

Solar Customer Journey Map



1 Day 1 to 3

Welcome Call

Your project manager will call you to introduce themselves and review the next steps.



2 Day 5 to 10

Site Survey

Your assigned project manager will contact you to schedule your site survey during your initial welcome call. This is typically scheduled within 5-10 days from signing your solar contract.

3 Week 3

Design Approval

You will receive your customized solar layout from our in-house design team to approve.



Customers are also responsible for providing our team with prompt responses for requested information to keep projects on schedule.

4

Week 4 to 6

Permit Issued

We submit a permit package for approval from the building department.



Upon delivery of material to the job site, a progress payment is due.

5

Week 4 to 6

Solar Installation

Your solar installation can take anywhere from 1 to 5 days depending on the system size and complexity of the job.

8

10-30 Days from Install

Permission to Operate (PTO)

Your project manager submits a Net-Energy-Metering (NEM) application to the utility upon receipt of final payment.



7

1-3 Days from Install

Final Payment Due

A final payment for the contract balance is due upon sign-off from the building inspector.



6

1-3 Days from Install

Final Inspection

A final inspection ensures the system meets building codes and safety regulations.

9 1-2 Weeks From PTO

Client Orientation

After you're granted Permission to Operate (PTO) from the utility, an orientation and delivery of your warranty packet will be scheduled with your Quality Assurance Manager.



10 2 Weeks From PTO

Review Request

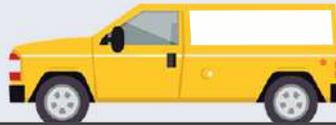
We send you a request for you to leave your honest feedback through an online review or private message.



12 Every 12 Weeks

Monitoring Updates

We keep an eye on your solar using our Know True-Up® Software to make sure there aren't any issues with your solar production and send you an energy update via email.



11 3-6 Months From PTO

Service Appointment

You'll receive an annual visual system inspection complete with a panel cleaning to keep your solar efficiency high.

These timelines are an estimate and may be subject to change due to: building department or utility-required electrical upgrades, or any other unforeseen conditions. Projects where engineering is required will also have longer timelines.

Questions about the solar process?

Call 844-OWN-SOLAR

