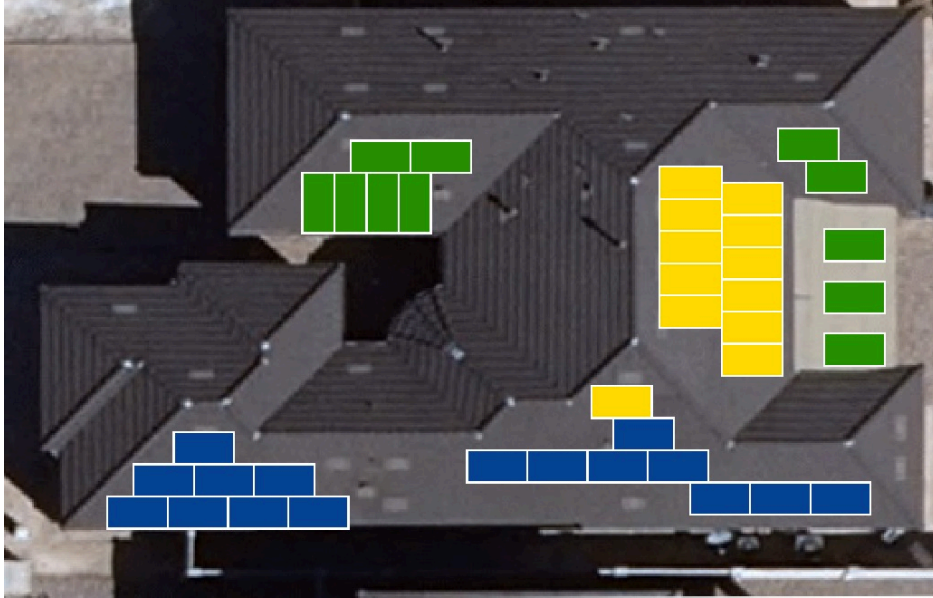
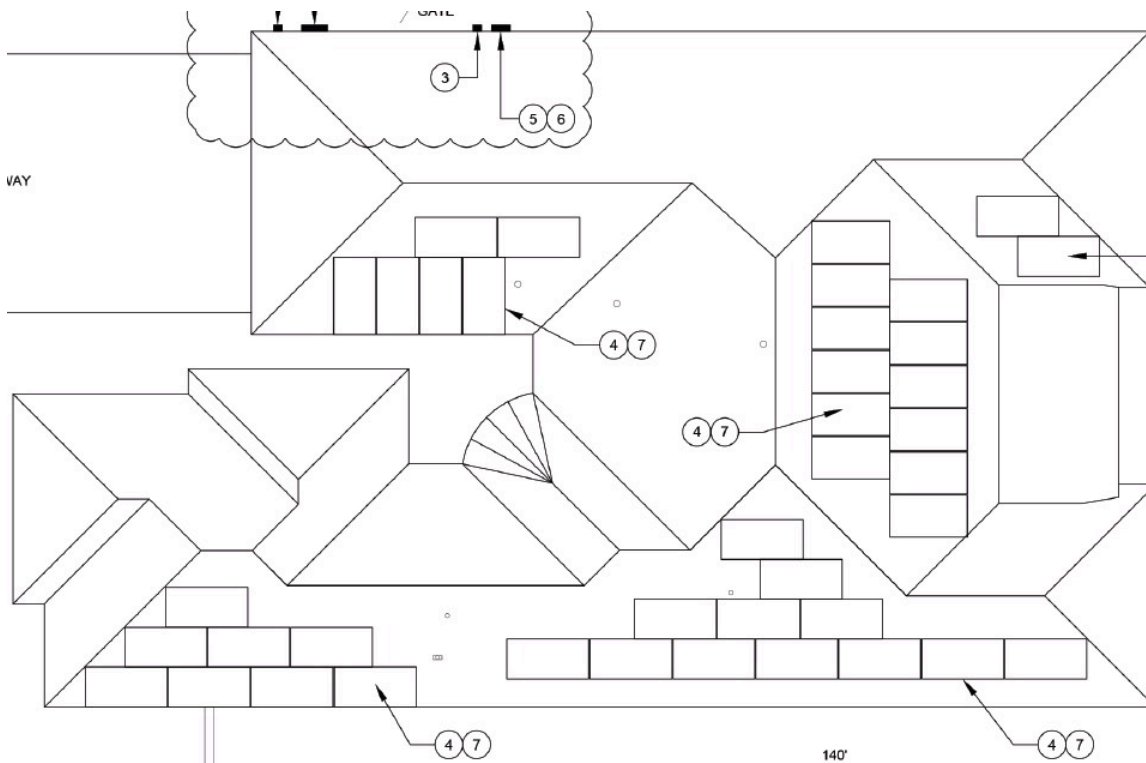


Further description of listed complaints.

