



## Solar Panel Consumer Information

TDLR regulates the sale or lease of solar energy systems intended or designed primarily for family, personal, or household use to collect and use solar energy to generate electricity, as well as their installation by electrical contractors.

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

## Required Contract Provisions

Starting on Sept. 1, 2025, if the sale or lease of residential solar energy system involves the installation of the system at a person's residence, the sale or lease agreement must:

- provide that the installation of the residential solar energy system will be performed by a licensed electrical contractor.
- conspicuously state the name and license number of the electrical contractor who will perform the installation. This requirement may be satisfied by providing a list of electrical contractors in the agreement that the consumer will use to select who will perform the installation.
- provide that the solar retailer or electrical contractor, as applicable, will obtain any permit required by a government entity for the installation; and,
  - if Section 554 or 39.916, Utilities Code, applies, the retailer or electrical contractor will obtain approval by the electric utility serving the person's residence of the interconnection of the residential solar energy system; and
  - if the person is a customer of an electric cooperative or a municipally owned utility, retailer or electrical contractor will obtain the approval of the cooperative's or utility's of the interconnection of the residential solar energy system.

## Third-party lenders

If the sale or lease of a residential solar energy system involves a third-party lender that is affiliated with or referred by the solar retailer, the agreement must include a provision requiring the third-party lender to cancel any accompanying loan made by the third-party lender to the buyer or lessee upon cancellation of the agreement.

## Right-to-cancel

A solar contract must allow a buyer or lessee 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 the buyer or lessee signed the agreement.

In the sales or lease agreement, a solar retailer must include the last calendar date of the cancellation period as well as the mailing address or email address to use when canceling the contract. If the agreement does not contain the required address for cancellation, the buyer or lessee may cancel the agreement by providing written notice of cancellation to the solar retailer by any reasonable method.

Solar retailers must continue to comply with all other state and federal laws, including the federal Truth-in-Lending Act, the state Deceptive Trade Practices-Consumer Protection Act (Business and Commerce Code, Chapter 17), and the provisions of Business and Commerce Code, Chapter 115, which pertain to certain solar transactions, as well as any TDLR rules pertaining to the residential solar retail program.

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.

# SOLAR PANEL CONSUMER PROTECTION



## Electrical Contractors

Licensed electrical contractors must hold either a license as a master electrician or employ a master. They are required to carry insurance, which protects you as a consumer on completed jobs. It's important to hire a licensed electrical contractor because:

- they have passed examinations covering the National Electrical codes;
- they have been educated on Texas laws and rules;
- they have undergone criminal background checks; and,
- they have insurance to cover any damages that might happen when the job is completed.

## What To Think About If You're Interested In Installing Solar

- Is my home or business an appropriate choice for installing solar panels?
- How large is the roof?
- Will the building's positioning allow the panels to get enough sunlight to
- make installing solar panels economically effective?
- Is the roof strong enough to support the solar panels' extra weight?

## Before You Sign A Solar Contract

Consumers should:

- Obtain additional bids from other companies.
- Ask for references from other customers – and talk with those customers about their experiences.
- Check for a TDLR electrical contractor license: <https://www.tdlr.texas.gov/LicenseSearch/>. (A journeyman or master electrician

can perform work alone. An apprentice electrician requires the on-site supervision of a more qualified licensee, such as a journeyman or a master electrician.)

- Check whether a TDLR-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 electrical contractors for any work they performed at any time when installing or repairing solar panels, but we can only accept complaints on residential solar retailers for contracts entered into on or after September 1, 2025.

For incidents involving residential solar retailers occurring before September 1, 2025, consumers should file a complaint with the Texas Attorney General's Office of Consumer Protection.

## 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 city inspections.