



SUNNOVA  
Service  
Guide

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# Sunnova Solar



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# Welcome to Sunnova!








Congratulations on going solar and getting a better energy service at a better price with Sunnova home solar service.

When it comes to your future energy generation, the outlook is sunny. By producing your own clean, renewable solar energy, you are increasing your energy independence while also protecting yourself from unpredictable rates and taking control of your home energy costs.

We are excited for you and created this handy guide to walk you through the ins and outs of your new home solar system.

# Sunnova Protect<sup>®</sup>

We help ensure your home solar system performs to its maximum potential with our 25-year Sunnova Protect<sup>®</sup> Platinum plan!

<b>Sunnova Protect<sup>®</sup> Features</b> for Sunnova Home Solar & Sunnova SunSafe <sup>®</sup> Solar + Battery Storage	<b>Sunnova Protect<sup>®</sup> Platinum</b> Monitor + Repair + Replace + Guarantee
 <b>System Monitoring</b> PV performance monitoring, access to production data, and easy account management.	<b>25-Year Coverage</b>
 <b>System Diagnosis</b> Hassle-free PV remote assessments, total management of your system's performance, and production simulation to determine expected system performance.	<b>25-Year Coverage</b>
 <b>Hassle-free Management of Repairs &amp; Replacements</b> Complete management of repairs and replacements even if outside the manufacturer's limited warranty.	<b>25-Year Coverage</b>
 <b>Zero Out-of-pocket Costs<sup>1</sup></b> Our extensive system coverage ensures repairs, replacements, and labor for <b>ALL</b> system components are covered at no cost to you, even if outside the manufacturer's limited warranty.	<b>25-Year Coverage</b>
 <b>Sunnova Insured<sup>2</sup> (Easy Plan<sup>™</sup> Equipment Lease and Easy Plan<sup>™</sup> Power Purchase Agreement)</b> Sunnova obtains insurance for your solar system to protect against theft or damage. You don't have to worry about additional costs for this coverage.	<b>25-Year Coverage</b>
 <b>Energy Guarantee</b> We commit your system will produce of energy outlined in your agreement or we will refund or credit you the difference. <sup>3</sup>	<b>25-Year Coverage</b>
 <b>Roof Penetration Warranty<sup>4</sup></b> Sunnova will cover repairs of any leaks or damages to your roof caused by the installation of your solar system.	<b>10-Year Coverage</b>

Sunnova Protect<sup>®</sup> covers your solar system only. If you purchased any optional services, such as a new roof or EV Charger, consult your specific manufacturer limited warranty for those products.

1 Refer to the Limited Warranty agreement for complete warranty terms and limitations.

2 Insurance coverage may vary. Restrictions and limitations apply.

3 Energy guarantee is not available in Arkansas, Florida, Guam, Hawaii, Puerto Rico and Saipan.

4 Your roof is warranted against leaks from the solar system installation for 10 years. This is separate from any additional warranties you may receive if you also have a new roof installed with your home solar system, including roof installation workmanship and materials warranties.

# Roof Installation Warranty

If you also installed a new roof with your solar service, you can gain peace of mind knowing your newly installed roof is covered by a top-of-the-line warranty!



## Manufacturer's Warranty

Your roofing materials are built to last. You will receive a 25-year manufacturer's warranty to protect you against any material defects.<sup>1</sup>



## Workmanship Warranty

Our roof installers stand behind their work! If there are any errors or defects from installing the roof, your roof will be repaired—at no additional cost you!<sup>1</sup>

<sup>1</sup> Refer to the manufacturer's warranty provided by your installer for terms and limitations. For all markets except Hawaii, you receive a 10-year workmanship warranty for the roof and in Hawaii you receive a 7-year workmanship warranty.

# Your Electric Vehicle (EV) Charger with Sunnova

If an EV charger was also installed, your home and vehicle will now be powered by the sun.



## **MORE MILES, FASTER**

Charge your EV at home up to 9X faster than with the standard 110-volt wall outlet using a 50-amp charger.<sup>1</sup>

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## **APP CONNECTIVITY**

Your level 2 EV charger comes with a mobile app that automatically updates as new features are available and lets you schedule charging, find public chargers, and stay notified about your charging status.

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## **MANUFACTURER LIMITED WARRANTY**

Your EV charger comes with a manufacturer's limited warranty. Sunnova will coordinate all maintenance and repairs under your manufacturer's limited warranty<sup>2</sup>, as well as cover any labor costs for the repair or replacement of covered parts.

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<sup>1</sup> The 9x faster claim is comparing a 110V 16 A level 1 charger (4 miles of range per hour of charging) with a 240V 50A level 2 charger (37 miles of range per hour of charging). All level 2 chargers require a 240-volt electrical connection. Charging speeds are based on a charger's amperage, which can range from 16-50 amps. You will need to choose a charger with an amperage (or current) level that works with your car and your home's available electrical capacity. The National Electrical Code requires an electrical circuit to be rated for 25% greater amperage than your charger's output.

