

*welcome to your*  
**Sunrun home**



# the most important thing you should know

First and foremost, we want to introduce you to your dedicated customer website. It's your home base for all things Sunrun. Once you've logged in, you can check out your solar production stats, access important FAQs, log Customer Care requests, make referrals, manage your billing, and understand your positive environmental impact. We invite you to log in and explore at:

**[mysunrun.com](https://mysunrun.com)**

# hello

congratulations, and welcome to the family

We're thrilled you chose Sunrun to power your home.

This handy guide provides an overview of everything you need to know about Sunrun—what's included in your Sunrun Solar Service, details regarding your personal account on your dedicated customer website, and other important information. So please take a minute to give it a read.

Your Sunrun Solar Service Team  
Power Forward.



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# Sunrun Solar Service 101

get ready for 20 years  
of top-notch service

With Sunrun Solar Service, you'll get:

- System monitoring, insurance and repairs at no charge
- A guarantee that you'll get your power
- An expert team of Customer Care associates

# monitoring

identifying issues before you notice a problem

Sunrun purchases and maintains the home solar system, so you don't have to worry. That means we proactively watch the system on your roof to make sure it's performing at its best.

How is it done?

- When our installers or partner installers build the system on your roof, they also install a Sunrun meter, much like your current utility meter. Sunrun's meter technology allows us to monitor the system's solar power production.

- Once the system is up and running, we continually monitor it—catching problems and repairing them—usually before you notice there's an issue.
- Your home's solar stats are always viewable on the mySunrun website. It's important to note a delay sometimes occurs, so it may be a few days before you can see the most up-to-date stats.

So go ahead, kick back and relax. We've got you—and the system—covered.



“ If something happens or  
if a part wears out, I don't have  
to pay to replace it. Sunrun  
takes care of everything. ”

– Kirby & Elizabeth, Oahu, HI  
Sunrun customers since 2010

# insurance and repairs

if your system breaks, we'll fix it

Because Sunrun owns the system, we take care of everything. So if one of the panels on your roof gets smashed by a golf ball, has its wiring eaten by squirrels, or is just flat out faulty, we'll replace it at no cost to you. Yes, you read that right—at no cost to you.

What should you do if you sense the system on your

roof is in need of repairs? Please, whatever you do, **DO NOT** climb up on your roof and try to fix it yourself. Not only will that put you in danger, but it could also harm the system even further. Instead, just give your Customer Care team a call at 1.855.4SUNRUN and we'll make sure everything is taken care of in the proper and most efficient way.







# performance guarantee

we stand by every kilowatt-hour of clean power  
that we provide

When the system is designed, we make sure it fits your household electricity needs to a tee, helping maximize your electricity savings over time. If the system produces less than predicted, we'll cover the difference.

You should expect seasonal changes in how much your

system produces. For example, production in winter is usually much lower than production in summer. If for some reason your system under-produces for an entire year, you've got our production performance guarantee, so you have nothing to worry about.

# customer care

we have real people who will treat you  
really, really ridiculously well

Frankly, our Customer Care team is the best. When you call, we won't send you overseas or through a voice-automated maze—a real person will answer. Not only will we pick up the phone, we'll give you thoughtful, educated and honest answers to your questions. We guarantee that you'll like talking to us.

We understand going solar is a big decision, and we're delighted you made the switch. Sunrun's

Customer Care team is dedicated to making your transition to solar as seamless as possible and will be by your side every step of the way from here on out. Most important, Customer Care is always open to hearing feedback on how to make your experience better, so log on to [mysunrun.com](https://mysunrun.com) and submit a request or give them a call at 1.855.4SUNRUN anytime Monday through Friday between 6:00am–9:00pm PST.

# thinking about moving? it's not a big deal

If you decide to move in the future, you should contact Customer Care **before** you put your house on the market. That way we can help make our part of your move easy and painless.

Sunrun's Customer Care department has a dedicated Service Transfer team to keep things simple and make the transition of the agreement hassle-free. Just write us an email at [servicetransfers@sunrun.com](mailto:servicetransfers@sunrun.com).

“Thank you so much for the  
time you gave...and for being  
such professionals to work with.  
We truly appreciate all that  
[Sunrun] has done.”

