

Out of Tolerance Appeal Process

Objective:

GRDS would like to give installers a pathway to appeal an out of tolerance result during the production validation stage of a Propel project. This document's goal is to outline the required documentation, and project details the installer is required to provide GRDS to start the appeal. This information provided by the customer will give meaningful insight into how their production model was created so GRDS can determine differences and adjust if determined that GRDS overlooked something.

Please note that there are 2 types of out of tolerance results, 1. Production of the proposed system is found to be outside of the +30% to -5% tolerance of the stated production sold & 2. Disqualification due to production of the proposed system is found to not meet the minimum kWh/kW program requirements for that state it was sold. If you have received an out of tolerance determination, those new values have been input in the System Design Specifications in Concert. If you intend to appeal this result, **DO NOT** process a change order with the customer in Concert until the appeal has been concluded.

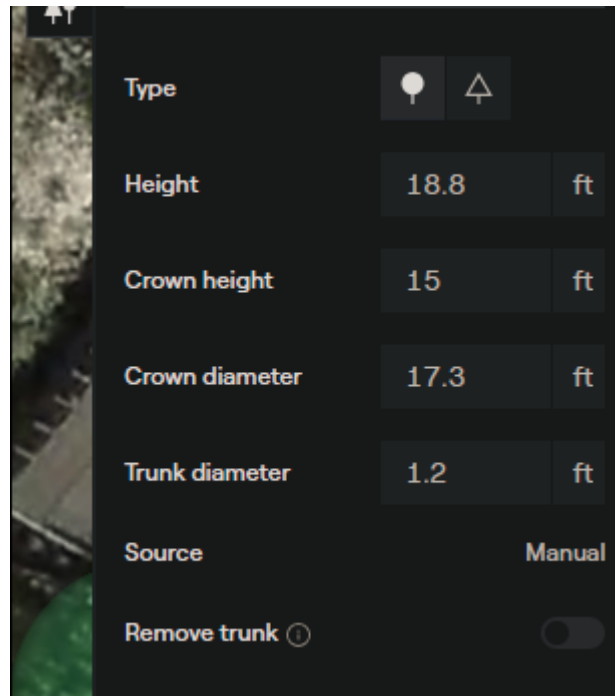
To initiate an appeal of an out of tolerance result please use the Change Request feature, in the Project, in the Greentech Customer Portal. The Change Request process SOP can be found [here](#). The Change Request process ensures that all of the information you want to have considered, as well as any uploaded resources, is all in one place. Submissions made outside of the Change Request process may be overlooked or significantly delayed.

GRDS's goal is to provide a fair review of evidence-based discrepancy. It is incumbent on the installer to provide the appropriate documentation of the discrepancy(s) as detailed below. Appeals lacking documentation will not be reviewed or considered.

Required Documentation:

1. Shade report from design software
 - a. Document must include the following
 - i. Roof Pitch
 - ii. Roof azimuth
 - iii. TSRF values
 - iv. Drawn trees
2. Image of Loss Settings
3. Trees

- i. If trees have been removed or will be removed prior to the system being placed into service, submit an image that clearly indicates which trees should not be considered in our validation.
- ii. Tree trimming is subjective and temporary. If existing trees need to be modeled differently, please submit an image that clearly indicates which tree(s) need to be modeled differently, and express these changes in writing using the values that the modeling software uses (see image).

