

# SUNRUN

## Frequently Asked Questions



### **Q Where does Ambit offer solar?**

**A** Ambit partnered with Sunrun to offer affordable residential solar service in California, Massachusetts, New Jersey and New York.

### **Q Is solar right for me?**

**A** If you own your home, use a significant amount of electricity, have good credit and your roof is in good condition with high sun exposure, you should consider solar.

### **Q What does a Solar Lease cost?**

**A** With Ambit and Sunrun, going solar costs little to \$0 down. With Sunrun's solar lease model, you pay for the electricity, not the panels, resulting in lower installation costs. You will pay two different monthly bills, one to Sunrun for the solar lease and another to your electricity provider - with the sum of both being lower. Your monthly Sunrun payment will depend on a number of factors, including, the size of the system required, local installation costs, your electricity usage, rate increases, your roof's exposure to the sun, possible rebates and other factors.

### **Q How much will I save with solar?**

**A** Your savings will vary by your usage, your electric rates and the solar system you select. On average, Customers save 20 percent on their electricity bills. If power rates continue to rise, many solar Customers could save significantly more over the life of their solar agreement. Please see [Sunrun.com/save20](http://Sunrun.com/save20) for more information.

### **Q Do solar panels add value to my home?**

**A** According to ICF International, a leading consulting firm on energy and technology, for every \$1 per year you reduce your electric bill, your home's value increases by \$20. Reducing your home's energy costs by \$1000 could increase its value by \$20,000. The U.S. Department of Energy Efficiency and Renewable Energy states that a solar house will sell twice as quickly as a home without solar panels. \*

### **Q What happens if I sell my house or move?**

**A** No worries, Sunrun makes the process simple and hassle-free. The system and lease agreement are fully transferrable. Sunrun has a dedicated Service Transfer Team with a 98.5 percent success rate of transitioning agreements from home sellers to buyers.

### **Q What happens if my panels aren't performing properly?**

**A** Sunrun guarantees the performance of your leased panels. If they don't produce as expected and as set forth in your customer agreement, Sunrun will send you a check for the difference. Sunrun also insures the system so you don't have to worry about paying to maintain, repair, fix or replace anything over the life of the lease.

### **Q Where do the panels go?**

**A** Sunrun creates a customized system, specific to your home, electricity needs and lifestyle so no system is exactly alike. In most cases, a custom array of panels is installed on the southernmost side of your roof for maximum sun exposure.

### **Q Am I eligible for tax credits and rebates with a Solar Lease?**

**A** No. Because Sunrun owns the panels, they take advantage of any incentives and pass the savings on to you. You enjoy the savings without the hassles of filling out a lot of paperwork.

### **Q Can I put solar electricity back into the grid?**

**A** It depends on the size of your solar system and your usage. Most customers install a system which offsets some but not all of their electricity usage. For most customers, it's possible but unlikely that you will generate more power than you consume in a given billing cycle. However, in the event you were to generate more power than you use, your system will transfer that electricity back to the grid - earning you credits.

### **Q What happens at the end of my agreement?**

**A** Sunrun offers three options at the end of your agreement. You may renew the agreement, purchase the equipment or have it removed at no cost.

### **Q If I refer Customers to Ambit Energy and Sunrun, does it count as an Ambit Free Energy program referral?**

**A** We are not able to count solar accounts toward your Free Energy qualification of 15 customers. A solar customer's commodity accounts and usage will continue to be included for Free Energy calculations.

### **Q How does Sunrun interact with my Home Owners Association (HOA)?**

**A** If you have an HOA, it's likely that Sunrun will need their approval to install solar panels. Sunrun will handle the HOA approvals on behalf of the homeowner but may require customer assistance in providing documentation and signatures. However, Sunrun does not currently cover any HOA fees associated with the H.O.A. application submission - if applicable.

### **Q What's the process to get from "yes" to solar?**

**A** The process is quick and simple.

Step 1: Submit your request for Sunrun service through [Ambitenergy.com](http://Ambitenergy.com) or your Consultant's personal enrollment website.

Step 2: Sunrun will contact you to determine your needs. They will produce a customized quote, a savings estimate, and a diagram of your home's solar design. Then you sign the agreement.

Step 3: Sunrun takes care of any local approvals, permitting and other requirements. Then Sunrun or an approved contractor installs your custom system.

Step 4: Sunrun takes care of the final inspection required in most communities.

Step 5: The utility company may install a new meter to connect your panels to the grid. They'll also give you a Permission to Operate that lets you know when it's okay to turn on the system.

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\*A: According to ICF International, a leading consulting firm on energy and technology, for every \$1 per year you reduce your electric bill, your home's value increases by \$20. Reducing your home's energy costs by \$1000 could increase its value by \$20,000. Cite: Nevin, Rick, Christopher Bender, and Heather Gazan. "More Evidence of Rational Market Values for Home Energy Efficiency." The Appraisal Journal, 1999: 454. The U.S. Department of Energy Efficiency and Renewable Energy states that a solar house will sell twice as quickly as a home without solar panels. Cite: National Renewable Energy Laboratory. United States: U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy, 2008.