MassACA Residential & Commercial User Registration and Application Guide

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Creating a Host Customer Account as a Home/Business Owner

If you are a homeowner, business owner, or public entity installing a solar project with a capacity of more than 25 kW AC on your property and seeking to net meter, you may need to create a host customer account on MassACA.org and obtain a cap allocation. If you are unsure about the capacity of your system, please consult with your solar installer. If you are a solar installer or developer, the correct type of account for you is a Project Representative account.

We highly recommend this process is completed <u>ON A COMPUTER</u> rather than mobile device.

Steps for Creating a Host Customer Account

1. Go to the MassACA website: massaca.org.
   a. Click the yellow "SIGN-IN" button in the top right corner. This will bring you to the page below:
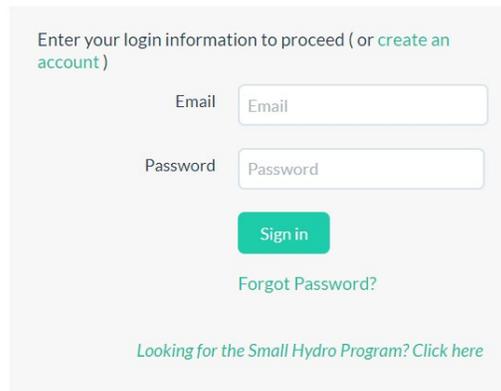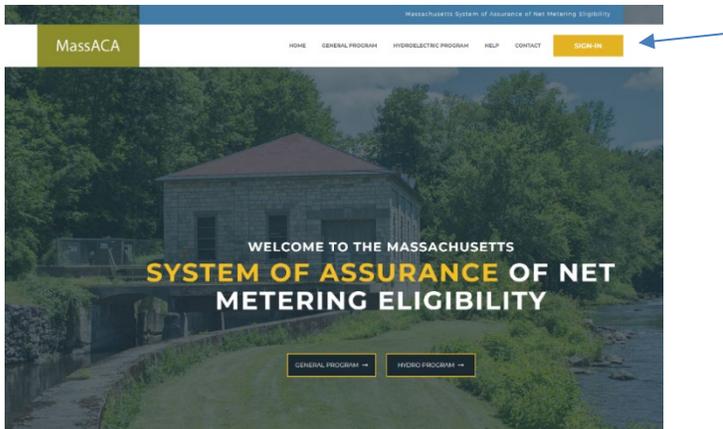
   b. Click on the "create an account" highlighted in light green in the first sentence.

2. Next, follow the visual guide below.
    a. The "Host Customer Entity" is the name that is on the utility bill.
    b. The organization is either the same as the host customer entity or the name of the place of the business/organization.

Register a new Account.

Which program is the registration for? (Select all that apply)

☐ General Net Metering Program

☐ Small Hydro Program

Select an account type

◉ Host Customer

◯ Project Representative

Note: New accounts must be reviewed and approved before users can access the System of Assurance.
To register with the System of Assurance, municipalities and other governmental entities must have a public entity ID number from the Massachusetts Department of Public Utilities (DPU).

* Indicates a Required field

Host Customer Information

Host Customer Entity*　[Name on Utility Bill]

Entity Type*　◯ Public　◉ Private

Mailing Address*　[Your Address Here]

City*　[Your City Here]

State*　[Massachusetts ⌄]

Zip*　[00000]

Phone*　[1111111111]

User Account Information

Contact First Name*	First Name
Contact Last Name*	Last Name
Email*	Email
Organization*	Name on Utility Bill [Copy from Host Customer]
Address*	Your Address Here
City*	Your City Here
State*	Massachusetts
Zip*	00000
Phone*	1111111111

I'm not a robot — reCAPTCHA
Privacy - Terms

[Submit]

If you are a public entity, please ensure that you have included your DPU-approved Public Entity ID on the account registration.

