



Solar Panel Purchase and Installation Q&As

Q: What components are included with the solar modules that JacksonSolar LLC is selling and installing?

A: Each system will include modules, inverter, power optimizers, and racking. The modules are the panels, an inverter converts direct current (DC) from the solar system to alternating current (AC) for use at your home, power optimizers are connected to each solar module which potentially increases energy output from the system and monitors the performance of each module, mounting hardware or framework. Also included in the price: meter socket, DG meter, outdoor disconnect, breaker, cable, conduit, and trenching.

Q: Does JacksonSolar LLC sell ground or roof-mounted systems?

A: JacksonSolar LLC will only sell and install ground-mounted solar systems.

Q: How many systems can I purchase from JacksonSolar LLC?

A: Members will be able to interconnect one system.

Q: What is the longevity of the solar modules? Warranty of the modules?

A: Modules that are designed, installed, and maintained well will generate for approximately 25 years, according to the manufacturer. After that, the output from the modules will be approximately 80% of their nameplate. The best way to ensure and extend the life and effectiveness of your solar system is by having it installed and maintained properly.

We provide warranty information on the modules we install. If the manufacturer of these panels goes out of business, the warranty is void.

Labor costs are not included in the warranty.

There is a one-year warranty on the installation. More is detailed in the Customer Agreement.

Q: What is the warranty on the SolarEdge inverter?

A: The inverter has a 12-year warranty. An inverter is an operating piece of equipment which may have to be replaced over time. Labor costs are not included in the warranty.

Q: What is the warranty on the SolarEdge power optimizers?

A: Power optimizers have a 25-year warranty. Power optimizers are connected to each solar module. These have the potential to increase energy output from the PV system by constantly tracking the maximum power point of each module individually. They also monitor the performance of each module.

Labor costs are not included in the warranty.

Q: How do I know if I have enough sunlight for a solar system?

A: A solar system needs unobstructed access to the sun's rays during a window between 9 a.m. and 3 p.m. Shading on the system can significantly reduce energy output. JacksonSolar LLC's employees are trained in site assessment to help guide you in selecting the proper location for your solar panel.

Q: What size of system do I need?

A: The size of solar system you need depends on how much electricity you use, and how much you're willing to invest. During the site assessment, JacksonSolar LLC's representatives will discuss with you the size of system that will provide you with the most benefit based on the average of your past 24-month's electric usage. If you are new to your home, we will estimate your usage based on the size of your household and electrical needs. According to Jackson Electric's Policy 305, "The energy generated and backfed by the distributed generation system and energy supplied by Jackson Electric Cooperative for use by the member shall offset each other on a kWh for kWh basis."

Q: What is the physical size of the systems?

A: This varies depending on the system. You will need a minimum of a ½-acre of land, clear of obstructions, to install a system.

Q: How much do the solar systems cost?

A: The cost of a system can start at \$15,000 and go up from there. Prices are subject to change without notice and are estimates only. A more accurate bid is provided following a site assessment. Please contact your tax preparer to determine if you qualify for a tax credit.

Q: What will my savings be?

A: Jackson Electric Cooperative will off-set (net meter) all consumption first and the remaining generation will be banked to the next month. An annual true-up billing will occur with the June usage, July billing statement. Excess production at the time of the annual true-up will be credited at the annual average avoided cost rate. More information will be provided during your site assessment. If you would like to calculate your energy savings at today's rate, our office can provide your past 12-months usage history. You will be responsible for the facility charges, fees and taxes every month. Therefore, you will continue to receive an electric bill from Jackson Electric.

Q: What is net metering? Will these systems be net metered?

A: Net metering allows homeowners with solar systems to use any excess electricity they produce to offset their electric bill. As the homeowner's solar system produces electricity, it is

first used for any electrical needs in the home. If the solar system produces more electricity than the homeowner needs, it is fed into the utility grid.

Yes, these systems will be net metered.

Q: Is JacksonSolar LLC selling storage batteries for these systems?

A: At this time, JacksonSolar LLC is not selling storage batteries. We are always watching the costs and production on batteries. They continue to be very expensive thus creating a lengthy ROI.

Q: What is the cost of a site assessment?

A: \$250, non-refundable. If the member purchases and installs a solar system from JacksonSolar LLC, the \$250 is deducted from the final price as long as installation of the system is within a 12-month period from the date of the site assessment. After that 12-month period, a new site assessment will be conducted.

Q: What is included in a site assessment?

A: JacksonSolar LLC representatives will determine where your array should be mounted to receive the most benefit. Representatives will also discuss the potential energy savings, based on the average past 24-month's energy usage, with you. We feel that face-to-face interaction is invaluable. We like to meet our members to make sure you're comfortable with our service.

Q: Who maintains the panels?

A: The member/homeowner is responsible for the maintenance of the panels.

Q: What if a panel cracks or something isn't working properly. Who do I contact?

A: You can contact JacksonSolar LLC if you have questions or concerns with your solar system if it is within a reasonable amount of time after the purchase and installation of the system. We will work with the manufacturer to do our best to correct any issue you may have with the system.

Q: Are there additional charges?

A: The member will be charged \$5.00 per month facility charge for the additional meter that will be used to register the panel's production. This charge could be adjusted per Jackson Electric's board of director's direction without notice.

The cost of the additional meter is included in the price of the system. The member is also responsible to apply and secure building and zoning permits, if applicable. A copy of the member's Certificate of Insurance (minimum of \$300,000 liability) must also be provided.

Frost Charges: If you plan to have JacksonSolar LLC install a solar system on your property after November 1, an additional charge may be applied if the conventional method of electric service installation is not feasible due to frost.

Q: Why should I purchase from JacksonSolar LLC?

A: It is our goal to educate the member about solar energy. Of course, the sale of a system is great, but we feel it's more important to be a trusted energy resource for our members. Also, Jackson Electric, a member of JacksonSolar LLC, is a financially stable cooperative that has been around for more than 85 years.