



# LOAN PRODUCTS FOR RESIDENTIAL & COMMERCIAL SOLAR PHOTOVOLTAIC SYSTEMS

*STATE OF HAWAII Green Infrastructure Authority | GEMS FINANCING PROGRAM*

# Agenda

- ✓ Residential Loan Program Overview
- ✓ Residential Loan Process
- ✓ EFS Contractor Portal Training –  
Residential Loan Program
- ✓ Commercial Loan Program Overview
- ✓ GEMS Sales Support
- ✓ GEMS Contacts & Resources





# **RESIDENTIAL LOAN PROGRAM OVERVIEW**

# Partner Responsibilities

## **HGIA – Contractor Engagement & Training**

- ✓ Installer Training
- ✓ Dispute Resolution
- ✓ Installer Compliance

## **Energy Finance Solutions (EFS)/Wisconsin Energy Conservation Corporation (WECC) – Loan Originator**

- ✓ Loan Prequalification
- ✓ Loan Application
- ✓ Loan Funding

## **Concord Servicing – Loan Servicer**

- ✓ Borrower Billing
- ✓ Payment Processing
- ✓ Collections

# Consumer Program Updates

- ✓ Over 300 Applications Submitted
- ✓ 5.99% Interest Rate for All Eligible Borrowers
- ✓ Increased Price Cap to \$4.50/watt
- ✓ Trust Properties Accepted
- ✓ Re-amortization Available
- ✓ NEM, CGS & CSS Accepted (however, unable to finance energy storage)



# GEMS Review

- ✓ **Fixed Interest Rate at 5.99%**
- ✓ **FICO Score as Low as 600 Accepted**
- ✓ **100% Financing – No Money Down**
- ✓ **20 Year Fixed Rate Solar Loan**
- ✓ **Maximum Loan Amount \$75,000**
- ✓ **No Prepayment Penalties**
- ✓ **Re-Amortization Allowed**
- ✓ **Properties held in Trust accepted**
- ✓ **Competitive Underwriting Guidelines & Rates**



# Eligible Borrower

- ✓ All Borrowers must be on the title. Proof of property ownership is required.
- ✓ The electric utility account must be held by at least one borrower.
- ✓ Credit approval is based on the highest (used to be lowest) credit score of all co-borrowers.
- ✓ All Trustees must be co-borrowers.



# Eligible Properties

- ✓ Subject Property must be single family residence located within the service territories of Hawaiian Electric Company (HECO), Maui Electric Company (MECO) or Hawaii Electric Light Company (HELCO)
- ✓ The property may be fee simple or leasehold. Leased properties must have at least 25 years remaining on the Lease.
- ✓ Properties held in Trust are eligible.





# Eligible Projects

- ✓ NEM, CGS or CSS Interconnections
- ✓ System monitoring equipment w/ data access capability
- ✓ Expected production from system cannot exceed 125% of site usage
- ✓ Systems with production greater than 100%, up to 125%, of prior usage must submit acknowledgement and reason for oversizing
- ✓ Total cost per watt must meet underwriting guidelines that are consistent with industry standards
- ✓ PVWatts for production validation
- ✓ PVWatts Calculator Certification
- ✓ Panels & Inverters must have 20 year manufacturer's warranty
- ✓ 10 Year Workmanship Warranty
- ✓ Installer must be GEMS approved (Eligible Installer)

For full eligibility requirements, visit: [www.gems.hawaii.gov/participate-now/installers](http://www.gems.hawaii.gov/participate-now/installers)

# Eligible Cost of PV System

## Total Installed PV System cost may include:

- ✓ Solar panels, equipment, materials and labor installation
- ✓ Required electrical upgrades
- ✓ Permit fees
- ✓ Other hard cost and structural improvements may be assessed



# Additional Requirements

- ✓ **Single funding after completion**
- ✓ **Financing fee is the greater of \$300 or 1% of the Loan Amount**
- ✓ **Financing fee to be paid by installer and will be netted at funding**
- ✓ **Required system monitoring**
- ✓ **Customer/Installer Complaint Resolution Process**





