



Tesla Installer
Performance Score

Quick Reference Guide

Delivering Exceptional Customer Experience, Together

At Tesla, our mission is to accelerate the world's transition to sustainable energy. As our valued installation partner, you are at the very heart of that mission.

Every flawless installation and delighted customer moves us closer to that goal. You are the face of Tesla for homeowners, and the quality of your work is the foundation of our shared success.

To support you in delivering this exceptional standard, we've developed the **Tesla Installer Partner Score (TIPS)**.

Think of it not as a report card, but as a compass. A tool designed to help us navigate toward our shared objectives of quality, reliability, and outstanding customer satisfaction.



A Framework for Mutual Success

The TIPS program provides a transparent framework for measuring success, combining Technical Excellence with the Customer Experience.

More than just a metric, your score is a direct pathway to a stronger partnership with Tesla and tangible business growth. High-performing partners are recognized and rewarded.

Achieving a high TIPS score unlocks key benefits, including:

Priority Lead Generation

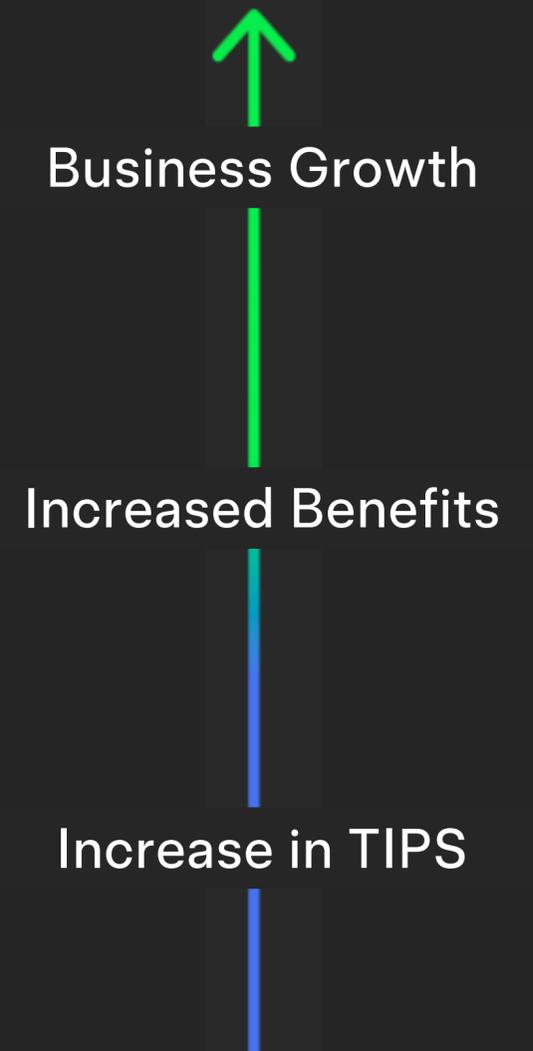
Earn top priority for high-quality customer leads from Tesla, connecting you directly with homeowners in your area who are ready to install.

Increased Web Placement

Secure a top position on the Tesla "Find a Certified Installer" web page, maximizing your visibility and ensuring potential customers see your business first.

Exclusive Partner Tiers

Your score a pathway to our partner tiers. Each new tier grants access to a suite of exclusive benefits, including co-marketing opportunities, enhanced support, and recognition of your tier status.