3. After creating an account and pressing submit, you will receive an email confirming that your account creation request has been received. Your account may take up to 24 hours to be approved. **No action is needed on this step.**

Dear ☐

Thank you for registering online with MassACA.org, Massachusetts" System of Assurance for Net Metering Eligibility for **General Net Metering Program**.Your request for an account will be reviewed, and if appropriate linked to existing accounts within your organization.

Please review the contact information you provided below for accuracy.

User Name: ☐
Organization Name: ☐
Address: ☐   ⬅ Your information here
Phone: ☐
Email: ☐

Most account requests will be approved within 24 hours.

For instructions on how to use MassACA.org, please review user guidance available here: http://www.MassACA.org/help. For additional guidance or questions relating to specific applications, please email help@MassACA.org or call the MassACA Helpline (877) 357-9030.

As a reminder, we ask that you safeguard your password to help protect any confidential information you may submit to the system as part of your ACA(s).

Thank you,

4. Once your account has been approved, you will receive an email from noreply@massaca.org confirming approval. Click "link" in the email to create a password for your account. Enter a password which complies with requirements:

Dear ☐

Thank you for registering online with the MassAca.org, Massachusetts System of Assurance for Net Metering Eligibility for **General Net Metering Program**.

Please click the link to activate your Account. Once your account is activated, you will be redirected to set your password.

You user logon is [**Your email here**]

As a registered Host Customer Administrator, you may begin and submit Applications for Cap Allocations (ACAs) for your organization at MassACA.org; add additional users to your organization's account; designate representatives to help you complete your ACA(s), including your contractor or integrator; and manage your organization's contact information.

To assist you in tracking ACA(s) submitted through MassACA.org, you will receive periodic emails listing the status of draft and submitted SHP-ACA(s), and reminders for important deadlines.

For instructions on how to use MassACA.org, please review user guidance available here: http://www.MassACA.org/help.? For additional guidance or questions relating to specific applications, please help@MassACA.org or call the MassACA Helpline (877) 357-9030.

As a reminder, we ask that you safeguard your password to help protect any confidential information you may submit to the system as part of your ACA(s).

Thank you,

Account Password Reset

Please reset your password

- Account Successfully Activated!

Password Requirements:
- Minimum of 8 characters.
- At least 1 Number.
- At least 1 Uppercase letter (a-z).
- At least 1 Lowercase letter (A-Z).
- At least 1 special character : ! @ # $ % ^ & * ? _ ~ -

New Password   [New Password]

Confirm Password   [Confirm Password]

[Submit]

5. Accept the terms and conditions and press "OK". If you cannot see and complete this pop-up, please try signing in via a computer or an alternative web browser, or zooming out on your browser.

Massachusetts System of Assurance of Net Metering Eligibility

Terms and Conditions

Waiver/Release/Exculpatory Clause for Users of the System of Assurance

By checking this box, in consideration for the use of the System of Assurance of Net Metering Eligibility ("System of Assurance"), established pursuant to G.L. c. 164, § 139(g), the **USER HEREBY WAIVES ANY and ALL CLAIMS** against the Administrator, the Massachusetts Department of Utilities ("Department"), or the Distribution Companies, including Fitchburg Gas & Electric Company, d/b/a Unitil, NSTAR Electric Company, Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, and Western Massachusetts Electric Company (together, the "Distribution Companies"), as well as any of their agents, arising out of or in connection with the System of Assurance. This waiver includes damages incurred by the User for expenses, or loss of income, financing or use arising from the handling, processing, denial, selection or approval of information or of applications associated with the System of Assurance by the Administrator, by the Department, or by the Distribution Companies.

☐ I Accept these Terms and Conditions

[OK]

6. Account activation complete!

Starting an Application for Cap Allocation

Only Host Customer Administrator accounts like the one created in the steps above are authorized to **start _AND_ submit** applications for cap allocation (ACAs). ACAs can only be submitted once the host customer account has been approved and activated (See *Steps for Creating a Host Customer Account*). You must also be logged in through the activated host customer account to submit the ACA.