– Winona & Harvey, Maui, HI  
Sunrun customers since 2011



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# mySunrun website & mobile app

here's your all-access, backstage  
pass to everything Sunrun

# your home base for everything

[mysunrun.com](https://mysunrun.com)

There's a lot solar panels can tell you—like how much power you're generating, how much CO<sub>2</sub> emissions you're eliminating, and, most importantly, how much money you're saving. That's why we created a dedicated customer website—so you can take more control of your solar experience. Consider it your home base for everything Sunrun—track your production, view current and past billing, analyze your environmental impact, get answers to frequently asked questions (FAQs), and learn how to contact one of Sunrun's

Customer Care experts directly. So go ahead, geek out.

To sign in to your customer website visit [mysunrun.com](https://mysunrun.com). You should already have a login that was sent to you by email. If you mistook that email as spam—its OK, we won't take it personally— just log in and click “First visit to the website?” at:

[mysunrun.com](https://mysunrun.com)

The following are some of the helpful topics you can expect to find once you've logged in.

## Customer Care

### Make and track your Customer Care requests.

If you ever call or email with an issue, it's logged in the customer website, where you can see whether it's been dealt with or is still pending.

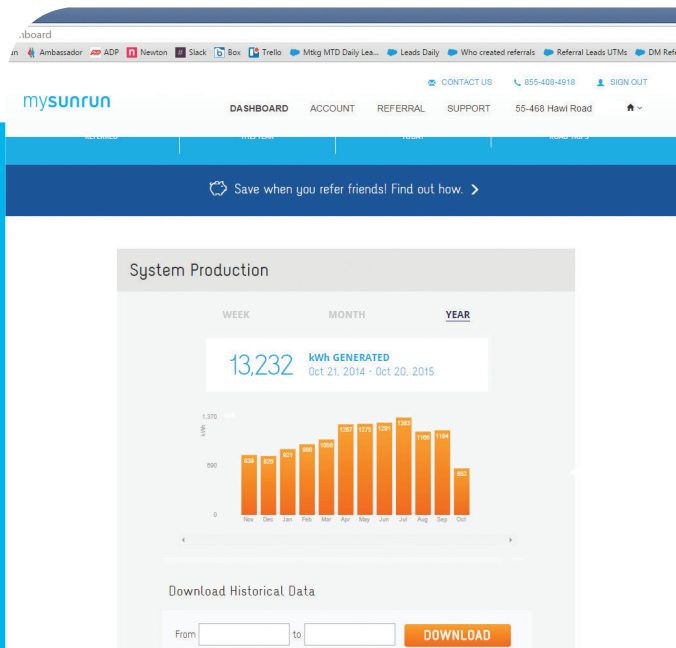
### Get your FAQs answered.

We created a searchable FAQ section that is an efficient way

to get your questions answered. Here you'll find simple solutions related to billing, repairs and even weather-related issues.

### How to contact Customer Care by email or phone.

You can find a convenient link to our Customer Care team's email or our phone number if you prefer to give us a ring.



## See Your Production

Wondering how much energy your panels produce? Well, you can find out here. You can view graphs of your production totals and even track your system's daily, monthly and annual production.

## Share Your Impact

Protecting the planet is an added bonus when you go solar with Sunrun. Based on how many kWh's you've produced, you can get fun factoids about the positive impact you're having on the

planet and share them with your friends on Facebook.

## Family & Friends

We created a great place for you to spread your love of Sunrun far and wide. When you refer a friend or family member on the Refer a Friend page, you'll earn a referral reward if they go solar with Sunrun. We'll follow up with them and you can always come back to the Refer a Friend page to track the progress of your referral.

# an important note: you'll still receive a bill from your utility company

**You will still receive a bill from your utility company** for grid interconnection fees, plus any electricity that you use during the year beyond the amount that the solar system on your roof produced. And to be frank, the bill you'll receive might not be easy to read. Our Customer Care team fields lots of questions around billing, so please reach out if you need help or any further explanation. We're happy to help shed light on this potentially complicated issue.

## Payments & Billing

Usually people hate talking about money, but we love to because our goal is to help you save it. On your dedicated customer website, you can sign up for automatic payment,

view monthly statements, print invoices, edit billing preferences and research common billing FAQs.



# 03

19 installation process



# installation process

we've got everything taken care of

We work with the best installers to ensure a smooth, seamless, pain-free installation of the solar system. You do nothing but answer the door when they arrive and wave goodbye when they leave.

