



# *Survey Results*

**MORE THAN 130 WELLFLEET PROPERTY OWNERS** have signed contracts adding more than **655 kilowatt hours** of new solar capacity under the six month **Solarize Wellfleet** energy incentive program which officially ended June 30.

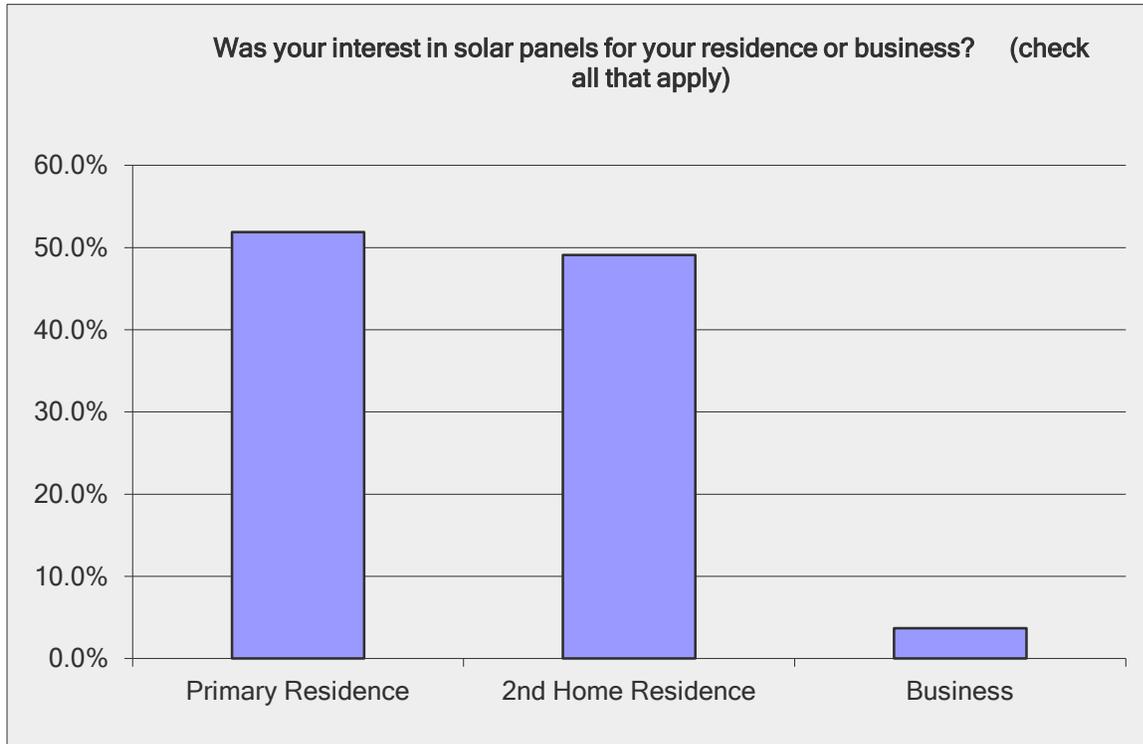
Having now successfully completed the Solarize Wellfleet program, the Wellfleet Energy Committee conducted a survey in order to receive community feedback regarding what people liked and did not like about the way Solarize Wellfleet was implemented. This information will help us determine how to encourage the community to expand PV solar installations in the future.

In the pages that follow you will find the results of the survey.

**Question 1:**

**Was your interest in solar panels for your residence or business?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Primary Residence	51.9%	56
2nd Home Residence	49.1%	53
Business	3.7%	4



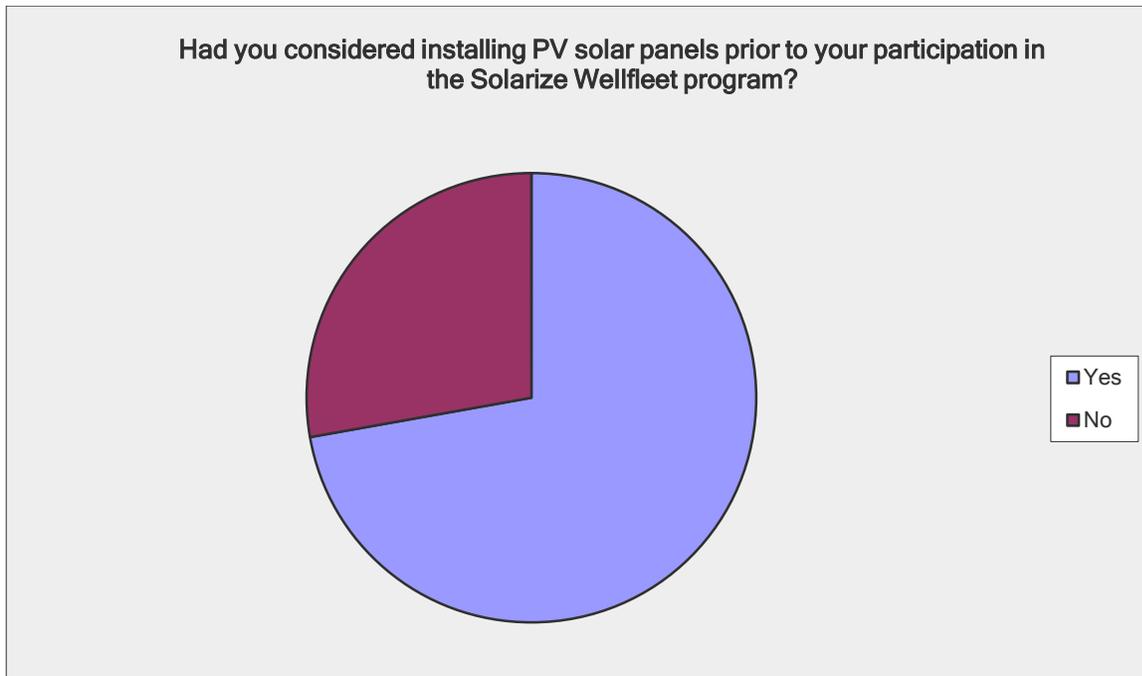
Other (please specify):

- A Community Center Restoration Project
- These panels were installed on a rental cottage on the same property as our vacation home. There are four houses on the property. Two are rental units. We have two solar panel systems. The second system was installed this summer as part of Solarize Wellfleet. Between the two banks of solar panels we expect to produce enough energy to provide the electricity needs for all four houses.
- My property was a second home which is also rented out.
- If the one room studio (on which the panels are to be placed) generates enough energy, I would like credit to be applied to the house's energy. I pay both bills now

## Question 2:

Had you considered installing PV solar panels prior to your participation in the Solarize Wellfleet program?

Answer Options	Response Percent	Response Count
Yes	72.2%	78
No	27.8%	30



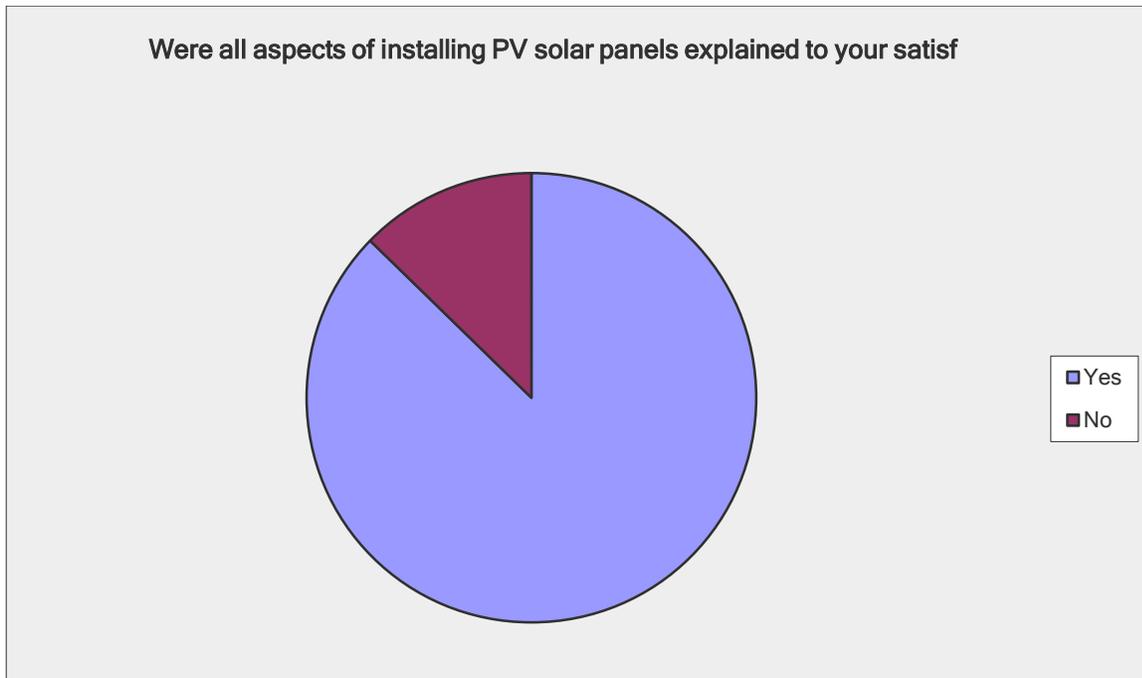
### Comments:

- yes and no
- Had previously (January, 2014) installed Solar PV panels on primary residence as part of Solarize Newton (MA) program, so were already familiar with Solarize program and benefits.
- But had no real sense of when or how to begin - was a vague thought
- Have always been curious
- We had already planned to add the second system
- I began the process an application prior to any advertisement of Solarize Wellfleet and elected to go with Cotuit Solar. They recommended that I await the Solarize Wellfleet Program because I might save some of my initial investment.
- We have solar on our primary residence in Brookline MA and our Wellfleet house has a small solar system installed by the previous owners. We were interested in expanding it.
- I did consider it but was concerned about the cost.
- Move here in april.

### Question 3:

Were all aspects of installing PV solar panels explained to your satisfaction by the Solarize Wellfleet team?

