



Frequently Asked Questions

SolarCity Homebuilder Program – Prepaid Lease



Prepaid Lease

1. How long is the term of the Prepaid Lease?

The Prepaid Lease is for a standard 20-year term and the cost of the lease has been prepaid by your builder.

2. Is there a credit requirement for the Prepaid Lease?

There is no minimum credit score required to qualify for the Prepaid Lease. Homebuyer agrees to either a soft credit check (which will not affect their credit) or give SolarCity a credit report no later than 90 days old.

3. What happens at the end of the 20-year term?

You generally have three options at the end of the Lease:

- Request to renew the agreement in five year increments up to two times
- Have SolarCity remove the system for free
- Purchase the system (varies by state)

4. How will I be billed for the energy I use?

All of your lease payments for the System during the initial 20 year term will be prepaid on your behalf by the builder. If you choose to extend the lease term beyond 20 years, you will be responsible with the associated lease payments. You will not be billed for any energy use.

5. What happens if I sell my house?

When you sell your home, you may transfer your Lease to the homebuyer at no charge. SolarCity will provide a Lease Transfer Agreement for both parties to sign and SolarCity to execute. **You must provide SolarCity notice of your intent to transfer in accord with the terms of the Lease to ensure that the Lease transfer process is completed in a timely manner.** Execution of the Lease transfer document by SolarCity relieves the previous lessee of Lease obligations. For additional questions, contact the SolarCity Customer Care Team at: CustomerCare@solarcity.com or (888) 765-2489 x5999.

6. What if I sign the SolarLease and I can't close escrow, am I still obligated on the monthly lease?

No, the lease would be cancelled.

7. What if SolarCity goes out of business?

Under the terms of the Lease, the SolarCity financing partners would find a similarly qualified solar provider to honor the warranty obligations. Ownership of the system will remain with SolarCity's financier. SolarCity's financing partners include some of the nation's largest banks and corporations, including Bank of America Merrill Lynch, Citi, Credit Suisse, Google and U.S. Bank.

8. What if newer, more efficient technology comes out in the next few years?

SolarCity will ensure that your existing equipment is working at an optimal level, but we will not modify or upgrade an existing Solar System. SolarCity will not swap out the entire system unless it is necessary to honor our warranty and performance obligations. Improvements in solar technology have been gradual and cost reductions have generally not outpaced incentive declines.

9. Am I eligible for rebates or tax credits?

No. The rebates and tax credits are processed by the SolarCity financing partners. A homeowner will have no direct tax implications or incentives. Please consult your own tax professional for more information.

Solar System Parts & Performance

1. What are the primary components of a SolarCity solar power system?

The solar photovoltaic (PV) system consists of the solar panels, inverter, SolarGuard monitoring software and any electrical wiring between the panels, inverter and utility meter.

2. Does the system come with a battery backup?

No. SolarCity systems are grid-tied, meaning that the utility grid powers your home at night and whenever you're using more electricity than your system is generating. A battery backup would add a significant cost to your system.

3. What if the solar system on my roof produces more electricity than I use during the day?

Sometimes your system will produce excess energy. This clean energy is not wasted and is fed back onto the utility grid to offset your energy use at night.

4. Will the system heat my water as well?

No. The solar photovoltaic (PV) system will only produce electricity. It will power electric water heaters, but is not intended to heat swimming pools or gas-powered water heaters.

5. How do I know how my system is performing?

SolarCity provides a free monitoring service called SolarGuard. This online service requires high-speed home internet access, paid for and maintained by the homeowner. SolarGuard will alert you and SolarCity to any changes in performance.

6. How does the performance guarantee work?

SolarCity guarantees that your system will produce as much electricity as we promise, or we will pay you back. This takes into account normal weather variation and solar panel performance over time. The amount of electricity we promise to deliver is stated in your contract. We track your system performance through our SolarGuard monitoring service. For additional questions, contact the SolarCity Customer Care Team at CustomerCare@solarcity.com or (888) 765-2489 x5999.

7. What maintenance is required for the solar system?

The cleaning and maintenance requirements are outlined in the SolarCity Operations and Maintenance Guide. We suggest that you keep an eye on trees that may shade your system and keep them trimmed. Using SolarGuard, the SolarCity service team proactively monitors your system output to ensure that your system is performing as it should. In the unlikely event that your system underperforms, SolarCity will alert you and help to remedy any underperformance issues. For more information, please refer to the SolarCity Operations and Maintenance Guide.

8. What happens if the solar panels or inverter need repair?

If we're alerted of a problem through SolarGuard, we will give you a call to help diagnose the problem and dispatch a repair team to fix it if needed. SolarCity will perform all equipment repairs at no cost to you.

9. What if there are roof leaks?

Any roof leaks resulting from the installation or presence of the solar system will be repaired by SolarCity at no cost to you while under warranty. Roof leaks not resulting from the solar system should be warranted and handled by your roofer.

10. What happens at night, or when the weather turns cloudy?

Since the amount of power your solar system generates is a direct result of the amount of sunlight it receives, it will produce less energy when the weather is cloudy. Your system will not produce any energy at night. Your home will still be interconnected to your local utility grid, so that you can continue to draw power from the grid at night, or whenever you need it.

For more information, contact us:

888.SOL.CITY | 888.765.2489 | SOLARCITY.COM



A solar power system is customized by SolarCity for your home. Pricing and savings vary upon system location, system orientation, system size, government rebates, if any, and local utility rates. SolarCity financing, incentives, anticipated savings and other terms may vary and are not available in all locations. Savings on electricity costs are not guaranteed. SolarCity will repair or replace broken warranted components for the term of the SolarLease. Please carefully review the terms and conditions of the SolarLease, the SolarCity Production Guarantee, SolarCity's Limited Warranty, and the Solar Operation and Maintenance Guide for complete details or visit us at www.solarcity.com. Builder has no affiliation or interest in SolarCity. All representations, warranties and statements herein are made solely by and on behalf of SolarCity and Builder has no ability to independently verify and is not responsible for any statements, estimated or projections from SolarCity. SolarCity® is a trademark of SolarCity. AZ ROC 243771, CA CSLB 888104, CO EC 8041, DC HIC 71101486, DC HIS 71101488, HI CT-29770, MA HIC 168572, MD MHIC 128948, NJ 13VH06160600, OR CCB 180498, PA 077343, TX TDLR 27006, WA GCL: SOLARC*91901, WA ECL: SOLARC*905P7. © 2014 SolarCity. All rights reserved.