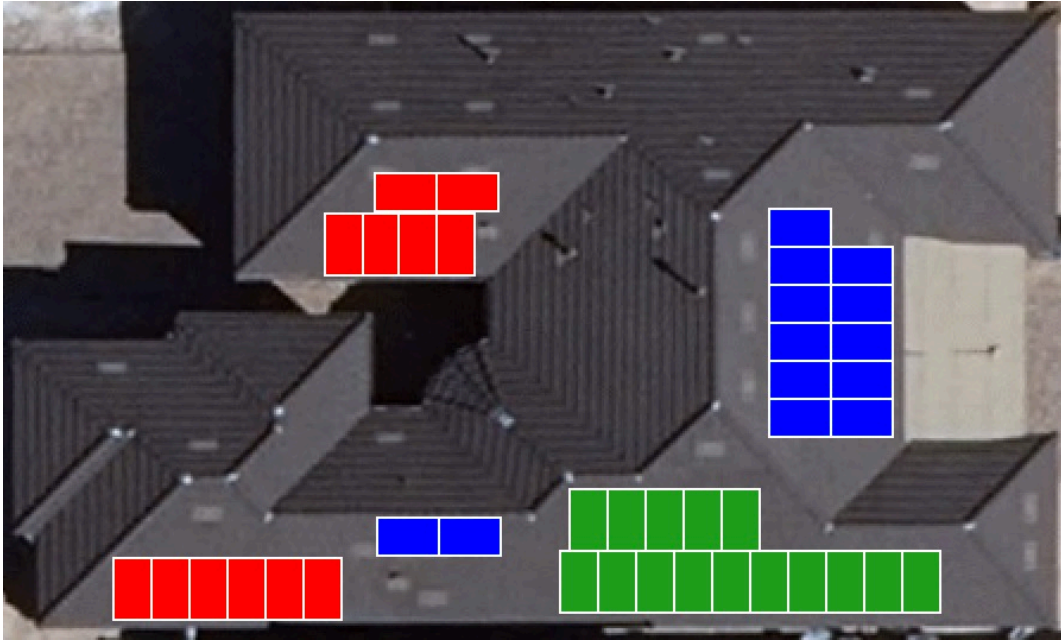
1. I worked with AZ Solar Living (the Contractor) on a layout that would mitigate shade as much as possible and after several configurations, we agreed on the attached layout. This layout also properly followed the necessary Fire Dept. setback rules for solar PV installs.



The permit was submitted to the city with a slight modification but followed generally the same layout and met the required code.



Once the install of the roof mounts and racking was actually completed by the Contractor, they were placed in a way that the layout of the panels would have not followed the agreed on design, the permit, or the fire code setback.