Steps for Starting an Application for Cap Allocation

1. Click on "Start New ACA" in the top left of the "Applications for Cap Allocation" screen.
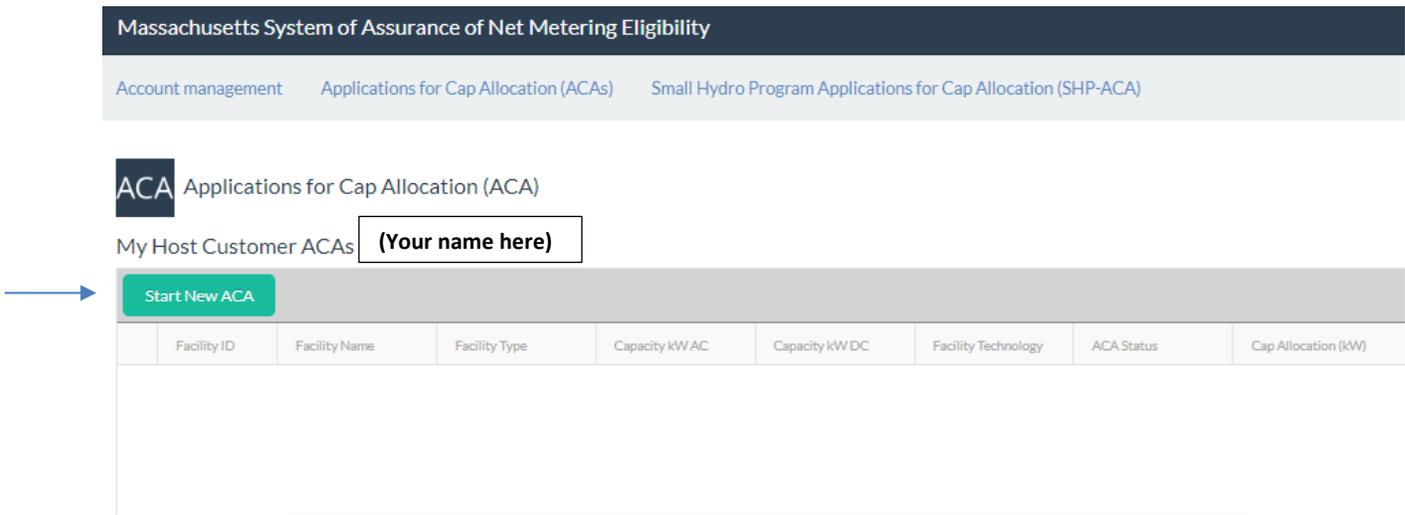
2. Fill out the boxes as prompted. The facility name can be your name, your business's name, or any other identifier you would like to use for this system. See example below:

a. Residential and commercial projects are Private facilities, whereas government-related projects e.g. for the City of Boston, would be considered Public. Public facilities must be owned or operated by a Municipality or Other Governmental Entity **OR** the host customer of the facility must be the Municipality or Other Governmental Entity and be assigned 100% of the output.

b. Select your utility company from the dropdown, and fill in the utility account number for the meter the facility will be interconnecting to (if at an existing meter)

