



# GO SOLAR NOW



## WHAT TO EXPECT DURING A SITE VISIT

You've compared your solar quotes, and have narrowed down your options – now what? In most cases, the best next step is to invite your potential installer out for a free site visit.

There are a few reasons why you should have installers out to your property in-person: for one, it gives them the opportunity to take measurements and make sure your quote is as accurate as possible. Site visits also give you the chance to meet someone from the solar company and ask questions about their experience, as well as their quote.

Above all, you want to move forward with a solar installation company that you like and trust, and a site visit can be one of the best ways to gauge that.

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## STEPS OF A SITE VISIT

Every installer handles site visits differently, and the steps involved can vary depending on which stage of the solar shopping process you're in. Your site visit may include some variation of the following steps:



### Electrical panel and meter inspection

Every installer will need to take a look at your electrical panel to see if it needs an upgrade prior to installation.



### Roof review

The installer will likely walk around your home and assess the roof. Some installers may climb up on top of your roof for a better look, or take pictures of the interior structure if your attic is easily accessible.



### Measurements

Today, virtual solar design tools can take measurements very accurately, but don't be surprised if your installer decides to take their own measurements of your roof and home to confirm their initial estimates.



### Review of electric bills

Your installer will likely ask to see your electricity bill. They need a bill to confirm details from your utility company and to ensure your system is sized properly relative to your expected energy usage.



### Shade analysis

Many installers use virtual software to give them accurate readings on sun access and the impact of shade. However, some installers may decide to use a physical tool (like a SunEye) to conduct a shading analysis themselves.



### Q&A

Installers expect to answer any and all questions you have, so don't be shy!

## CAN I SCHEDULE A VIRTUAL SITE VISIT?

Yes! It's becoming increasingly common for companies to offer virtual consultations. While the installer won't be able to take any final measurements, they can get a good look at your electrical panel and property conditions over a video call or photos you take ahead of time.

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# QUESTIONS TO ASK DURING A SITE VISIT

## Warranty, experience, and reputation

- What's covered by your workmanship warranty, and how long does it last?
- If there are any maintenance issues, who should I contact? What's the process for repairs?
- What happens if my system produces less electricity than expected? Do you offer a performance guarantee?
- How long has your company been in business?
- How many installations have you done in this area?
- Do you have any references I can talk to or email?

## Equipment

- Why are you proposing this equipment?
- Will this equipment be available in time for my installation?
- Do you have any pictures of past installs with this equipment?
- What types of warranties do the manufacturers offer?
- Do you recommend adding a solar battery to this system? Why?

## Installation

- Do you subcontract any part of the installation?
- What's the estimated timeframe for installation?
- How long will it take for my system to be connected and operational?

## Financing and incentives

- What are my financing options?
- What has your experience with X lender been like?
- Are there any pre-payment penalties? Closing fees?
- How do I claim solar incentives, and does your company provide assistance during this process?

**\*All installers that quote you on EnergySage have been pre-screened and vetted prior to joining the platform. We make sure they have the proper experience, licensing, and insurance to install.**