# installing the Sunrun solar system

partnering with your local installer

You made the smart and simple choice for clean energy with Sunrun Solar Service, and now it's time to get a system up on your roof.

We, or one of our partners, will be your primary contact throughout the installation process, from creating the design to installing the solar

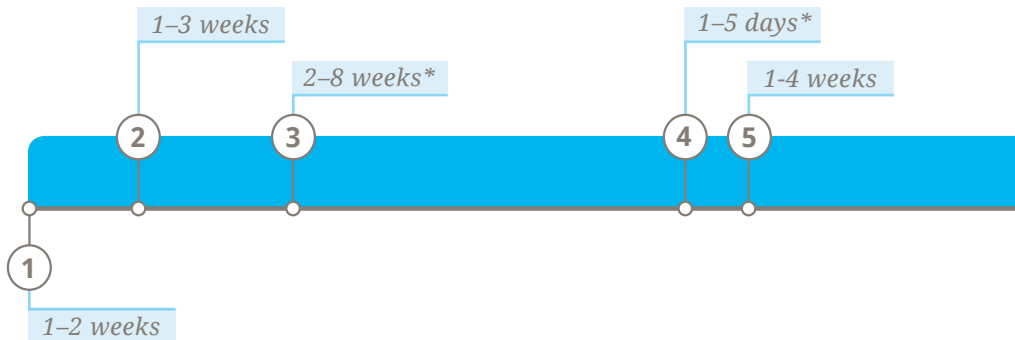
panels. They are the best at what they do, meaning your roof and home are in experts' hands. Once the system has been turned on, Sunrun is right there to handle monitoring, maintenance, billing and customer service.





“ Sunrun definitely made it easy  
for us to become a solar household.  
The process was so basic.  
A couple of phone calls, and  
everything was up and running. ”

– Pete & Markey, Santa Cruz, CA  
Sunrun customers since 2012



## What to expect throughout the installation process



3 weeks–6 months\*

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Sunrun solar up and running

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## CITY/COUNTY INSPECTIONS

A final inspection, which is required before the system can be connected to the grid, is conducted by the City or County to make sure the system is up to code.

**TIMING: 1–4 WEEKS**

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## UTILITY INTERCONNECTION

Once the city has given the A-OK, we'll submit your documents to the utility to connect the system to the grid. Your utility will review all documentation, and may come out for a site visit. They may install a net meter that allows Sunrun to track how much solar electricity you produce and use.

**TIMING: 3 WEEKS–6 MONTHS\***

*\*Varies depending on utility*

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## TURN IT ON AND START SAVING!

The utility grants approval to turn the system on, known as PTO or Permission to Operate. That means that you can now flip the switch and begin generating clean, affordable, money-saving energy right from your roof. Congratulations!



