

## FREQUENTLY ASKED QUESTIONS

### 1) How do I find a qualified installer?

- Start with the list of certified installers on the GoSolarSF website ([www.SolarSF.org](http://www.SolarSF.org)).
- Obtain at least three bids from different installers before hiring a particular one.
- Be sure the installer/contractor is licensed by checking here:  
<https://www2.cslb.ca.gov/OnlineServices/CheckLicensell/CheckLicense.aspx>
- Review *Tips and Guidelines* to hiring a contractor published by the Contractor's State License Board:
  - <http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/TenTips.pdf>
  - <http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/HomeImprovementContractsConsumerGuide.pdf>
- Verify the installer/contractor's liability insurance is current.
- Carefully read the documents you sign and question anything you don't understand.

### 2) How do I know if I qualify for a Low-Income SASH or a Low-Income Non-SASH incentive?

- Go to SolarSF.org and click on "Determining Eligibility for Low-Income SASH." Households that are eligible for SASH **must** apply for the Low-Income SASH incentive and may not apply for the Low-Income Non-SASH incentive.
- If you find that you do not qualify for Low-Income SASH look at the income level chart on the "Low-Income Non-SASH application" and apply if you appear to qualify.

### 3) Are businesses eligible for GoSolarSF incentives?

Yes. If you are applying as a business your San Francisco Business Registration Certificate must be current.

### 4) Who is eligible for the program?

The program is available to residents, businesses, municipal departments, and non-profit organizations.

### 5) How can I determine if a purchased or leased system is better for me?

- Compare the cost to purchase a system to total payments for a leased system (the typical lease life of a solar installation is 20 years).
- Consider financing options e.g. home equity line of credit or a low-interest loan. If you're considering multiple financing options be sure to compare costs of interest.
- Carefully review the specifics of the lease agreement. For example:
  - Is there a lump sum payment involved upon termination?
  - Does the interest rate stay fixed over the entire lease period?

**6) May I add panels to an existing solar system and receive an incentive?**

Yes, if . . .

- no incentive was received for the original installation,
- the addition is installed by a certified (or exempt) installer, and
- the incentive is calculated on the additional panel size only.

Note: You may use the existing inverter for the new panels but the new panels must be electrically compatible with the original panels. Ideally they should be of the same manufacturer and the same specifications.

**7) If an installation is completed with owner #1 without an incentive, then the property is sold, is owner #2 eligible to apply for an incentive?**

Yes, as long as . . .

- it is within one year of the PV installation and
- the installer was certified (or exempt) at both the time of installation and the time of incentive application.

**8) If I'm leasing a solar system, may I use the leasing company's insurance policy for the coverage required by GoSolarSF?**

Yes, because the system must be insured by the "Project Proponent," which is comprised of the Host Customer AND the System Owner (leasing company).

**9) Can virtual net metering (VNM) be installed in a duplex?**

- Yes. It is the Host Customer's decision. For example, the customer might want to add solar to a common area or put in an EV charger in the future and VNM could accommodate those changes.
- Specific metering or other equipment may be required by your energy provider (i.e. PG&E) for VNM. Check with the provider in advance and provide any documentation or plans requested.

**10) Does the common area in a condo qualify as a business or a residential incentive?**

A 2-out-of-3 rule applies and usually falls to business. Please see Article 3.1, "Determination of Applicable Incentive Type," in the [GoSolarSF Handbook](#) for details.

**11) How long will my solar system last?**

Different components of the solar system have different life expectancies. For example, modules/solar panels have an average life of 20-25 years and inverters have an average life of 7-10 years. Be sure to check the warranty on your solar purchase agreement.