Answer Options	Response Percent	Response Count
Yes	87.3%	89
No	12.7%	13



#### Comments:

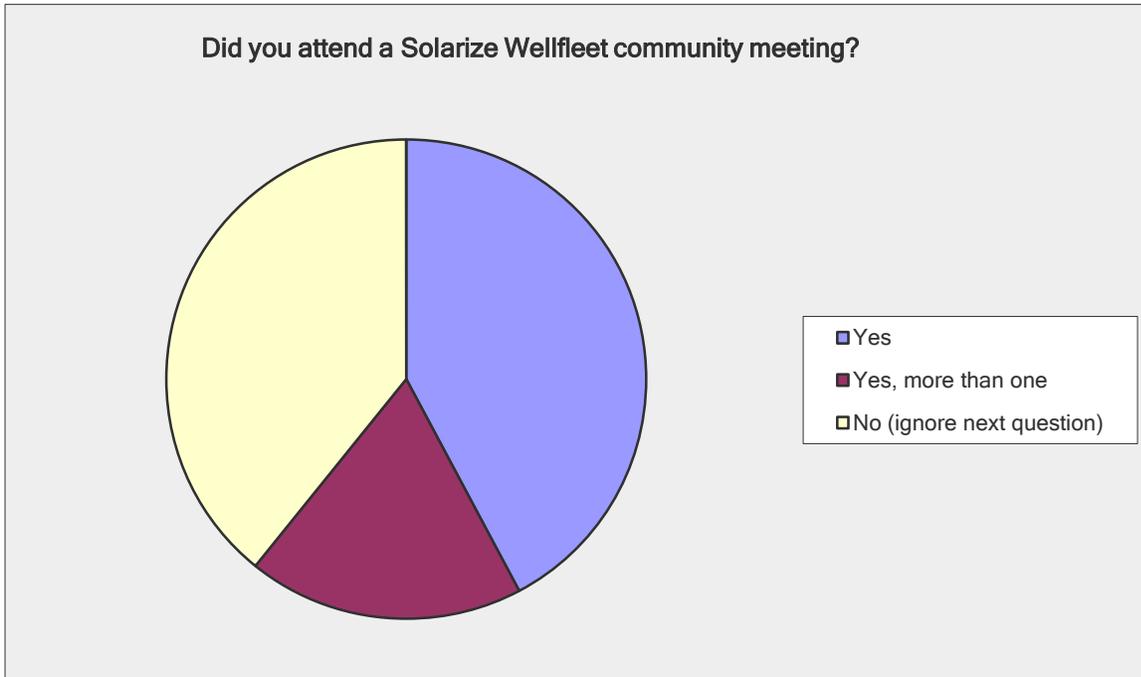
- attended most of the workshops ....
- The team quickly concluded that we were not a candidate for solar (our house was too small, did not have a south facing roof and there are too many trees) and did not go into additional information after that.
- Had previously (January, 2014) installed Solar PV panels on primary residence as part of Solarize Newton (MA) program, so were already familiar with Solarize program and benefits, as well as how the installation process works.
- There was some confusion about the number of trees we needed to remove to make our house appropriate for solar. The Blue Selenium folks worked hard to make it work. In the end all got worked out to our satisfaction.
- Since I am an Eastham resident, I could not actually be part of Solarize Wellfleet, but started the process on my own.
- More or less. They did well, but I'm not sure I 'got' it all. Not their fault

- One element which would have been reinforced is how second homes are considered for incentives. Wellfleet has a lot of second homes and in our case that complicated and delayed our decision to outside of plan parameters.
- Although already having a system, most of it was a review.
- "Because we were out of town during your town meetings on solar, we did not get the full benefit of your information. However, even without that, all of our questions were answered by the salesman, Dave Judelson, of Blue Selenium, and by Dick Elkin.
- Perhaps an online link explaining SRECS and all the programs (from the town website) would have been helpful."
- was told it was not a good site because it was not on a north south axis and everything stopped there no discussion about alternatives or improvements to site that could be made; disappointing after getting interested in it.
- I still do not have a clear answer regarding the tax incentives for installing solar panels on a second home.
- "It was all good until, weeks after I had signed a contract, the Blue Selenium team told me there'd have to be \$4 -6,000 worth of tree work done for our house to get to 80% and qualify for the \$1,800 rebate that was part of the financial package. I am still unclear as to why that information couldn't have come sooner.
- The rest of the communications process was excellent, and they were very good to work with, even when we had to withdraw."
- I still need to study more to ask more questions before moving forward.
- "Yes, BUT there were limitations in the outlook of availability of options. The options were limited to a few manufacturers panels and inverters, and seemed to completely rule out some other products, including one I was interested in: Dow Solar shingles.
- I inquired when one of the installers came to our house, but clearly the die had already been cast, and I got the impression they didn't want to deviate to that option. Probably everyone involved wanted to keep it profitable as possible, in my opinion.
- The other disappointing aspect was how late in the game the community/public informational meetings began, in the middle of winter! If the timing had been better (summer, without the June 30 deadline), a lot more people would have signed up."
- Did not participate in a conversation.
- The cost and payback were never clear. I don't think it would ever have paid back.
- Did not have much direct contact with the wellfleet team other than a couple of emails

**Question 4:**

**Did you attend a Solarize Wellfleet community meeting?**

Answer Options	Response Percent	Response Count
Yes	42.2%	43
Yes, more than one	18.6%	19
No (ignore next question)	39.2%	40



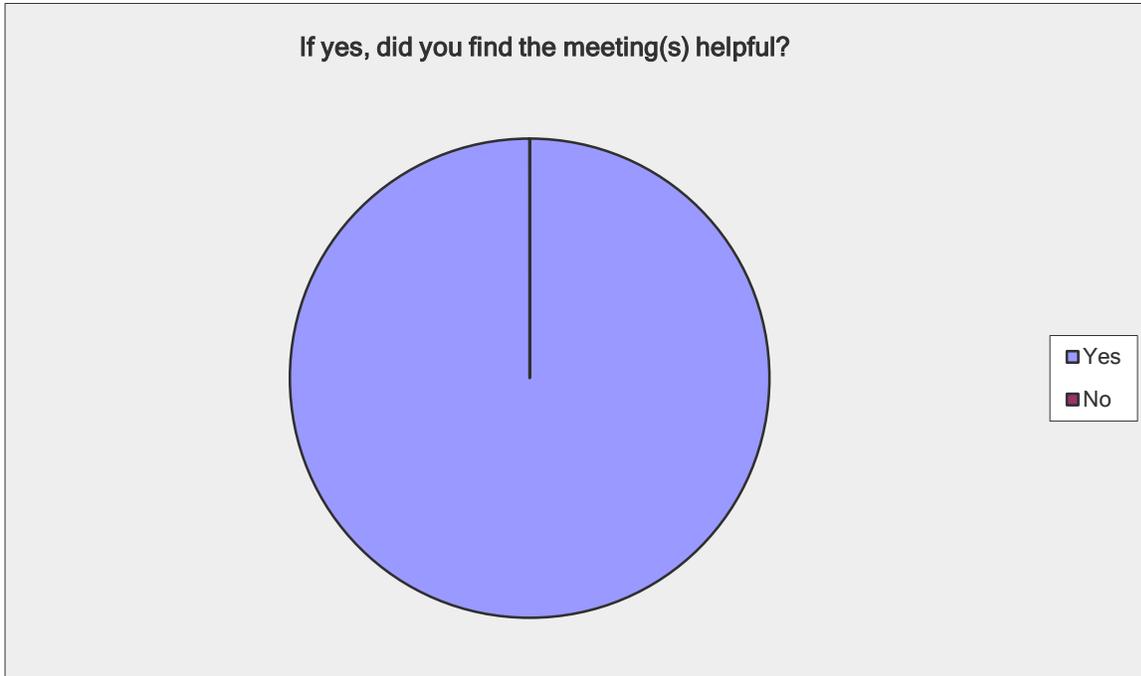
**Comments:**

- The other house owner did attend and relayed the information
- My husband did
- Great idea to include the recording!
- I couldn't attend, but I watched the meeting online, which was helpful.
- No, unfortunately we were out of town the entire winter and missed all of your meetings. Also, we did not know about the video above. This is our first time seeing it (Sept. 19, 2014)

**Question 5:**

**Did you find the Solarize Wellfleet community meeting(s) helpful?**

Answer Options	Response Percent	Response Count
Yes	100%	89
No	0%	0



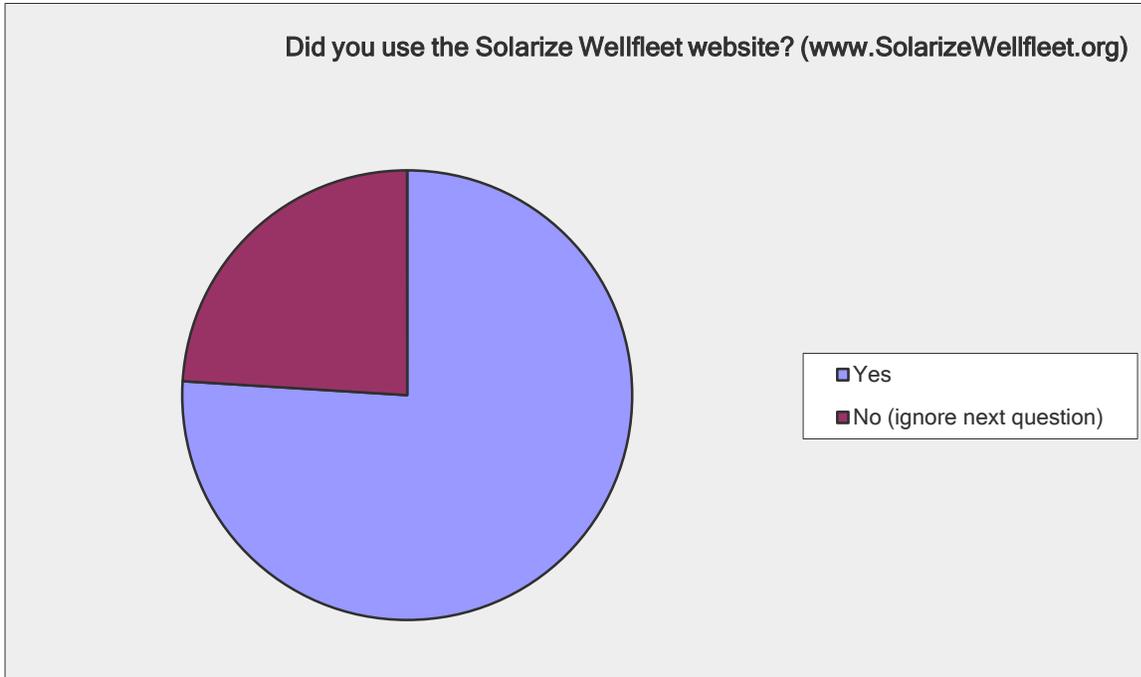
**Comments:**

- very well done, with plenty of time for questions.
- "Somewhat.....I think the thing I missed hearing at both meetings was \*how can going solar save me money\*."
- It seemed the consensus was going solar was more about going \*green\* vs going solar made financial sense."
- But it was not well organized and I could not get recognized to ask a question

**Question 6:**

**Did you use the Solarize Wellfleet website?**  
(www.SolarizeWellfleet.org)

Answer Options	Response Percent	Response Count
Yes	76%	76
No (ignore next question)	24%	24



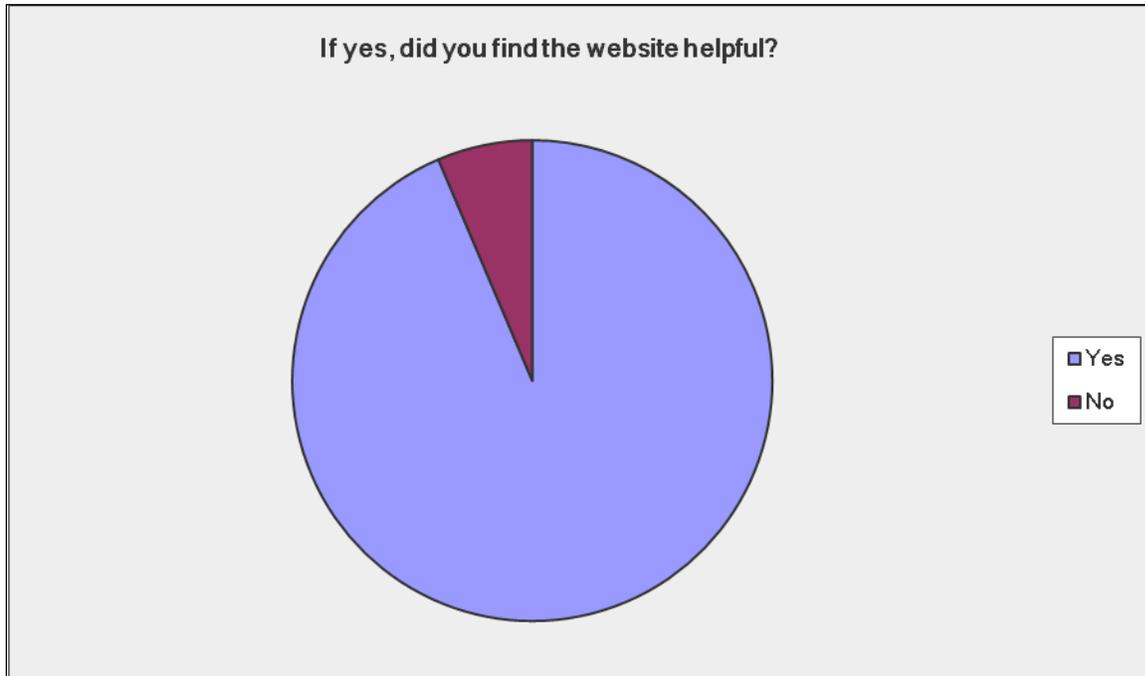
**Comments:**

- yet from the website, I thought my house was eligible given its "color" - but I was told it was not
- the satellite map showing potential solar sites was very energizing

## Question 7:

Did you find the website helpful?

