

SunPower Frequently Asked Questions

How Your SunPower® System Works

- 1 How do I turn on or restart my SunPower System?
- 2 How do I know if my system is working?
- 3 Does my system work at night?
- 4 Will it work on cloudy days?
- 5 What happens during power outages?
- 6 Does my system store energy?
- 7 How long will a SunPower solar system last?
- 8 Why should I limit shading from trees?
- 9 Should I clean my solar panels?
- 10 What are common safety tips?
- 11 What should I do in an emergency?
- 12 What if a squirrel, a bird, or any other wildlife chews or in any way interferes with my solar system's wiring and cables?

Taxes and Local Utility

- 1 Can I claim a tax credit for my system?
- 2 What is an interconnection agreement?
- 3 What is net metering?
- 4 Can I sell my surplus electricity back to the utility company?

Lease Production Guarantee

- 1 How does the production guarantee work?
- 2 What is the annual estimate range?
- 3 What is the production guarantee rate per kWh calculation?
- 4 What is the monitoring requirement for my leased system?

Lease Payments

- 1 When is my lease payment due?
- 2 How do I make a lease payment?
- 3 Can I make a lease payment via ACH?
- 4 What if I have questions or problems related to my billing statement?

Lease Roles and Responsibilities

- 1 What are my obligations as a lessee (Homeowner)?
- 2 What are SunPower's obligations as the lessor?

Home Refinance as Lease Customer

- 1 I'm refinancing my home, how do I start the lease assignment?
- 2 Are there any fees associated with refinancing requests?
- 3 I'm refinancing my home and the title is requiring "a subordination". What does "subordination" mean?
- 4 How does my title officer request a termination of the UCC1?
- 5 Can I do a buyout of my system during a refinance?

Home Sale Lease Assignment/Buyout – Seller

- 1 I'm selling my home and want to assign the lease to the buyer. How do I initiate the lease assignment?
- 2 How long will a buyout (purchase of the solar lease outright during the sale of a home) or assignment take to complete?
- 3 What happens if the buyer is declined?
- 4 Can I move my solar system and keep the lease?
- 5 Can I assign my lease to a corporation?

Home Sale Lease Assignment/Buyout – Buyer

- 1 I'm purchasing a home with a pre-paid lease. Why do I need a credit check?
- 2 What happens if I get declined?
- 3 What if I do not want to assume the solar lease on this home?
- 4 What will the monthly payments be and how does the lease work?

Other Lease Questions

- 1 Can I remodel or update my roof during the term of my lease?
- 2 What happens at the end of the lease term?
- 3 What happens in the event of death?

How Your SunPower® System Works

1 How do I turn on or restart my SunPower System?

Your installer will turn on the system for the first time once permission has been given from your utility.

If you should ever need to restart the system, please call your installer or us directly at 1-800-SUNPOWER (786-7693).

[Back to Top](#)

2 How do I know if my system is working?

Verifying that your system is operating correctly depends upon the type of equipment you have installed. If you have an inverter mounted to the side of your home, it may have a digital screen that you can look at. If your system has micro-inverters (built into the panels on your roof), performance monitoring can be done by accessing your account through our customer portal. If you are unable to locate an inverter screen or access your online account, please call us at 1-800-SUNPOWER (786-7693) for further assistance.

[Back to Top](#)

3 Does my system work at night?

Sunlight must be present for the system to generate electricity. At night, your system will hibernate, and your inverter will display a blank screen.

[Back to Top](#)

4 Will it work on cloudy days?

Yes. However, it may produce less electricity depending on the density of the cloud cover.

[Back to Top](#)

5 What happens during power outages?

Your system will automatically shut down. Safety requirements prohibit the system from producing electricity during a power outage or blackout, because there is a chance that the system could feed electricity into the electric grid while utility workers are accessing the grid. The system will restart automatically when power is restored.

[Back to Top](#)

6 Does my system store energy?

No. Unused energy goes back to your utility provider.

[Back to Top](#)

7 How long will a SunPower solar system last?

SunPower controls the entire production process to ensure that only the highest-quality products reach your rooftop. For both lease and cash systems, we warranty the system with a 25-year limited Combined Power and Product Warranty. For leased systems, we provide a Performance Guarantee (PEGU) for 20 years (during the term of the lease).

[Back to Top](#)

8 Why should I limit shading from trees?

To maximize system production. Trees, plants, rooftop antennas, satellite dishes, and other obstructions can block the sunlight from reaching the panels. If any portion of the panel is shaded, your system will produce electricity at a reduced level. Should you need to trim vegetation or move objects that might shade the panels, please do so during the daylight hours and use caution.

