

## Helpful Questions for Solar Customers to Ask Contractors

**1. Is your company a Participating Solar Contractor in the Austin Energy Rebate Program?**

*You will only be eligible to receive an Austin Energy Solar Rebate if your installer is a Participating Contractor.*

**2. How long has your company been in business?**

**3. How many systems has your company installed in Austin? Nationally?**

**4. Can you provide references of local customers and their contact information?**

*It is good to get positive references from previous customers, better if they are local and willing to speak with you and share their experiences.*

**5. Will your company be installing the PV system?**

*Some companies use subcontractors to perform the installation. If they do, you will also want to get information about the subcontractor and their quality of work and customer satisfaction.*

**6. Have you evaluated my roof for structural integrity?**

*Your roof should be structurally sound and have at least 10 years of life left on the roofing system; otherwise you might want to consider reroofing before the solar installation.*

**7. Have you evaluated my roof for Solar Access (shading)?**

*If your home has trees nearby or adjacent tall structures, they may block the sun which will negatively affect the production of your PV system.*

*Participating solar contractors are required to take necessary steps to evaluate the impacts of shade on the proposed system and provide annual production estimates that accounts for losses, shading, orientation, and tilt.*

**8. Have you evaluated the condition of my current electrical service and main electrical panel?**

*Contractors will be required to bring your electrical system up to code. This may require a panel upgrade that comes at an additional expense. Contractors should evaluate your current service and inform you of any required upgrades upfront.*



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**9. What kind of equipment do you plan to install for my project?**

*Panels and Inverters should be listed on the [Clean Energy Council \(CEC\)](#) website.*

**10. What are the warranties on the major equipment?**

*Panels typically have 20+ year warranties and inverters 10+. Ask about extended warranties and read the warranty statements for details.*

**11. Can you show me pictures of previous customers' Installations?**

*You will want to see pictures of the panels, racking and equipment wall.*

**12. Does the PV system come with monitoring capability? Is that included in the price?**

*Most PV systems have monitoring capability that will inform you on how the system is performing. Different products have different monitoring and reporting features that may or may not come at additional cost.*

**13. Do you offer a production guarantee?**

*Production guarantees can protect you from performance issues.*

*Remember that if you are leasing solar it is illegal to have a production guarantee based on kWh.*

**14. What is the projected installation timeline?**

**15. Who do I call if I have questions or concerns during the installation process?**

**16. Who do I call if I have questions or concerns post installation?**

If you have any questions, please contact us at (512) 482-5346 or [conservation@austinenergy.com](mailto:conservation@austinenergy.com).



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