

# Solar Access Program FAQ

**1. Are there any hidden charges for the solar array?**

No. As long as your roof is in good condition, there is no charge associated with the array. If you do not expect your roof to last at least as long as the 20 year term of the Solar Hosting Agreement, then you will have to replace the roof before we can install the array.

**2. What happens if the price of electricity goes down?**

Unlike traditional Power Purchase Agreements (PPA), through the Solar Access Program, your savings are not impacted by a decrease in the price of electricity. Since you are receiving a constant amount of Net Metering Credits, you save either way.

**3. How much do I save?**

We estimate between 10%-30% savings on your electricity bill. We can offer a more accurate estimate after we review your utility bill and complete a site survey. This allows us to compare the expected output of the array with the amount of electricity you use. Below is an example of how the Net Metering Credits would be deducted from your monthly electric bill.

Sample electric bill with savings from the Solar Access Program

<b>Account Number</b> 0000 000 0000	<b>Billing Date</b> December 12, 2016	<b>Next Read Date</b> January 12, 2017												
<b>Service Provided to</b> J. Doe 12 Main St. Boston MA 02111														
<b>Electricity Used</b>  Rate A1-Residential Meter Jun 08, 2015 Actual Read 2884 May 07, 2015 Actual Read 2579 32 Day Billed Use -95	<b>Cost of Electricity</b>  Delivery Services Customer Charge 98.42 <hr/> <b>Total Cost of Electricity</b> 98.42	<b>Account Summary</b> Previous Bill 81.71 Payment - Thank You -81.71 <b>Total Cost Electricity</b> 98.42 <b>Other Credits</b> -21.72 <hr/> <b>Credit Balance</b> 76.70												
		<b>Other Charges or Credits</b>  Net Mtr Crdt -95 KWH X 0.22863 -21.72												
<table border="1"> <thead> <tr> <th>2600307</th> <th>KWH</th> </tr> </thead> <tbody> <tr> <td>06/08</td> <td>0</td> </tr> <tr> <td>05/07</td> <td>0</td> </tr> <tr> <td>04/07</td> <td>145</td> </tr> <tr> <td>03/06</td> <td>645</td> </tr> <tr> <td>02/06</td> <td>564</td> </tr> </tbody> </table>	2600307	KWH	06/08	0	05/07	0	04/07	145	03/06	645	02/06	564		
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**4. What happens to the tax rebates?**

Our financing partners monetize tax incentives as a means of recovering their investment in your project. This is how we can offer free installation and maintenance of your solar array.

**5. What is the cost of the panels?**

An average urban rooftop system costs about \$30,000. The cost of the system is paid for by our financing partners and varies by size and project complexity. You are not responsible for paying any of the system's upfront or ongoing costs. However, you do have the option to purchase the panels at a depreciated price on the tenth anniversary of your system's installation and every five years after that. You are under no obligation to do so.

**6. Who is the financing partner and what is their role?**

We work with firms such as Sunwealth that invest in community-supported solar projects. They use their Sunwealth Investment Community fund to raise the upfront capital to install a solar array, and to manage the array's ongoing operations and maintenance — all at no cost to you.

**7. How is the “anchor” institution involved?**

The anchor institution purchases a portion of the electricity generated by all arrays in the program. This enables us to build arrays for hosts without charging any upfront or ongoing costs. You receive a portion of the output of the panels for free, while the anchor purchases the rest for their electricity needs. They are the entity that pays back our financing partner over time for their investment in your solar array.

**8. Who installs the solar system?**

Resonant Energy carries out a competitive bidding process to select a contractor from our pool of qualified installation companies. In general, we hire contractors that offer the right balance of price, quality, and commitment to local workforce development. We welcome feedback from hosts on other considerations that you would like us to take into account. All contractors are required to have at least three years of track record, over 2MW of solar installed, and active NABCEP certification.

**9. What kind of panels do you use?**

We only use high quality [Tier 1](#), investment-grade panels. The specific panels we use for your system will be determined when the contractor is selected.

**10. What happens when the power goes out?**

If the grid is down, the panels will not produce electricity. The panels do not act as a backup generator.

**11. What happens if Net Metering Policy Changes?**

While net metering regulations may change in the future, it is extremely unlikely that future changes will apply retroactively to completed projects. There is almost always [a grandfathering provision](#) to ensure that consumers continue to realize the same benefits from a project in the future that they were counting on when the project started.

**12. What if I need a new roof?**

There is no cost associated with maintaining or installing the solar system. However, a new roof would interfere with the production of the system. In order to avoid the cost of removing panels and putting them back on for a roof repair or replacement, we do not recommend installing on a roof that is over 12 years old. In the event that you do need to take down the whole array for roof work, the cost of labor is around \$50 - \$100 per panel.

☆ *Fun Fact: Solar panels act as a barrier to the elements, which helps protect your roof from weather.*

**13. What if panel prices go down or something better comes out? Why shouldn't I just wait?**

It is true that the cost of solar PV modules is gradually dropping; however, incentives available under the SREC II program (which will expire at the end of 2017) more than compensate for the

marginally higher present cost of modules. Future programs (e.g., SREC III) will likely provide less benefits to solar hosts. As we go forward in the solar marketplace, incentives available to projects will decrease in tandem with the cost of projects, so that the net benefit for consumers will not change dramatically for the foreseeable future.

**14. What if there are damages to the building or the solar array?**

If the array is damaged by anything other than the host's gross negligence, the financing partner is responsible for fixing the panels. If the building is damaged in such a way that prevents the solar array from working properly, then the host is responsible for fixing the building.

**15. Who is responsible for the ongoing operations and maintenance of my solar array?**

The contractor that we select to build the arrays will be responsible for operating and maintaining them under a 20 year contract. They are compensated for this by the financing partner (see #6). Their compensation is contingent on the ongoing, successful performance of your solar array. In the event that the original contractor goes out of business, the financing partner will find another contractor to enter into the same operations and maintenance contract. In the event that the financing partner goes out of business, see #17.

**16. What happens if Resonant Energy goes out of business?**

Resonant is responsible for arrays only during the development of the project. If we go out of business before development is complete, we will work with stakeholders to determine a way forward without us. As soon as the installation of arrays commences, the financing partner becomes responsible for them, though we remain on as an "ombudsman" to help resolve any issues that might arise.

**17. What happens if the financing partner goes out of business?**

If the financing partner goes out of business, the ownership of the solar arrays will be transferred to the financier's lenders. The lenders will take on liability for the arrays and will be responsible for their operations and maintenance. The lenders would not likely take down the systems or breach contracts with solar hosts, because they would have a vested interest in recovering the cost of the arrays by continuing to sell electricity to the anchor institution under the original arrangement.

**18. What if I get more electricity from the solar array than I use?**

For most solar arrays installed under the Solar Access Program, if your portion of the solar array's output exceeds the amount of electricity you use, then the extra net metering credits will still be credited to your utility bill at full value.

For projects larger than 13 kW DC / 10 kW AC connected to single phase electric lines, and projects larger than 30 kW DC / 25 kW AC connected to three-phase electrical service, extra credits will only be worth 60% of their original value. For example, if your net metering credits are usually worth \$0.20, the extra credits will be worth \$0.12. Those extra credits will still be subtracted from the amount you owe to the utility on your bill. In order to avoid this reduction of value, we make sure that the solar arrays we design are sized to match host's electric usage.