



Solar Power FAQs



If I have a question or an issue around solar, who do I contact?

Reach out to our Solar Educator, Will Bryant at (919) 626-8085 or email wbryant@southern-energy.com

Highlights

What are the benefits of solar power?

Savings & Value

- Significantly reduced electric bills
- Protect your home from rising energy rates
- Increased home value

Independence & Leadership

- Own your electricity
- Energy security when you add a battery
- Lead the change with clean energy

Hassle-Free Investment

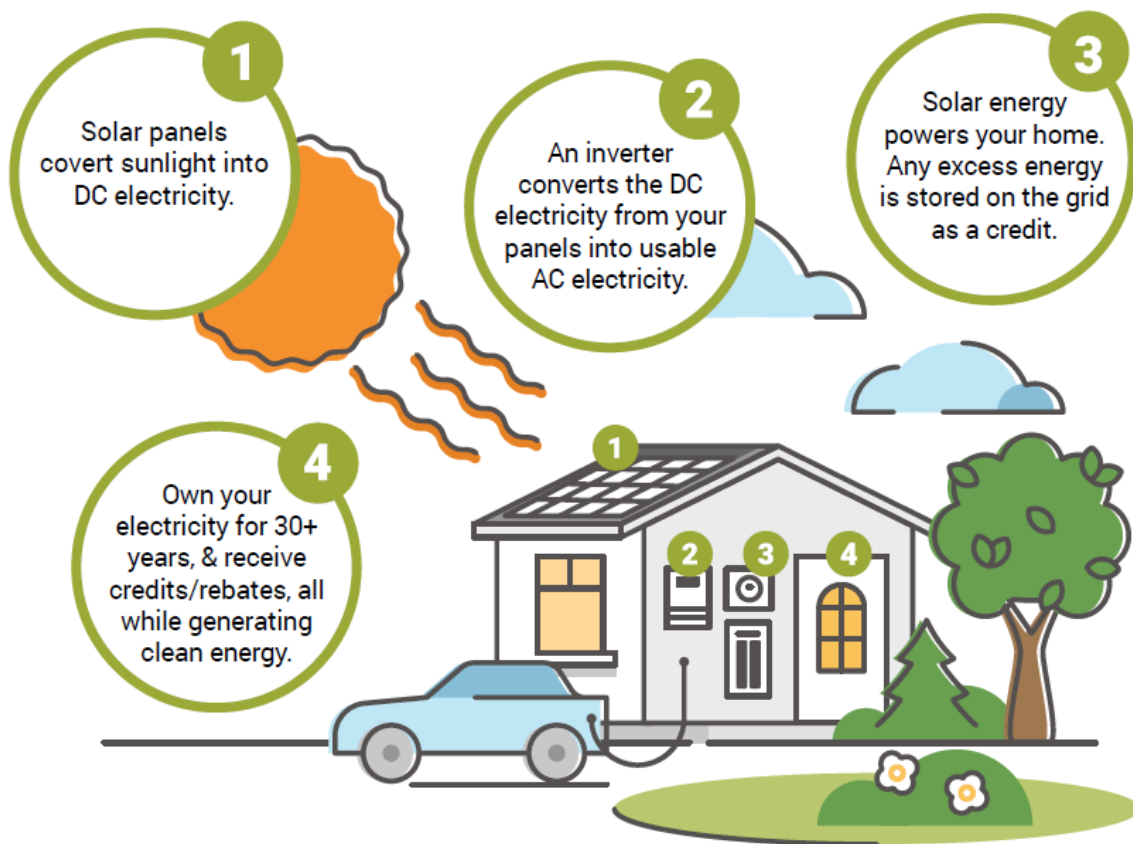
- 25 year manufacturer warranty
- No maintenance or cleaning
- Tech support team at Southern Energy Management (SEM)



Solar Power Basics

How does a solar system work?

Solar panels absorb sunlight and then an inverter converts that energy into usable power for your home. Anytime the sun is out, you're generating electricity that directly powers your home. If you add a battery to your system, any excess solar energy will be stored in your battery before flowing out to the grid for a utility bill credit. Your stored battery energy can power your home when the sun isn't shining or be saved for emergency power during a grid outage. You only consume energy from the utility when you pull from the grid, which happens far less often with solar.



What happens if the solar system is producing more or less electricity than the home's energy needs?