# **GEMS RESIDENTIAL LOAN PROCESS**

# Process for The Consumer

## Financing Process - Steps

1. Scope of Work
2. Online or Paper Application
3. Pre-Qualification
4. Validation / Qualify Project
5. Approval / Execute Loan Agreements
6. Installation
7. Completion / Verify Improvements
8. Disbursement



# Website: EnergyFinancingSolutions.com



[ABOUT EFS](#) - [FOR PARTNERS](#) - [FOR HOMEOWNERS](#) - [FOR BUSINESSES](#) - [FOR CONTRACTORS](#) - [CONTACT US](#)



**PARTNERS IN  
CUSTOMER SERVICE**  
**ENERGY FINANCE SOLUTIONS**

Your customers know energy-efficiency and renewable energy updates mean increased comfort and big savings. Turn that interest into business with an EFS financing program.

# 1. Scope of Work

- ✓ **Customer requests Solar System from Eligible Contractor**
- ✓ **Eligible Contractor prepares scope of work for Solar System that meets Product Eligibility criteria.**



# Process Overview

## How EFS Delivers Financing





## 2. Applying for Financing

There are two (2) ways to apply for a loan.

**A. Online at**

[https://app.energyfinancesolutions.com/consumerportal/?\\_cldee=bGF1bWFubkB3ZWVjdXNhLm9yZWw%3d%3d&urlid=0](https://app.energyfinancesolutions.com/consumerportal/?_cldee=bGF1bWFubkB3ZWVjdXNhLm9yZWw%3d%3d&urlid=0)

- B. Print the application:** Download the credit application on the GEMS Residential Financing Program home page, hosted by EFS. **Apply by mail or fax:** Customer may request an application packet by mail or by calling **1.800.600.7066**.

**Submit by mail or fax to:**

Energy Finance Solutions

431 Charmany Drive

Madison, WI 53719

Fax: 608.249.5788

[efs@energyfinancesolutions.com](mailto:efs@energyfinancesolutions.com)





[ABOUT EFS](#) ▾

[FOR PARTNERS](#)

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[FOR BUSINESSES](#) ▾

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## Find Programs In Your Area

At Energy Finance Solutions we offer financing for a wide range of energy efficiency programs in the United States.

### EFS Programs

#### Hawaii

[Hawaii GEMS Financing for Solar Projects](#) - The State of Hawaii's Green Energy Market Securitization (GEMS) Program offers financing for residential homeowners to fund the purchase of a solar electric system.

## 2. Applying for Financing

### Borrower submits the following information:

- ✓ Completed Credit Application
- ✓ Copy of most recent utility bill
- ✓ Copy of lease (if not fee simple property)
- ✓ Copy of Trust (if property held in trust)



**GEMS** | **GEMS Financing Program**  
Consumer Credit Application

This is not a contract for a loan nor does it lock you into any commitment with a contractor. This is an application that will allow us to proceed with your request for a loan to finance your improvements. This will include reviewing your credit history.

Please complete all fields. Incomplete applications will be returned to you for completion. Only residential work that has not been started is eligible for financing. Upon completion of the application, please submit the credit application, along with a copy of a recent electric utility bill and Hawaiian Homestead Lease (if applicable), to: Energy Finance Solutions, 4311 Chuanmany Drive, Madison, WI 53719 or fax to 608-249-5788.

SECTION A - INDIVIDUAL APPLICANT INFORMATION									
Mr/Ms/Ms	Last Name	First Name	MI	Initial					
Birth Date		Phone		Social Security Number					
Installation Address (where home improvements are to be made)								Unit #	
City		State	Zip	Island associated with the installation address			Years at Current Address		
Is the land on which the dwelling is to be improved:				Dwelling Type (BUILT IS+UNIT does not qualify)					
<input type="checkbox"/> Owner <input type="checkbox"/> Hawaiian Homestead Lease*				<input type="checkbox"/> Single Family <input type="checkbox"/> Duplex <input type="checkbox"/> Other					
<small>*Trust properties are not eligible at this time. *Other land leases are not eligible at this time.</small>									
Do you currently own or rent the dwelling to be improved:				Do you occupy the dwelling to be improved:			No. of Household Members		
<input type="checkbox"/> Own <input type="checkbox"/> Rent				<input type="checkbox"/> Yes <input type="checkbox"/> No					
Current Address (if different than the above installation address):				City		State	Zip		
Mailing Address (if different than the above current address):				City		State	Zip		
Employer Name/Address Source				Employer Address, City, State, Zip					
Employee Phone Number		Monthly Gross Income		Years Employed		Annual Annual Household Income			
		\$				\$			
SECTION B - JOINT APPLICANT									
<small>Complete only for joint credit if Joint Applicant is a Co-Borrower/Spouse, they must own and occupy the home at the above installation address.</small>									
Mr/Ms/Ms	Last Name	First Name	MI	Initial					
Birth Date		Phone		Social Security Number					
Current Address (if different than the above installation address):				City		State	Zip		