How TIPS is Calculated

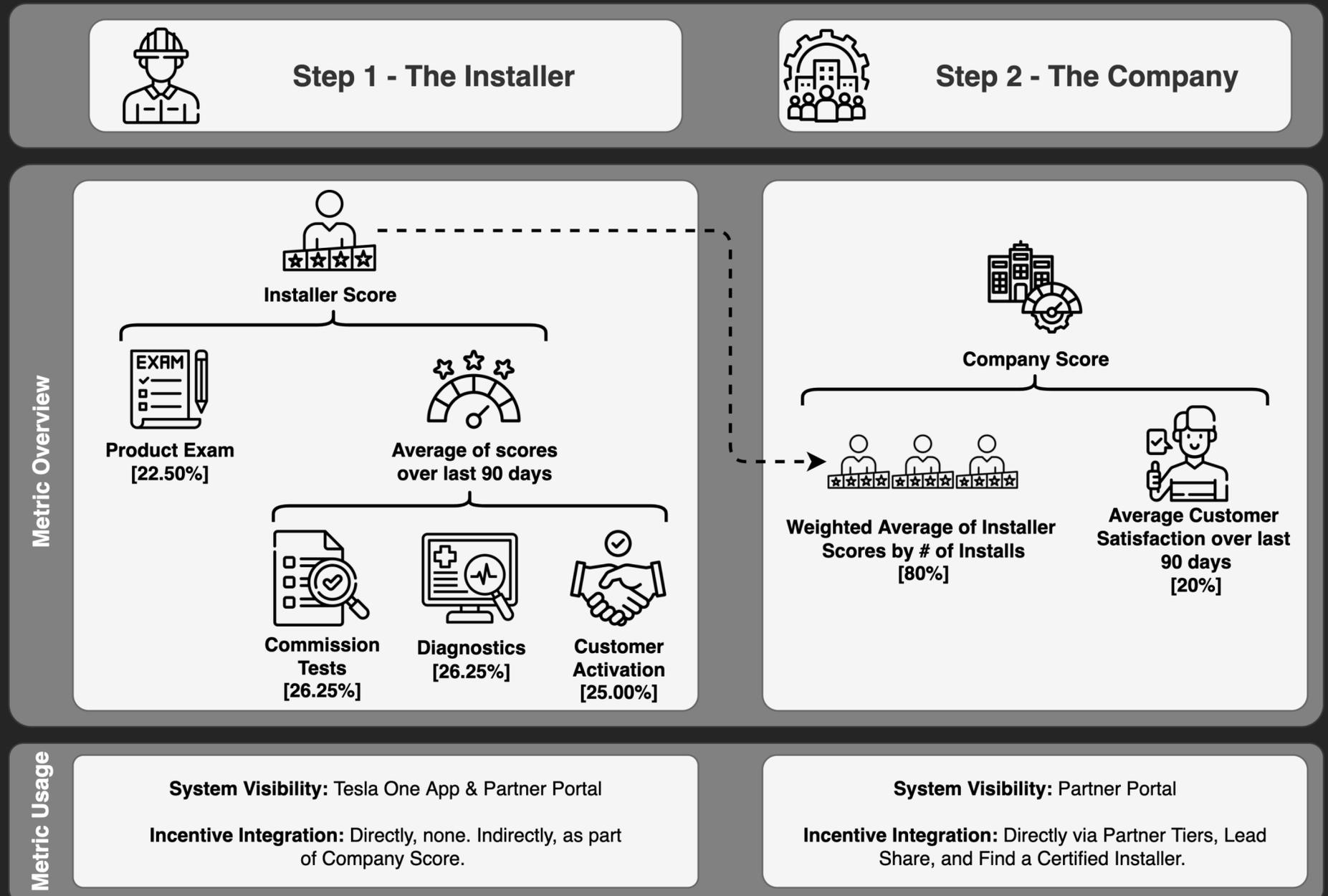
The Score Overview

Installer Metrics

- Installer Certification
- Device Commissioning Tests
- Device Diagnostics
- Customer Activation

Company Metrics

- Weighted average of all company Installers
- Average Customer Satisfaction



The Score Breakdown – Installer Score

Installer Score

First, we evaluate each installer's performance based on four key areas, each with a specific weight reflecting its importance.

| Installer | # of Leaders Commissioned [Last 90 Days] | Certification (Final Exam) [22.50%] | Device Commissioning Tests [26.25%] | Device Diagnostic Tests [26.25%] | Customer Activation [25.00%] | Installer Score |
|-------------|--|-------------------------------------|-------------------------------------|----------------------------------|------------------------------|-----------------|
| Installer 1 | 25 | 100.0 | 80.0 | 99.9 | 100.0 | 94.7 |
| Installer 2 | 10 | 100.0 | 50.0 | 99.8 | 99.0 | 86.6 |
| Installer 3 | 5 | 0.0 | 20.0 | 99.5 | 95.0 | 55.1 |

Calculating Installer 1 Score

Installer Score Weighted Average Formula:

$(\text{Certification} \times 22.5\%) + (\text{Commissioning Tests} \times 26.25\%) + (\text{Diagnostics Tests} \times 26.25\%) + (\text{Customer Activation} \times 25\%)$

Reflects performance across key installer metrics, ensuring balanced evaluation.

| Component | Score | Weight | Subtotal |
|----------------------|-------|--------|-------------|
| Certification | 100 | 22.5% | 22.5 |
| Device Commissioning | 80 | 26.25% | 21.0 |
| Device Diagnostics | 99.9 | 26.25% | 26.2 |
| Customer Activation | 100 | 25% | 25.0 |
| Total Score | | | 94.7 |

Calculating Installer Weighted Avg. Score

Weighted Average Formula:

$\text{Average} = \text{Total (Scores} \times \text{Installs)} / \text{Total Installs}$

Reflects overall performance, weighted by install volume.

| Installer | Score | Installs | Contribution (Score × Installs) |
|-------------------|-------|-----------|---------------------------------|
| Installer 1 | 94.7 | 25 | 2367.5 |
| Installer 2 | 86.6 | 10 | 866.0 |
| Installer 3 | 55.1 | 5 | 275.5 |
| Totals | | 40 | 3509.0 |
| Final Avg. | | | 87.7 |

The Score Breakdown – Company Score

Company Score

Next, we evaluate the company score which is made up of the installer score we calculated previously and the survey score.

The Survey Score is an average of the past 90 days satisfaction survey scores.

| Sample # | Score [1-5] |
|---------------------|-------------|
| Survey 1 | 4.2 |
| Survey 2 | 3.9 |
| Survey 3 | 3.6 |
| Survey Score | 3.9 |

Normalize Survey Score & Calculate Company Score

Step 1: Normalize Survey Score

Convert 5-star rating to a 100-point scale for consistency

$$\begin{aligned}\text{Normalized Survey} &= (\text{Survey Score} / 5) \times 100 \\ &= (3.9 / 5) \times 100 \\ &= 78\end{aligned}$$

Step 2: Calculate Company Score

80% weighted toward Installer Average for technical focus; 20% on customer feedback.

A balanced score rewarding strong installs while incorporating real customer input.

| Component | Value | Weight | Contribution |
|----------------------------|-------|--------|--------------|
| Installer Weighted Average | 87.7 | 80% | 70.2 |
| Normalized Survey | 78 | 20% | 15.6 |
| Total Company Score | | | 85.8 |

