



# SOLAR RATING & CERTIFICATION CORPORATION™

## SoCalGas + SRCC Webinar 10/16/23 Questions and Answers

1. Are indirect thermosiphon systems eligible for the program?  
Yes. We limit to indirect systems but not different types of indirect systems.
2. Why are direct systems excluded from the program?  
This is a program requirement due to risk of freezing and to limit our (SCG) exposure to that. This was also a requirement in the CSI thermal program.
3. Must the system be installed by 12/31/2023 to eligible for the program?  
They must be installed by 12/31/2023 to be eligible for the current incentive.
4. Will the program be continued in 2024? When will the decision be made and announced? If so, will there be any changes to the rebate levels?  
We anticipate the program to continue into 2024 but incentive levels are subject to change. We will have more information in December.
5. Will a commercial and/or multi-family program for solar water heating systems be launched? If so, when?  
Yes, we are working on getting these systems into our Multifamily, Commercial, and Public programs by 2024.
6. You mentioned the concept of a possible program for “midstream components”. What does SCG consider to be midstream components? How are they incentivized?  
Midstream is tailored for retailers/distributors and is incentivized at the point of sale. We are working on getting Solar Water Heating implemented into this program by 2024.
7. The application form contains information that a client may find difficult to understand or find. Can installers complete the application forms for the client?  
We leave this decision up to the account holder or property owner. Customers may also call our processing center if they have any questions 888-431-2226. IMPORTANT: Only the Account Holder, Spouse (authorized on the account) or Property Owner (with proof of ownership) can sign the application.
8. Can rebate payments be sent directly to installers?  
Yes, the customer must sign the payment release form.
9. What efforts is SCG making to publicize and market the program to homeowners?  
[Getting To Know Your Solar Water Heater | SoCalGas](#) web page was created in July 2023 and our outreach team (Retail Partnering) will be facilitating field rides to provide brochures/presentations of our offerings.