[Back to Top](#)

9 Should I clean my solar panels?

Your SunPower system was designed with typical soil accumulation in mind, and seasonal rains are usually enough to adequately clear any soil or dust that might accumulate. We strongly recommend that you do not go onto your roof for panel cleaning or inspection. If severe soiling occurs and you feel it is absolutely necessary to clean the panels, you can clean them by spraying them from the ground with a standard garden hose. We recommend that homeowners only clean panels early in the morning or late evening rather than when the sun is at its peak or when the panels are warm.

[Back to Top](#)

10 What are common safety tips?

- Do not touch or disturb panels or wiring.
- Do not attempt to work on, alter, repair, disassemble, or remove any part of the system. Doing so could expose you to dangerous electrical currents and void manufacturer warranties. Only trained and certified professionals should service the system.
- Do not use mirrors or any other option to concentrate sunlight onto your panels. Doing so is dangerous and will void your warranty.
- Do not step on the panels or allow objects to fall on the panels.
- Do not allow children or pets near the inverter or the panels on your roof.

[Back to Top](#)

11 What should I do in an emergency?

Should there be a fire, explosion, gas leak, system damage, or fuel spill around your system's components, dial 911 immediately. If the emergency requires you to seek safety immediately, do so first and then alert emergency personnel that you have a solar system so they can shut it down, if necessary. For assistance restarting your system after an emergency, please contact 1-800-SUNPOWER (786-7693).

[Back to Top](#)

12 What if a squirrel, a bird, or any other wildlife chews or in any way interferes with my solar system's wiring and cables?

After market animal guards and other preventive measures exist that may help deter wildlife from coming into contact with your solar system. Please contact your Installer or a local SunPower dealer in your area for options and pricing.

[Back to Top](#)

Taxes and Local Utility

1 Can I claim a tax credit for my system?

For a leased system, tax credits are assigned to SunPower as part of your lease agreement. For a cash system, you may qualify for the Federal Solar Investment Tax Credit (ITC). The Federal Solar ITC (Internal Revenue Code §25D) is a credit against federal income tax for qualifying solar energy systems on residential properties placed in service before January 1, 2020. The credit is determined by multiplying 30% times the eligible cost of qualifying solar systems. Generally, a tax credit is a dollar-for-dollar reduction in the income taxes that a taxpayer would otherwise pay to the federal government. Credits are subject to limitations, so the IRS rules should be consulted before any benefit is represented on your tax filing. If you have questions, you should consult your tax advisor regarding the Solar ITC and how it applies to your specific facts and circumstance. SunPower does not warrant, guarantee or otherwise advise its customers about specific tax outcomes.

[Back to Top](#)

2 What is an interconnection agreement?

An interconnection agreement is a contract between the homeowner and the local utility allowing the homeowner to connect their solar electric system to the electric grid and to receive credit for their surplus electricity.

[Back to Top](#)

3 What is net metering?

Net metering is a way of measuring the difference between the electricity you buy from your utility and the electricity your home solar system produces. Under net metering, any surplus electricity produced by the SunPower system is delivered back to your utility provider, effectively spinning your meter backward. When the system produces more electricity than your home consumes, the utility may credit your account for the surplus electricity generated. Check with your local utility to ensure you are on the best available rate plan for solar and whether net metering is available.

[Back to Top](#)

4 Can I sell my surplus electricity back to the utility company?

At certain hours and on certain days, homes with solar electric systems may produce more electricity than they consume. If your local utility agrees to net metering, your surplus electricity may be credited toward your bill.

[Back to Top](#)

Lease Production Guarantee

SunPower stands behind the performance of your leased system with a 20-year Production Guarantee that is included. If your system does not perform as expected, we will credit you the difference in accordance with the Production Guarantee.

1 How does the production guarantee work?

Per the terms of your lease agreement, SunPower guarantees that your system will produce a range of kilowatt-hours (kWh) of electric energy in each guarantee year. The total kWh produced by the system in a given year is measured by the SunPower Monitoring System installed with your system. Early in year two, you will receive a personalized statement outlining your system's energy generation for the previous year, including any credits applicable to your account. If the system produces below your estimated range, SunPower will reimburse you after such amount is equal to or greater than \$5.00 for the calculated shortfall after accounting for any unused credits remaining from previous years. Your statement will include any energy credits being carried over to future 12-month guarantee periods. (See the Production Guarantee section of your lease agreement for details.)

[Back to Top](#)

2 What is the annual estimate range?

The amount of energy a solar system is capable of producing varies by several factors: the size of the system, the roof pitch, the specific geographic location of your home, the direction the system faces and the weather. The amount will vary from year to year, just as the amount of sunlight falling on the system varies with the weather.

