

MassACA Residential & Commercial User Registration and Application Guide

Contents

- Creating a Host Customer Account as a Home/Business Owner1
 - Steps for Creating a Host Customer Account1
- Starting an Application for Cap Allocation.....5
 - Steps for Starting an Application for Cap Allocation.....5
- Assigning a Project Representative8
 - Steps to Assign a Project Representative to your ACA.....8
- Submitting an Application for Cap Allocation.....11
 - Steps for Submitting an Application for Cap Allocation11

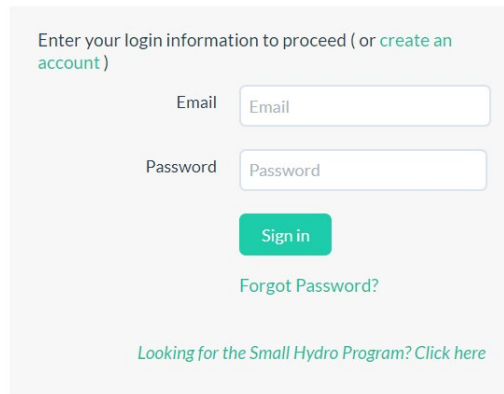
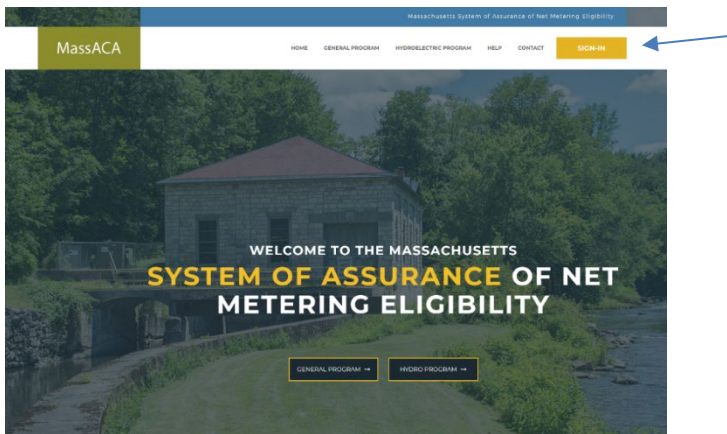
Creating a Host Customer Account as a Home/Business Owner

If you are a homeowner or business owner installing a solar project with a capacity of more than 10 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 ON A COMPUTER 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*

Entity Type* Public Private

Mailing Address*

City*

State*

Zip*

Phone*

User Account Information

Contact First Name*

Contact Last Name*

Email*

Organization*

[Copy from Host Customer](#)


Address*

City*

State*

Zip*

Phone*

I'm not a robot 
reCAPTCHA
 Privacy - Terms

[Submit](#)


- 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:
 Phone:
 Email:

 Your information here

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

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!

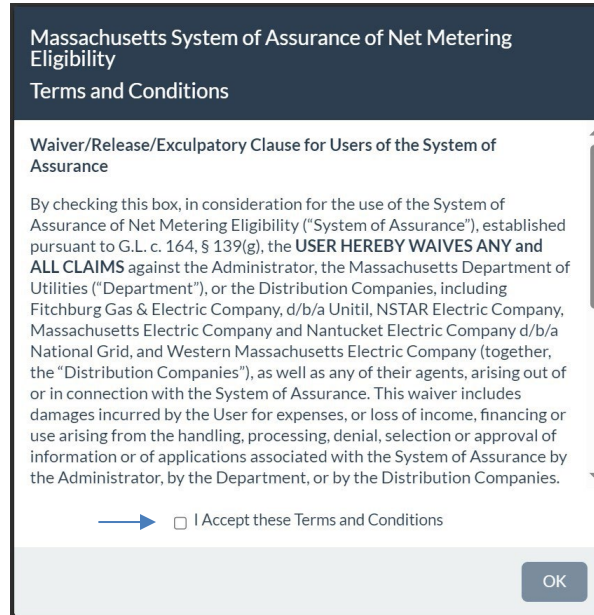
Password Requirements:

- 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

Confirm Password

5. Accept the terms and conditions and press “OK”. If you can not see this pop-up, please try signing in via a computer or an alternative web browser