3. Once all the fields have been filled out, click on "Create ACA" at the bottom.
4. Then proceed to *Assigning a Project Representative* so your solar installer can help fill out your application.
5. Once the application has been fully filled out, proceed to *Submitting an Application for Cap Allocation*
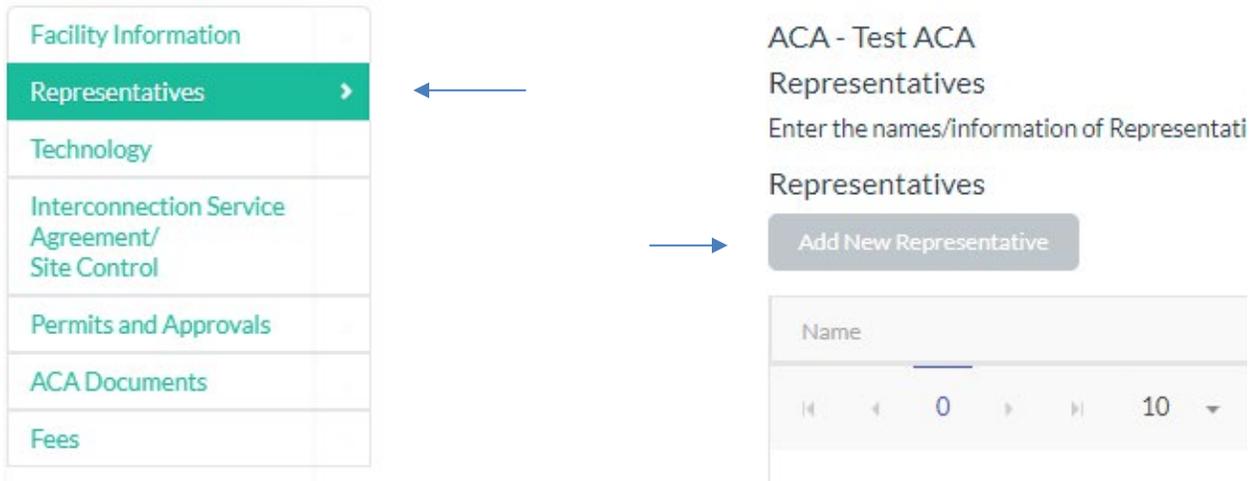
Assigning a Project Representative

Project Representative accounts enable developers, installers, etc., to edit, and maintain existing Applications for Cap Allocation filed by various Host Customer Entities. A project representative can assist you in filling out your application. In many cases, your solar installer/contractor will have a project representative account you can assign to your application. We recommend checking with your solar installer ahead of time to see if they have a project representative account.

Steps to Assign a Project Representative to your ACA

1. In an active ACA, click on the "Representatives" tab on the left side of the screen,
2. Next, click "Edit Application" in the top right of the screen.
3. then click "Add New Representative."

4. Input the email of your project representative's account and click "Check if account exists."

5. If the account does exist, the fields below will automatically populate, and the project representative will be added to your application. Your project representative will receive an email like the one below notifying them that you have added them as a representative to your application.

From: **noreply@massaca.org** <noreply@massaca.org>
Date: Mon, Mar 11, 2024 at 7:15 PM
Subject: System Representative: Register at MassACA.org
To: | **Project Representative Email** |

User Account: | **Project Representative Email** |

| **Your name** | has indicated that you are a designated **representative** of an Application for Cap Allocation for the PROPOSED | **Facility name** | on MassACA.org, Massachusetts' System of Assurance for Net Metering Eligibility.

If you have received this message in error, please contact help@MassACA.org to remove yourself from future mailings.

As a registered Representative, you may view and edit Applications for Cap Allocation that Host Customers have listed you as a representative of; and manage your organization's contact information.

To assist you in tracking ACA(s) submitted through MassACA.org, you will receive periodic emails listing the status of draft and submitted ACA(s), and reminders for important deadlines.

For instructions on how to use MassACA.org, please review user guidance available here: help@MassACA.org or call the MassACA Helpline (877) 357-9030.

As a reminder, we ask that you safeguard your password to help protect any confidential information you may submit to the system as part of your ACA(s).

Thank you,

Once added, you can press the "save application" button.

The project representative can fill out the rest of the application, including uploading necessary documents and paying any fees. However, the project representative cannot submit the application, **only the host customer account can submit the application.** We recommend communicating with your solar installer/project representative so that the application is submitted once the application is complete and required documents are uploaded.

Submitting an Application for Cap Allocation

Once the application fee has been paid, and all required documents have been submitted, the application should be ready to submit. *It is important to note that paying the application fee does not automatically submit the application.* Additionally, as mentioned previously, only host customer accounts are authorized to submit applications for cap allocation.