<sup>2</sup> Refer to your Limited Warranty agreement for your complete warranty terms and limitations.

# Up and Running: How Your Sunnova Home Solar System Works

Your home solar system will automatically manage the energy flow between your solar system, home and the electric grid.



## During the day:

Solar energy powers your home while excess energy is sent to the grid.<sup>1</sup>



## At night:

Your home is powered by the grid.



## Net Metering:

When your system produces more energy than what your home uses, your utility company may provide you a credit for excess energy sent to the grid.<sup>2</sup>

**Note:** In the event of a utility power outage, your solar system won't work without a battery.

<sup>1</sup> Your home remains connected to the utility's electric grid and this will provide electricity when your solar system does not produce enough to meet your needs such as at night or on cloudy days. In the event of a utility power outage, your solar system won't work.

<sup>2</sup> Sunnova makes no guarantees regarding credit for net energy exported to the electric grid and states' policies regarding net metering may change over time. Connecticut Customers Only: net metering credits will continue until December 31, 2041, for electricity generated by residential solar photovoltaic systems installed before December 31, 2021. For residential solar photovoltaic systems installed in Connecticut on or after January 1, 2022, electricity generated by such systems will be purchased by electric distribution companies at a \$/kWh rate set by the Connecticut Public Utility Regulatory Authority. After December 31, 2041, electricity generated by all residential solar photovoltaic systems in Connecticut will be purchased by electric distribution companies at a \$/kWh rate set by the Connecticut Public Utility Regulatory Authority. Arizona Customers (Outside Salt River Project District) Only: The Arizona Corporation Commission has determined that the export rate that is in effect at the time of interconnection will remain in place for ten years from the time of interconnection. Sunnova agrees to reevaluate your contract, at the expiration of the ten-year period, under the then-prevailing export rate structure to determine if a reasonable adjustment should be made for the remainder of the Term. All adjustments must be agreed to in writing by both Parties and absent such agreement the original Agreement will remain effective.

# Staying on Track: Caring for Your System

While your Sunnova Protect® Platinum Plan covers the system for 25 years, you will need to be proactive to keep your system operating at an optimal level.

Your responsibilities include<sup>1</sup>:

## Shading

Regularly trim any trees around your solar system so they don't block sunlight from reaching your solar panels. The analysis performed at your home during the pre-installation site visit established a benchmark for tree shading, which you are expected to maintain for the lifetime of your solar energy plan.

## Soiling/dirt

Panels will become dirty over time. Typically, rainfall will wash the panels. However, in drier climates, it may be necessary to periodically rinse your solar panels. Be sure to avoid harsh chemicals that could damage the panels—a garden hose should be sufficient.<sup>2</sup>

## Environment

Generally, maintenance issues are related to the solar system's wires rather than faulty panels and/or equipment. To prevent problems with your home solar system, check that there is no accumulation of leaves, debris, snow, or critters (like squirrels or rodents) under the solar panels.<sup>2</sup>

Contact Sunnova to request service on your system. We recommend Sunnova or one of our dealers perform any maintenance or repairs on your system.

Call 866.SUNNOVA or email [customerservice@sunnova.com](mailto:customerservice@sunnova.com)

<sup>1</sup> Refer to your agreement for your additional responsibilities.

<sup>2</sup> Sunnova does not assume responsibility for any injuries to the homeowner that may result from solar system maintenance.



# How Your Energy Guarantee Works

Most Sunnova energy plans include an energy guarantee where we commit that your system will produce the guaranteed amount of energy outlined in your agreement, or we will credit or refund you the difference. Sunnova's energy guarantee is designed to make up for variances in your system's production as outlined in the warranty agreement.

The following plans come with an energy guarantee:

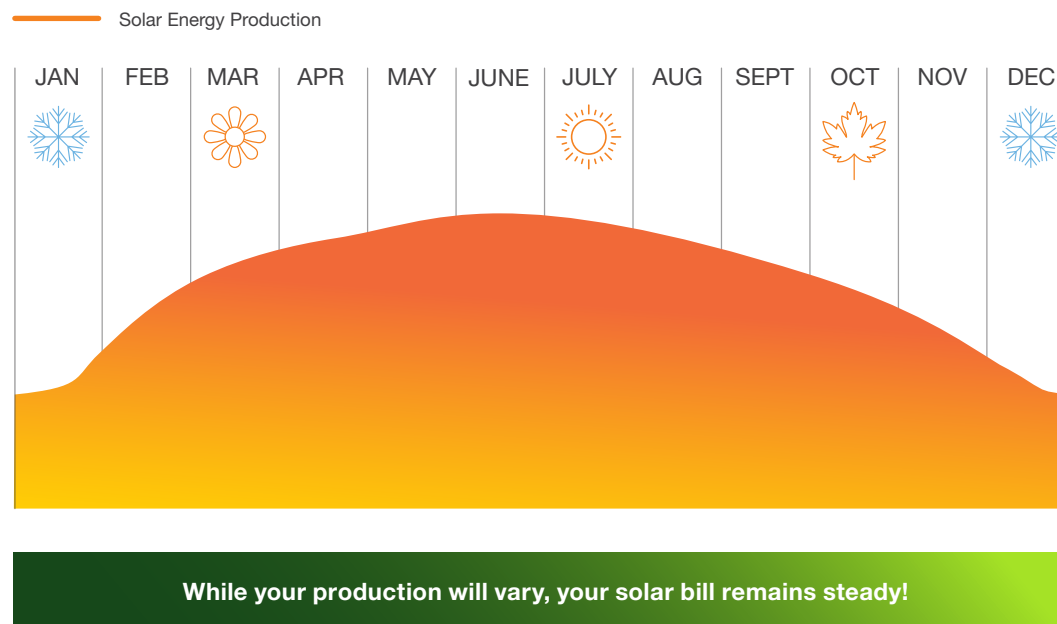
- Easy Plan™ Power Purchase Agreement (balanced billing only)
- Easy Plan™ Equipment Lease
- Easy Own Plan™ Equipment Purchase

If you chose our Easy Plan™ Power Purchase Agreement with the variable billing option, it does not come with an energy guarantee. There is no need to make up for any production variances since you only pay for the amount of solar energy the system produced.

During sunny summer months, your system will produce more energy. In the winter and on cloudy days, your system will produce less. At night, your system won't generate energy at all.

#### Factors affecting solar production:

- Weather
- Time of day
- Shading around your home
- Season of the year



**For customers in Arkansas, Guam, Hawaii, Puerto Rico, Saipan, and Florida:** While Sunnova does provide production estimates, there is no energy guarantee in these markets.

## HOW ENERGY GUARANTEE WORKS FOR

# Easy Plan™ Power Purchase Agreement (balanced billing only)

While your system is continuously monitored to ensure it is producing as expected, your energy guarantee will be evaluated starting at the end of year 1.

**HOW TO CALCULATE ENERGY GUARANTEE:  
(Guaranteed Production - Actual Production) x Price/kWh**

**Paid in Full Upfront** – If you paid for your home solar system in full upfront, the difference between what your solar system produced and what it should have produced will be calculated at the end of your 25-year agreement. If your system:

- Produced more than the estimated amount – Don't worry, you won't owe us any extra money, but if you choose to renew your agreement, we will "bank" the extra production for future years.
- Produced less than the estimated amount – If the system did not produce the amount estimated in your agreement and you renew your agreement with Sunnova, we will credit your account. If the system did not produce the amount estimated in your agreement and you do not renew your agreement with Sunnova, we will refund you the difference.

**Did Not Pay in Full Upfront** – If you did not pay for home solar system in full upfront, we'll evaluate your system's production at the end of each 12-month period. During the review, we'll compare the estimated annual production against the actual annual production. If your system:

- Produced more than the estimated amount – Don't worry, you won't owe us any extra money. We'll simply "bank" the extra production for future years in which your system may produce less than we estimated.
- Produced less than the estimated amount - We'll credit you the difference.

If the system overproduction/underproduction has a considerable difference with the estimated production detailed in the solar service agreement, Sunnova may adjust the estimated production and the monthly payments for the current year and all years thereafter. However, your estimated annual production will never exceed 110% of the year one estimate provided.

## ENERGY GUARANTEE CALCULATION EXAMPLE

# Easy Plan™ Power Purchase Agreement (balanced billing only)

In the below example, we are only showing the first four years; however, your energy guarantee will be assessed every year starting on your 1-year anniversary. You can find your estimated production and price/kWh in your agreement; if you made a partial upfront payment, this is referred to as the “Reduced Annual kWh Rate” in your contract. Your actual production is available in your MySunnova portal.

Year	Estimated Production	Actual Production	System Performance	Annual Assessment	Credit (kWh)	Cumulative YoY Solar Bank	Price / kWh	Energy Guarantee Explanation
1	29,400	29,500	Overperformed	100 kWh	None	100 kWh	\$0.15	Since the system <b>overperformed</b> , Sunnova would “ <b>bank</b> ” the surplus of 100 kWh and apply the amount to any future years.
2	9,600	9,400	Underperformed	-200 kWh	-100 kWh	0 kWh	\$0.15	Since this system <b>underperformed</b> , the customer would receive a <b>credit for \$15</b> (100 kWh x \$0.15) by January 30th of the following year. Since you received a credit for your system underperforming, your solar bank is set back to zero. apply the amount to any future years.
3	9,500	9,700	Overperformed	200 kWh	None	200 kWh	\$0.15	Since this system <b>overperformed</b> , Sunnova would “ <b>bank</b> ” the surplus of 200 kWh and apply the amount to any future years.
4	9,400	9,300	Underperformed	-100 kWh	100 kWh	100 kWh	\$0.15	Since this system <b>underperformed</b> by less than the solar bank, the customer would not receive a credit. However, the <b>underproduction amount of 100 kWh would be deducted from the solar bank of 200 kWh</b> , leaving the customer with 100 kWh in banked solar credits.