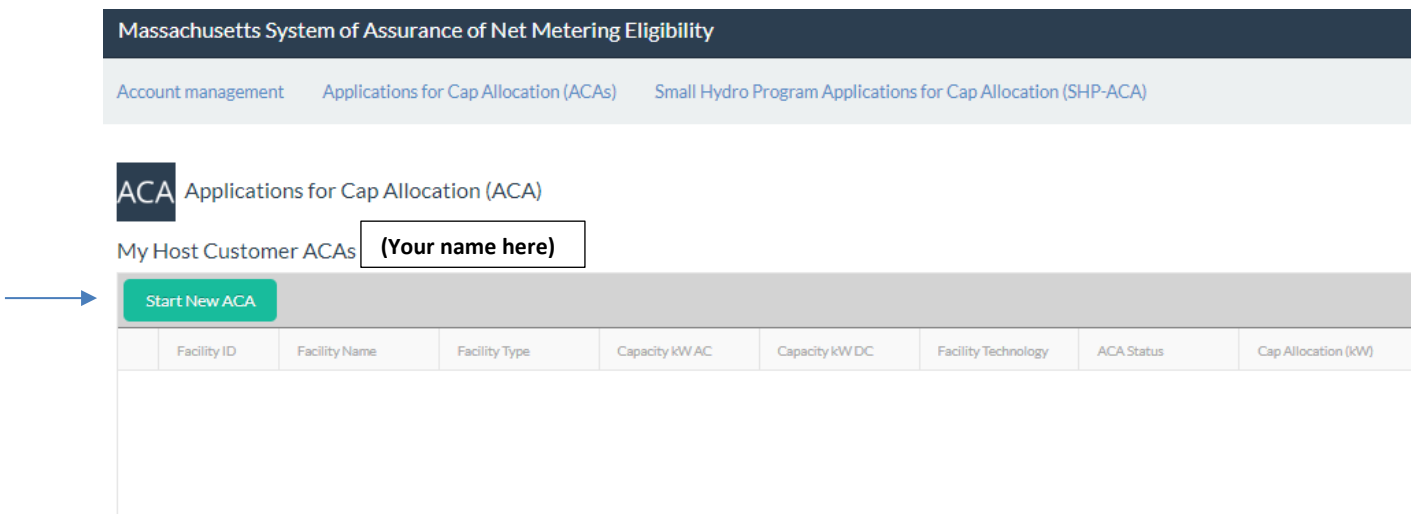
6. Account activation complete!

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.



The image shows a web form titled "New ACA" with a close button in the top right corner. Below the title is a prompt: "Please fill out your Net Metering Facility information." The form contains several input fields, each with a red asterisk indicating it is required. The fields and their values are: "Facility Name*" with the value "Hunt Solar"; "Facility Address*" which is empty; "Facility City*" with the value "Chester"; "Facility State*" with a dropdown menu showing "Massachusetts"; "Facility Zip*" with the value "01011"; "Facility Owner*" with the value "Business or Project owner"; and "Facility Owner Contact*" which is partially visible and empty. At the bottom right of the form are two buttons: a green "Create ACA" button and a grey "Cancel" button.

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:

The screenshot shows a 'New ACA' form with the following fields and values:

- Facility Zip*: 01011
- Facility Owner*: Business or Project owner
- Facility Owner Contact*: Name of facility Owner
- Facility Owner Contact Email*: facilityowneremail@gmail.com
- Facility Owner Contact Phone*: 5555555555
- Net Metering Facility Type*: Private

Buttons at the bottom: Create ACA (green), Cancel (grey).

- 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.

The screenshot shows the 'Net Metering Facility Type*' section with the following options:

- Public
- This is a Special Public Facility
- Private
- This is a Neighborhood

Below this section are fields for 'Utility Company*' and 'Utility Account #'.

