



Solar Panel Consumer Information

Anyone who performs or offers to perform the installation of solar panels (also called photovoltaics) or perform maintenance on solar panel systems or photovoltaics in Texas must be a Texas Electrical Contractor licensed by the Texas Department of Licensing and Regulation (TDLR) and using Texas-licensed electricians.

A company can sell a solar panel system without holding an electrical license from TDLR, but the homeowner or business owner would need to find a licensed electrician to do the installation.

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

Licensed electrical contractors must either hold 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.

Here's are some things to consider when deciding whether to install solar panels at your home or business:

- 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?

Warning Signs/Consumer Tips:

- 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.

Before signing a contract to purchase a photovoltaic or solar panel system, consumers should do this:

- 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 onsite 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/>

SOLAR PANEL CONSUMER PROTECTION