# 3. Pre-Qualify

## ✓ EFS reviews application

## ✓ Checks the following:

- Consumer Credit Report
- Consumer Utility Bill
- Check Eligible Property status

## ✓ EFS issues a loan status

- Conditional Preapproval - Eligible Borrower and Property
- Pending – Requires additional information
- Denied – Ineligible Borrower and/or Property



## 4. Validation & Qualify Project

**EFS Verifies PV system meets Program Eligibility Requirements.**

**Required documentation from installer:**

- ✓ Utility Interconnection application approval
- ✓ NREL PVWatts system verification (print out)
- ✓ PVWatts Calculator Certification (form)
- ✓ Executed Sales Contract

**All documentation must meet Program Eligibility Requirements.**



# 4. Validation & Qualify Project

NREL PVWatts system  
verification:  
[pvwatts.nrel.gov](http://pvwatts.nrel.gov)



# 4. Validation & Qualify Project

## PVWatts Calculator Certification Form:

ABOUT EFS - FOR PARTNERS FOR HOMEOWNERS - FOR BUSINESSES - **FOR CONTRACTORS -**

Home / [For Contractors](#)

### Documents And Forms



**Hawaii**

- [GEMS Financing Program Credit Application](#)
- [GEMS Financing Program Change Order](#)
- [GEMS Financing Program Installation Completion Certificate & Customer Warranty](#)
- [GEMS Financing Program PV Watts Calculator Certification](#)

**HAWAII GEMS FINANCING PROGRAM  
PVWATTS CALCULATOR CERTIFICATION**  
To Be Completed and Signed Upon Submission of the PVWatts Systems Assessment

Installer Name:

Customer/Borrower Name:

Solar System Address:

City:

State:

Zip:

Loan Number:

**Installer Statement**  
The Installer hereby certifies, with respect to that certain solar photovoltaic system installed at the address set forth above ("Solar System"), the following:

**1. PV Watts System Information**  
The PV system information entered into the PVWatts v5 calculator (accessible at <http://pvwatts.nrel.gov/>), including but not limited to DC System Size, Module Type, Array Type, System Losses, Tilt, and Azimuth, is accurate and represents what was sold to the customer and which may or may not have been disclosed in an executed sales contract.

**2. PV Watts Estimated Production**  
Year 1 estimated energy production is as follows:

Sales Contract (kWh):

PV Watts (kWh):

Tolerance %:

<http://www.energyfinancesolutions.com/forcontractors-documents-forms>

# 4. Validation & Qualify Project

## Executed Sales Contract must include:

- ✓ System Size (in watts)
- ✓ Total Installed Cost
- ✓ Estimated Year 1 kWh Production
- ✓ Evidence of Monitoring Equipment
- ✓ Manufacturer's Warranty (20 years on panel & inverter)
- ✓ Workmanship Warranty (10 years)
- ✓ Loan Amount \*

\* Installer's contract with the customer must identify the loan amount the customer is seeking. The stated loan amount should be adjusted to account for any required down payment or customer funded contribution to the cost of the installation.



## 5. Approval / Execute Loan Agreements

- ✓ Customer received final approval from EFS
- ✓ Eligible Borrower executes Loan Document
- ✓ Eligible Installer receives notice to proceed
- ✓ Eligible Installer is responsible for obtaining building permits

**Note:** Eligible Installer must wait for EFS to receive executed loan agreements prior to installation.



## 6. Installation

# 7. Completion / Disbursement

## At completion Eligible Installer submits:

- ✓ A copy of closed permits
- ✓ Executed NEM , DER or other Interconnection Agreement
- ✓ A completion certificate
- ✓ A detailed final invoice/contract

Disbursement occurs once EFS receives and verifies items above. Payments are made via ACH or check from EFS, in a few as 2 days.