If your Easy Plan™ Power Purchase Agreement (PPA) with balanced billing includes an escalator, the rate per kWh will never increase by more than the escalator defined in your solar service agreement, each 12-month period.

## HOW ENERGY GUARANTEE WORKS

# Easy Plan™ Equipment Lease & Easy Own Plan™

While your system is continuously monitored to ensure it is producing as expected, your energy guarantee will be evaluated starting at the end of year 3.



**HOW TO CALCULATE ENERGY GUARANTEE**  
**(Guaranteed Production - Actual Production) x Price/kWh**

Energy guarantee is assessed annually starting on your 36-month anniversary. If your system:

**Produced more than the guaranteed amount** – Don't worry, you won't owe us any extra money—we'll simply "bank" the extra production for future years in which your system may produce less than we guaranteed.

**Produced less than the guaranteed amount** – The difference between what your system produced and what it should have produced, less any banked production from previous years, will be calculated. If this calculation nets a negative solar production, you will receive a credit or refund.

## ENERGY GUARANTEE CALCULATION EXAMPLE

# Easy Plan™ Equipment Lease & Easy Own Plan™

In the below example, we are only showing the first six years; however, your energy guarantee will be assessed every year starting on your 36-month anniversary. You can find your guaranteed production and price/kWh in your agreement. Your actual production is available in your MySunnova portal.

Year	Guaranteed Production	Actual Production	System Performance	Annual Assessment	Credit (kWh)	Cumulative YoY Solar Bank	Price / kWh	Energy Guarantee Explanation
1-3	29,400	29,500	Overperformed	100 kWh	None	100 kWh	\$0.15	Since the system <b>overperformed</b> , Sunnova would <b>“bank” the surplus of 100 kWh</b> and apply the amount to any future years.
4	9,600	9,400	Underperformed	-200 kWh	-100 kWh	0 kWh	\$0.15	Since this system <b>underperformed</b> , the customer would receive a <b>credit for \$15</b> (100 kWh x \$0.15) by January 30th of the following year. Since you received a credit for your system underperforming, your solar bank is set back to zero. apply the amount to any future years.
5	9,500	9,700	Overperformed	200 kWh	None	200 kWh	\$0.15	Since this system <b>overperformed</b> , Sunnova would <b>“bank” the surplus of 200 kWh</b> and apply the amount to any future years.
6	9,400	9,300	Underperformed	-100 kWh	100 kWh	100 kWh	\$0.15	Since this system <b>underperformed</b> by less than the solar bank, the customer would not receive a credit. However, the <b>underproduction amount of 100 kWh would be deducted from the solar bank of 200 kWh</b> , leaving the customer with 100 kWh in banked solar credits.

# MySunnova Customer Portal



Knowledge is power.

For a full list of FAQs, please log in to MySunnova, your Sunnova account management system where you can:

- **Manage your account**
- **View and edit your billing and payment information**
- **Review your production**
- **Find answers to frequently asked questions**

Simply visit **[www.MySunnova.com](http://www.MySunnova.com)** and enter your username and password. If you haven't created a MySunnova account, click on the "Sign Up Now" button and provide your SystemID (listed in your agreement). If you run into any issues, contact our customer service team at **866.SUNNOVA** or **[customerservice@sunnova.com](mailto:customerservice@sunnova.com)**.

# Get the Scoop: Frequently Asked Questions



For Assistance or More Information

**Who should I contact if I need more information or assistance with my solar system?**

Contact the Sunnova Customer Service team via email or telephone. Please refer to [Sunnova.com](https://www.sunnova.com) for the most current hours of operation.

Sunnova Customer Service  
866.SUNNOVA  
[customerservice@sunnova.com](mailto:customerservice@sunnova.com)

## About Sunnova

Sunnova is a leader in residential solar, battery storage and system protection services, with customers across the U.S. and its territories. We are your source for clean, affordable, and reliable energy, with a simple mission: to power energy independence so our customers have the freedom to live life uninterrupted™.

**866.SUNNOVA**

**[www.sunnova.com](http://www.sunnova.com)**

**[customerservice@sunnova.com](mailto:customerservice@sunnova.com)**

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