



Thank you for reaching out to us. We welcome the opportunity to serve you in a friendly, professional manner. This is our Solar Buyer's Guide. These are important questions you should know the answers to when making such a substantial and valuable purchase. We want your experience to be excellent.

1. DO YOUR RESEARCH. This is one of the largest investments you can make to improve the quality of your home. Seek out information from trusted friends, customer reviews, and professional advisors. You never want to hear, "You should have asked me first!" after signing the dotted line.

2. DO YOUR HOMEWORK. SHOP AROUND. You did this when buying your home and car. Get quotes from at least three companies. Make certain ALL your questions are answered before you sign, and ask for references. The American Solar Energy Society has created a list of great questions to help guide you <https://www.ases.org/40-questions-to-ask-an-installer>.

3. KNOW WHO YOU ARE BUYING FROM. Are you working with a solar installation company or solar broker? Are you buying from a local company or an out-of-town company? Are they reputable? Do they subcontract any part of the installation? Try calling the company you will need to reach in the event of any problems. If you can't get help before you sign the dotted line - more than likely, you won't get help after the installation. What will happen in ten years if your system needs service? Who will you call then?

4. KNOW WHAT YOU ARE PAYING FOR. Are you paying for a quality brand or a broker's commission? Reputable companies will quote a system based on the scope of work, quality of equipment, warranties, and system performance; other companies quote solely on the total power of the system.

5. UNDERSTAND YOU MAY STILL HAVE AN ELECTRIC BILL. If a company tells you they are going to eliminate your bill 100% - They are usually misleading and overcharging you. If you are an El Paso Electric customer, and your system generates more energy than you need in a billing cycle, the extra energy is cashed out to you as a small wholesale credit. If you are a PNM customer, the extra energy credits will carry forward at retail value. In either case, it does not benefit YOU to overproduce energy every month.

6. UNDERSTAND THAT A TAX CREDIT IS NOT A REBATE. If you have questions regarding taxes, please consult your tax professional. These Federal and State tax credits can greatly reduce the amount of your investment - when applied to your tax scenario.

7. UNDERSTAND YOUR FINANCING OPTIONS. Paying cash is your best option, and most companies will offer a cash discount. Financing the purchase can also be a good option, but ensure you fully understand the terms. Is the 2.99% for the full-term of the loan? Does it escalate at any time? Are you paying junk fees? If using a solar broker, will they amend their commission, as some real estate agents do? It's your money. Understand how you will be using it.

There are never any wrong questions. Don't be afraid to ask. Even if you choose to go with a different solar installation company, we can answer any of these questions, please feel free to contact us. We are here for you!