# 7. Completion / Disbursement

**Completion Certificate: includes the solar system inventory listing the make, model, and serial number.**



<http://www.energyfinaancesolutions.com/forcontractors-documents-forms>

## HAWAII GEMS FINANCING PROGRAM INSTALLATION COMPLETION CERTIFICATE & CUSTOMER WARRANTY

To be completed and signed upon completion of installation

Installer:

Customer(s):

Installation Address:

Solar System Size (kW):

Loan Amount (\$):

Loan Number:

### Installer Statement

The Installer hereby certifies, with respect to that certain solar photovoltaic system installed at the address set forth above ("Solar System"), the following:

#### 1. Installation Criteria

- i. Compliance with Sales Contract. Installer warrants that the work and the equipment furnished in this installation job comply with the requirements as outlined in the Installer's Sales Contract.
- ii. Commissioning and Testing. The Solar System, including all components thereof, has been commissioned and tested by Installer.
- iii. Condition. The Solar System is in good working order and condition.
- iv. Compliance with Laws. The Solar System complies with all Applicable Laws; and
- v. No Defects. No material defects or deficiencies were identified as a result of the tests described in subsection (ii).

#### 2. Warranty

Installer warrants that the work and the equipment furnished in this installation job comply with the requirements as outlined in the Installer Participation Agreement with the State of Hawaii and WEGG Energy Finance Solutions, and the other named Parties to the Agreement. In the event that any defect in workmanship is discovered within ten (10) years, or defect in equipment is

# 7. Completion / Disbursement

## Detailed Final Invoice/Contract:

- ✓ The final invoice/contract loan amount must match the original contract loan amount.
- ✓ If the final invoice/contract amount varies from the original contract, please complete and submit a Change Order.



<http://www.energyfinaancesolutions.com/forcontractors-documents-forms>

## GEMS Financing Program CHANGE ORDER

To be completed when final invoice amount will vary from original contract

This agreement is made between \_\_\_\_\_ (hereinafter called Installer) and \_\_\_\_\_ (hereinafter called Customer), to provide services that differ from those specified in the Installer's original estimate.

The agreed upon changes to scope of work and/or installer charges are as follows:  
**Please include changes to the system size and installed costs p/watt as a result of this change order. Please also provide the updated PVWatts system verification printout and a resigured verification of system accuracy reflecting the installation change(s), if applicable.**

_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total net change in work scope:	\$ _____

All other terms of the initial estimate are also incorporated into this Change Order. **The work authorized by this Change Order requires program approval prior to work being performed.** Energy Finance Solutions will complete this work scope review on behalf of the GEMS program.

If the above changed work results in a new loan amount to be financed through the GEMS Financing Program, **the Customer must complete and sign a revised Loan Agreement.** Until and unless a revised Loan Agreement is executed, the loan may not be closed and the funded to the Installer, and payment of the contracted amount will be the responsibility of the Customer.

**IN WITNESS WHEREOF,** the parties have executed this contract as of the date written below.

_____	_____
Customer	Contractor
_____	_____
Address	Company Name



# **EFS CONTRACTOR PORTAL TRAINING RESIDENTIAL LOAN PROGRAM**

# EFS Contractor Portal

## GEMS Loan Pipeline Report

- ✓ Customer Pipeline - Track the status of your projects
- ✓ Project Financing Information - Borrower, Loan Information, Key Dates, Property Information, EFS Contact Information
- ✓ Loan Comments - Exchange messages with EFS loan specialist
- ✓ Loan Conditions - Upload document requirements for closing
- ✓ Document library - Approval Letters and loan documents

Welcome to the Energy Finance Solutions contractor portal. Please Login below.