Answer Options	Response Percent	Response Count
Yes	93.6%	73
No	6.4%	5



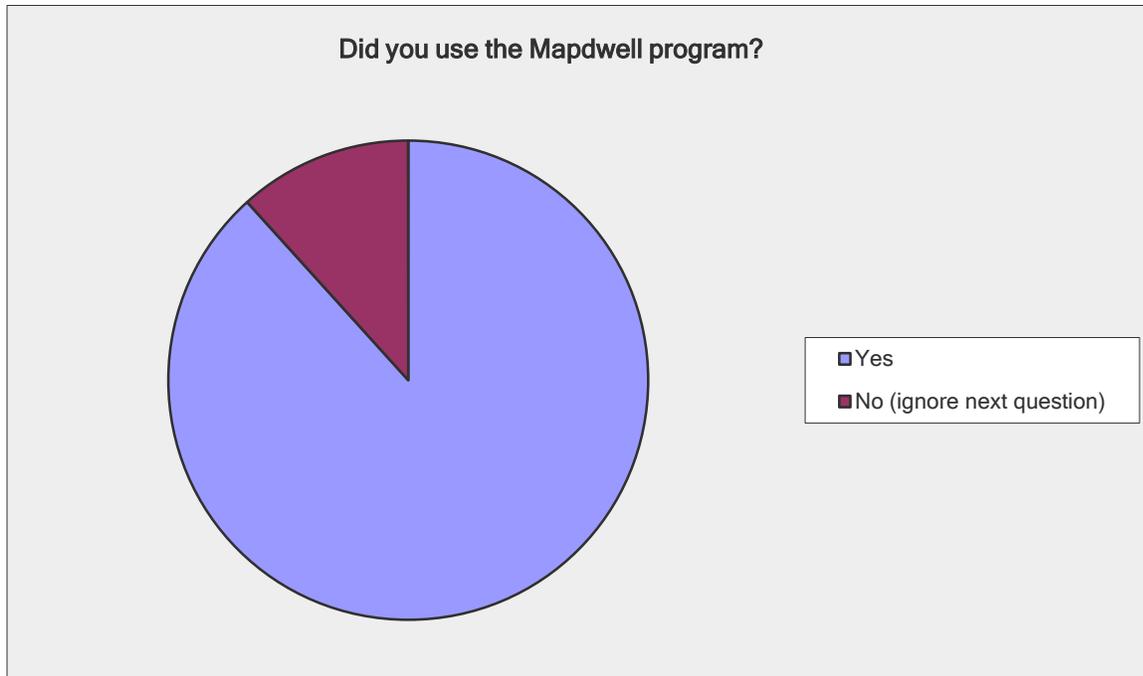
Comments:

- great tool to estimate the cost etc of panels
- Don't remember anything except the app that showed how appropriate one's house is for solar (or not)
- Especially the Map Dwell program.
- But I wanted further contact and no one has responded to my requests.
- Somewhat helpful. However, it said that residents of North Eastham were eligible, but I found out that we are not. So website was misleading.
- not so much did not find it user friendly

### Question 8:

Did you use the Mapdwell program?

Answer Options	Response Percent	Response Count
Yes	88.3%	68
No (ignore next question)	11.7%	9



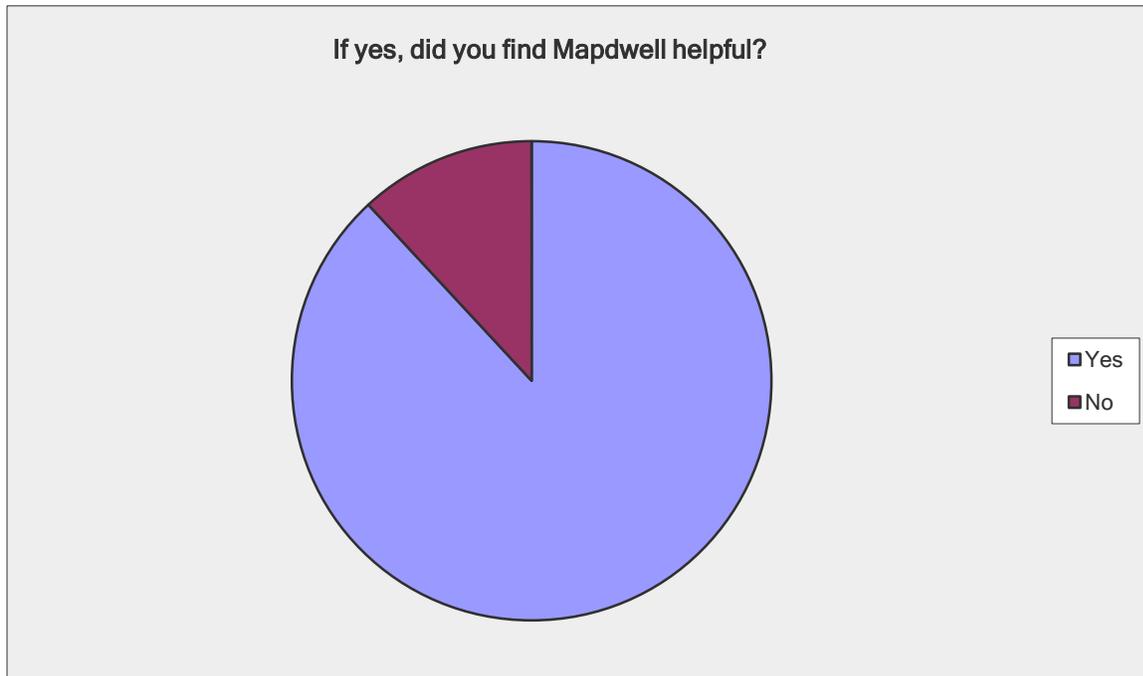
#### Comments:

- Outstanding!!
- not sure what the Mapdwell program meant === did check out the maps however
- My house was new construction so it was not on mapwell
- Easily discovered that I have too shaded a roof to make solar cost justifiable.
- found it impossible to understand or use
- At a meeting, my house was brought up on screen and I viewed the prospects.
- very helpful first step

### Question 9:

Did you find Mapdwell helpful?

Answer Options	Response Percent	Response Count
Yes	88.1%	59
No	11.9%	8



#### Comments:

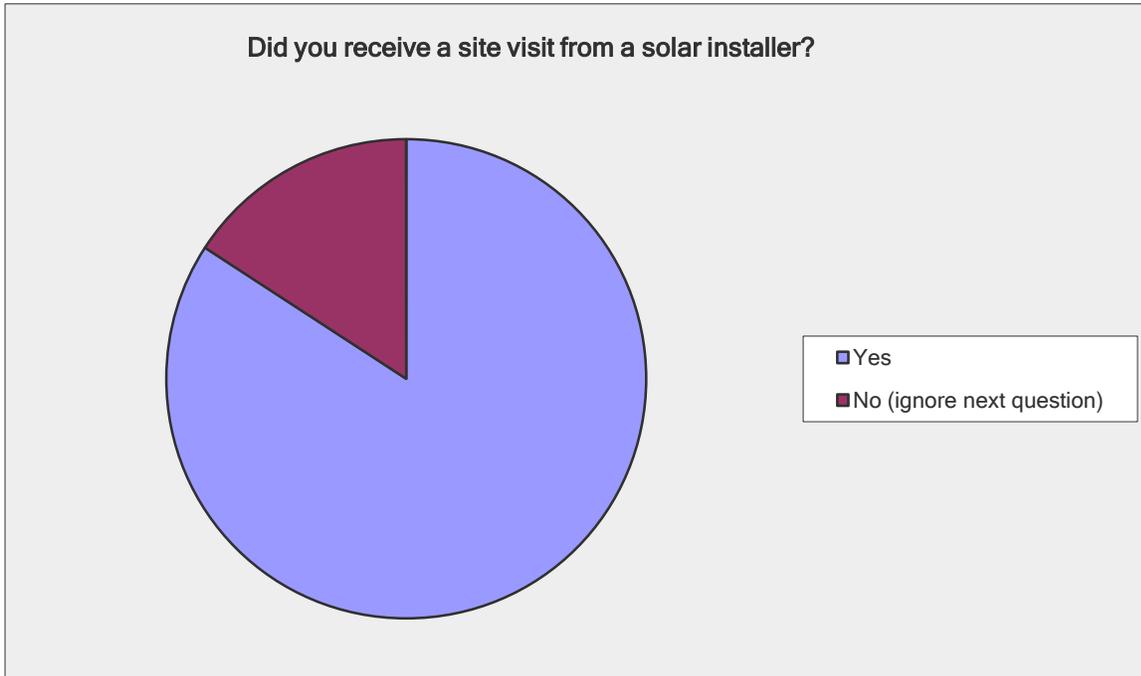
- The Solarize Newton did not have the MapDwell program available, which was unfortunate. It is a very useful tool for providing the user with a preliminary idea as to whether a location is a good candidate for solar PV and if so, with reasonable ballpark figures for capacity and cost.
- Not sure fully accurate for my house
- no comment
- Good resource.
- but slightly misleading - same comment as earlier
- Eastham homes were not included contrary to verbiage on website
- The Mapdwell website was incorrect regarding the solar capacity of my roof. The Mapdwell website underestimated the amount of solar panels that are optimal on my roof. The reason is unknown. According to the solar vendor who looked at Google Earth and surveyed my roof, there was not an issue with shade from trees. I built the home with the idea to place solar panels on the roof at some point in time. The orientation and the angle of the roof is ideal. I knew that. But if I did not know this, I may have not moved forward with contacting solar vendors as the Mapdwell program gave the appearance that my roof was not as optimal as it is.

- It got me excited and interested in pursuing a project. However, it was quite misleading, even though we understood it would be a rough estimate. The actual proposals were so far off it that it felt a bit like bait and switch.
- Very helpful.
- Mapdwell provides a reasonable first estimate of solar potential.