- 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)

Owner Contact Phone* 5555555555

Metering Facility Type*
 Public
 This is a Special Public Facility
 Private
 This is a Neighborhood Net Metering Facility

Utility Company* Eversource

Utility Account #

→ Create ACA Cancel

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*

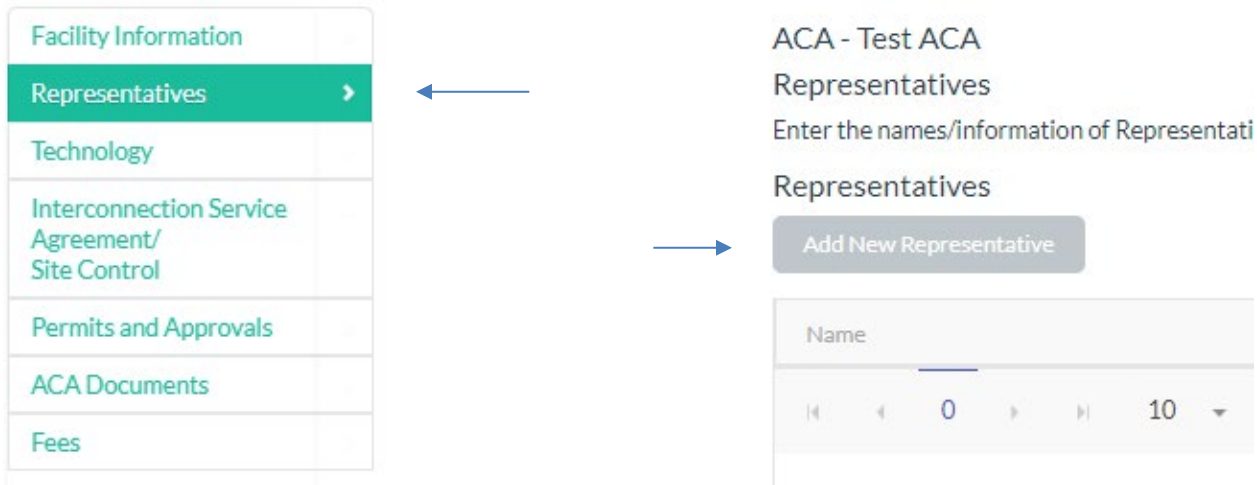
Assigning a Project Representative

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.

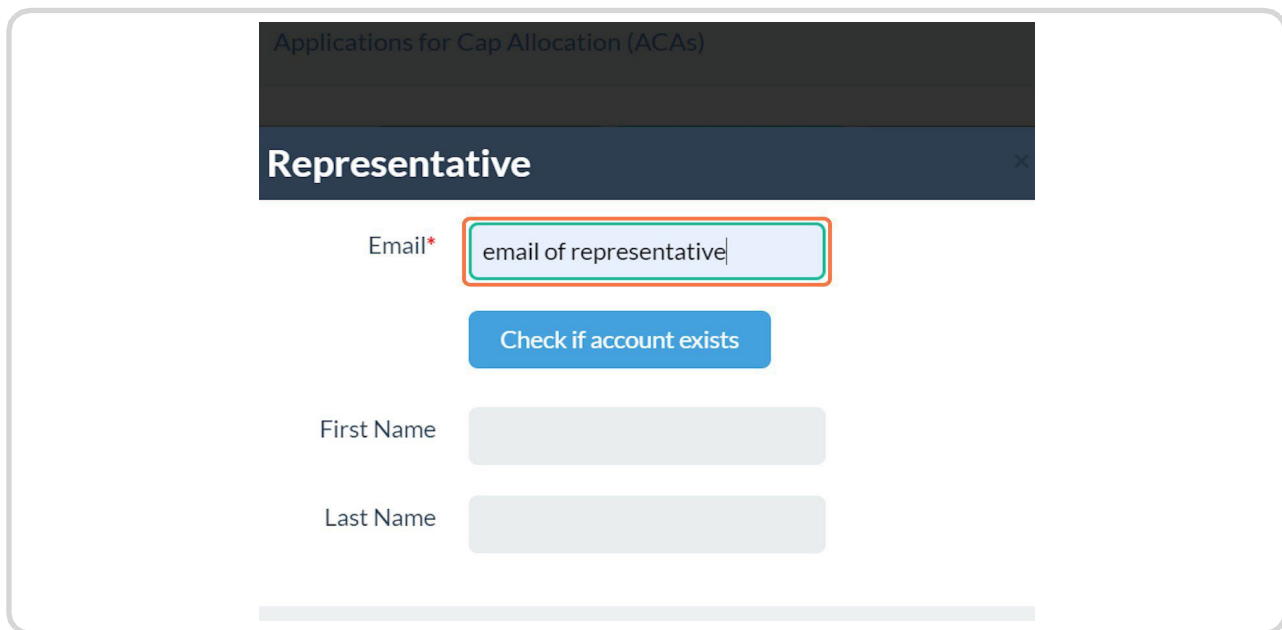
Steps to Assign a Project Representative to your ACA

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.”