**Account Information**

Contractor ID Number:

Username:  [Forgot Company ID/Username?](#)

Password:  [Forgot Password?](#)

Security Question:

Security Answer:

[www.energyfinesolutions.com/forcontractors-contractorlogin](http://www.energyfinesolutions.com/forcontractors-contractorlogin)

# EFS Contractor Portal – Training

## Step 1: Watch EFS Contractor Portal Training Webinar

Complete Training Materials Located Here:

<http://www.energyfinancesolutions.com/forcontractors-documents-forms>



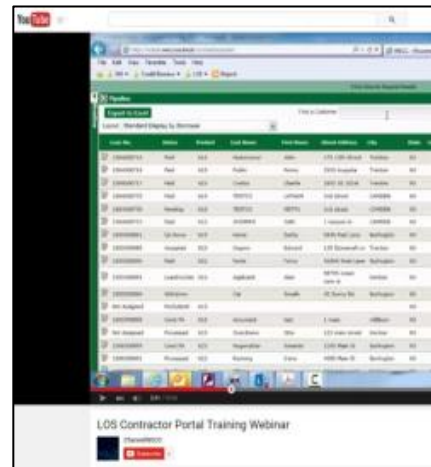
Home / For Contractors

## Documents And Forms

Participating contractor materials

A new online portal is available to assist Hawaii and New Jersey contractors with the EFS loan application process. The documents and video below will help guide contractors through the basics of the online portal.

- [Portal Training](#)
- [Portal Training Administrator](#)
- [EFS Contractor Portal Training Webinar](#)
- [Contractor Portal Use Agreement](#)



# EFS Contractor Portal – Training

## Step 2: Assign an administrator for your company and review materials.

Complete Training Materials Located Here:

<http://www.energyfinancesolutions.com/forcontractors-documents-forms>



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## Documents And Forms

**Participating contractor materials**

A new online portal is available to assist Hawaii and New Jersey contractors with the EFS loan application process. The documents and video below will help guide contractors through the basics of the online portal.

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- [Contractor Portal Use Agreement](#)



WECC EFS

## EFS Contractor Portal : Administrator Functions



# EFS Contractor Portal – Training

## Step 3: Review EFS Contractor Portal Use Training Materials.

Complete Training Materials Located Here:

<http://www.energyfinancesolutions.com/forcontractors-documents-forms>



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## Documents And Forms

### Participating contractor materials

A new online portal is available to assist Hawaii and New Jersey contractors with the EFS loan application process. The documents and video below will help guide contractors through the basics of the online portal.

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- [Portal Training Administrator](#)
- [EFS Contractor Portal Training Webinar](#)
- [Contractor Portal Use Agreement](#)



# EFS Contractor Portal – Pipeline View

## Customer Pipeline View

The Standard Display by Borrower view is the default view when you log into the contractor portal. It provides a snapshot of all of your customer loans. At a glance, you can see the loan number, status, and loan specialist assigned to each loan.

Loan No.	Status	Product	Last Name	First Name	Street Address	City	State	Contractor	LS First Name	LS Last Name	Customer Email
Not Assigned	Accepted	615	McGee	Testy	45 Maple Shade Ln	Burlington	NJ		Amanda	Cluever	testy@mcgee.1
Not Assigned	Paid	615	Cat	Smelly	45 Sunny Rd	Burlington	NJ				smelly@cat.1
Not Assigned	Final PA	623	Shot	Screen	456 Main Street	Burlington	NJ				screen@shot.1
1504000708	Pending	615	Testco	Enrique	4666 N 233rd St	Trenton	NJ		Robin	Sherwood	
1504000711	Accepted	623	Testco	Joyce	576 Almira Ave	Bloomfield	NJ		Robin	Sherwood	
1504000712	Accepted	615	Testco	Joyce	576 Almira Ave	Bloomfield	NJ		Robin	Sherwood	

# EFS Contractor Portal – Loan Summary

## Loan Summary Screen

The Loan Summary screen provides you with more detailed information about your customer's loan. The task contains the following sections: Borrower Information, Loan Information, Important Dates, Property Information, and Contacts. Each section is detailed below.



The screenshot displays the 'Loan Summary' screen. At the top, the title 'Loan Summary' is centered in a green font. Below the title, there is a list of five sections, each represented by a dark green bar with white text and a downward-pointing arrow on the right side. The sections are: Borrower Information, Loan Information, Important Dates, Property Information, and Contacts.