- **Producing more electricity:** The excess electricity will flow out to the grid and your utility will credit you for the power
- **Producing less electricity:** The utility will fill in the remainder of your electricity needs

Do solar panels work when the power goes out?

By default, your solar system will **not** produce electricity during a power outage. Federal regulations require that your solar panels automatically shut off during a power outage to protect utility linemen from getting shocked. The only time your solar system can work during a grid outage is if there is a dedicated battery backup in place.

Solar Credits from Your Utility

What kind of solar credits does Duke Energy offer?

Duke Energy offers solar billing options that may provide credits for excess energy your system sends back to the grid. How those credits are calculated can depend on your service area, available rate structure, and when your home produces, uses, or sends energy to the grid. We'll help you understand the options available to you and how each one could affect your energy savings.

How do you get credited for solar from Duke Energy?

Duke Energy will set up a "bi-directional" meter that tracks when your solar system sends excess energy to the utility's grid to be stored as a credit. Your credits will reflect on your utility bill to offset the cost of your electric usage for the month.

Energy Monitoring

Are there any additional fees for solar monitoring?

None at all, the monitoring cost is included in your turnkey price.

Where can you monitor your solar system?

Your solar monitoring is linked to your Tesla inverter. You can download the [Tesla App](#) on your phone, tablet, or computer.

Warranties & Maintenance

If there is damage to the panels (hurricane wind, hail, fallen trees, etc.), who covers the damage?

This will be covered by your homeowner's insurance. Please contact Southern Energy Management to help with any damaged solar equipment that needs replacement through homeowner's insurance claims.

Is there a warranty on your work/equipment?

SEM has a five-year workmanship guarantee. Our most commonly installed inverter (Tesla) has a 12-year warranty and our commonly installed module/panel (REC) has a 25-year warranty. We are happy to share details about your specific products with you.

Who should I call about warranty claims?

You can reach out directly to techsupport@southern-energy.com and we will coordinate with the manufacturers to make any claims needed.

What regular maintenance, if any, does my system require?

There is no regular maintenance that is needed for the system. If you notice abnormalities in the Tesla monitoring app, or should you have any questions or concerns with how your system is performing, you can contact us at techsupport@southern-energy.com and we would be happy to look at your system.

Do I need to clean the solar panels?

No, rain is typically sufficient to wash off any dust or pollen and snow should slide off as soon as the sun shines in our southern skyline.

How will the solar panels affect my roof?

Fun Fact: panels actually protect the roof underneath them because the roof is not directly exposed to the elements — wind, rain, snow, and sun!

Will the panel installation cause leaks?

Our install crews minimize the penetrations in your roof, but they do have to screw in to the joists to secure the panels. We flash around all roof penetrations to prevent leaks, but if there is a leak our 5 year workmanship warranty would cover it.

Solar Construction

How long does a typical home solar install take?

The typical solar installation for a new construction home is 2-3 days on site. We work with your builder to seamlessly integrate into your build schedule. You can think about us as a secondary electrician following your electrician's rough-in, then following their trim out work.

Your project manager from Southern Energy will work behind the scenes to coordinate engineering and design, permitting with your local jurisdiction, the interconnection application with your utility, procuring material etc. Then after installation, an inspection is required and once passed, we'll work with your utility to have your meter swapped to a bi-directional meter so it can track your solar production. Once your meter is set up, your system can be turned on. We'll come back to show you how it operates, and you'll start saving for the next 25+ years!

Selling a Home With Solar

How do appraisers assess the value of solar?

The Appraisal Institute has a Residential Green and Energy Efficient Addendum that helps appraisers value a home with solar. We will gladly fill out that form to share with an appraiser.

Miscellaneous

What is the best way to refer a home or business owner who is interested in going Solar? Is there an incentive for me to do so?

Our goal is to deliver an excellent customer experience as we install your solar system. We welcome Google Reviews, and if you would like to refer another customer, please contact your salesperson. We send existing clients a \$250 check for any referral that goes solar with us.

Want to Learn More?

We have a ton of resources available if you're interested in learning more. Download our [Beginner's Guide to Solar](#) for more or reach out to Solar Educator, Will, if you have any questions!



Have questions?

Will Bryant

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*Helping homeowners
pair efficient homes
with solar power to bring
their energy use toward
net-zero.*