

Solar System Activation

Congratulations on the purchase of your new home! Below is what you need to know (and do) to get your SunPower® solar system activated as quickly as possible after you move in.

NOTE: Without your action, your system will not get turned on to start saving money.



Permits & Approvals:

SunPower will pay fees, secure the necessary permits and approvals from your utility to activate your system.



Establish Utility Service:

The following action items are required by you before SunPower can obtain "Permission to Operate" (PTO) from your utility:

- 1 Create an account with your utility (if you haven't already)
- 2 SunPower will contact you to confirm you have closed on your home and established utility service
- 3 If applicable, complete a required utility application that allows SunPower to apply for the necessary approval on your behalf



Permission to Operate (PTO):

Once you have provided the necessary utility information, SunPower will submit the required documentation for utility PTO and Financier Approval (Lease customers only). Please note, the approval process may take 8-10 weeks.



System Activation:

Once SunPower receives the necessary approvals, here's what you can expect:

SunPower will attempt to remotely energize your system. We will reach out to you to make sure everything is working, walk you through setting up your monitoring account, or arrange to get a technician onsite if needed.

If you have any questions regarding the installation or activation of your system, please contact SunPower at 1-877-34-HOMES or by email at solaractivationteam@sunpower.com

Please note: Throughout the process, SunPower will be contacting you via email to keep you informed and to request information and signatures required for a successful system activation.