TIPS Metric Details

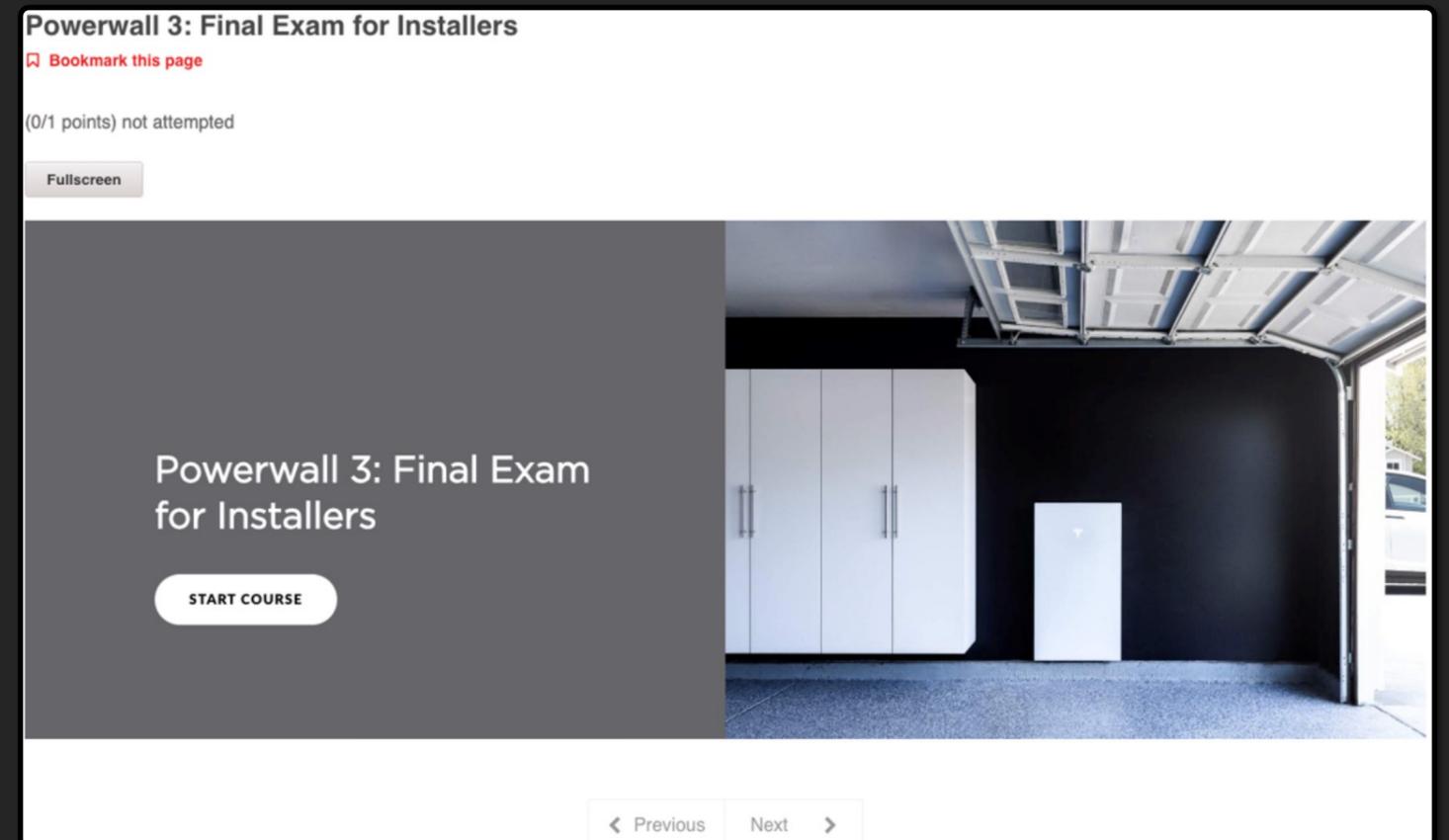
Metric 1: Installer Certification

What We Measure:

A simple, foundational check: Has the installer passed the required Powerwall 3 competency exam?

What You Need to Do:

Ensure every installer completes and passes the PW3 Final Exam in the Tesla Workforce Management before completing an installation. It's a one-and-done action that guarantees a perfect score on this metric.



Metric 2: Device Commissioning Tests

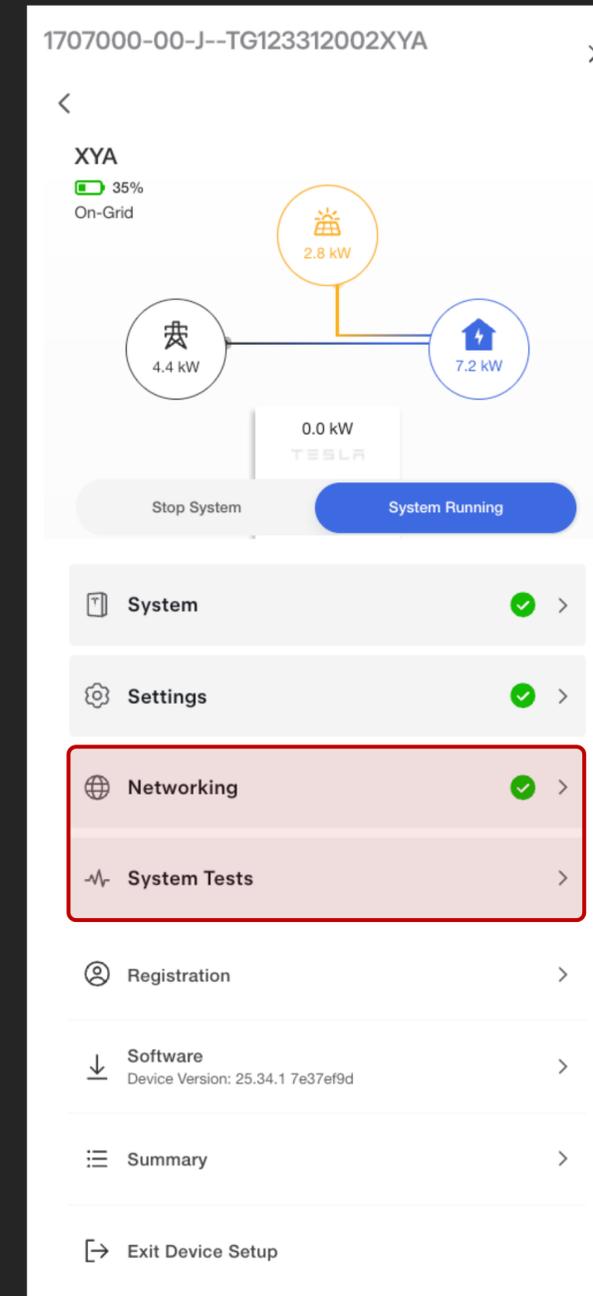
What We Measure:

Did the system pass all Setup App commissioning tests? We look for the most recent result in each test category to be a Pass within 48 hours of commissioning.