Steps for Submitting an Application for Cap Allocation

1. To check if the application is ready to be submitted, you will need to validate the application. This can be done by hitting the "Edit Application" button in the top right, and then clicking the "Validate Application" button.
   a. Any errors needing correction or missing documents will appear in the Validation Errors box. You will not be able to submit the application until these errors are resolved or the missing documents are uploaded.
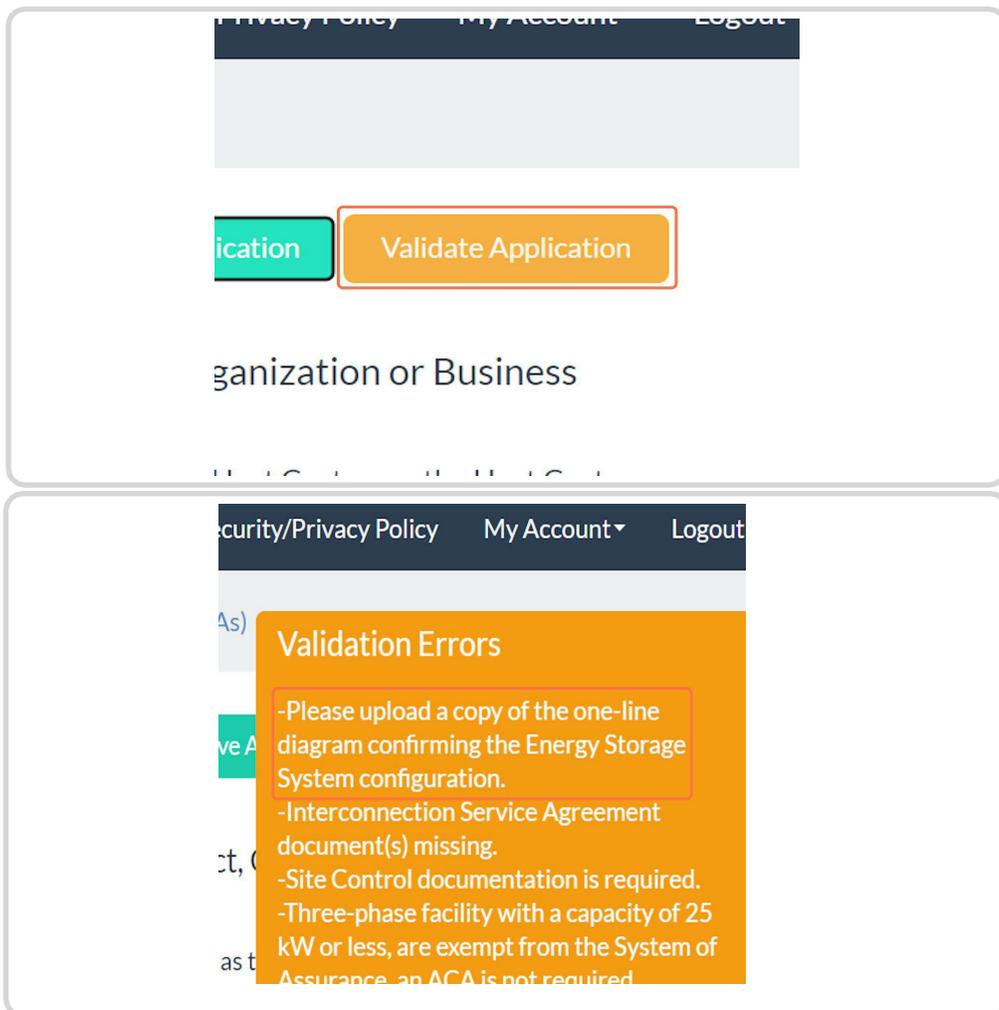
2. You can repeat this step until there are no validation errors and clicking the "Validate Application" button produces a message saying, "Your application can be submitted."

3. At this point, a "Submit Application" button should appear. You can click "Submit Application" to officially submit your application. **You are now done!**
   a. Please note there is a 15-business-day review period for all applications.