

Solar System Activation

Congratulations on the purchase of your new home! Below is what you need to know (and do) to get your SunPower® solar system activated as quickly as possible after you move in.

NOTE: Without your action, your system will not get turned on to start saving money.



Permits & Approvals:

SunPower will pay fees, secure the necessary permits and approvals from your utility to activate your system.



Required Utility Information:

The following action items are required by you before SunPower can obtain "Permission to Operate" (PTO) from your utility:

- 1 Create an account with your utility (if you haven't already)
- 2 SunPower will contact you to obtain your utility information and review next steps for system activation
- 3 If applicable, complete a required utility application that allows SunPower to apply for the necessary approval on your behalf



Permission to Operate (PTO):

Once you have provided the necessary utility information, SunPower will submit the required documentation for utility PTO and Financier Approval (Lease customers only). Please note, the approval process may take 8–10 weeks. If you are in LADWP territory, it may take up to 12 weeks.



System Activation:

Once SunPower receives the necessary approvals, here's what you can expect:

System Lease Customers:

SunPower will contact you with next steps on how to activate your system and answer any questions you may have.

System Purchase Customers:

Once your utility's PTO is received, SunPower will notify you by email and include next steps on how to activate your system.

If you have any questions regarding the installation or activation of your system, please contact SunPower at [1.855.462.9366](tel:18554629366) or by email at solaractivationteam@sunpower.com

Please Note: Throughout the process, SunPower will be contacting you via email to keep you informed and to request information and signatures required for a successful system activation.