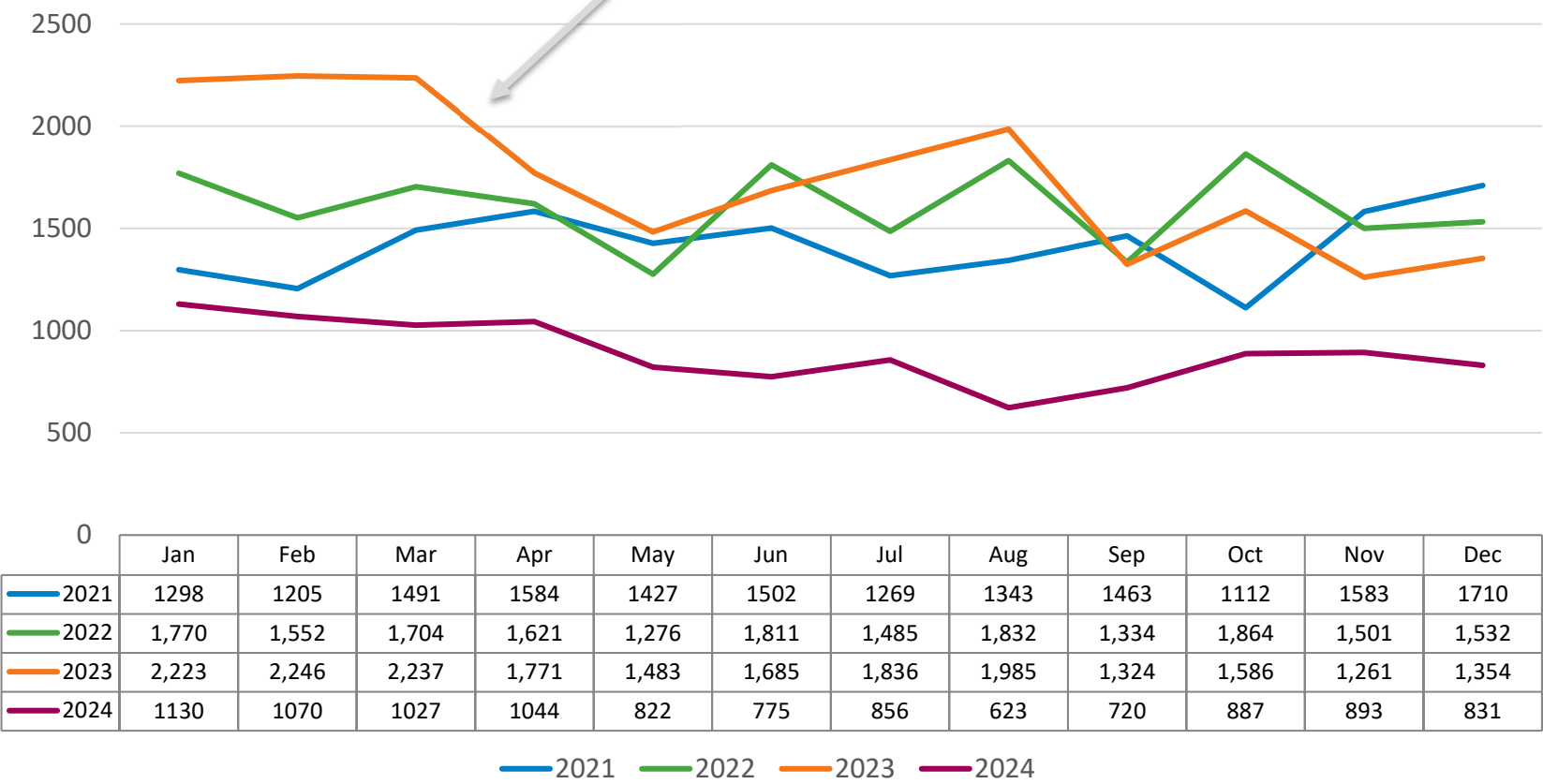
The application increase we see in late summer is due to the annual tranche step down. This usually is followed by lower numbers for the remainder of the year.



