

ALBERTA SOLAR

FREQUENTLY ASKED QUESTIONS



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Q: WHAT IS THE ALBERTA MICRO-GENERATION PROGRAM?

A: The Alberta Micro-Generation Regulation allows you to produce enough energy to meet your annual consumption needs.

Q: WHAT ABOUT HAIL?

A: Modern solar panels are rigorously tested and can withstand severe hailstorms. For instance, during the brutal hailstorms of 2020, many panels remained unscathed.

Q: WHAT HAPPENS WITH THE EXTRA ELECTRICITY I PRODUCE?

A: Your energy company will credit your account for any surplus electricity you generate on a 1:1 basis. Alternatively, you can explore other providers such as Spot Power, Ace Power, or Foothills Energy Co-op.

Q: HOW LONG WILL MY SOLAR PANELS LAST?

A: Solar panels come with a 25-year warranty and often exceed this lifespan. With no moving parts, they typically have a life cycle of over 30 years.

Q: WHAT IF WE DON'T PLAN TO STAY IN OUR HOME OR BUSINESS FOREVER?

A: No problem! Installing solar panels increases your property's value, typically by 4-6% in Alberta.

Q: WHAT IS THE WORKMANSHIP WARRANTY ON INSTALLATION?

A: We offer a 5-year workmanship warranty on the installation. The solar panels have a 25-year performance warranty, and the inverters also come with a 25-year warranty.

Q: WILL THE APPLICATION PROCESS BE LENGTHY AND TEDIOUS?

A: The process is turn-key and hassle-free, requiring only a few signatures from you. We handle everything else, including the application for the federal Greener Homes Loan if applicable.

Q: WHAT KIND OF MAINTENANCE IS REQUIRED FOR THE SYSTEM?

A: Solar panels require minimal maintenance. Natural elements like rain will clean them, and we provide monitoring to ensure optimal performance.

Q: HOW DOES WINTER AFFECT SOLAR PANELS?

A: According to a NAIT study, snow buildup reduces a system's annual output by just 3-4%. The panels' smooth surface allows snow to slide off naturally.

Q: IS ALBERTA A GOOD PLACE TO INSTALL SOLAR PANELS?

A: Absolutely! Despite our cold winters, Alberta enjoys abundant sunshine year-round, making it an excellent location for solar energy.

Q: CAN I INCREASE THE SIZE OF MY SYSTEM OVER TIME?

A: Yes, solar systems can be expanded to meet additional consumption needs as they arise.

Q: HOW DOES THE ENERGY RETAILER KEEP TRACK OF WHAT I PRODUCE?

A: After installation, a bi-directional meter is installed by the wire service provider to automatically track your energy imports and exports.

Q: WHAT IS THE AVERAGE INSTALLATION TIME?

A: Most residential installations take 1-3 days. We will need access to your home for a few hours during this period.

Q: HOW MUCH DOES IT COST TO INSTALL SOLAR PANELS?

A: The cost of installing solar panels varies based on system size, location, and specific energy needs. We provide customized quotes to ensure you get the best value for your investment.

Q: ARE THERE ANY GOVERNMENT INCENTIVES OR REBATES AVAILABLE FOR SOLAR PANEL INSTALLATIONS?

A: Yes, there are several government incentives and rebate programs available to help offset the cost of solar panel installations. We can assist you in navigating these options to maximize your savings.

Q: HOW DO SOLAR PANELS IMPACT MY ELECTRICITY BILL?

A: Solar panels can significantly reduce your electricity bill by generating your own power. In many cases, you can eliminate your electricity bill entirely, depending on your energy consumption and system size.

Q: WHAT HAPPENS IF MY SOLAR PANELS GET DAMAGED?

A: If your solar panels are damaged, our warranty covers repair or replacement. We also recommend checking with your homeowner's insurance to see if solar panels are included in your coverage.

Q: CAN I MONITOR THE PERFORMANCE OF MY SOLAR SYSTEM?