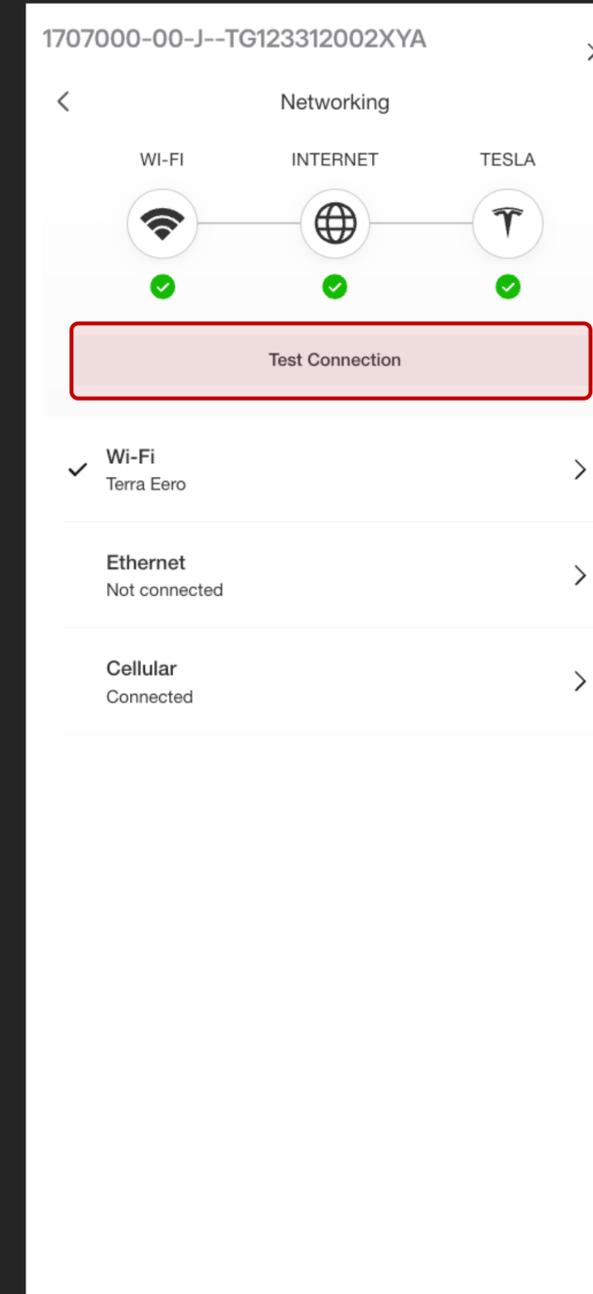
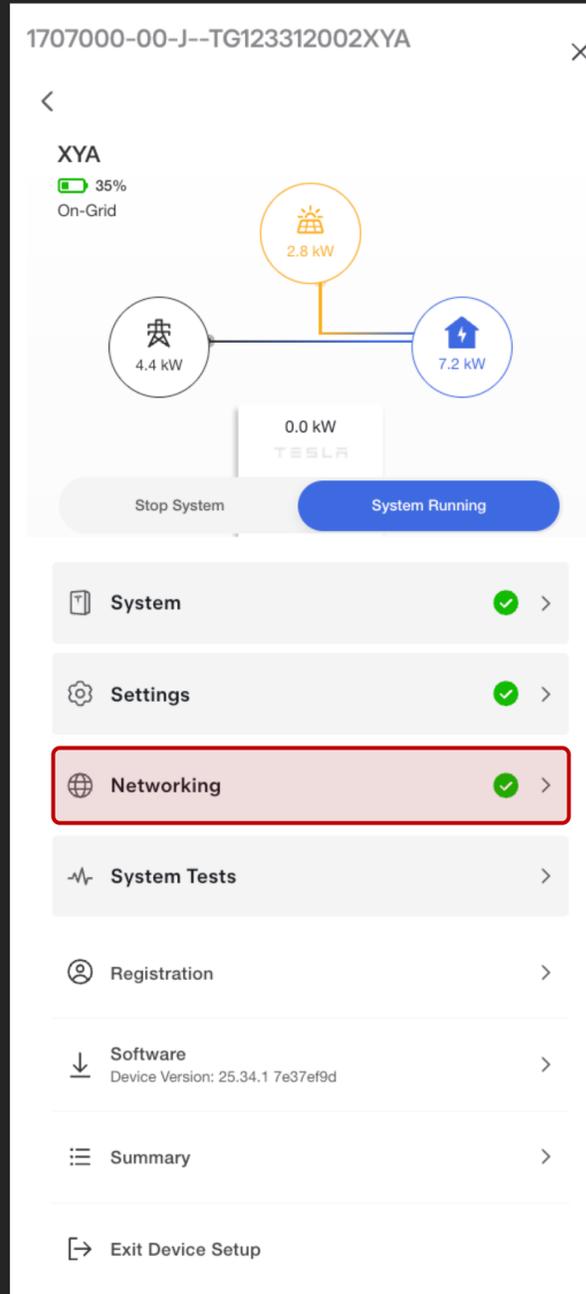
What You Need to Do:

Your teams must successfully complete the Backup, Internet, and Metering tests during commissioning.

The following slides show where these tests are in Setup App.



Internet Connectivity Test



Backup Test

1707000-00-J--TG123312002XYA

XYA
35%
On-Grid

4.4 kW 2.8 kW 7.2 kW 0.0 kW

Stop System System Running

- System ✓
- Settings ✓
- Networking ✓
- System Tests**
- Registration
- Software
Device Version: 25.34.1 7e37ef9d
- Summary
- Exit Device Setup

1707000-00-J--TG123312002XYA

System Tests

- Backup Test**
Simulate a grid outage
- E-Stop Test
Validate emergency stop wiring
- Meter Test
Validates meter configuration

1707000-00-J--TG123312002XYA

Backup Test

Backup Test
The backup test will simulate the experience of going off-grid to ensure everything is wired and working correctly.