**Question 10:**

**Did you receive a site visit from a solar installer?**

Answer Options	Response Percent	Response Count
Yes	84.2%	85
No (ignore next question)	15.8%	16



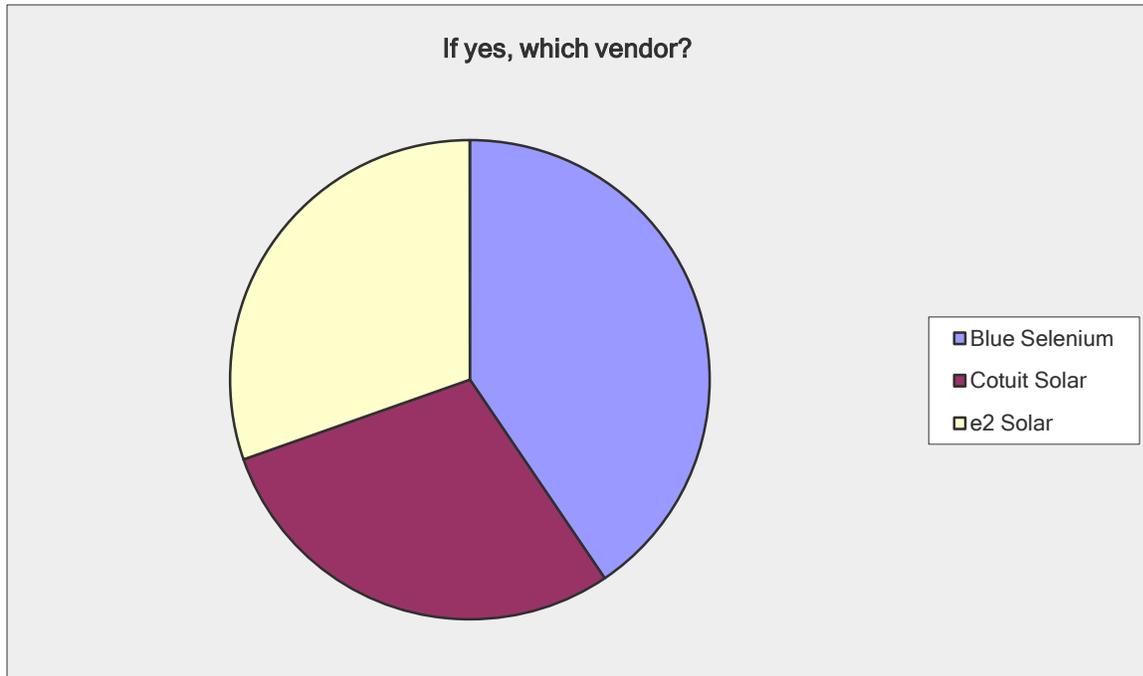
**Comments:**

- We had a site survey but I'm not sure what company they were from.
- He was an engineer-not an installer
- They looked to see where the panels could go. Our roof has many angles so could not use as many panels as might have.
- The solar vendors are all professional and gracious.

## Question 11:

Which vendor?

Answer Options	Response Percent	Response Count
Blue Selenium	40.5%	32
Cotuit Solar	29.1%	23
e2 Solar	30.4%	24



Comments:

- See above - I am not sure which vendor and I don't think they left any material.
- Don't recall. Our interest was low because of financial reasons.
- "Blue Selenium was slow to answer calls, and when I asked for a lease option they said they would get back to me in a couple days. Even after a couple more emails I never got a lease option.
- Their service was awful. They kept trying to call me on a fax line even though I tried twice to straighten out the proper number with them."
- I reached out to all three of these companies, and 2 (Blue Selenium and e2) came for on-site assessment. Cotuit gave me one without a site visit.
- Very informative and not pushing the "hard sell".
- We were very pleased with E2Solar. The installation was done neatly and care was taken to not damage any plantings. Everyone we dealt with was always professional and extraordinarily helpful answering all our questions.
- Not sure would have to check my records

- not sure
- We spoke with Cotuit and with Blue Selenium. We chose Blue Selenium.
- Blue selenium also visited but they were way overpriced
- Cotuit had also looked at my house a few years ago.
- This was a very informative session.
- I don't know the name of the business who came to look at my house.
- We appreciated that they came back a second time to measure more accurately after we had questions.

### Question 12:

Were you told by a vendor that your location did not qualify for a solar installation because of roof shading, roof orientation or other site considerations?

Answer Options	Response Percent	Response Count
Yes	14.3%	12
No	85.7%	72



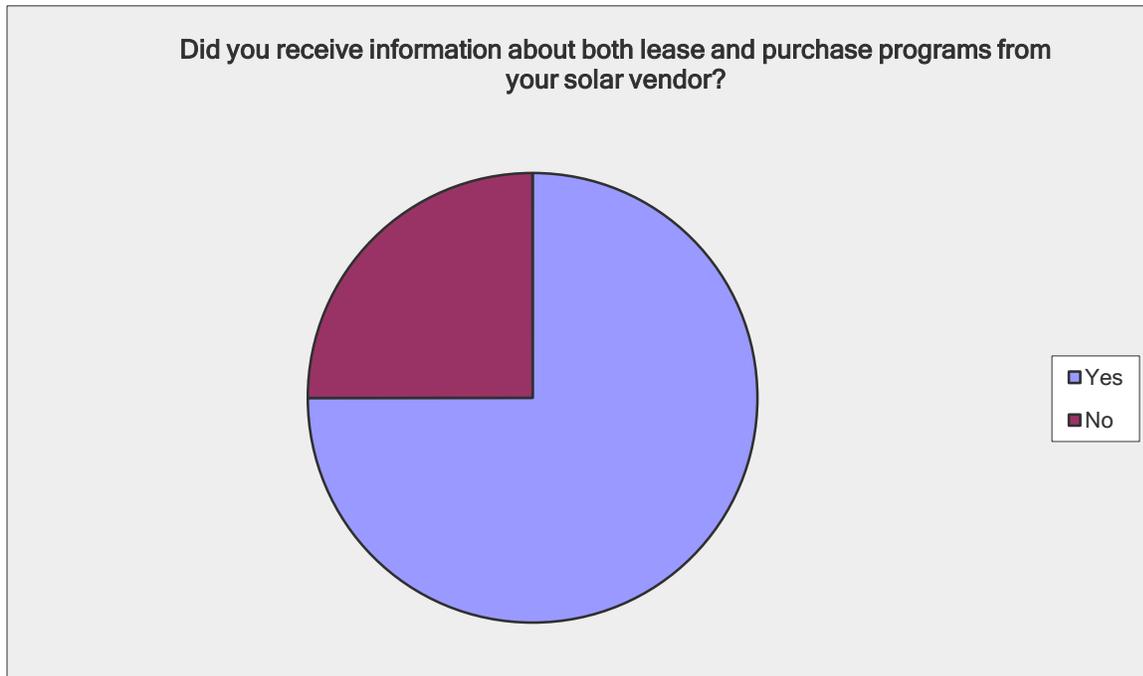
#### Comments:

- Qualified, but less than ideal.
- It was determined that the roof was shaded too much but we were advised that removing trees would make it workable. We removed the trees and the roof was then re-evaluated and found that the site was workable.
- Qualified if trees cut
- I was told that one of the cottages qualified and one of the cottages was on the border and should be assessed again.
- had to take down 15 trees
- told roof was too small and trees
- No, however a few years ago we contacted a solar company who looked up our house on Google Earth and told us the angles of our roof were not suitable for solar. Blue Selenium said it would work and we have 19 SunPower 327 panels.
- No, I was reluctant to place the panels on my roof from a structural standpoint. As stated before, at my location the Dow Solar shingles would have presented a much better option.

### Question 13:

Did you receive information about both lease and purchase programs from your solar vendor?

Answer Options	Response Percent	Response Count
Yes	75%	72
No	25%	37



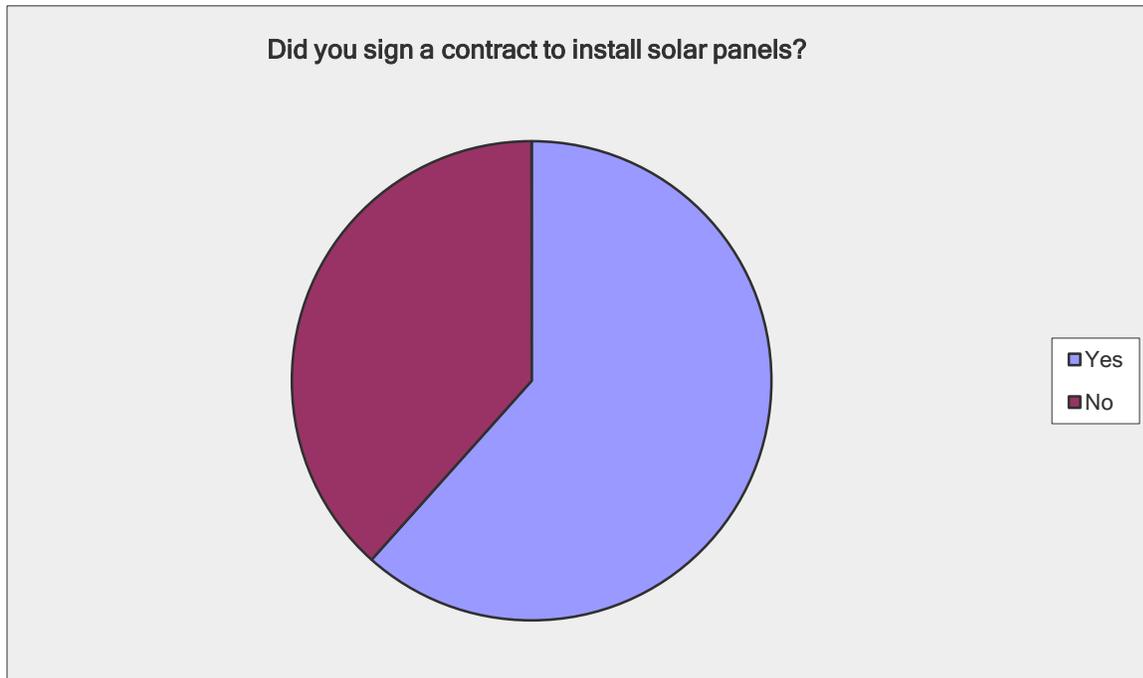
#### Comments:

- I wasn't interested in a lease.
- Don't remember
- I had already reviewed my options and decided to buy.
- But, I was not interested in leasing.
- Yes, but only after we asked about leasing. E2 doesn't offer a lease but said they would refer us to one of the other vendors if we decided to lease.
- purchase info only
- E2 did not have a lease option. Once we decided to use a lease, e2 put us in touch with Cotuit

### Question 14:

Did you sign a contract to install solar panels?

Answer Options	Response Percent	Response Count
Yes	61.6%	45
No	38.4%	28



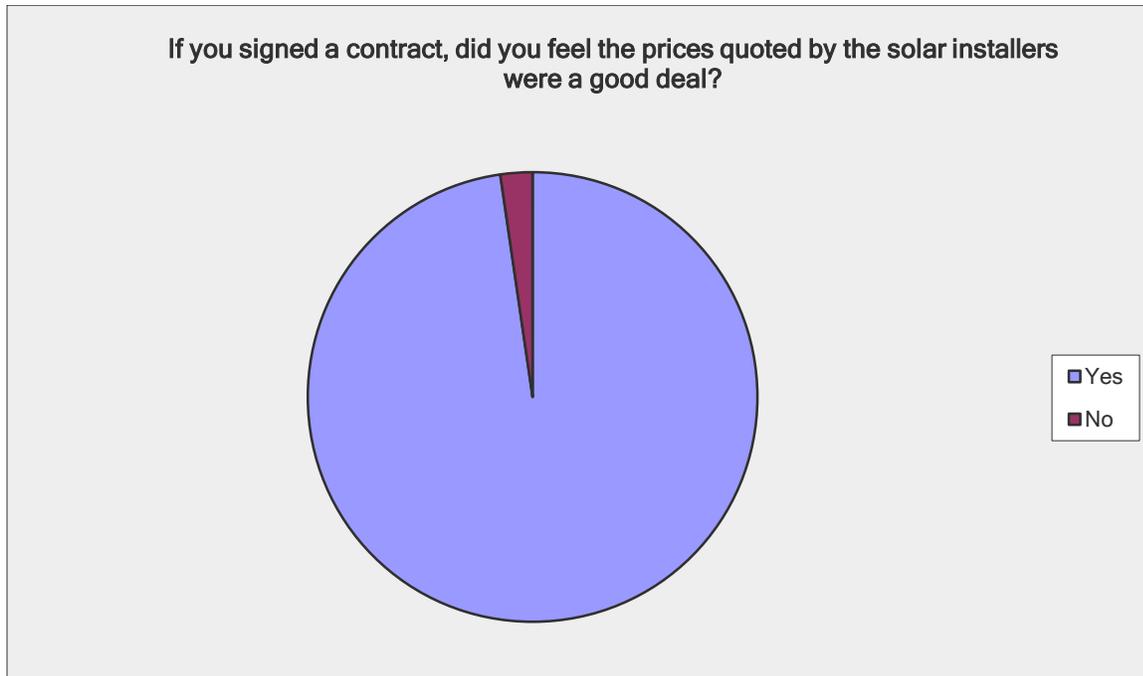
#### Comments:

- "I was told it would only be 20% effective because I have so many tall trees on south side of roof.
- I am not here during the winter."
- For the long time commitment, It didn't make a ton of sense to lease and buying was not financially possible...
- Because of personal reasons, timing was such that I could not commit to installing panels by the June 30 deadline. However I am very interested in signing a contract and installing panels in the near future. I am hoping there will be another program of incentives.