A: Yes, you can monitor your system's performance through an online portal or mobile app. This allows you to track energy production, consumption, and any potential issues in real-time.

Q: WHAT FINANCING OPTIONS ARE AVAILABLE FOR SOLAR PANEL INSTALLATIONS?

A: We offer various financing options, including government loans and other financing programs, to make solar panel installations affordable. Our team can help you choose the best financing plan for your situation.

Q: HOW DO I KNOW IF MY HOME IS SUITABLE FOR SOLAR PANELS?

A: Most homes are suitable for solar panels. Our team will conduct a thorough assessment of your roof's condition, orientation, and shading to determine the best setup for your solar system.

Q: WHAT IS THE ENVIRONMENTAL IMPACT OF INSTALLING SOLAR PANELS?

A: Installing solar panels significantly reduces your carbon footprint by generating clean, renewable energy. It helps decrease reliance on fossil fuels and contributes to a more sustainable future.

Q: CAN SOLAR PANELS WORK DURING A POWER OUTAGE?

A: Standard grid-tied solar systems will not work during a power outage for safety reasons. However, adding a battery backup system can provide power during outages.

Q: HOW DO SOLAR PANELS INTEGRATE WITH EXISTING ELECTRICAL SYSTEMS?

A: Solar panels are seamlessly integrated with your existing electrical system. Our professional installation ensures a smooth transition to solar power without disrupting your current setup.

Q: WHAT IS NET METERING, AND HOW DOES IT BENEFIT ME?

A: Net metering is a billing mechanism that credits solar energy system owners for the electricity they add to the grid. It allows you to earn credits for excess energy produced, which can offset future energy costs.

Q: ARE SOLAR PANELS RECYCLABLE AT THE END OF THEIR LIFESPAN?

A: Yes, solar panels are recyclable. Most of the materials used in solar panels, such as glass, aluminum, and silicon, can be recycled and repurposed.

COULDN'T FIND AN ANSWER TO YOUR QUESTION?

Please feel free to ask your solar educator any further questions on your appointment date.

PRE-SITE SURVEY REQUIREMENTS

Before we can schedule a site survey, we need some essential information from you to ensure we can design the most effective solar energy system for your needs. Please provide us with the following:

1. Full Copy of Your Utility Bill: This should include your name, address, and site ID.
2. kWh Usage: A clear picture showing the kWh usage on your bill.
3. Current Payment Details: How much you are currently paying for your electricity.
4. kWh Consumption Graph: A clear picture of your kWh consumption graph with at least 8 months of consumption data.

This information is essential for us to size your system, analyze savings, design efficiently, streamline installation, and ensure you qualify. Once we have it, we can schedule your site survey, solar consultation, and design your system.

POST-SITE SURVEY PROCESS

After the site survey is completed, our engineering department will take approximately 2-3 business days to generate a detailed design proposal for your solar energy system. During this time, our engineers will:

- Analyze Survey Data: Review data collected during the site survey, including roof angles, structural integrity, and electrical system compatibility.
- Create a Custom Design: Design a solar panel layout that maximizes energy production based on your property's specific characteristics.
- Ensure Compliance: Ensure that the design meets all local building codes and regulations, as well as any utility requirements.
- Prepare a Proposal: Compile all the information into a comprehensive design proposal, including system specifications, expected energy production, and financial projections.

FOLLOW-UP CONSULTATION

Once the design proposal is ready, we will schedule a free consultation to review the following:

- Short-Term & Long-Term Savings: Explain the financial benefits of going solar over time.
- Review Electricity Bill & Usage: Discuss your current electricity bill & energy usage patterns.
- Review Proposal and Solar Design: Go over the design proposal and solar system layout.
- Government Incentives: Provide information on available government incentives & rebates.
- Environmental Impact: Highlight the positive environmental impact of switching to solar energy.

This consultation ensures that you fully understand the benefits and details of your new solar energy system before moving forward with the installation.