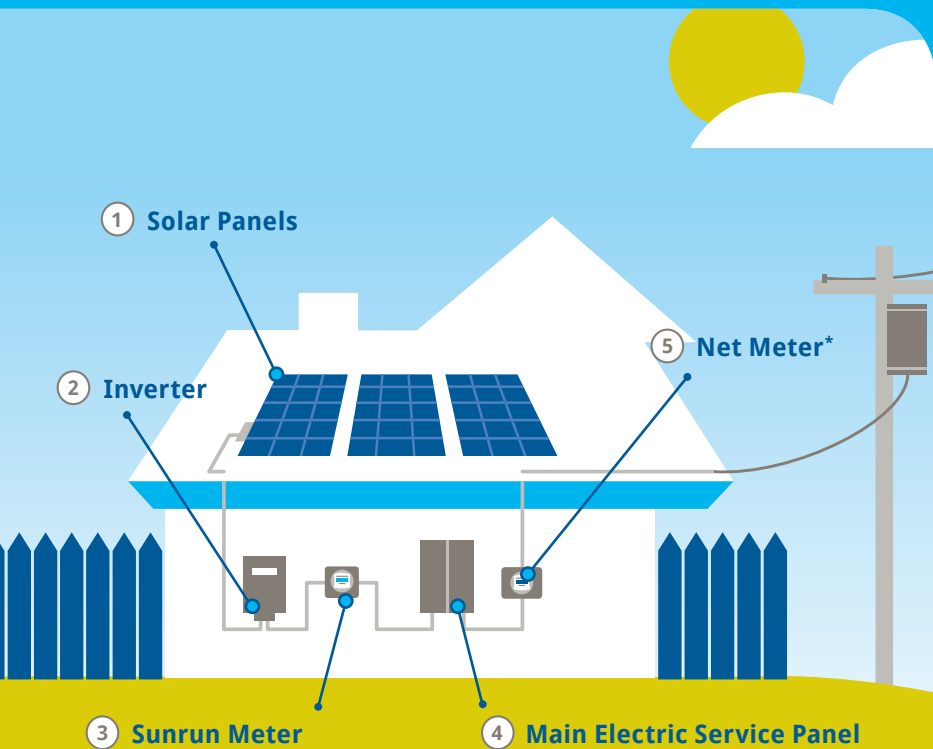


# important things to know

tips & tools to help build  
your solar knowledge

# how does the system work?

better than you can imagine



\*Note: In some instances the net meter is installed as part of the main electric service panel

## ① **Solar Panels**

Solar panels convert sunlight into direct current (DC electricity).

## ② **Inverter**

The DC electricity produced by the panels travels to the inverter, which converts the DC electricity into alternating current (AC electricity).

## ③ **Sunrun Meter**

The Sunrun meter monitors system production and sends the information to Sunrun through a wireless signal.

## ④ **Main Electric Service Panel**

Your home already has a “breaker box.” The solar electricity from your inverter flows through this service panel to your home or the grid.

## ⑤ **Net Meter**

The net meter reads electricity that you use from the grid as well as the excess solar electricity that

flows into the grid from your solar system.

If the system on your roof produces more electricity than you use (e.g., on sunny afternoons), the excess electricity is fed to the utility grid and the net meter will “spin” backwards. When you use more power than your system generates (e.g., at night), you’ll pull electricity from the utility grid, and your meter will “spin” forward.

Your utility company will bill you (sometimes annually) for your “net” consumption of power. If you used more electricity than your system produced, you’ll owe the utility company some money. If your panels produced more or the same amount of electricity that you consumed, you won’t have to pay the utility company for any electricity.

# solar basics

get to know your system better

## **Going solar doesn't mean you should leave the AC on.**

Studies have shown that more than 30 percent of homeowners increase their electricity usage after going solar because they are excited to use green electricity. Remember that the system on your roof is sized based on your past usage, so if you run the air conditioning more or purchase a hot tub, your total electric bill may go up.

Keep tabs on your usage and remember that while solar savings might be modest at first, they will be more significant in the future if the price of electricity continues to increase, as it has historically.

## **Reading your meter is easier than it looks.**

The Sunrun meter monitors system production and sends that information to Sunrun. Normally, the meter will cycle through five screens:

1. SSI code: A five-digit number following the letters "SSI." This code indicates meter signal strength.
2. Screen test: The screen will flash "888888" across the screen.
3. Total solar electricity the system has produced, in kilowatt-hours.
4. The date.
5. The time of day, displayed in 24-hour Pacific Time.

## **The inverter is really important.**

The inverter converts solar power into power that is usable in your home. Its display shows how much electricity is being converted at any given time. It shuts off in the evening, when your solar system is not producing any electricity. The face of the inverter will feature a solid green light to show that it's working properly.

## **It doesn't have to be sunny for solar panels to produce electricity.**

On foggy or cloudy days, the solar system will produce less than what it normally would because of reduced sunlight. However, it's the UV rays that

do the trick, so the sun doesn't have to be shining its brightest for your solar panels to produce electricity.

Regarding snow, the panels will be covered right after a snowstorm and won't produce much power. Once the sun is shining and the panels heat up, the snow should melt quickly and the system will resume normal production.

## **Your system won't stay on during a power outage.**

For safety reasons, the home solar system on your roof will automatically shut off if the power goes out in your neighborhood.

# safety reminders

## solar system do's and don'ts

Here at Sunrun, we care a lot about your safety. That's why we've come up with some simple solar system "Do's and Don'ts."

**Please DON'T tamper with any part of the solar system, including the inverter, meter and any wiring.**

The system is a large electrical device that should be examined or repaired only by a licensed

contractor approved by Sunrun. If you think there's any issue with the system, please contact us right away.

**Please DON'T connect backup batteries, generators or any electrical storage devices to the system.**

If you want to connect a device to the system but aren't sure if it's permitted, contact us first and we'll let you know.

