

12 Questions to Ask

YOUR SOLAR INSTALLER



1. How many years has your company been installing solar in the Northwest?

Contractor #1	Contractor #2	A&R Solar
		<i>Eleven years as of March 2018. We've been at this awhile.</i>

2. What do your warranties cover and for how long?

Contractor #1	Contractor #2	A&R Solar
		<i>Our Perfect 10 Warranty includes a 10-year Workmanship Warranty, 10-year Free Equipment Replacement Program, and our 10-year Highest Production Guarantee.</i>

3. What is your guaranteed system production?

Contractor #1	Contractor #2	A&R Solar
		<i>Our Highest Production Guarantee means your solar system will perform as promised, or we will pay you 110% of any missed energy savings and incentive payments.</i>

4. What is your General and Electrical Contractor License Numbers? Do you subcontract any of the work, and if so, what are their License Numbers?

Contractor #1	Contractor #2	A&R Solar
		<i>Our sales, design, permitting, accounting, installation, electrical, and customer service are all under one roof. If your installer is subbing out work, who are you going to call if it goes wrong? Look us up sometime:</i> <i>WA Electrical: RSOLAS*903JM WA Contractor: RSOLASC936KB OR Electrical: C1179 OR CCB: 207641</i>

5. How many projects have you installed in the Northwest?

Contractor #1	Contractor #2	A&R Solar
		<i>We have installed over 1,300 residential, commercial, community solar, and utility-grade systems. Experience matters when it comes to your home.</i>

6. How much insurance do you carry?

Contractor #1	Contractor #2	A&R Solar
		<i>We carry 4x of what's required: \$1M/occurrence, \$2M aggregate. Ask if there are any current claims against your solar contractor's insurance that might affect you as one of their customers.</i>

7. Do you have a list of references that we could speak to who have installed the specific products that you are proposing?

Contractor #1	Contractor #2	A&R Solar
		<i>Absolutely—do you want them from one block over or two? Joking aside, we’re pleased to provide local references who will give you an honest appraisal of our work.</i>

8. What are your SolarReviews.com, Yelp, BBB, Google, and Facebook review scores?

Contractor #1	Contractor #2	A&R Solar
		<i>SolarReviews.com 4.94/5. Yelp: 5/5. BBB: A+. Google: 5/5. Facebook: 4.7/5. Here’s where you can get the real stuff on solar contractors. Make sure to click “other reviews” at the bottom of Yelp for all solar contractors you’re considering.</i>

9. Did the contractor visit the property, take measurements and conduct a solar shading analysis, or was it done remotely over the internet?

Contractor #1	Contractor #2	A&R Solar
		<i>We always show up before the install. Ever buy jeans on the internet that actually fit? We haven’t. Your house is as unique as your fingerprints, and someone should probably come and see what’s what.</i>

10. Are you a pre-certified contractor with our utility if they have this program? (eg-PSE, SnoPUD, Seattle City Light, PGE, Pacific Power, EnergyTrust)

Contractor #1	Contractor #2	A&R Solar
		<i>Yes, yes, and yes—and it didn’t come about just by filling out a form. Call up your utility--ask what it’s like working with your solar contractor and if they rate them.</i>

11. Do you pay your workers fairly and are you involved in the communities you serve?

Contractor #1	Contractor #2	A&R Solar
		<i>Absolutely. A&R Solar is in it for the long haul and that starts with treating people incredibly well. We were the first employee-owned solar company in the Northwest and are proud to be a B-Corporation, directing us to contribute to the communities we serve. This is a really fun part of our jobs: a-rsolar.com/about/in-the-community/.</i>

12. Do you have any certifications or ongoing training that hold you to a higher standard?

Contractor #1	Contractor #2	A&R Solar
		<i>NABCEP (North American Board of Certified Energy Practitioners) is the solar industry’s gold standard, and each of our departments (design, install, project management, sales, executive) has at least one NABCEP Certified member.</i>