



Sungevity Guide to Home Solar Installation

Congratulations on going solar with Sungevity! We look forward to working with you to get your solar system installed. At any time, please do not hesitate to contact your Sungevity Project Manager at 510-496-5500 if you have questions, concerns, or comments. Below is a summary of what to expect over the next several weeks. As you can see, installing a solar system includes lots of little details. Not to worry! We'll do all the hard work for you—you will need to be available for a few home visits, occasional questions, and a few signatures; similar to any small home construction job.

Phase One: Pre-Installation

- **Paperwork:** A solar installation requires significant paperwork, and we will assist you every step of the way. Our team will generate and process much of the paperwork for you. Your job will be to provide signatures and some details about your property. Please note that delays in returning documents could delay your installation. Typically, you will be asked to review, sign, and return forms upon point of purchase and after your system is installed.
- **Site Visit:** Your Project Manager will be in touch with you to discuss your project and schedule a time for a solar technician to come to your home to confirm the solar design, check your electrical panel and roof structure; and obtain details for the building permit. This visit will take up to two hours.
- **HOA:** If you are a member of a Homeowners Association, we will help you with the information you need to obtain HOA approval for your solar project. If you have not already informed us about needed HOA approval, please do so immediately. Each HOA is different and can take up to several weeks to receive approval.
- **Design and Permitting:** Our team of design and permitting specialists will prepare installation plans to submit to your local permitting office. We will inform you of the permitting timeline in your specific jurisdiction and let you know when your permit is approved.

Phase Two: Installation

- **Installation:** When your paperwork is complete and your permit is ready, your Sungevity Project Manager will be in touch to schedule your installation. Depending on the size of your system, installation will take from 2 days to 2 weeks. On the first day, the crew will introduce themselves, walk you through the installation process, and give you their on-site schedule. At any time during installation, your Sungevity Project Manager will be available to answer any questions or concerns.
- **Inspection:** When your installation is complete, we will schedule an inspection with a local building official. Once the inspection is approved, we will submit the approved permit to your utility and request that your solar energy system be connected to the grid.

Phase Three: System Commissioning

- **Commissioning:** After your inspection is completed, you will receive a few final documents to review, sign, and return. Your utility will typically come to your home to inspect the system and, in some cases, switch out your utility meter. This can take up to 30 business days. Following the field inspection, you will be informed, usually by email, that you can safely turn on your system. This step will differ by utility.
- **Turning Your System On:** If you are at home during the last day of installation, a member of the crew will show you how to operate your solar system. If you are not available, please inform your Sungevity Project Manager, who will walk you through this process.
- **System Monitoring:** If your solar system has been installed with monitoring, you will be given access to your web-based monitoring interface within a few weeks of inspection.
- **User Manual:** Within a few weeks of turning your system on, you will receive your Sungevity Operations and Maintenance Guide. The Guide includes copies of all the key documents as well as a description of how your system works, how to maintain the system, and a troubleshooting guide.
- **Utility Bill:** Look for your utility bill the month after commissioning. You should see significant savings! If not, please contact your utility to confirm your system has been commissioned. We can help, too. Just give us a call!