## **Please DON'T climb on your roof to inspect the panels.**

It can get slippery up there, and we don't want you to get hurt in any way. If you suspect there's an issue, just let us know and we'll take care of it.

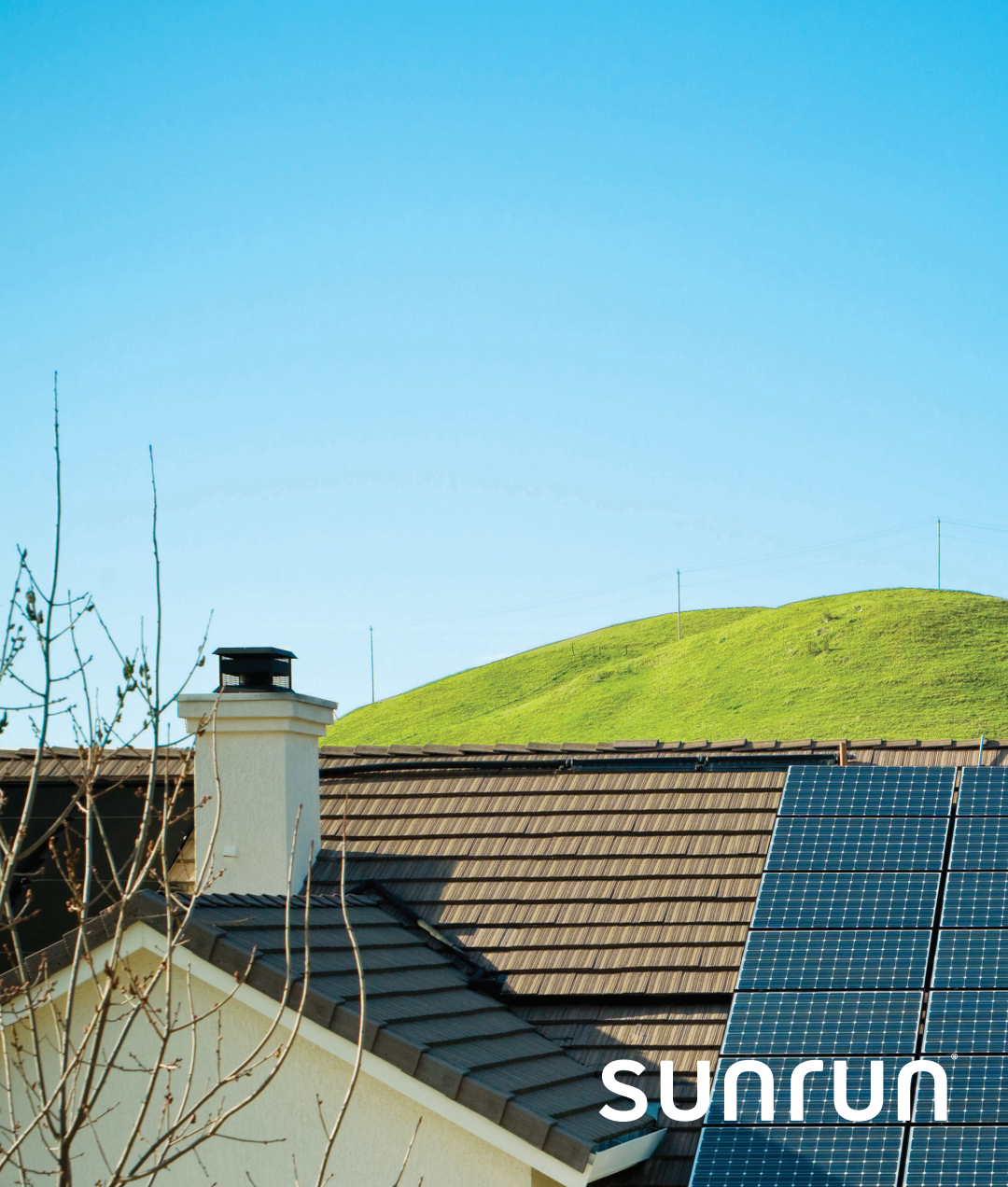
## **Please DO use caution in the winter.**

Snow or ice may accumulate on your roof after a heavy snowfall.

Please be mindful of where you walk or park your car, as snow may slide off.







sunrun