### Question 15:

If you signed a contract, did you feel the prices quoted by the solar installers were a good deal?

Answer Options	Response Percent	Response Count
Yes	97.7%	42
No	2.3%	1



#### Comments:

- I trusted that they were because of the project, otherwise I would have felt compelled to do a lot more research
- I hope they were fair and honest
- I have no idea. But, I was told that all three companies in the Solarize Wellfleet program had the same prices for the same equipment. We knew SunPower was more expensive, but we needed it for the additional energy output.
- Did not get Wellfleet prices and the lease prices were a joke.
- "However, when the contractor arrived to review the structural/permit issues, he said he wanted to install the panels horizontally (on my flat roof) instead of building a ballasted structure to slope the panels. When he told me that I would get 12% less efficiency, I was upset!! Obviously, the payback would change considerably; not to mention the overall efficiency.
- I provided the contractor with structural drawings of the roof, as well as some correspondence I had had with an engineer regarding the roof capacity to support more weight. At this point I am

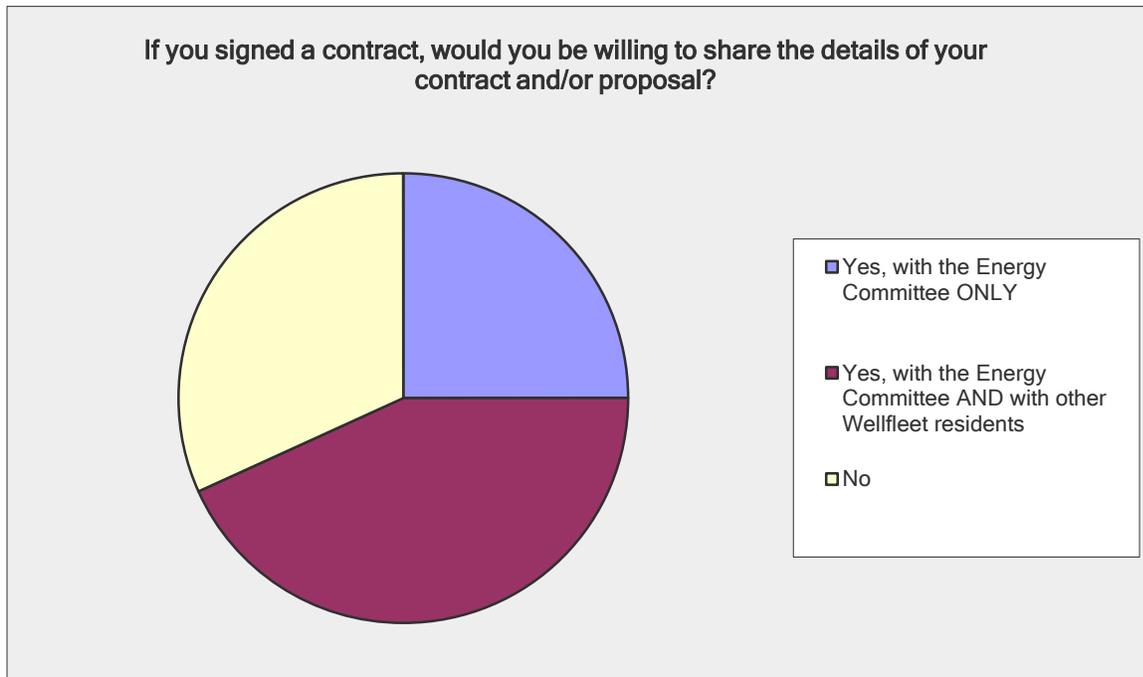
waiting for his feedback. If I have to go with horizontal panels, I might not go ahead with the project (unless the cost comes down).

- My roof had been ""wired"" for future PV panels when I had solar hot water installed. The contractor said he would give me credit for this work, which up till now was not a consideration."
- The prices were a better deal than if I negotiated with a solar vendor on my own. The prices were not as good a deal as the Wellfleet Energy Committee could have negotiated for Wellfleet property owners. The MassCEC tier program limited further discounts that could have been negotiated outside of the Solarize program. Tier 5 capped the discounts available. At the number of properties that signed up for solar panels, I and others could have received a greater discount if the MassCEC program was not used. It is possible that I and others could have paid 10% less than we have.
- Unsure, did not comparison shop.
- High upfront cost, but the incentives and estimated fairly short payback period made it doable.
- Not at the end, once the final costs came clear.
- We are finding out that it will take a while to receive all the rebates/credits, etc. and we still do not have an install date.
- We did a lease

**Question 16:**

**If you signed a contract, would you be willing to share the details of your contract and/or proposal?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes, with Energy Committee ONLY	25%	11
Yes, with Wellfleet residents	43.2%	19
No	31.8%	14



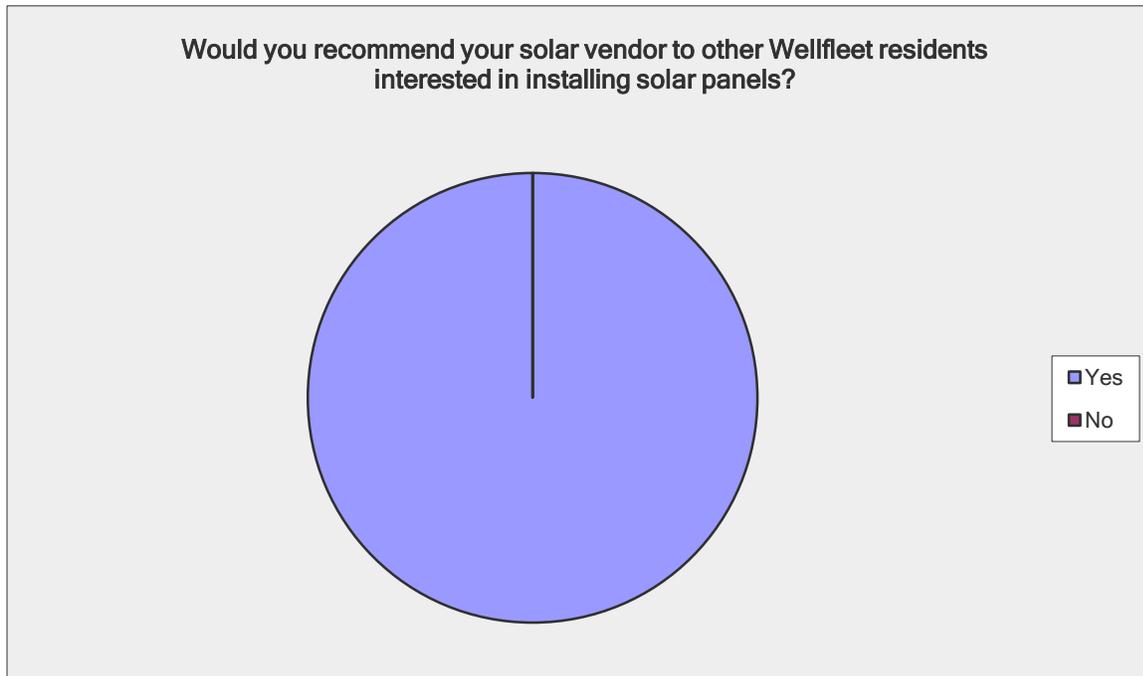
**Comments:**

- Yes, but I ended up going with an installer not part of the Solarize Wellfleet program.
- Not sure
- Sure, but we canceled once the actual costs became clear.

### Question 17:

Would you recommend your solar vendor to other Wellfleet residents interested in installing solar panels?

Answer Options	Response Percent	Response Count
Yes	100%	42
No	0%	0



#### Comments:

- So far, so good. However, the actual installation has yet to be completed.
- Note that office team at Cotuit and rep who came to do site visit great and very professional. Only just had follow up site visit to recheck our rafters (old home) for finishing building permit process. No installation yet, so can't comment on that aspect of process yet.
- Yes, but as this was not part of the program, reduced pricing not available.
- Don't feel that it is appropriate to make a decision on this until after the installation is complete -- and that won't be until next year.
- so far- however not installed yet
- Yes, and we have our salesman's cards to give the residents.
- I'll let you know after the solar panels have been installed.
- Definitely, they are a local and well established company.
- Very professional.
- Actually, I would. Thought they mishandled our property they were totally upfront about it and offered us an easy out. I got several sincere apologies. They weren't bad - just sloppy under pressure.

- We haven't had the install yet, but they were helpful in the process of getting to signing a contract. We are going to contact them to check on potential install date. They did tell us it might not be for a while, but we were counting on tax credits, etc. this year and hope it will happen before the end of the year.
- We have not had the installation yet, but so far Cotuit has been great to deal with.

**Question 18:**

**If you have not yet signed a contract, are you still waiting for a proposal from one of the three solar vendors?**

Answer Options	Response Percent	Response Count
Yes	0%	0
No	100%	27



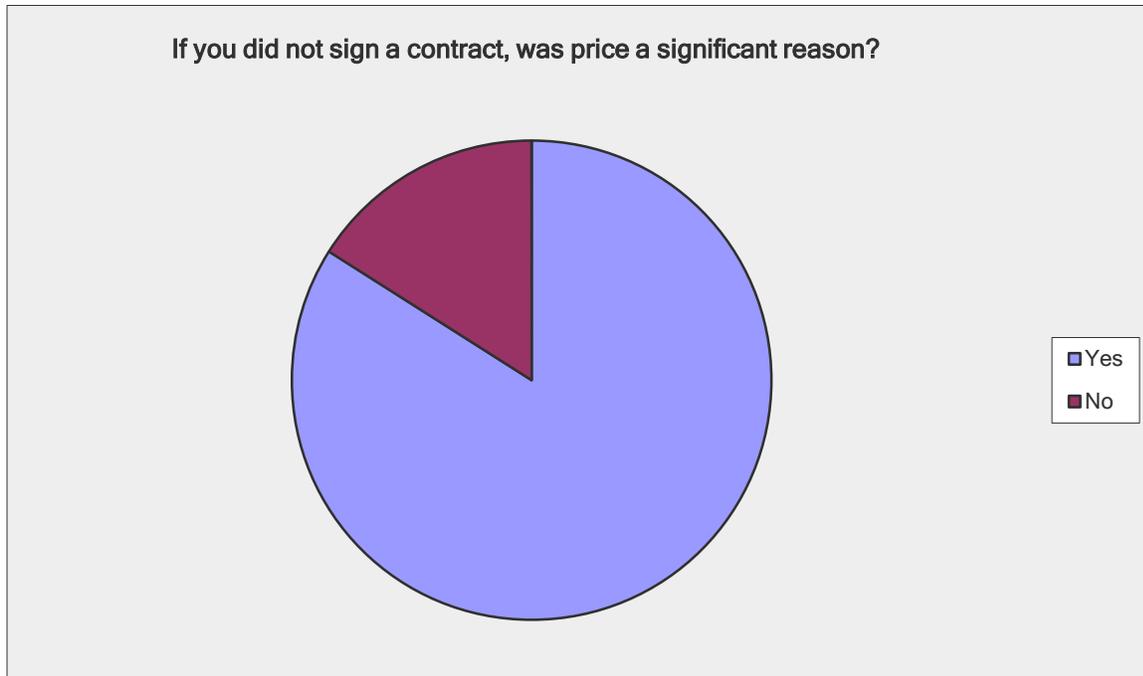
**Comments:**

- Solar City came after Blue Selenium came and gave us a quote....Solar City came in under Blue Selenium's kilowatt per hour cost on the lease.....Solar City is not part of the program and didn't market tier pricing if 200 homeowners showed up. I see no savings in this solarize wellfleet program and feel if there were savings they were not passed onto the consumer...