[Back to Top](#)

3 What is the production guarantee rate per kWh calculation?

The production guarantee rate per kWh is based on how much you have paid into your lease, not on your utility rates. Depending on the type of lease you have, the production guarantee rate is calculated as follows:

Lease Type	kWh Rate Calculation
Monthly Lease	The sum of the 12 monthly payments in a year divided by the expected production in that year = the rate per kWh.
Prepaid Lease	The total prepaid amount divided by the expected production over 20 years = the rate per kWh.
Partial Prepaid Lease	The partial pre-payment amount divided by the expected production over 20 years + the 12 monthly payments in a year divided by the expected production in that year = the rate per kWh.

[Back to Top](#)

4 What is the monitoring requirement for my leased system?

In order for your system to be eligible for the Production Guarantee and to be in compliance with the lease terms, SunPower must monitor the amount of energy your system is generating. Please activate your SunPower Monitoring System and maintain your Internet connection, so that SunPower can track your system's production. If your system is disconnected from the SunPower Monitoring System or a working Internet connection for a period of more than one month during your lease, the production guarantee will be placed on hold. When the monitoring service and your internet connection are restored, a new 12-month guarantee period will begin.

[Back to Top](#)

Lease Payments

1 When is my lease payment due?

Unless you have a pre-paid lease agreement, you will make a monthly payment to SunPower for the benefits of receiving energy from your solar system. Your monthly payment will be due on the 1st of each month during the term of the lease. Please thoroughly review your lease contract to understand your monthly payments.

[Back to Top](#)

2 How do I make a lease payment?

SunPower will send your statement via email before the first payment is due. Make sure that we have your correct email address on file by calling 1-800-SUNPOWER (786-7693). Your first statement will include the period beginning from your Energy Start Date.

[Back to Top](#)

3 Can I make a lease payments via ACH?

Yes, SunPower allows customers to make monthly lease payments automatically via the SunPower Electronically Funds Transfer (EFT) program. This program allows your payment to be automatically drafted directly from your checking account on your due date. The benefit of this program is a \$7.50 discount on your monthly lease payment. If you would like to sign up for this discount or to get more information, please contact 1-800-SUNPOWER (786-7693).

[Back to Top](#)

4 What if I have questions or problems related to my billing statement?

For further assistance about your statement, call the SunPower Solar Program administrative team. You can find the phone number on your invoice, or call our customer service team at 1-800-SUNPOWER (786-7693).

[Back to Top](#)

Lease Roles and Responsibilities

1 What are my obligations as a lessee (Homeowner)?

- Make timely lease payments to SunPower.
- Do not adjust, modify, or perform any unauthorized service on any part of the system.
- Provide SunPower reasonable access to your system in the event of a service request.
- Notify SunPower within 24 hours if you discover your system is not working properly.
- Notify SunPower within 24 hours of any loss or damage to your system.
- Notify SunPower of your intent to sell your home at least 30 days prior to the expected sale.
- Maintain your high-speed Internet connection and the SunPower Monitoring System connection, which may include Ethernet Adapters that must remain plugged into a wall outlet (and not a power strip).
- Comply with all terms and conditions of your lease.

[Back to Top](#)

2 What are SunPower's obligations as the lessor?

- Service all system components in accordance with the warranty.
- Maintain insurance on the system.
- Monitor all systems connected to the SunPower Monitoring System.
- Provide a Production Guarantee for all eligible systems.
- Comply with all terms and conditions of your lease.

[Back to Top](#)

For any other obligations not mentioned here, please refer to your lease contract and Production Guarantee.

Home Refinance as Lease Customer

1 I'm refinancing my home, how do I start the lease assignment?

Call 1-800-SUNPOWER (786-7693) or email refinance@sunpower.com and speak to one of our customer service representatives.

[Back to Top](#)

2 Are there any fees associated with refinancing requests?

Yes, the fee is \$100.

[Back to Top](#)

3 I'm refinancing my home and the title is requiring "a subordination". What does "subordination" mean?

Subordination is a document that allows the mortgage servicing company to be in the first position on the title. We do not provide this document as we terminate our UCC when requested.

- We have filed a UCC 1 Fixture Filing on our equipment. Title companies will usually request a subordination of this filing. In lieu of processing subordination requests, we will lift the UCC1 and refile it after the re-finance is completed.
- In California, we are required to file a Notice of Independent Solar Producer. This filing is just a notice and has no encumbrance on the title. We do not terminate this notice for a refinance request, but we can subordinate it through an approval process.

[Back to Top](#)

4 How does my title officer request a termination of the UCC1?

Your title or mortgage officer can send the preliminary title report to refinance@sunpower.com.

