



# QUESTIONS TO ASK A SOLAR INSTALLER

Ask a solar installer these important questions to gain a full understanding of a rooftop solar installation and to get the most out of your investment.

## INSTALLER CREDIBILITY

1. How long have you been in business?
2. Are you licensed and insured in Georgia?
3. How many solar systems have you installed in my area?
4. Can you provide references from customers in my area?
5. What are the average size and cost of the systems you typically install?

## CONTACT AND OPERATIONS

1. Do you have a local office?
2. What are your daily hours of operation?
3. Who should I contact if I have a question during the installation? What about after?

## SOLAR PANELS

1. What brand of solar panel do you install? Why is this your preferred brand?
2. Do you or the solar panel manufacturer offer a warranty on the panels? What about the other equipment needed for the system? If yes, what does the warranty cover and for how long?

## ENERGY GENERATION

1. What system size do you recommend for my home? How did you come to that recommendation?

2. Are you using my current electricity use data to determine the system size I need?
3. How much electricity can I expect the system to generate?
4. Will I have a way to monitor the amount of electricity generated by my system?

## ROOF STRUCTURE

1. Is the condition of my roof sufficient for a rooftop solar installation?
2. Are there any steps I am responsible for to prepare my home and roof for the installation?
3. Do I have any areas that are too shaded? How will shading impact my electricity generation?

## INSTALLATION

1. Do you have experience interconnecting with utility grids?
2. Who is responsible for contacting my electric cooperative about interconnection?
3. Are any local permits required? If so, who is responsible for completing the application?
4. Who will complete the installation? Are they employees or subcontractors?
5. How long should I expect the installation to take?
6. Is there a project manager for the installation? What is their contact information?
7. What documentation will I receive when the installation is complete?

## COST

1. Is this proposal an estimate or a fixed price?
2. Does this proposal include the total cost of the project, including equipment and labor?
3. Can you provide an itemized proposal so I can see the cost of each component?
4. Does the proposal include payment options?
5. Do you offer financing? What are the terms?
6. Based on the varying payment options, who will own the solar system?
7. What is the payment schedule?
8. Do you require upfront payment before the installation can begin?
9. How long after the installation is completed will my final payment be due?
10. What rate will I be credited at for excess energy sold back to the grid? Is that the rate my electric cooperative provided?
11. Will I qualify for any tax credits or incentives? If yes, who completes the paperwork?
12. How much can I expect to save on my monthly electric bill?
13. What is my projected payback period?

## AFTER SALE

1. Is it possible that the installation may cause my roof to leak? If yes, who is responsible for the repairs?
2. If my energy needs change, can I easily increase or decrease the number of panels I have installed? What is the process?
3. If I need to repair or replace my roof, who is responsible for removing the solar panels, and what would be the cost?
4. What maintenance will my system need? Who is responsible? What is the schedule and cost?

At Carroll EMC, we know solar, and we can help you evaluate your solar energy options. Review the resources on our website at [CarrollEMC.com/solar](http://CarrollEMC.com/solar) or call us at 770-832-3552.