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## Solar Energy: Questions You Should Ask

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- 1. What paperwork do I need to complete for interconnection with my electric provider?**  
Request and complete the Interconnection Application with Grundy Electric Cooperative
- 2. Should the application for net-metering be completed first?**  
Yes. Members should first make contact with Grundy Electric Cooperative and complete the Interconnection Application.
- 3. How long have you been in business and are you licensed to do business in my state?**  
Ask to see the solar vendors business license for Missouri/Iowa and check the number of years they have been in business. Are they a new start up?
- 4. Are you insured? How do I file a claim if necessary?**  
Ask to see proof of commercial insurance and ask about the process to file a claim.
- 5. Can you provide a list of consumer references in my area?**  
Ask for references with addresses and telephone numbers. This is a large purchase, check references when dealing with a company that is not local.
- 6. Have you worked with my electrical provider before?**  
Check to see if the solar vendor has worked with Grundy Electric Cooperative before and how many installations they have completed in the area.
- 7. Are installers certified and trained in solar system installations? Are installers employees or subcontractors?**  
Asks questions! If the vendor actually installs the solar system, then you are working with only one party. However, if a subcontractor completes the installation and questions arise about the installation you would be directed to the subcontractor. So, it is to your advantage for vendor employees to complete the installation.
- 8. Who is my contact during and after the installation if I have a problem? How will we communicate?**  
It is important to get a phone number for the main business office of the company you have chosen. Also, a business phone number for the vendor and the supervisor in charge of your installation.
- 9. Who is responsible for warranty repair--the manufacturer or your company?**  
Obtain name, complete address, and phone number to contact for warranty repairs.



**Grundy Electric Cooperative**

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**10. Have you ever been involved in a legal dispute involving a solar installation?**

Check vendor reviews online and contact the Attorney General to see if the vendor is in good standing.

**11. If the system is to go on my roof, do I need to replace it, and will it hold the extra weight? If it leaks after installation who is responsible for repairs?**

These are excellent questions to ask prior to signing any contract. You may also want to get a second opinion from a local construction company or roofer.

**12. How are you going to determine the size of system I will need?**

A solar unit should be sized to cover your average monthly usage, not annual usage.

**13. Have you reviewed my energy usage with my electric provider?**

Grundy Electric will provide members with their monthly usage.

**14. How much of my energy usage will this system provide?**

Keep all the information provided by the solar vendor in a file for easy access. Take notes regarding what the vendor states about what the system will and will not supply.

**15. What is the total price of the solar system? Does this bid include the total cost of the project? Is this an upfront payment? If financed, what is the interest rate? Are there any other expenses I should be aware of?**

Avoid high pressure sales tactics that require you to decide today or else you lose the sale price offered. Contact your local cooperative and ask if your current service needs upgraded. Members should understand exactly what they will owe and how the payment will be made, before signing any contract. Get at least two bids.

**16. What is the payback and how is this calculated?**

Members should request breakeven/payback and all warranties for modules, inverters and batteries in writing. Note: Grundy Electric has not had a rate increase since 2018. It is important to understand how the vendor is calculating payback and not overstating the savings you may receive.

**17. Who will be responsible for filing paperwork for all tax credits, rebates, and other incentives?**

Always check with a tax professional to verify tax credits and incentives. Have your vendor supply the completed paperwork for rebates/tax credits/incentives before making your final payment.

**Please Note: If a vendor tells you that you will never have an electric bill – that should be a red flag. You will receive a monthly bill for the \$29.00 monthly facility fee. You will receive a monthly bill if you have a private area light. You will receive a monthly bill if your monthly usage is over and above your solar output and/or credit. Understand how you are compensated for excess electricity by calling your local electric cooperative.**