### Question 19:

If you did not sign a contract, was price a significant reason?

Answer Options	Response Percent	Response Count
Yes	84%	21
No	16%	4



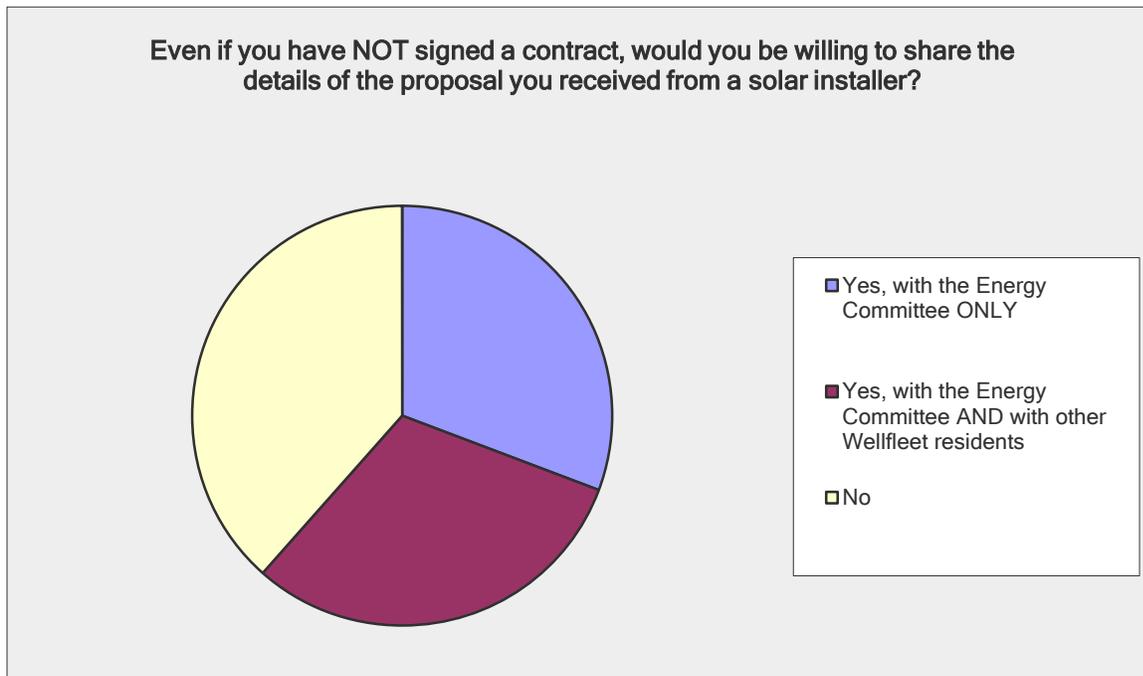
#### Comments:

- Yes
- In order to have the maximum potential of system we need to remove 10-15 trees from around house and possibly re-roof area proposed. Could not make a commitment at this time.
- We didn't have the cash for a purchase and the payback time on leasing or financing was much too long.
- My tax accountant said that our property (second home rented out part-time) was not eligible for the federal tax credit and as out-of-state residents we could not utilize the MA tax credit. Consequently, we would have paid full price and the pay-back period was then too long.
- we signed
- Partially price, a little bit higher than expected - if it had been a bit lower I might have gone ahead, but it was mostly personal reasons why I couldn't sign by the deadline.

**Question 20:**

Even if you have NOT signed a contract, would you be willing to share the details of the proposal you received from a solar installer?

Answer Options	Response Percent	Response Count
Yes, with Energy Committee ONLY	30.8%	8
Yes, with Wellfleet residents	30.8%	8
No	38.5%	10



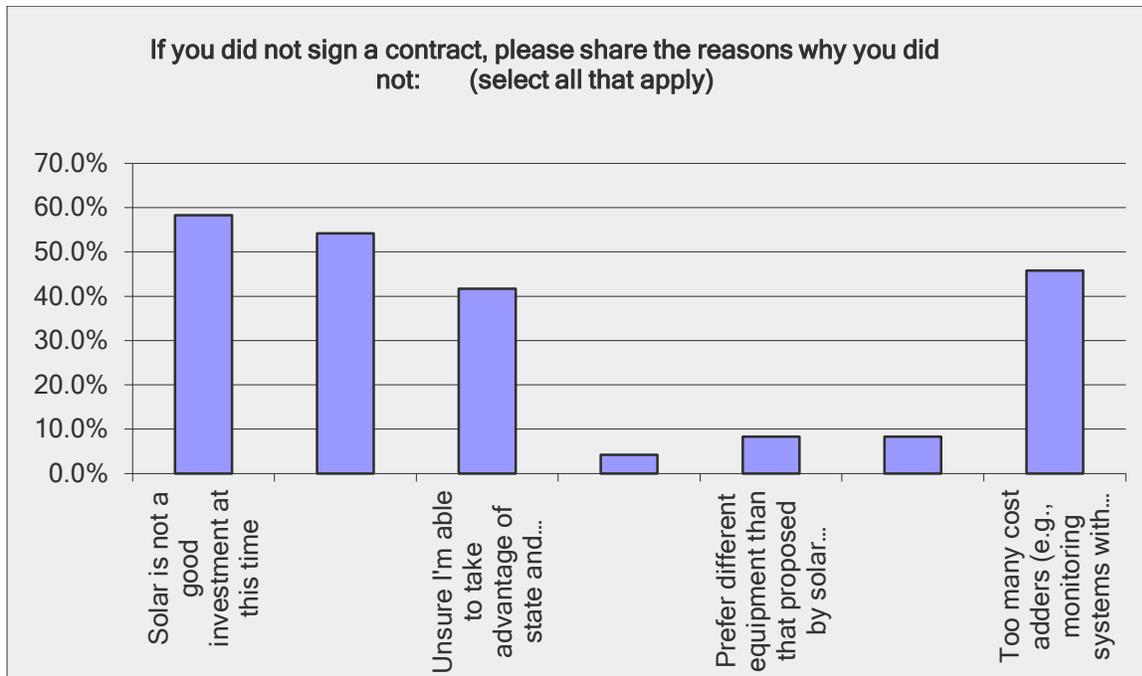
**Comments:**

- However I do not have a written proposal other than price.
- If I can find it.
- No longer have that information.
- I just don't want to waste my time

## Question 21:

If you did not sign a contract, please share the reasons why you did not: (select all that apply)

Answer Options	Response Percent	Response Count
Solar is not a good investment at this time	58.3%	14
Expect future solar technology to be significantly cheaper and better	54.2%	13
Unsure I'm able to take advantage of state and federal incentives	41.7%	10
Concern about the performance of current solar technology	4.2%	1
Prefer different equipment than that proposed by solar installer	8.3%	2
Prefer different solar installer	8.3%	2
Too many cost adders (e.g., monitoring systems with web based reporting)	45.8%	11



### Comments:

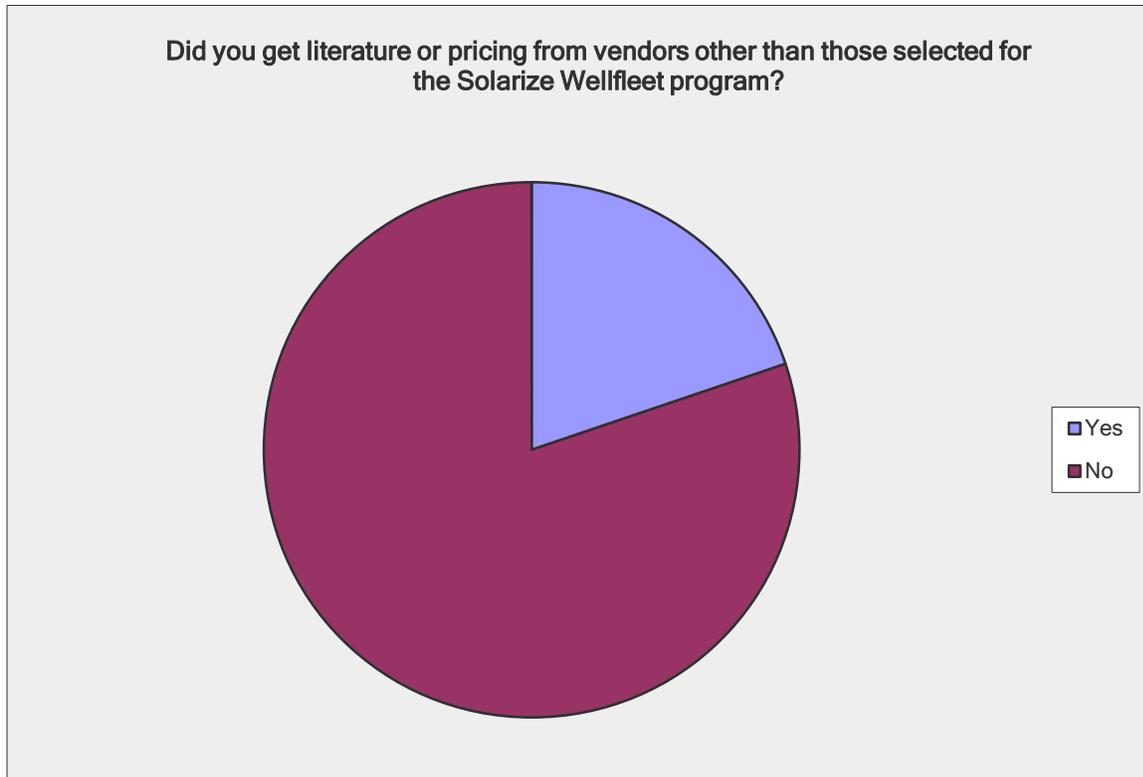
- "Need new roof soon.
- Unable to maintain during off season.
- Want option to sell back surplus."
- Also we felt we would have to reroof our structure, which added cost to the project. Finally, since we are summer residents only, we were not comfortable with the monthly monitoring requirement, having to 'estimate' for months not in residence.
- Unable to commit funding at this time.
- Did not want to take out a loan at this time
- "Too many Trees needed to be
- Have an older roof"

- The payback for my system was about 9 years. Too long for my current financial picture.
- May add electrical load in form of air conditioning.
- Too many cost factors. See comment question 16
- We wanted to lease and would end up paying more for electricity if we installed solar than what we are currently paying.
- Cost adders for me meant prophylactic ally replacing a 10 year old roof, which theoretically should have another 15 +/- years without the solar installed. Whereas everything can be financed, financing something substantial like new roof & solar is very undesirable to me, and learning about this the same year as the program left no time to save.
- In general it's a good investment, but the specific conditions at my Wellfleet house added to the payback time. In Brookline I've recovered 70% in 3 years. If technology/cost improves I'll expand my system in the future.
- See text added to Q. 14. Blue Selenium offered the name of a tax consultant, however, that person was no longer in business at that phone number. That didn't instill confidence.
- Timing wasn't right.
- Did not want to replace roof now

## Question 22:

Did you get literature or pricing from vendors other than those selected for the Solarize Wellfleet program?

