

KEY QUESTIONS TO ASK BEFORE ENTERING INTO AN AGREEMENT



Delivering water and power®

In addition to getting multiple bids from solar contractors, knowing exactly what to ask salsepeople is incredibly important. To help guide you, we've put together a cheat sheet of the best questions you can ask a sales rep when shopping for solar.

What is the total cost of the solar system?

If there is an outage on SRP's grid, will my system still generate?

What is the system size?

Can I expect to save money with this system? If so, how much? Based on what assumptions?

What incentives am I eligible for and how does this reduce my final cost of going solar?

Does installing storage change how much I can save with this system? If so, how much?

How much electricity will the system generate each year? Do you guarantee a minimum amount (a production guarantee)? Are there any other guarantees?

Is the installation company the same as the sales company?

How will I be compensated for any excess energy that may go back to the grid?

Is the installation company licensed and insured?

What will the system look like once installed?
Will I receive a system design for my review and approval before installation?

Will I be required to make any changes to my home (e.g., roofing upgrades)?

Are there separate warranties for parts and labor?

What do the warranties cover and what are their durations?

If the company goes out of business, who should I contact regarding panel and inverter warranties and replacements?

Are the warranties transferable?

What type of maintenance or cleaning is required?
Are any maintenance services included?

Is the performance of the system monitored and if so, by whom? How can I monitor system performance?

Who should I contact if I have a question about the system after the installation? What about if the system stops working?

