

SunRun

**The smartest way
to power your home.**



Frequently Asked Questions

Chances are this is your first time going solar. No need to worry!

SunRun is here to answer all your questions. Contact us today.

SunRunHome.com/
Massachusetts

877-SUN-MOJO



Why should I go solar today when technology and pricing may change in the future?

Unlike computers, home solar technology has changed very little in recent decades. Some companies are pioneering “thin film” technology which is less expensive to produce. But, these panels are low density and most homes do not have the space to fit the additional panels required to produce the same amount of electricity. Continually increasing utility rates and decreasing rebates means that homeowners should go solar now for the best immediate and long-term savings.

What happens if I move before the end of my SunRun agreement?

SunRun’s solar solutions are designed to be flexible and to maximize your home’s resale price. Many homeowners choose SunRun because they know they’re going to move and plan to use SunRun’s Full System Management as an additional selling point. When you move, you have three options:

1. Transfer the agreement at no charge

SunRun continues to provide Full System Management. If you’re a SunRun Power Plan customer, the new homeowner starts paying for solar electricity where you left off. So, you share some of the cost of solar with the new homeowner.

2. Pay for the electricity remaining in the 18-year contract (applies to Power Plan only)

SunRun continues to provide Full System Management and the new homeowner enjoys free solar electricity.

3. Purchase the system

The new homeowner will own the system along with the house but won’t receive Full System Management. Your agreement indicates the buyout price for specific years.

What if the new homeowner doesn’t want SunRun?

It’s important to note that homebuilders are discovering that solar homes sell faster and for higher prices than those without. If the new homeowner really didn’t want to save money on electricity, you could buy out the system from SunRun and take it with you. You’d be no worse off than if you had purchased the system outright initially.

Do I still get the benefits of selling power back to the utility with SunRun?

Yes. When your system produces more energy than your home is using, you – not SunRun - get credits from the utility company. This relationship between you and the utility is the same whether you go solar with SunRun or another company.

What happens at the end of my SunRun customer agreement?

1. Remove the solar electric system

At no cost to you, we'll remove the solar panels from your home.

2. Renew the agreement

Renew the agreement and continue purchasing solar power from your roof. The new price for your solar power will be 10% less than the utility's lowest rate at that time.

3. Buy out the system

We can't legally give you the panels for free but we can give you a small, set buyout price. It's usually a few thousand dollars, which won't be much 18 years from now.

Why is SunRun a safe place to invest my money?

Solar is a low risk investment that will save you money on your electricity bill. Most homeowners will earn double digit returns – much more than they could earn in the stock market and with much less risk. Because of our Full System Management, your solar investment is even less risky with SunRun; there will be no additional maintenance or repair costs.

Does SunRun put a lien on my home?

Absolutely not. We won't put any lien, mortgage, or deed on the solar system or assessed against your property. This is specified in the SunRun customer agreement.

How is SunRun's Full System Management different than an installer or manufacturer warranty?

SunRun offers an 8 year extension over the typical 10 year workmanship warranty from an installer. Unlike the manufacturers' warranties for individual system components, SunRun offers full insurance and maintenance coverage on the system as a whole. If something goes wrong, SunRun is responsible for chasing claims, orchestrating logistics, and fixing the problem.

Get started today and your first two months of SunRun electricity are FREE! Offer ends May 25th, 2009.

Call **877-SUN-MOJO**
or visit SunRunHome.com/Massachusetts
for more information.