Answer Options	Response Percent	Response Count
Yes	19.8%	20
No	80.2%	81



### Comments:

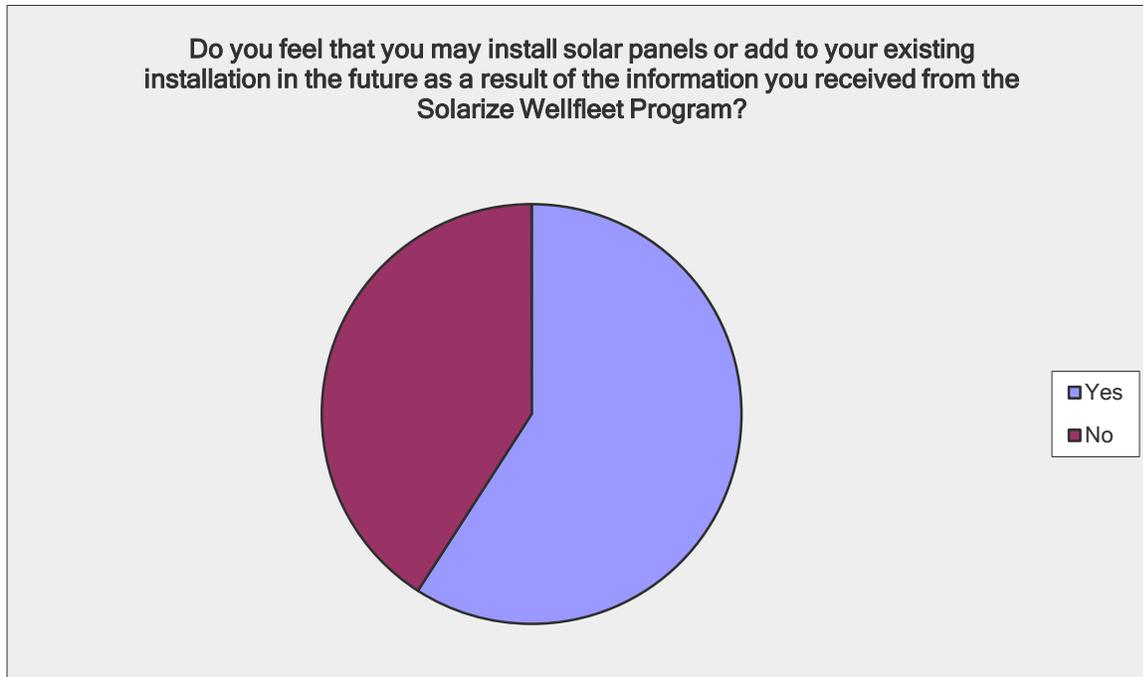
- can't recall ...
- Blue Selenium
- Blue Selenium
- Falmouth Energy
- I worked with Sunbug in Cambridge to install our first system and had them quote the second one. Solarize Wellfleet was less expensive and had a better (faster) installation time.
- My Generation Energy
- Cotiut
- we didn't have time. But we installed a new roof first with Cazeault roofers. They said they also installed solar panels.
- Solar City

- Don't remember - vendors other than those in the program, and the material came by mail. Long ago recycled.
- Cape Associates/Cazeault Roofing
- Solar Rising, formed from former Cotuit solar employees
- But I helped a neighbor look at another proposal by another vendor - mine was better. She was not a good candidate any way
- SolarCity

### Question 23:

Do you feel that you may install solar panels or add to your existing installation in the future as a result of the information you received from the Solarize Wellfleet Program?

Answer Options	Response Percent	Response Count
Yes	59.1%	55
No	40.9%	38



#### Comments:

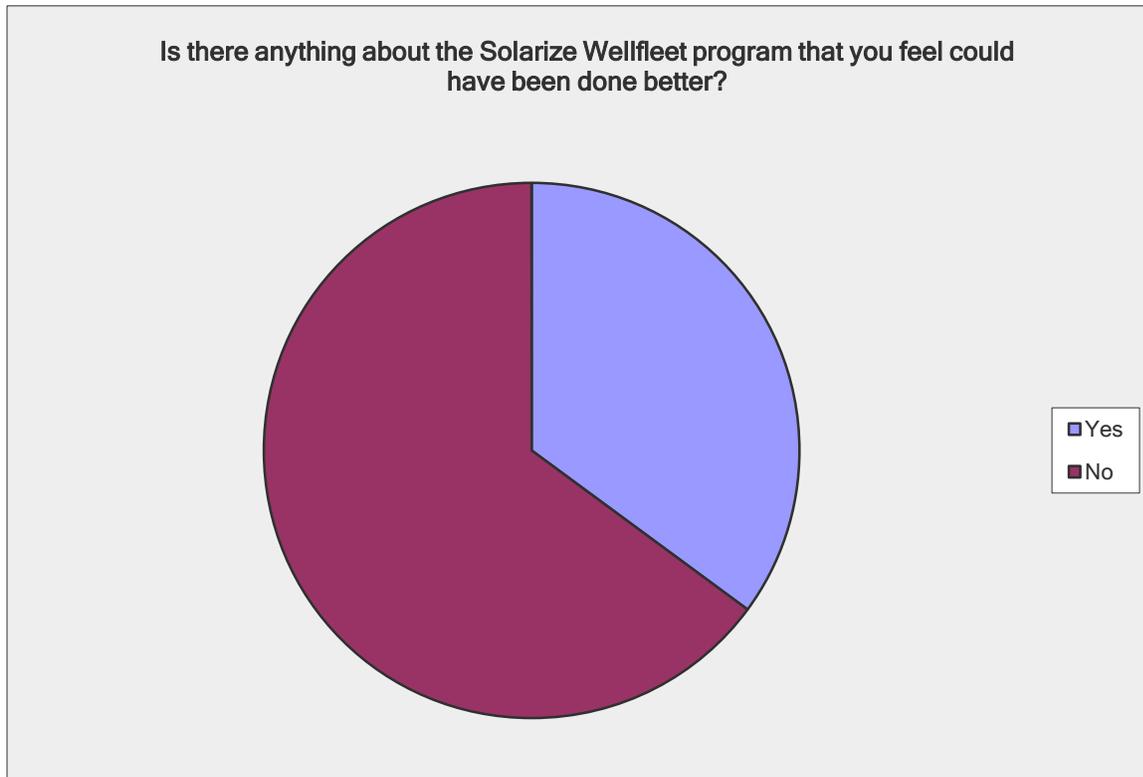
- well, maybe ...
- We are probably maximizing what we can do with solar with the current installation.
- If the technology advances to the point where the house does not need to have a south-oriented roof, maybe
- At least not in the immediate future. We may, however, consider adding panels at a future date. We may also consider community solar arrays.
- I slightly increased the number of panels recommended as I anticipate getting more air conditioning in future.
- I felt that way, and did install!
- contract signed
- Not really discussed.
- I already have enough production capacity to power all the buildings on the property.
- I would add extra insulation but finances are a problem for me this year.
- I do not want to cut down trees.

- possibly in the future
- We already installed the panels because of the information and confidence provided by Dick Elkin and the others working on the Solarize Wellfleet program.
- We HAVE installed panels. Probably will not need any more.
- I may go solar but not under current kilowatt per hours cost and length of lease
- I may install additional solar panels but not as a result of the information gathered by the Solarize Wellfleet program. I have additional roof space for higher efficiency panels that may be on the market in the near future.
- We may be interested in getting them for our business.
- Both in Wellfleet in the farther future, and at my main residence in upstate New York in the nearer future.
- Not unless cost/technology changes -- eg if we got a better price for selling surplus back to the grid, or if legislation causes the prices of SRECs to increase.
- We'll see.
- I hope that there will be a future opportunity for me to install panels.
- "During the open enrollment period, I sold my house and discontinued
- the process of solarizing. I did inform the buyers in the event they
- wished to pursue it."

## Question 24:

Is there anything about the Solarize Wellfleet program that you feel could have been done better?

Answer Options	Response Percent	Response Count
Yes	35.1%	33
No	64.9%	61



### Comments:

- Unfortunately the time line and meetings started well before we were back for the season.
- A small detail: the fact that each person who enters the Solarize Wellfleet plan is assigned a specific installer wasn't explained clearly enough. I contacted one of the other vendors to get a competing quote and was then told that the vendors couldn't compete. From some of the early literature I received (probably via e-mail) I actually thought that I was being encouraged to get competing bids from the three vendors.
- Hard to say, not being totally cognizant of this area
- Better details about leasing - possibility of difficulty selling home at some future date because of tie-in with holder of lease.
- During the course of the education-contract-installation cycle, we became aware of community solar arrays. These appear to be a very useful alternative, especially when an interested candidate has an unsuitable location for on-site solar PV, or has room for only a small

installation but would like to invest in a higher production capacity, or simply thinks on-site solar PV is too unsightly for their taste (but like the concept). It would be helpful if this alternative could be included in the Solarize Mass product mix.

