Sustainable Energy Utility Update October 29, 2026

Welcome and Expanded Pilot News



Welcome to our 165 new subscribers this month! Over the last few months, our newsletter has focused on showcasing our **exciting progress with the Bryant neighborhood pilot**, where we now have more than 90 customers enrolled and nearly 60 solar-plus-battery systems physically installed on homes.

This month, City Council authorized expansion of the pilot outside of the Bryant neighborhood. At this time, we can serve **income-eligible residents** (those who qualify for assistance programs such as Medicaid, the Michigan Energy Assistance Program (MEAP), Temporary Assistance for Needy Families (TANF), and more) located anywhere within the City limits, while funding lasts.



We will reach out directly to those who indicated their income-eligibility when they signed up on the interest form. Over the next few weeks, we will be sending out batch invitations – so keep an eye on your inbox! If your income-eligibility has changed since you signed up on the interest list, please resubmit here or send an email to seu@a2gov.org to let us know. And if you have friends or neighbors who may be eligible and interested, encourage them to sign up now!

"All About 2027"

This month, as promised, we'll dive into updates on the work we've been doing behind the scenes to prepare for city-wide A2SEU expansion in 2027, and share more about the timeline moving forward. This work – on staffing, software, processes, and more – is far less visible, but is essential to getting ready to scale. So without further ado, here's a little peek at we've been up to at our desks in City Hall!

Staffing

We are a very lean team! This fall we welcomed two new team members, intern Tamanna Sengupta and strategy and operations manager Marisa Ayala. You can read a bit about their backgrounds on Our Team.

Preparing IT systems

We are busy implementing two core software solutions: one that manages customer and account information and billing, and another that allows us to monitor system performance and dispatch batteries on-demand. The first system will streamline the application and account creation process for new customers, allow you to view and pay bills online, request a move-in-move-out (say, for a change in tenants at a rental property), and more. The second will allow A2SEU staff to see how much energy is being produced and stored across the fleet, receive alerts for problems that may indicate maintenance is required, and schedule batteries to power customers' homes at the most valuable time.

Designing our "Product" (System) Options

We are preparing a catalog of "product" (system) offerings. You can expect choices of small, medium, and large solar configurations (ranging from about 8 to 24 panels, or 4 to 12 kilowatts of capacity), most offered with a whole-home backup battery included. We will help each customer evaluate which size(s) will fit on their building and meet their energy needs.

Preparing Rates and Financing

We are developing rates, which will be subject to City Council approval. Rates will be designed to recover the cost of service as the A2SEU grows. Ratemaking requires incredibly complex analysis – especially for a startup utility like us – with inputs assumptions about how many customers we serve how quickly, prices for equipment and installation, grants received, staffing and maintenance needs, and much more. At the same time, we're seeking financing for the costs of the systems – which the A2SEU will bear, so that you, customers, will pay no money upfront.

Process Development

As a pilot, the Bryant Neighborhood deployments have provided learnings that we're translating into improved processes for our expansion in 2027. We've learned about the kinds of communication residents need and want from us throughout the process, and prepared materials like a timeline for installation and a system operation "manual." We've learned about the kinds of mistakes, or surprises, that slow down permitting and inspection approvals and system turn-on, so we can look for these ahead of time, and design them out where possible.

What to expect next

Around year-end or in early 2027, we will begin reaching out to residents and business owners on the interest list to invite you to begin the formal application process. These invitations will come in batches; we thank you for your patience if you're not in the first group to hear from us.

The application process will begin with a form to gather more details about your property and energy usage. We'll prepare a proposal for you, and then you will be asked to sign a service agreement if you are interested in moving forward with the installation. We expect to begin physical installations in spring.

How to prepare for service - Here are some things you can do to ensure you're ready next year!

- Prepare your roof. We recommend roofs be newer than about 10 years old. If it's time to re-roof, get it done before you get solar!
- Are you considering getting an Electric Vehicle (EV) or new electric appliances in the near future? If so, consider completing some of these before you go solar. The increased electric use from these appliances may make you eligible for a larger solar installation.
- Ensure your DTE electric meter is code compliant, with 3 feet of clearance in front of it. We have found meters under decks or staircases, or with an Air Conditioner unit placed right in front of it; in those cases, the meter or the obstruction must be moved before we can begin installing solar.

Sustainable Energy Utility Update October 29, 2026

If you have any questions about the SEU's services, please take a look at our recently updated FAQs.

In this video, hear from our Executive Director Shoshannah Lenski about the A2SEU's contribution to the city's work to strengthen trust, stability, and opportunity for Ann Arbor residents.

For any additional questions, send us an email at seu@a2gov.org. As a reminder, **the SEU team does not go door-to-door**. If you receive any unauthorized visits or are being pressured into signing any documentation please refrain from doing so and contact us at seu@a2gov.org first.

We look forward to serving you soon!



Further reading

In the news this month:



Michigan Municipal Electric Association welcomes Ann Arbor Sustainable Energy Utility as a member

Ann Arbor's Sustainable Energy Utility looks to expand service to more neighborhoods

Ann Arbor seeks 20 more households who want free solar panels, battery systems