Loan Summary	
Borrower Information	▼
Loan Information	▼
Important Dates	▼
Property Information	▼
Contacts	▼

# EFS Contractor Portal – Loan Summary

## Loan Summary

Borrower Information

Borrower Name

Larry Credco

Loan Information

Product Name:

615 New Jersey HPwES

Loan Status:

Conditional PreApproval

Loan Amount:

\$10,000.00

Interest Rate:

0.0000%

Important Dates

Property Information


Contacts

# EFS Contractor Portal – Loan Conditions

Category Filter: (none)

View Filter: Unapproved Conditions

Conditions to be satisfied by the customer <input type="button" value="▲"/>	
Approved	Description
No	From the EFS Customer Portal print your completed application. Sign and date your application and upload the signed document to the Customer Portal.
No	Provide a copy of a current property tax bill or deed for the installation property.
No	Provide a copy of a recent electric bill and gas bill (if applicable) for the property. The bill must show the service address, name on the account, and the account number.

Conditions to be satisfied by the contractor <input type="button" value="▲"/>	
Approved	Description
 No	Contractor to submit a Proposed Measures Form, evidencing total energy savings (TES) and measure eligibility per the New Jersey Home Performance with ENERGY STAR® Program. Also required is a copy of the Contract for work, signed and dated, by both customer and contractor, indicating loan amount.

Conditions to be satisfied by the Lender <input type="button" value="▲"/>	
Approved	Description

# EFS Contractor Portal – Document Printing

## Document Printing Screen



The Document Printing screen is where you can find the preapproval, pending, denial, and approval letters, as well as the loan documents, for each loan. As the loan moves through the application process, the corresponding documents will automatically be available to you.

### Document Printing

Document Set: Loan Approval ▼

☐ Select/Deselect All

Print

	Description	Borrower(s)
<input type="checkbox"/> 	NJ HPwES Loan Approval Letter	JERRAD TESTCO
<input type="checkbox"/> 	NJ Promissory Note	JERRAD TESTCO



# **COMMERCIAL LOAN PROGRAM OVERVIEW**

# Design of Commercial Loan Product

- **The design included three objectives:**
  1. to collaborate and partner with commercial banks and other financial institutions;
  2. to be more flexible and competitive; and
  3. to fill a market gap with an unconventional financing tool.
- **Result: Co-lending structure with a capital stack of private and public debt.**
  - Long-term financing tool complements conventional financing and provide low-cost, cash flow friendly capital



# Loans Made to Investors or Direct to Small Business

- ✓ **Fixed Interest Rates ranging from 4.50% to 7.50%  
(depending on global cash flow)**
- ✓ **Leverages Bank financing (co-lending with  
conventional financial Institution)**
- ✓ **100% Financing – No Money Down**
- ✓ **Up to 20 Year Terms**
- ✓ **No Prepayment Penalties**

# Eligible Off Takers (rate payers)

- **Nonprofits**
- **Small Businesses (as defined by the U.S. Small Business Administration's size standards)**
- **For profit multi-family projects**

# Eligible Properties

- ✓ Subject Property must be located within the service territories of Hawaiian Electric Company (HECO), Maui Electric Company (MECO) or Hawaii Electric Light Company (HELCO)
- ✓ The property may be fee simple or leasehold. Leased properties must have at least 20 years remaining on the Lease.





# **GEMS SALES SUPPORT**

# Marketing Toolkit



## GEMS Flyer

Download an overview flyer for your company's sales / pitch books.

[Download](#)



## Customer Brochure

Please note, the 2nd page of the PDF is upside down for double sided printing.

[View](#)



## Splash Webpage

Link to this page from your website to promote the program to your customers.

[View](#)



# **GEMS CONTACTS & RESOURCES**

# Contact Information

## EFS/WECC

Linda Aumann  
efs@energyfinancesolutions.com  
800-600-7066

## Hawaii Green Infrastructure Authority (HGIA)

### Residential Loan Program

Valerie Kubota  
GEMS@dbedt.hawaii.gov  
808-587-3868

### Commercial Loan Program

Bill Mckillop  
[GEMS@dbedt.hawaii.gov](mailto:GEMS@dbedt.hawaii.gov)  
808-587-3829