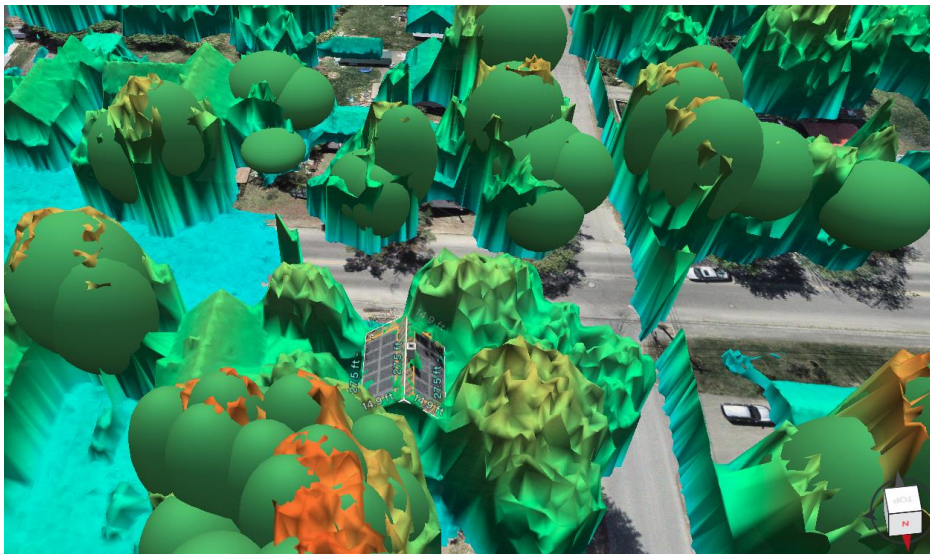


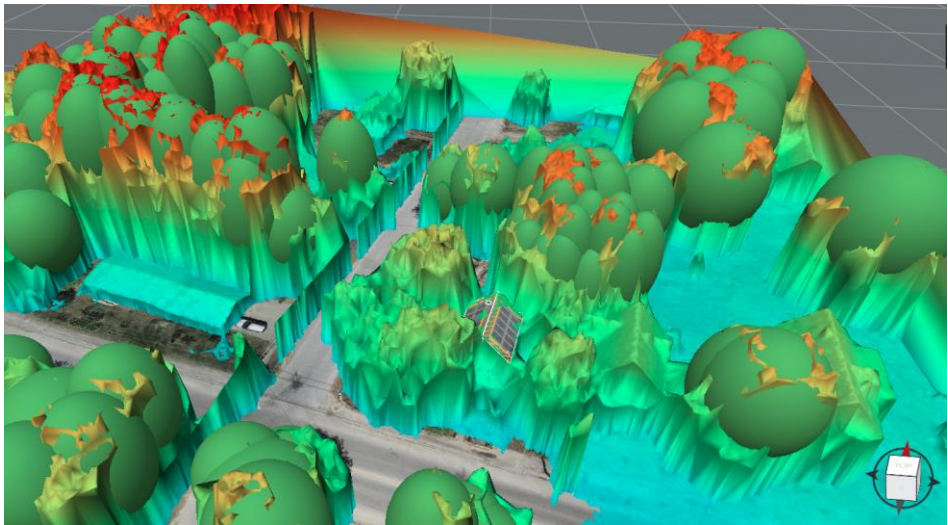
4. If there are pitch discrepancies, please provide proof that accurate pitch was measured. This can include
 - a. Photos of pitch measuring tools
 - b. Measurements of any hips/valleys/rakes/eaves/ridges applicable to plane/roof in question
 - c. Lidar overlay showing house was modelled to match Lidar
5. Some example photos that need to be included in appeal:

Top-down view identifying trees that have been removed:



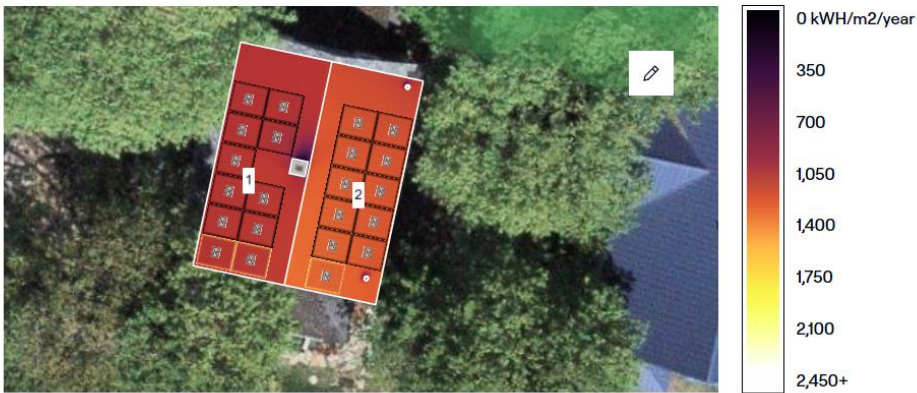
Lidar Overlay:





Irradiance Image with Azimuth and Pitch:

Annual irradiance



Summary

Array ID	Panel count	Azimuth	Pitch	Annual TOF	Annual solar access	Annual TSRF
1	11	282°	41°	68%	91%	62%
2	11	102°	41°	80%	90%	72%
Weighted average by panel count:				90.5%		67%