Edit Application



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:

User Account:

has indicated that you are a designated **representative** of an Application for Cap Allocation for the PROPOSED 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.

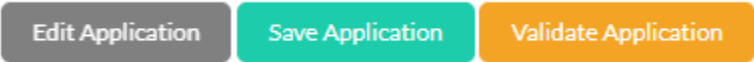
To assist you in tracking ACA(s) submitted through MassACA.org, you will receive periodic emails listing the status of draft and submitted ACA(s), and reminders for important deadlines.

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.



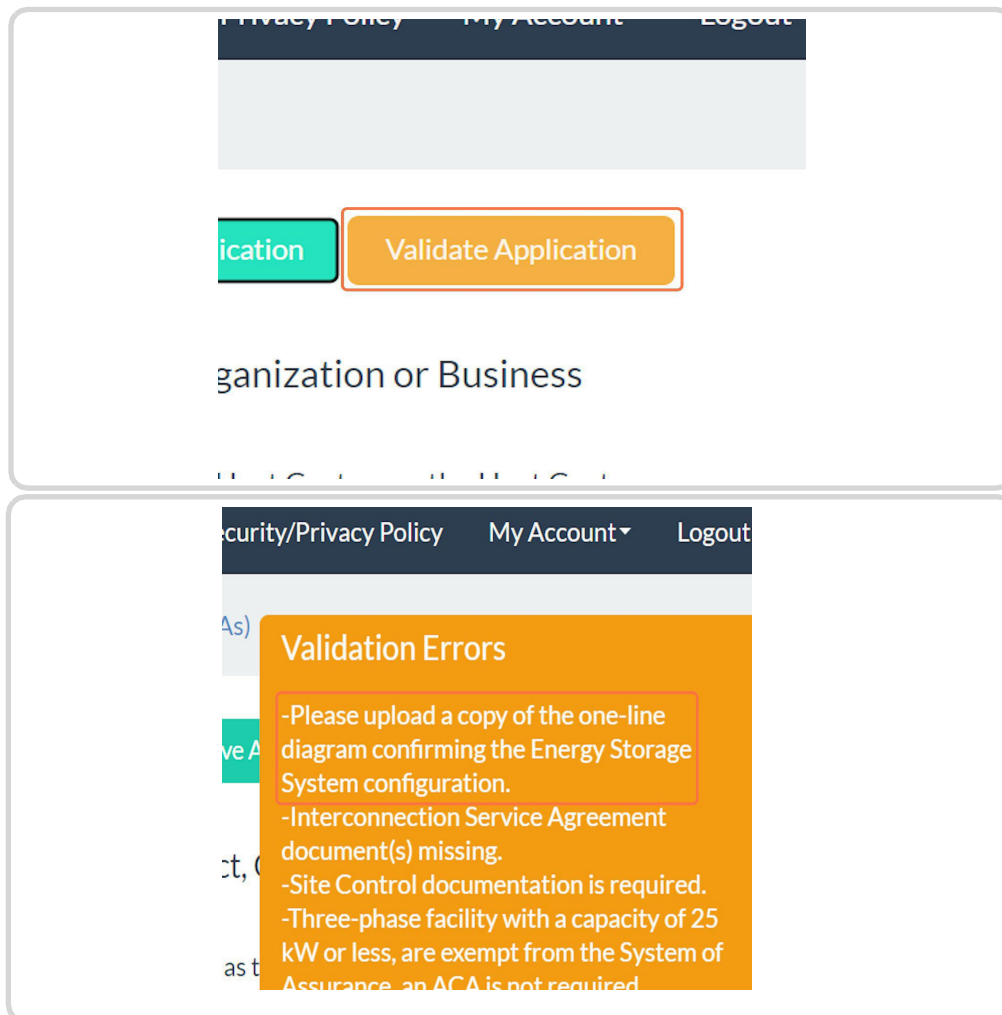
The project representative can fill out the rest of the application, including uploading necessary documents and paying any fees. However, the project representative cannot submit the application, **only the host customer account can submit the application.** We recommend communicating with your solar 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.