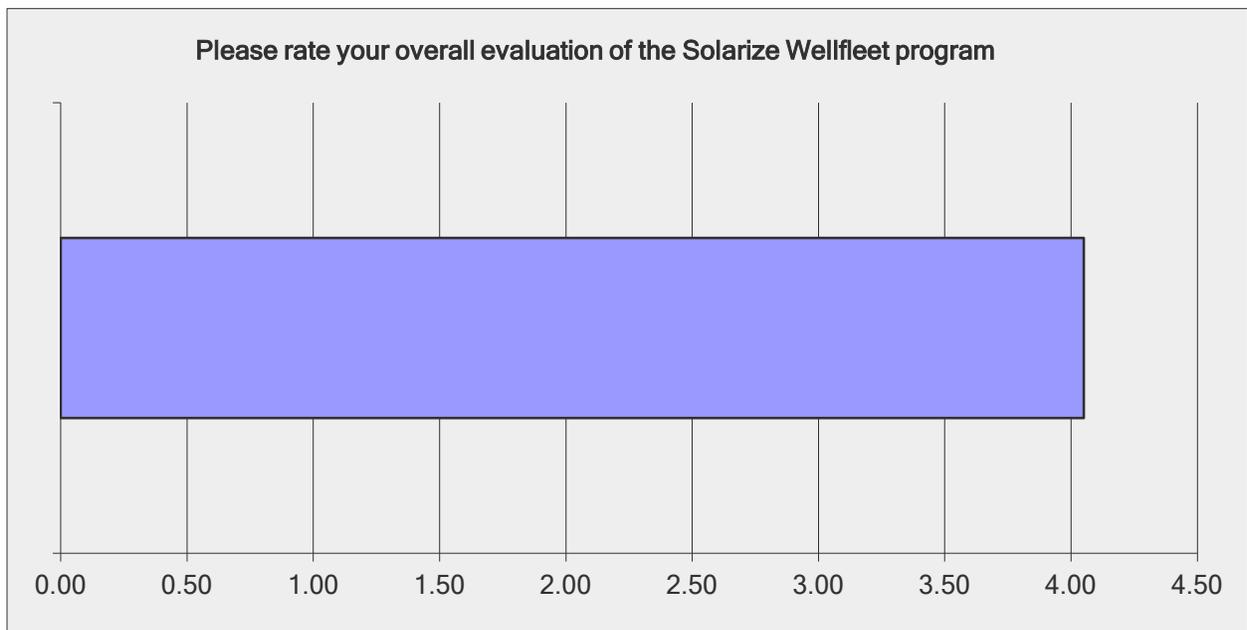
- I think this was a remarkable well-run program.
- Because of our low level of interest, we did not ask more questions.
- The monthly reporting has turned out to be a glitch as it doesn't support my browser, and I am needing to get my operating system upgraded. It would have been good to have been told about this from the beginning so I could have started the process ahead of time.
- It was excellent and do helpful - feel so lucky to be in Wellfleet for this opportunity. Thank you!
- Expand to include Eastham :-)
- Don' know
- Many people were not informed about the program
- More discussion of 2nd home incentives and upsizing at a later date.
- "The visit to my property was confusing because I was not familiar with the vocabulary and the many components involved in producing solar energy. I believe that information defining the vocabulary and a drawing of the various stages of solar energy production would've been helpful if it is available and I didn't get it... I'd love to get it now. Rosemary Milliman
- In talking with others in the community, about our solar installation, we find that many people were unaware of the program. We don't have any solution but somehow more initial notifications might have generated an even larger interest, and an opportunity some missed.
- Followup with me.
- Yes. Because we are in the National Seashore and only have satellite internet and no cell service, we fall outside of the norm. Our situation was not familiar to the installer. The Wellfleet Energy Committee should be certain to educate the installers and residents in our situation that the lack of internet and cell service does not allow us to have full benefit of SREC reporting and solar array monitoring. The AT&T cell service used to send SREC info to the aggregator does not work for us. The AT&T website gave incorrect information to Blue Selenium. Because the satellite internet is so expensive (\$90/mo) we turn it off the months we are not here. Therefore, some of the equipment cannot work for us. The solar installers did not realize the difficulties living in the Seashore. I tried to emphasize it to them. So, now we cannot monitor our Tigo system from afar because we do not have internet service. This was not clear to us until after the installation. We would love to have Comcast cable out here! What would it take to get that? We are on Long Pond Rd and Ocean View Drive.
- Be totally upfront on website
- The content of the meetings was too repetitive. We should have been told that one meeting of the several was all that was needed.
- There is a gap between the map program and the actual analysis. Fix that. There needs to be better info re: shorter term leases AND factual information about Federal Tax Credits which do not work the way people believe they will.

- You need to consider people do their own research and the Solarize Wellfleet program did not offer any savings over independent installers not part of the Solarize Wellfleet grant. I feel the promotion of the program was almost a sham
- make sure that site visit is made with owner present; not just by vendor, so questions can be asked and if not a good site for solar explain any options or why not
- The Wellfleet Energy Committee could have evaluated the MassCEC program and realized that it was not the best deal for the Wellfleet property owners. Wellfleet property owners could have received a greater discount if the Energy Committee moved forward with a year long program outside of MassCEC and the Solarize program.
- more explanations regarding after installation and SREC's, registration, etc.
- BS indicated that they made mistakes with us because of too many properties/projects and too little time. Vendors might be vetted thoroughly in advance to be sure they have the fully professional capacity to deal with a surge of interest and a tight deadline.
- I think the committee did a great job: inserts in my property tax bill alerted me to the program. Smart was of getting the word out. The meetings were an effort to pull off & were done very well. Gave a full sense of community. Users offering home tours was also a wonderful effort and much appreciated. The big thing that would have made a difference for me would have been more lead time. Perhaps that was already out there, but living off-Cape, I was unaware of the program until that tax insert.
- A little flexibility with the deadline.
- great program, very smart
- already explained in previous paragraphs
- More time to sign.
- Could have contacted everyone interested in solar panels
- I would like to have gotten a clearer understanding as to why my property was not appropriate to be included in the program.
- "The gap between those homeowners who were knowledgeable about the
- possibilities and the people who were not was not adequately addressed.
- I fell somewhere in the middle, but could see the problem."
- More information
- I am a bit surprised by the recurring \$3+ charge on my electric bill - not sure I was aware of that!  
No big deal
- It needs to be better organized and and present info in a more neutral manner. That is to say, the folks in the program had a vested interest in getting other people to join and did not present balanced info.
- Need info regarding the use of my excess power generated, to another NSTAR account
- I feel that the presentations failed to point out that one should check their income tax situation to see if they can take advantage of the tax incentives.

## Question 25:

Please rate your overall evaluation of the Solarize Wellfleet program

Answer Options	Response Count
Poor (1)	2
Fair (2)	6
Good (3)	12
Very Good (4)	45
Excellent (5)	35
<b>Rating Average</b>	<b>4.05</b>



### Comments:

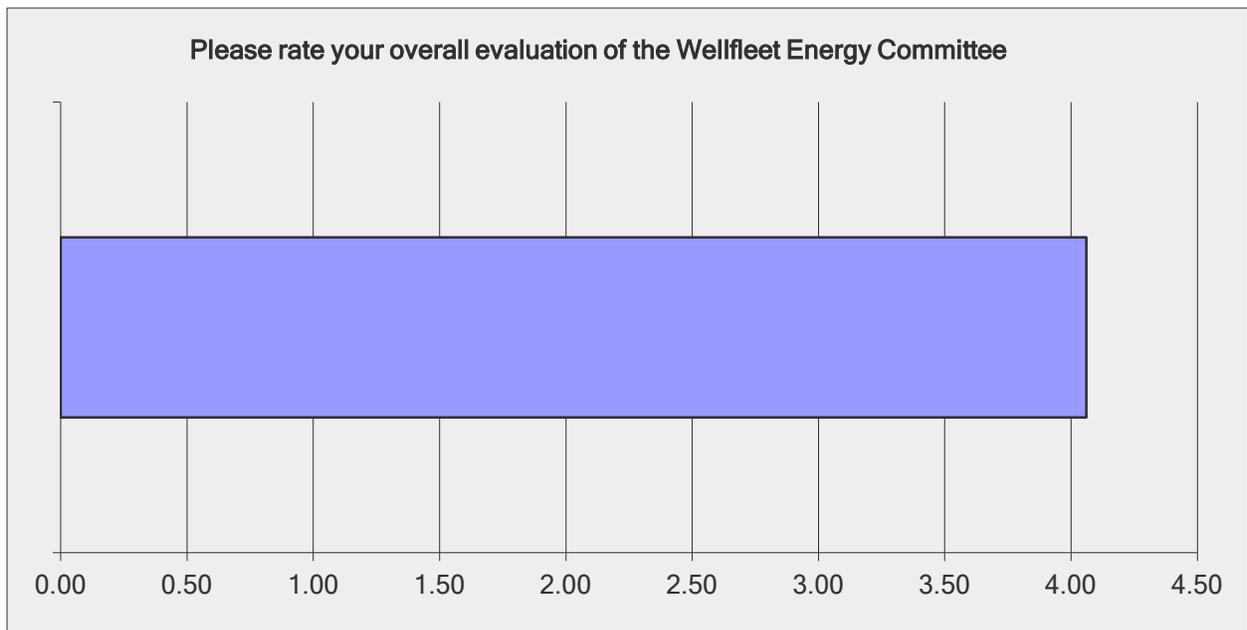
- Certainly useful
- The program was well thought out. The vendor I was assigned was awful.
- Again - I live in Eastham - so not eligible for the Wellfleet program, but my contact with them and the website were quite helpful to me in getting going on my own.
- It looks very good - maybe excellent. I will know better when installed and in operation.
- If we had been able to attend the town meetings you provided, I imagine we would have rated the program as excellent.
- The Solarize Wellfleet program was very successful. There is a huge interest in solar panels for the people of Wellfleet. The solar vendors were all very professional and polite. The customer service experiences I had were excellent. The members of the Wellfleet Energy Committee I dealt with about my property during the implementation of Solarize Wellfleet were professional and polite. The discounts could have been greater.

- It's out of your hands but we've heard of a few people who had installs and NSTAR took a long time to get them hooked up - many weeks after the install.
- "Had it not been for the sale of my house and my move off-Cape,
- I would have followed up, but there was nothing to be gained for me."
- I appreciate the network of people involved - arborists, electrician, etc. Had I known there was a network "behind the scenes" I would have better relied on it.

## Question 26:

Please rate your overall evaluation of the Wellfleet Energy Committee

Answer Options	Response Count
Poor (1)	3
Fair (2)	5
Good (3)	12
Very Good (4)	33
Excellent (5)	36
<b>Rating Average</b>	<b>4.06</b>



### Comments:

- I had very little interaction with anyone on the committee.
- The committee did a great job of using MapDwell to identify most likely candidates and pushing the program with them. Also, we had prepared a synopsis of our experience with our Newton solar PV installation and suggested to the committee that it might be useful to share it on their website. They were quick to accept the idea and promptly included it on the website.
- I'm not really clear on the role of the Energy Committee, but I assume it brought in the project which was great.
- Other than this program we are unaware of anything else the Wellfleet Energy Committee may be involved in. Our rating is based solely on this particular program.
- I am very pleased that you promoted solar instead of windpower for the town's renewable energy contribution. I feel installing solar arrays on existing buildings is a responsible response to the need for renewable energy. I feel the tonnage of concrete and rare earth metals used to

make wind turbines, not to mention the encroachment on the skyline, would prove to be a polluting nightmare in the future. Thank you very much for your time, energy and management of this program.

- Don't know them so cannot rate
- The MassCEC program was a poor choice for Wellfleet property owners.
- A great deal of effort was put into this program. It was an initiative well done.
- No basis for evaluating.
- Don't have an opinion.
- My issues are not with Solar program - there is a lot room for improvement by how the committee works
- I had no contact with the committee
- I don't really have much information or knowledge about the committee, but certainly they did a great job motivating folks to go solar

## Question 27:

Please provide any additional comments or suggestions for the Wellfleet Energy Committee

Comments:

- wonderful program - thanks for making it available, I've been wanting to do it for years.
- Need to consider seasonal 2nd home situation in cost/benefit analyses as most homes in Wellfleet fall into that category.
- Please refer to our previous remarks (in answer to Q.20) regarding the inclusion of community solar arrays as an alternative way to acquire renewable capacity.
- "Everyone we met were extremely helpful.
- I thought Solar Coach Dick Elkins was very knowledgeable and helped us and others to understand all the options."
- Keep up the good work in all your endeavors. Assistance and availability from the committee was excellent. Dick Elkin and members are to be commended.
- great idea - wish more people could be part of it
- Thank you for a job well done and please continue to do.
- they should be sure Internet access will be available all year as some people go away in the Winter months & shut their WIFI down & it would be nice if there was an APP to go on your Smart phone also. Overall it was a positive experience & am looking forward to see my savings
- Perhaps keep us updated as to future improvements or equipment that might be compatible with our solar arrays. Perhaps a newsletter or links to those of us who participated, to keep us up to date about our solar systems.
- It should be clear whose responsibility it is for structural engineering of the PV installation.
- Take a look at the bigger picture. Do what is in the best interest of the people in Wellfleet. Do nothing that will harm any one person's health, safety and well being.
- Just more lead time prior to having to make a large financial commitment. But again, perhaps that was my problem living off-Cape.
- Don't have enough knowledge to comment.
- I live in a condo....cottage colony...The only year around house..On a wetland....Would have had to cut trees in a wetland....therefore I could not go forward....with the project
- Very limited group.
- WEC needs to act maturely and professionally
- thank you for keeping me in the loop. How can I become a member of the committee?