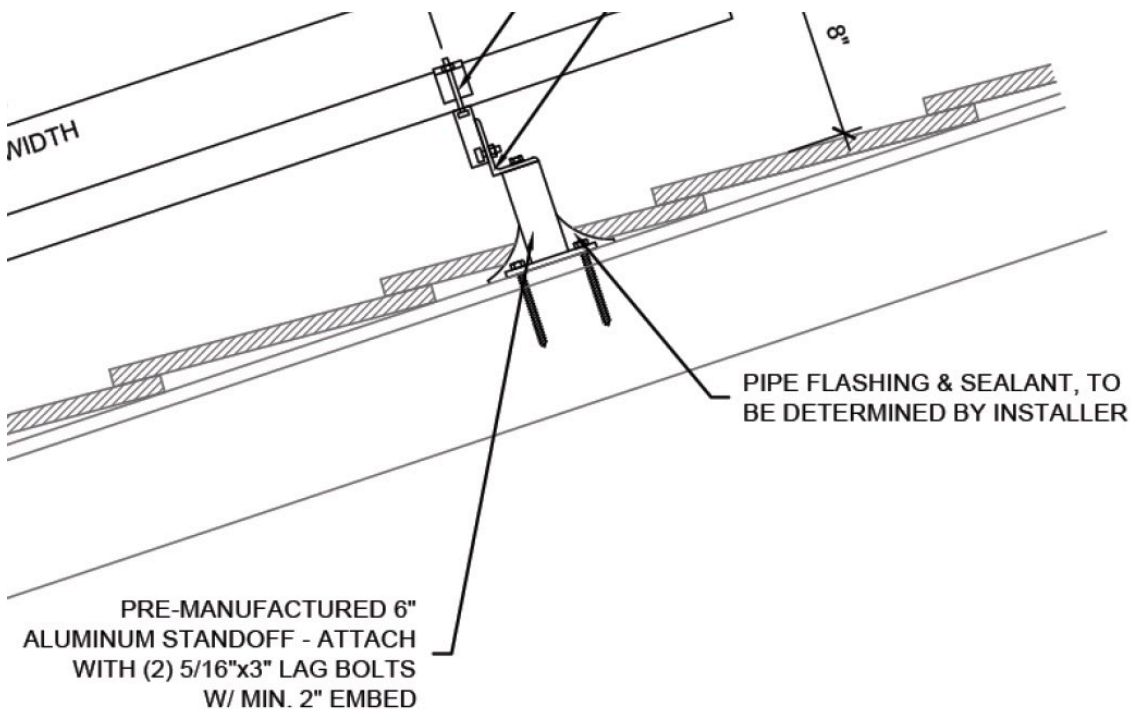


I advised the Contractor that I did not feel the mounts and racking were installed correctly and that they did not meet the required fire setback code and was told "It will be fine".

Further description of listed complaints.

2. The Contractor used zinc coated hanger bolts for the installation of the solar racking mounts. The permit specified pre-manufactured 6" aluminum standoffs attached with (2) lag bolts. I specifically asked the Contractor to send me a copy of the permit prior to submitting it to the city to make sure we were "on the same page" as to how and what was being installed and fully expected the mounts to match the permit submitted and approved. I brought up the issue with the Contractor upon seeing the hanger bolts and was told the permit showed just a "generic" model and that it did not have to match exactly. I placed a call to the City of Peoria and was advised that information is not correct and that the mounts do in fact have to visually match the permit and be rated for the wind and load bearing specified on the permit.

This is what the permit specified:



This is what was installed by the Contractor:



Further description of listed complaints.

3. Contractor installed the improper roof mounts (hanger bolts) by drilling through the flat roof tile and into the roof rafters and applied silicon as a sealant on top of the tile and on top of the underlayment. I contacted several roofing companies to confirm if this is an acceptable roofing method and all of them said it was incorrect, not to code and not to acceptable standards. I was advised by the roofing companies that the silicon sealant would last at most a couple of years under the Arizona sun and the penetrations would most definitely leak.

In addition, upon inspecting the work myself, I found several penetrations that the Contractor did end up not using (did not install a hanger bolt at that location) which some were filled with silicon sealant while others were not and were left free to leak.





