

## **SOLAR emPOWERED**

### List of Questions to Ask Installer

#### **Has the company installed grid-connected PV systems? If not, has it installed grid-independent (or stand-alone) PV systems?**

Experience in installing grid-connected systems is valuable because some elements of the installation -- particularly interconnection with the local utility -- are unique to these systems.

#### **How many years of experience does the company have installing solar energy systems?**

A professional who has been in business a long time probably understands how to work with customers and to compete effectively with other firms. Additionally, he/she will probably be aware of the latest code and permitting issues surrounding the installation of the systems.

#### **Is the company properly licensed or certified?**

Solar energy systems should be installed by an appropriately licensed professional. Search the Nebraska Department of Labor website to find whether a professional has a valid license.

#### **What qualifications does the company have that ensures a quality install?**

Look for prior documented experience with the system(s) desired. Also, inquire about a contracting license and liability insurance.

#### **Will installing this system void any roof warranties associated with my building?**

Ask for a list of precautions taken, products used and statements from manufacturer's compliance with roofing standards.

**What is the expected output and who is responsible if expectations are not met?**

Get output predictions based on site conditions and a statement regarding liability.

**What is the warranty period of this install?**

Get product warranty information and a statement regarding liability.

**Who is responsible for the interconnection and incentive documents for this system?**

List the name(s) of staff person who will prepare these and other incentive paperwork.

**For a solar electric system, what is the dollar per watt on this proposal?**

Note that some incentive programs have caps on dollars per installed watt.

**Other questions to consider:**

Can you provide references from previous customers with similar systems?

When will you be able to perform the work? How long will it take to finish?

Have you worked with local building officials and utility reps when installing similar systems in the past?

Do you repair systems that you installed, and if so, what are your rates?

What kind of training will you provide me with so that I can better operate and maintain my system?