



## Questions for Contractors

1. How long has your company been in business?
2. How many systems has your company installed locally? In Oklahoma? Nationally?
3. Can you provide references of local customers and their contact information?
  - *Ask your contractor for references from previous customers, preferably local, who are willing to speak with you and share their experiences. It may help to reach out on social media to see if anyone else has experience with your contractor.*
4. Can you show me pictures of previous customers' installations?
  - *You will want to see pictures of the panels, racking, equipment wall and any other installed equipment.*
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 sub-contractor and check their quality of work and customer satisfaction.*
6. Have you evaluated my roof for structural integrity?
  - *A certification by a professional engineer of the structural integrity of your roof is required for the solar permit application. The structural engineer will make sure that your roof can handle the weight of the solar panels and the lift caused by wind based on the desired panel layout and the brand/type of panel chosen. The engineer should also check that the mounting system chosen is adequate for the Edmond area.*
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 reduce the energy production of your PV system. Solar contractors should 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 additional expense. Contractors should evaluate your current service and inform you of any required upgrades upfront.*

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

- *Module, inverter, and racking system must be certified to the UL 2703, UL 62109, and UL 1741 standards and should only be installed according to the manufacturer's recommendations.*

10. What are the warranties on the major equipment?

- *Solar panels warranties can be as short as 5 years and up to 25 years. Warranties on inverters will vary as well, depending on the type installed. Ask about extended warranties and read the warranty statements for details. If you are installing a battery backup, expect a warranty of 5 to 10 years. Be aware that not following the manufacturers recommended installation methods may void the equipment warranties.*

11. What are your warranties on the installation?

- *Your contractor should offer a warranty on their work. These workmanship warranties protect you from labor-related defects arising from the actual installation process. These guarantees usually ensure that the design, assembly, and installation are all done correctly, the system will perform as expected, without malfunction and cover any defects that may arise at no charge. The length and type of coverage will vary between contractors.*

12. Do you offer a production guarantee?

- *Production guarantees can protect you from performance issues over the life of the system. If offered, these guarantees can be structured in several ways but should guarantee that your system will deliver a predetermined amount of solar energy over a given time period.*

13. 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.*

14. What is the projected installation timeline?

*The installation contract may provide a guaranteed completion date. You may want to ask about penalties if the installation is not completed on time.*

15. What operational and maintenance information will you provide me?

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

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