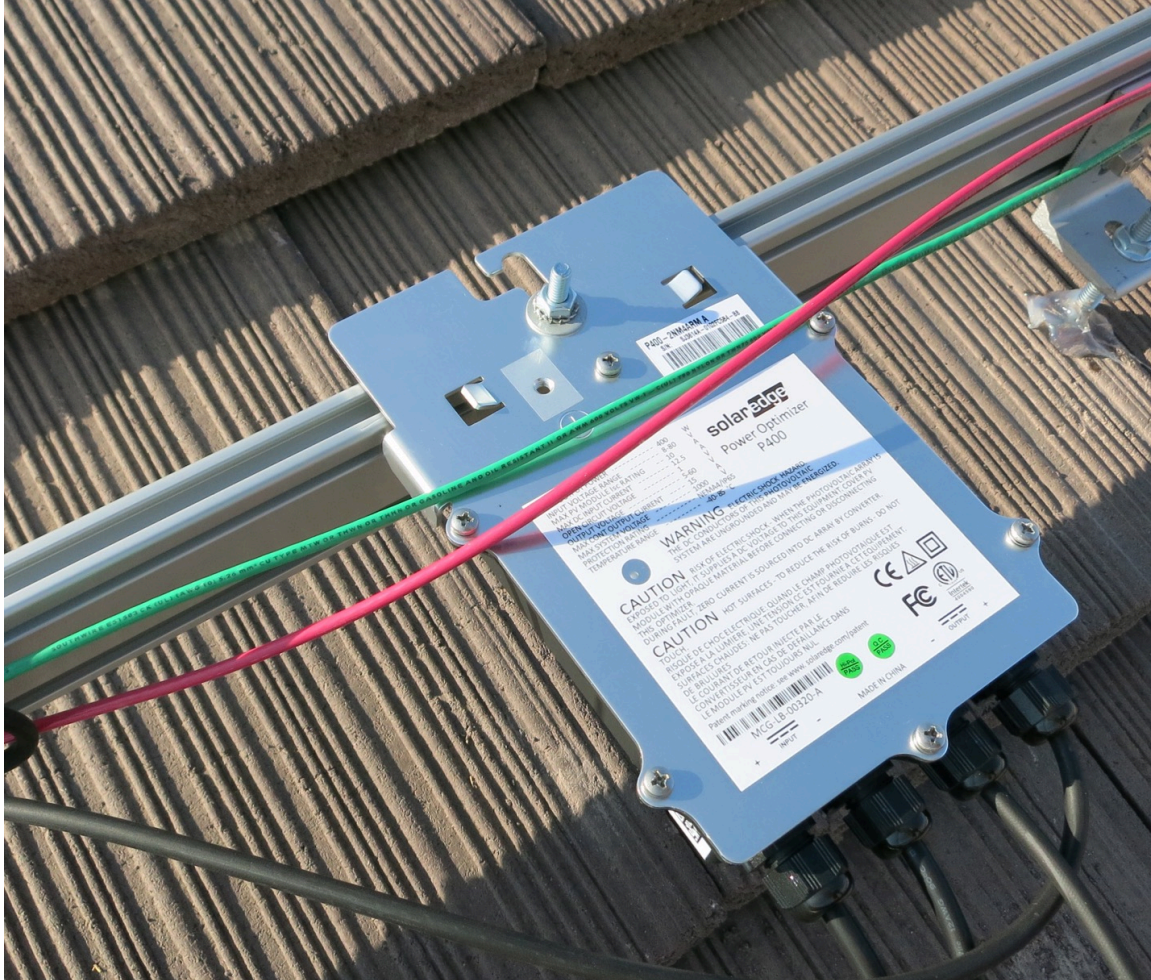




I attempted multiple times to contact the Contractor about having the work redone. He initially said on 12/15/14 he would not redo the work. On 12/16/14 we came to an understanding that I would purchase the correct mounts and he would come and install them. At this time the Contractor stopped communicating and did not return calls or text messages. Needing the project completed and not hearing back from the Contractor I started to redo the roof work myself. I was advised by the Contractor's office on 12/29 that the Contractor had left on vacation and was returning on 01/05. The Contractor finally contacted me again on 12/31/14 after I called his office and advised them I would be cancelling the installation and having the payments made to him reversed.

Further description of listed complaints.

4. Contractor installed type THWN on the roof for the wiring between solar arrays, which is not rated for outdoor use and must be installed in conduit. The permit specified USE-2 wire, which is rated for outdoor use.



Further description of listed complaints.

5. Contractor installed $\frac{3}{4}$ " liquid tight plastic conduit between the SES and solar inverter. The permit specified 1" EMT.



Further description of listed complaints.

6. I advised the contractor that the plastic liquid tight conduit is not acceptable, both per the permit and aesthetically. The contractor replaced the plastic conduit with EMT, however the incorrect size was again used and did not match the specifications of the permit. This was one of the main points of why the project failed city inspection.