- The requester will receive a copy of the online termination.
- We do not provide an original of this termination.

[Back to Top](#)

5 Can I do a buyout of my system during a refinance?

No, systems can only be purchased on the designated early buyout date or due to a home sale.

[Back to Top](#)

Home Sale Lease Assignment/Buyout – Seller

1 I'm selling my home and want to assign the lease to the buyer. How do I initiate the lease assignment?

You have two options during a home sale:

- Assignment (a credit check is required from the buyers, even in the event the lease is pre-paid). An assignment is the transfer of the lease terms to another homeowner, usually occurring during the sale of a home, or
- Purchase

Call 1-800-SUNPOWER (786-7693) or email homesale@sunpower.com and one of our customer service representatives will send you an email outlining the process with a PDF form to be completed and returned to us. This form does not formalize the assignment or buyout. It is a request for information so we can assist your escrow company with transferring the title to the new buyers.

[Back to Top](#)

2 How long will a buyout (purchase of the solar lease outright during the sale of a home) or assignment take to complete?

The lease requires a 30-day notice of home sale. We understand that sometimes that isn't possible and try to accommodate an expedited closing and get escrow packages ready within 14 days of the buyers approved credit check.

- The escrow package is the set of documents that will be sent to the buyer, seller, and escrow. The package should be presented to each party at closing by the escrow company. The copies sent directly to the buyers and sellers are only for reference. The documents are:
 - Escrow instructions
 - Assignment
 - Termination of UCC filing
 - Termination of PUC (notice of independent solar producer)—an original of this document will be sent via overnight delivery to escrow.

[Back to Top](#)

3 What happens if the buyer is declined?

SunPower will ask for specific documentation needed from the buyers to review their ability to take over the lease contract. If we cannot approve the assignment then a buyout of the lease is required.

[Back to Top](#)

4 Can I move my solar system and keep the lease?

No. Due to production requirements by local and federal regulations we cannot allow the system to be moved and maintain the lease contract. The system will need to be purchased. It can then be moved at your expense.

[Back to Top](#)

5 Can I assign my lease to a corporation?

No. The lease requires the buyer to live in the home and it to be their primary residence.

[Back to Top](#)

Home Sale Lease Assignment/Buyout – Buyer

1 I'm purchasing a home with a pre-paid lease. Why do I need a credit check?

SunPower utilizes the credit check process to also verify identity. The credit check is a requirement for all lease assignments regardless whether the lease agreement is prepaid or monthly.

[Back to Top](#)

2 What happens if I get declined?

SunPower will ask if there is a co-applicant who can assume the lease and also owns the home.

- SunPower will ask for specific documentation needed to review your ability to take over the lease contract. We will work diligently to review the request. This is the transfer of the lease terms to another homeowner's name, usually occurring during the sale of a home.
- If we cannot approve the assignment, a buyout is required.

[Back to Top](#)

3 What if I do not want to assume the solar lease on this home?

You cannot cancel or remove the equipment. If you do not wish to assume the lease:

- You can purchase the system; or
- SunPower would be happy to try to assist you in learning more about the lease and the solar system, including the benefits of solar. Please contact us at 1-800-SUNPOWER (786-7693) with any questions you might have.

[Back to Top](#)

4 What will the monthly payments be and how does the lease work?

Your realtor can assist you in obtaining a copy of the lease from the sellers. If one is not available, the sellers can call 1-800-SUNPOWER (786-7693) or email homesale@sunpower.com to request a copy for you.

[Back to Top](#)

Other Lease Questions

1 Can I remodel or update my roof during the term of my lease?

Yes. You must provide at least 15 days prior notice to SunPower of intent to repair or improve the premises. We will work with you to determine how we can best protect and secure the system before repairs or improvements. If we need to remove and reinstall the system after the repairs or improvements are complete, the associated costs will be at your expense.

[Back to Top](#)

2 What happens at the end of the lease term?

After the final month of your lease, the solar system remains the property of SunPower. At the end of the 20-year lease term, you may either extend the lease or request the removal of the system. Please consult your lease contract for more information on this and to find out if you have any other end-of-term options. If you still have questions or concerns please email homesale@sunpower.com or call 1-800-SUNPOWER (786-7693). Please note: Other end of term options may be available at the end of your contract. You may call SunPower 180 days prior to the end of your initial contract terms to review your end of term options.

[Back to Top](#)

3 What happens in the event of death?

In the event of death, the lease will automatically transfer to the spouse or estate of the deceased. To change ownership to the estate or a trust, please contact homesale@sunpower.com.

[Back to Top](#)

Please note: Some terms and conditions may have changed since the creation of this guide. Check your lease agreement for details.