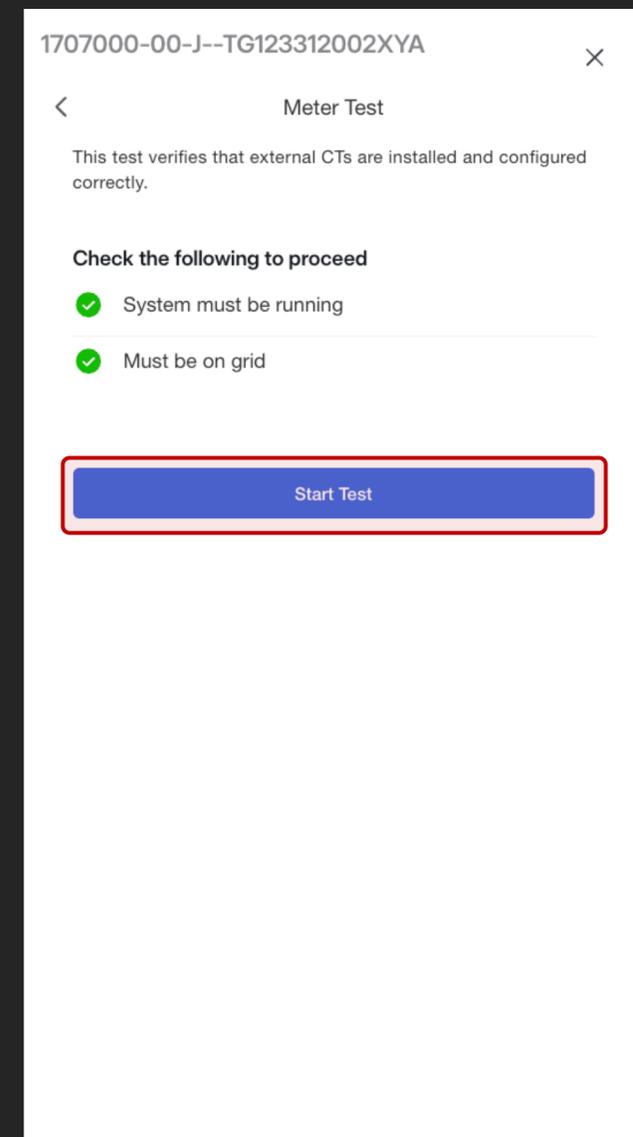
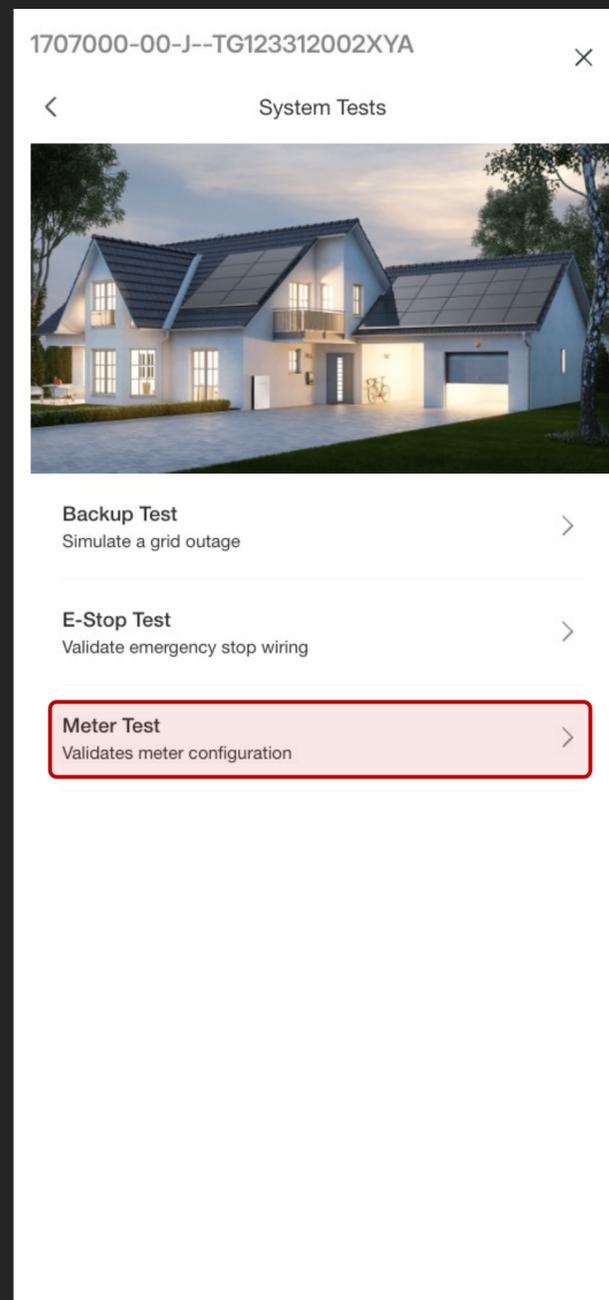
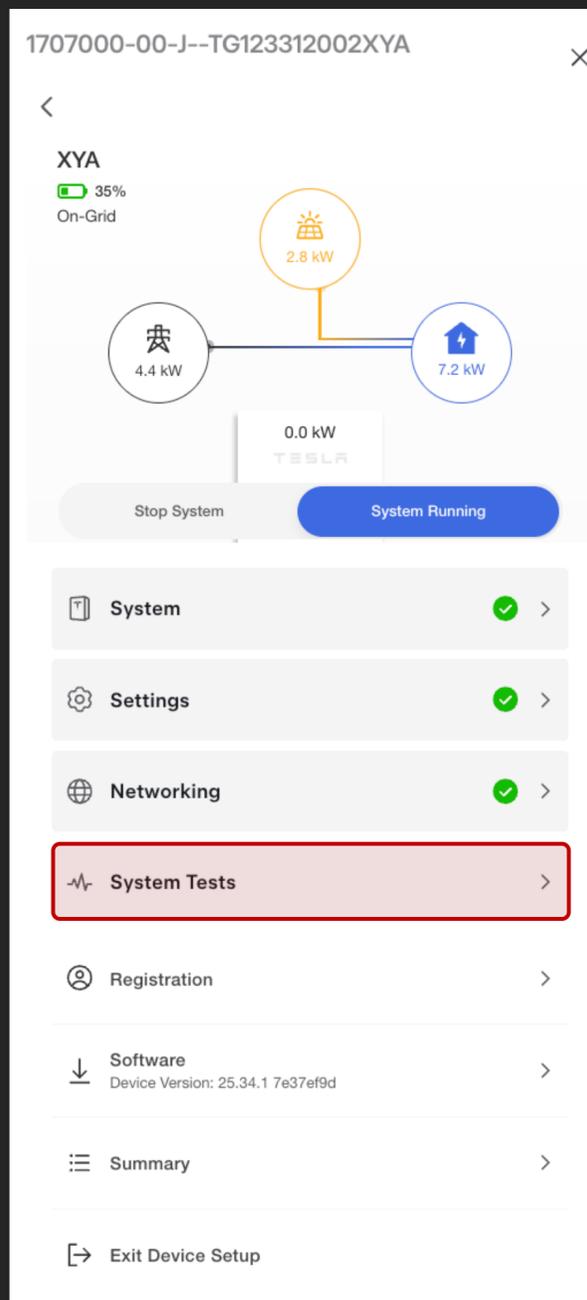
Backup Type
Whole home

