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PRC sees uptick in consumer complaints, reminds electric utility customers to be diligent when investing in rooftop solar

SANTA FE — As more homeowners consider having solar panels installed on their property, the New Mexico Public Regulation Commission (PRC) reminds utility customers be diligent regarding this major investment.

The PRC's Consumer Relations Division has recently seen an uptick in complaints and inquiries regarding residential rooftop solar installation companies. These complaints range from the companies not delivering on promised savings to installing rooftop solar with unusable panels.

When homeowners decide to have rooftop solar installed, it may be one of the biggest investments they will make. Because of that, it's important that these customers do their homework and make sure they understand the terms of the contract with the solar installer. Questions that customers should have answers to prior to signing up for residential solar include knowing their current electricity usage and how much electricity their potential solar panels are designed to generate, whether they're purchasing the panels or leasing them, the length of the contract, and payment terms.

Customers should also verify any representations made regarding tax credit availability. To find out whether your system might be eligible for tax credits, click [here](#).

Lastly, customers should check with their current electric utility to better understand how the energy generated from their panels will impact their bill.

"It's important for consumers to remember that these companies are not associated with any state agency or with your utility, so it's always good to ask lots of questions and know what you're signing up for," said Commission Chair Pat O'Connell.

Customers who have complaints against their utilities should contact the PRC's Consumer Relations Division [here](#). Customers who have complaints against rooftop solar installers should contact the New Mexico Office of the Attorney General. For more information about the process of filing a formal consumer complaint with the Attorney General's Office, click [here](#).

An online version of this release is available [here](#).

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The **New Mexico Public Regulation Commission (NMPRC)** regulates the [utilities](#), [telecommunications](#), and [motor carrier](#) industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law. The NMPRC also promotes public safety through the [Pipeline Safety Bureau](#) and [Transportation Division](#).