Year	Total
2021	21,622
2022	25,431
2023	18,570
2024	12,322

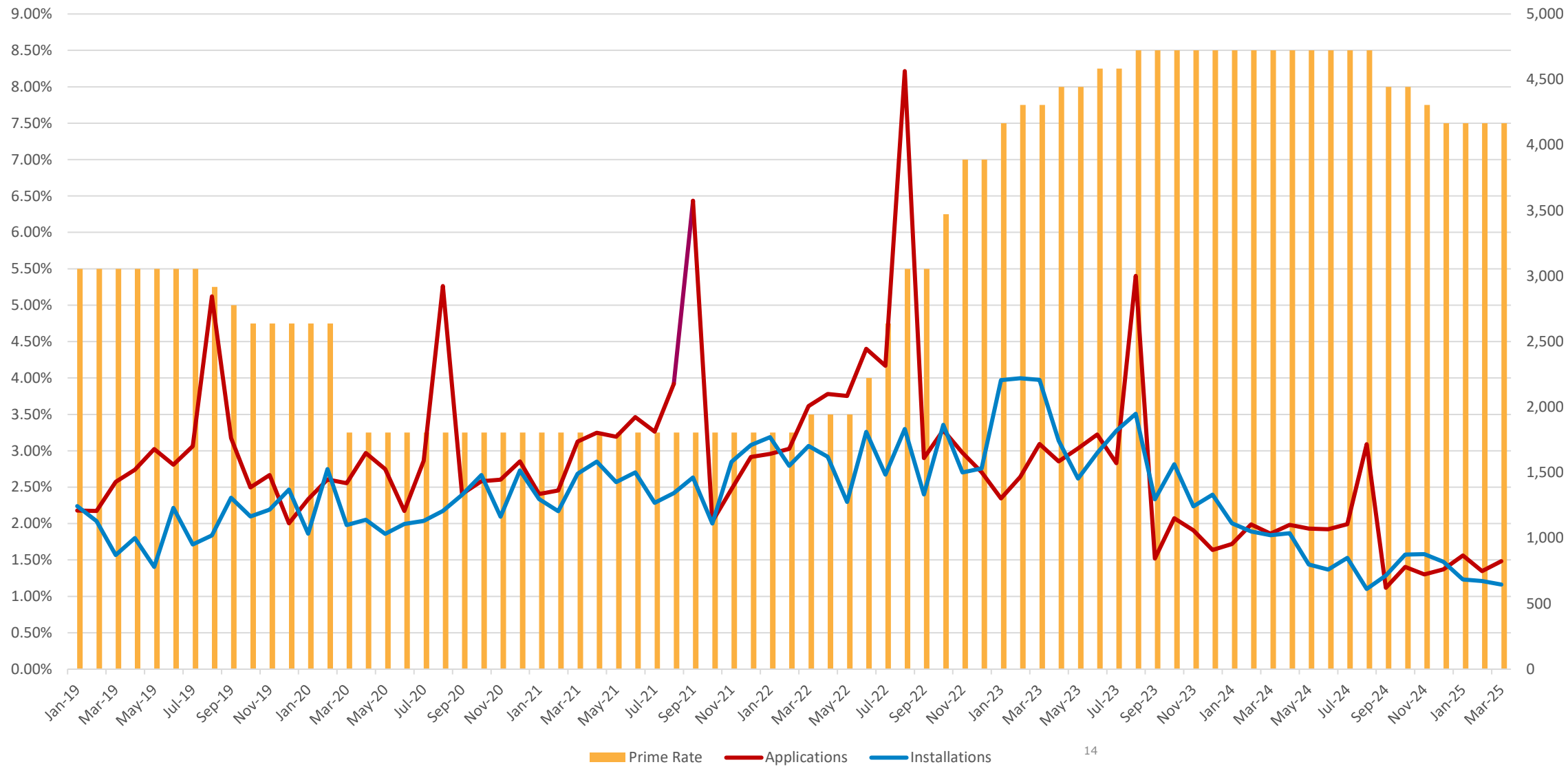
Installation Volume

The installation increase we see towards the beginning of the year is driven by the application volume around the tranche step down in the previous year.



Year	Total
2021	16,987
2022	19,282
2023	20,991
2024	10,678

Historical Residential Solar Applications and Installations in relationship to monthly Prime Rates



Historical Residential Solar Purchased and Leased Systems in relationship to monthly Prime Rates