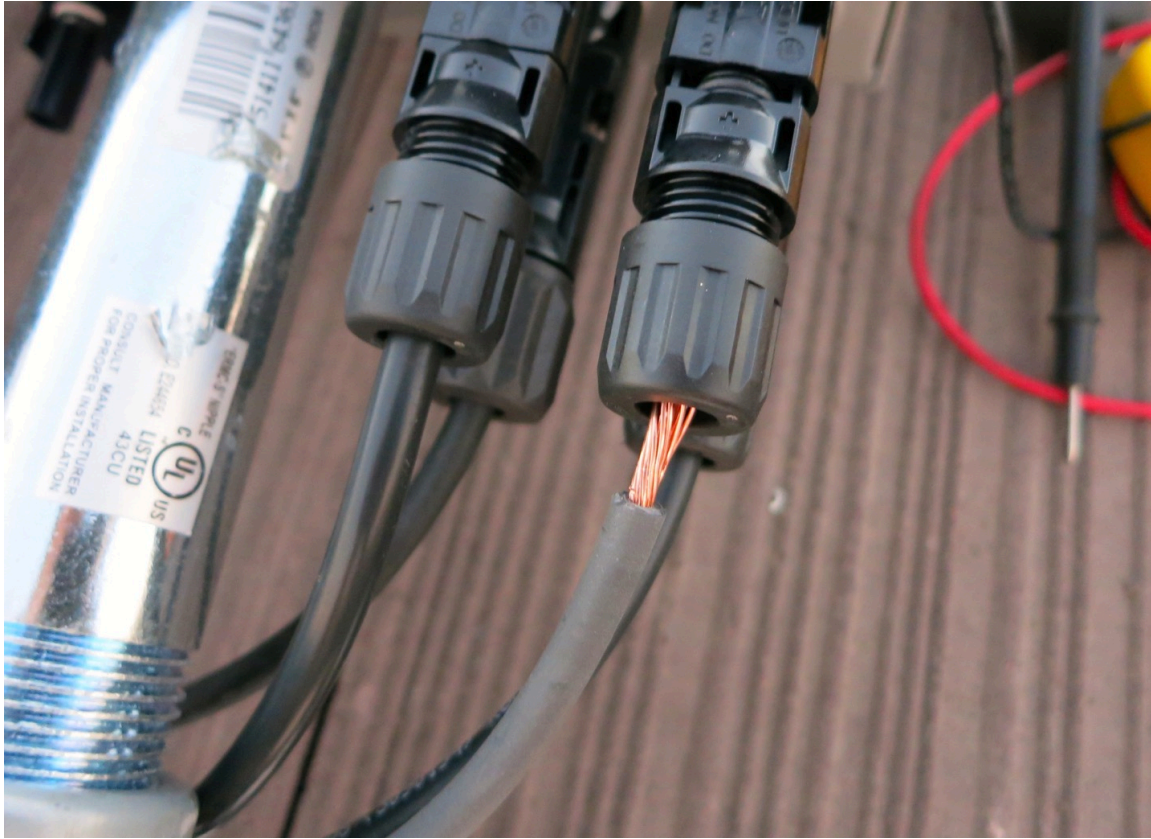


Further description of listed complaints.

7. Contractor did not install wire to match permit specification. Permit called for 2AWG between the combiner box and contractor installed 6AWG. Permit also called for 4AWG between the inverter and the SES and contractor installed 6AWG. This was one of the main points of why the project failed city inspection.

Further description of listed complaints.

8. Several connections to the MC4 connectors on the roof were discovered to be loose. The contractor used plier to crimp the connections instead of the proper MC4 crimping tool.



Further description of listed complaints.

9. Contractor consistently did not return calls or text messages and did not meet agreed upon schedules. Contractor originally verbally stated that once the permit was approved by the city, the install would start within a few days and finish within a week. Install began 26 days after permit was approved and completed 30 days later with incorrect workman ship.

The following is a timeline of events from the initial quote to present.

05/21/14: Received Initial Quote and Layout Proposal

06/06/14: Finalized Layout

07/09/14: Received Updated Quote for Finalized Layout

08/12/14: Permit Submitted to City

08/19/14: Permit Denied

08/20/14: Applicant Contacted

09/29/14: Permit Resubmitted

09/30/14: Permit Denied

10/7/14: Applicant Contacted

11/6/14: Permit Resubmitted

11/12/14: Permit Approved

12/01/14: Was Supposed to Start Install – Did Not Show

12/08/14: Installed Started

12/08/14: Sent Text Asking About Wiring and Conduit Not Matching Permit - Ignored

12/10/14: Was Supposed to Continue Install - No Show

12/11/14: Continued Install - Did Not Install Proper Roof Mounts

12/16/14: Said Would Come Out to Fix Roof

12/17/14: Tried Contacting About Roof - No Reply

12/18/14: Tried Contacting About Roof - No Reply

12/18/14: Sent Text Demanding Correct Size Wire and Conduit Be Used - Ignored

12/19/14: Tried Contacting About Roof - No Reply

12/20/14: Started Redoing Roof Work Myself (Did Not Hear From Installed Since 12/16)

12/23/14: Tried Contacting About Roof - No Reply

12/29/14: Was Told By His Office He Left On Vacation on 12/25 until 01/05

12/31/14: Received Email That He Would Come Install the Panels and Finish Project on 01/05

01/05/14: Received Text That He Could Not Make It and Would Come Next Day

01/07/14: Finished Install (Not Following Permit)

01/12/15: Fire Inspection Passed

01/12/15: Sent Text Asking About Wiring Not Matching Permit - He Replied It's OK As Is

01/13/15: Asked Again If He Doesn't Want to Change the Wire Before Inspection - Ignored

01/15/15: City Inspection Failed

01/15/15: Sent Text That Inspection Failed - No Reply

01/19/15: Sent Text Asking If He Can Come Out Tomorrow To Fix Inspection Issues - Ignored

01/19/15: Sent Email Advising I Would be Filing a Complaint and Reversing Payment

01/20/15: Spoke With Contractor in the Morning, He Advised That Permit Would be Resubmitted the following day (01/21/15) and Then Would Come Out to Fix Remaining Issues

10/22/15: Spoke with Contractor Who Confirmed Amended Permit Was Submitted on 01/21/15. Called City to Verify, City Stated That No Amended Permit Was Dropped Off, Verified With Office Staff.