Check the following to proceed

- Inform the customer
Let the homeowner know they may lose power if overloaded.

Begin Backup Test

Meter Test (as applicable)



Note: Applicable to sites with remote meters installed.

Metric 3: Device Diagnostics

What We Measure:

Is the system operating perfectly in the first week after installation? We automatically monitor for common errors, like negative load or solar and excessive Powerwall disconnection.

Like the metrics found in Powerhub Diagnostics.

What You Need to Do:

This is a direct reflection of installation quality. A clean, by-the-book installation will prevent these post-commissioning errors. It's about ensuring the system is stable for the long term, not just on day one.

The screenshot shows the Tesla Powerhub Diagnostics interface. It features a 'Diagnostics' header with a sub-header 'System Performance' and an information icon. Below this, there are four rows of performance metrics, each with a dropdown arrow, a value, and a green checkmark. The 'Metering Errors' section is highlighted with a red border and contains two rows: 'Negative Home Load' and 'Negative Solar', both with 0% and a green checkmark. Below that is the 'Wiring & Installation Errors' section, also with an information icon, containing one row: 'Powerwall Disconnected' with 0% and a green checkmark. The final row is 'Grid Compliance' with 100% and a green checkmark.

| Diagnostics | | |
|--|---|----------------|
| Identify common diagnostic issues within the system. These are processed over the last 7 days. | | |
| System Performance ⓘ | | |
| Daily Average Battery Discharge | ▼ | 1.48 kWh/day ✓ |
| Time On-Grid | ▼ | 99.55 % ✓ |
| Daily Average Solar Production | ▼ | 2.77 kWh/day ✓ |
| Load Drops | ▼ | 0 ✓ |
| Metering Errors ⓘ | | |
| Negative Home Load | ▼ | 0 % ✓ |
| Negative Solar | ▼ | 0 % ✓ |
| Wiring & Installation Errors ⓘ | | |
| Powerwall Disconnected | ▼ | 0 % ✓ |
| Grid Compliance | ▼ | 100 % ✓ |



Metric 4: Customer Activation

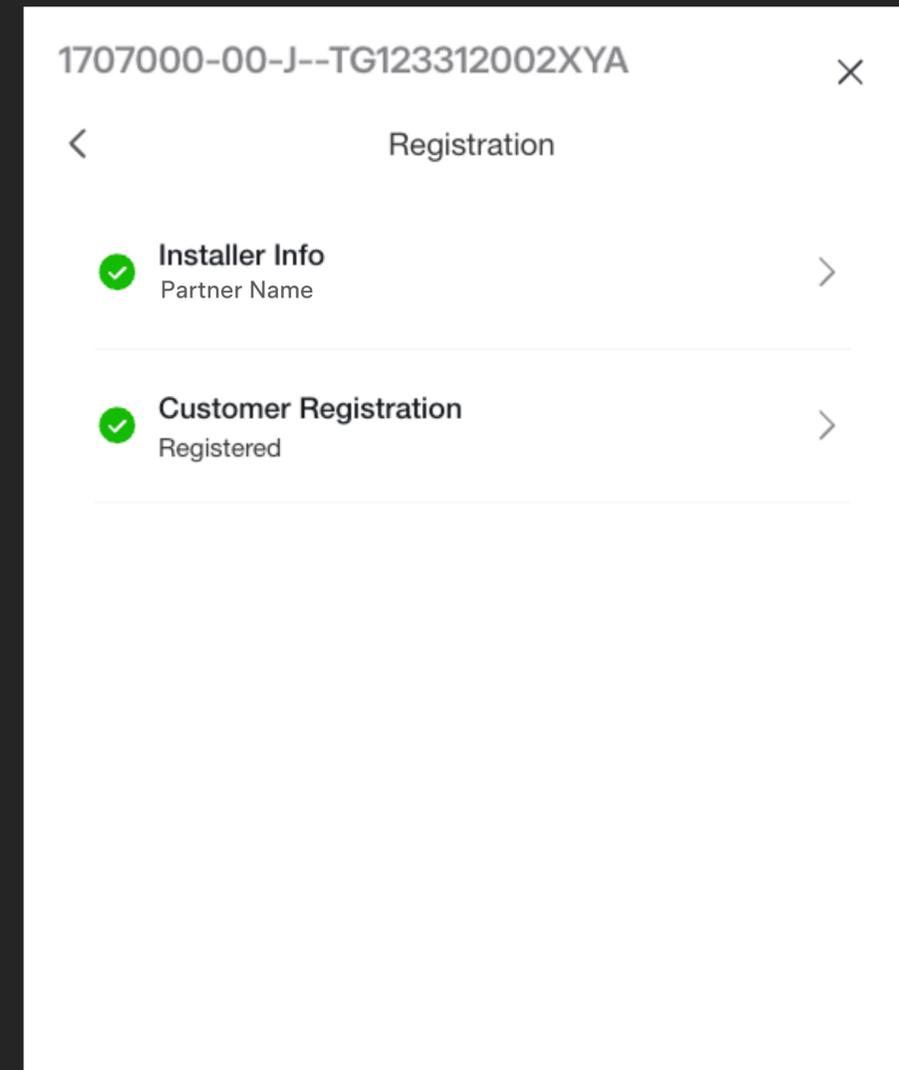
What We Measure:

