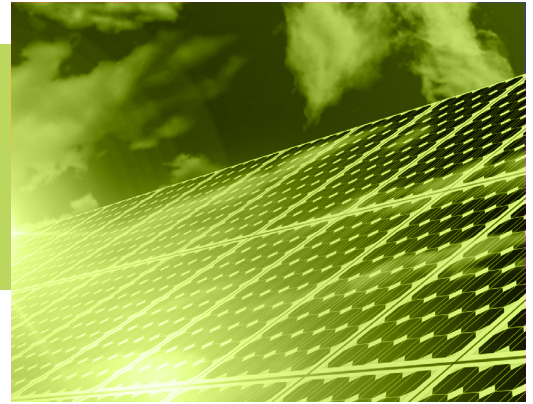


# Solar Trade Ally Questions & Answers



## **Q. Is customer-owned solar better than community-owned solar or vice versa?**

### **A. Community-owned solar pros:**

- No large upfront cost to the customer.
- No insurance or maintenance fees to the customer.
- Customer doesn't have to acquire and manage a solar contractor.
- Savings per kWh start immediately.
- Customer can cancel anytime.
- There is no equipment on the roof of the home.

### **Customer-owned solar pros:**

- Customer can take advantage of any available federal tax credits.
- Customers feel ownership and pride in displaying a renewable energy source.
- Customer can monitor their energy generation and home's energy consumption.
- Increase the value of the home or business.
- With the correct inverter or a battery storage system, a PV Solar system can provide backup power during a utility outage.

## **Q. I'm looking for a solar contractor. Who do you recommend?**

- A.** As a public utility, we cannot recommend one contractor over another. However, we have a Solar Trade Ally list (on our website) of contractors who have completed our utility rate training. Solar Trade Allies have agreed to provide sales proposals based on utility savings and install projects meeting utility and national electrical code requirements to ensure safety and reliability. We also suggest obtaining quotes from multiple contractors to compare proposals and installation costs. Your local public power utility is available to assist you as a subject matter expert.

## **Q. Is public power against or for privately-owned solar generation?**

- A.** Public power is pro-customer, and your local public power utility will assist customers in accomplishing their renewable energy goals.

## **Q. Does the utility guarantee the solar installation done by Solar Trade Ally list members?**

- A.** No. The utility does not guarantee any Solar Trade Ally members' installations.

## Contractor Questions

### **Q. As a solar contractor, why would I want to be on a Solar Trade Ally list?**

- A.** Customers understand you have completed the utility rate training. Customers will have more confidence in sales proposals.

### **Q. How do I sign up as a contractor on a public power utility's Solar Trade Ally list?**

- A.** Complete the utility rate training and agree to program guidelines.

### **Q. Once I am on the Solar Trade Ally list, how often do I need to renew to remain on the list?**

- A.** Contractors will renew on an annual basis.

### **Q. How often are the utility rate training?**

- A.** Training classes are available online to complete at the contractor's convenience.



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