How quickly and smoothly is the system handed over to the customer? We track two things:

1. Was the system registered to the customer's account within 7 days of commissioning?
2. Did the customer log in to the app to view their system within 7 days of registration?

What You Need to Do:

Make device registration a mandatory part of your job completion checklist. Don't leave the site without doing it. Also, encourage your teams to show the customer how to download and log in to the Tesla app before they leave. A smooth digital handover is key.



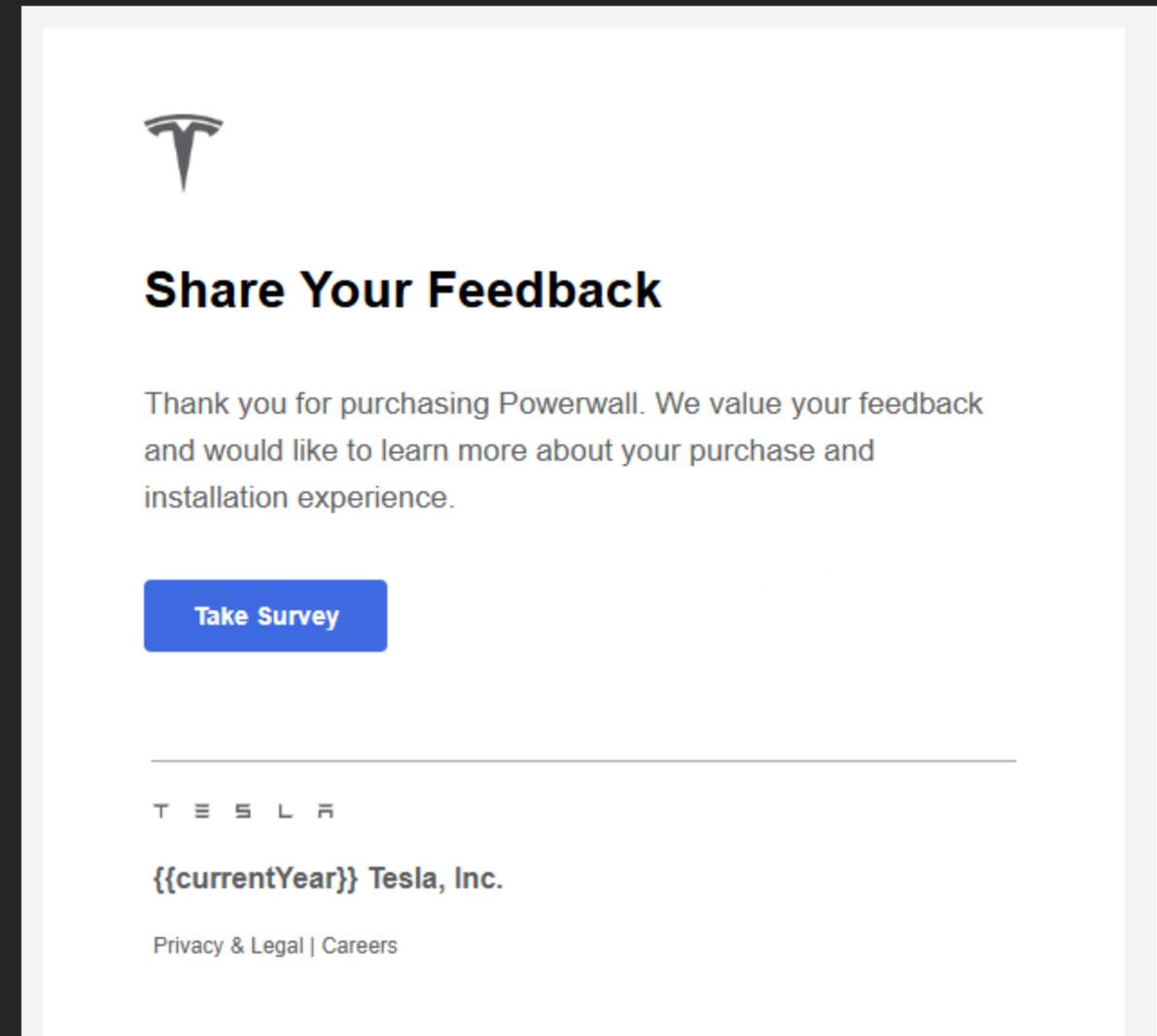
Metric 5: Customer Satisfaction

What We Measure:

What was the customer's overall satisfaction with the entire process? We request feedback from the customer 30 days after commissioning.

What You Need to Do:

This score reflects the entire journey. Focus on clear communication during the sales process, professionalism from the installation crew, and responsive support after the job is done. Setting and meeting expectations is what drives a high score here.



FAQs

FAQs – General

What is the Tesla Installer Performance Score (TIPS)?

It's our new, holistic scoring system that combines key technical and customer satisfaction metrics into a single, transparent score. It's designed to be a fair and data-driven way to view partner performance.

What is the timeline for the TIPS rollout?

You'll see initial communications in October, with more detailed resources becoming available through the end of the year. The program will officially go live in Q1 2026.

Why are you introducing this now?

To create a clear, consistent, and data-driven way to recognize and reward our partners for high-quality work. TIPS formalizes the link between excellent performance and tangible business benefits, like lead priority and tier advancement, giving you a predictable path to grow with us.

Why are you telling us about this now when we're focused on finishing the year?

We believe in transparency and wanted to give you an early heads-up before the formal launch next year. There are no immediate actions required from you. Our main priority right now is supporting you in closing out a strong year.

What happened to Pro Score? (North America-only)

TIPS is the evolution of Pro Score and will officially replace it. Think of TIPS as the next generation of our performance measurement. We've built upon the foundation and lessons learned from Pro Score to create a system that is more holistic, transparent, and directly tied to the total customer experience.

Is the TIPS program final, or will it evolve over time?

The program is designed to evolve. We are committed to continuously improving TIPS based on data and your feedback. As we move forward, we plan to expand the score to cover other Tesla product lines and incorporate new metrics to ensure it always reflects the highest standards of a quality installation.



FAQs – Scoring & Metrics

What products does TIPS apply to?

At launch, the TIPS score will be calculated exclusively for Powerwall 3 installations.

As the program evolves, we plan to expand it to include other Tesla energy products.

We will provide advance notice and clear guidance before any changes are made.

How can I improve my company's TIPS score?

The best way to improve your score is to focus on the fundamentals that TIPS

measures. The most impactful actions you can take are:

Technical Quality (80%):

- Ensure all installers are certified by passing the PW3 Final Exam.*
- Consistently complete all device commissioning tests within Setup App (Backup, Internet, Metering).*
- Complete device registration within 7 days of commissioning and have customer access the app within 7 days of registration.*

Customer Experience (20%):

- Set clear expectations with the customer throughout the project.*
- Encourage customers to complete the satisfaction survey after their project is complete (sent 30 days from commissioning).*

What happens if one of my installers has a bad week? Will that ruin my company's score?

The installer score is a 90-day rolling average. This smooths out performance, so a single week has a minimal impact and will eventually fall off the average. The system is built to reward consistency over time. Additionally, your company's score is a weighted average of all your installer's scores, further smoothing out individual performance.

Where does the data for the score come from? Is it manual?

The data is pulled directly and automatically from our systems. Commissioning tests, diagnostic alerts, and activation timestamps are logged without manual entry. This ensures the data is objective & accurate.

What if we disagree with a score on a specific job?

There will be a clear process to review specific job data. The goal is transparency, so if there's a data error or an extenuating circumstance, we'll have a path to address it together.



FAQs – Business Impact & Rewards

How will my TIPS score impact my business?

Your TIPS score will be a key factor in determining your opportunities within the Tesla network. It will be used to:

- Prioritize lead distribution in our Lead Share Program.
- Determine placement on the public-facing "Find a Certified Installer" website.
- Influence Partner Tier advancement and other recognition programs.

Where will I be able to see my company's score?

We are developing a new dashboard in the partner portal. You will be able to see your overall company score, monthly score trending, and the scores of your individual installers in a clear, easy-to-understand format.

Will a low score get my company penalized?

The primary goal is to identify opportunities for improvement and support. If a score is consistently low, we'll use it as a signal to work with you, understand the root cause, and provide resources or training to help. It's a tool for partnership, not punishment.

Who should I talk to if I have questions about my score?

Your Account Manager is your primary resource. They will be equipped to review your dashboard with you, discuss specific performance metrics, and help you build a strategy for success.



Action & Support

Transparency and Access: Your Score

Currently: A Partnership-Driven Approach

Your **Tesla Account Manager** is your primary resource for performance insights.

- They have access to a comprehensive dashboard with your company's latest score and performance trends.
- During your regular business reviews, they will share this data with you, discuss key takeaways, and help you build a strategic plan for improvement.

Coming Soon: Direct, On-Demand Access

We are developing new tools to put performance data directly in your hands.

- **For Company Leaders (Partner Portal):** A new dashboard will be integrated into the Partner Portal. You will be able to track your company-wide score, view historical data, and analyze metrics at your convenience.
- **For Installers (Tesla One App):** Individual performance metrics will be available directly in the Tesla One app. This empowers each team member to see their personal impact on quality and customer satisfaction, fostering a culture of excellence from the ground up.



Setting You Up for Success

Path to Success

Our top priority is ensuring you are positioned for success from day one.

This timeline is designed to give your team over 90 days to understand the new metrics, prepare your installers, and ask any questions before the program officially begins.

Your Dedicated Partner

Your Account Manager is your first call for strategic guidance and support. They are your direct line for:

- Performance Reviews: Understanding your TIPS score and identifying growth opportunities.
- Program Questions: Getting clarity on metrics, benefits, and program logistics.
- Support & Escalation: Assisting with any challenges and serving as your main point of escalation.

Support & Resources

For 24/7 access to information, we offer a library of self-service tools to help you find answers quickly.

- Training & Certification: [Tesla Workforce Management](#) is your home for core training modules and the required final certification exam.
- Technical Library: The [Partner Portal](#) and [Energy Library](#) contain our full suite of technical documentation, including the latest installation manuals, product specifications, and best practice guides.



Support is Always Available

Partner success is central to everything we do. For assistance or questions, connect with our support team.

Email: TIPS-Support@tesla.com

Please copy your Account Manager on all support inquiries.





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