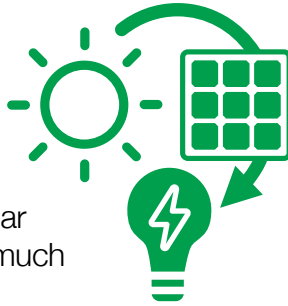


How to get the most from your
**new solar PV
panels**

About your system

A solar photovoltaic (PV) system generates clean, renewable electricity for your home directly from sunlight.

Any electricity you use that is generated by the solar panels will be free, so you will not have to buy as much electricity from your supplier – saving you money.



Using your free electricity

Your panels only generate electricity during daylight hours, particularly when the sun is shining brightly. Once generated, the energy cannot be stored*.

Make sure you make your panels pay when the sun shines:

- Run your washing machine, dishwasher, electric shower etc when it's sunny, rather than at night.
- Use your appliances one at a time. Otherwise you're likely to use more energy than your solar panels can generate, and could end up paying more than you need to.
- If you are not at home during the day, consider using a timer (or 'delay' function) to run appliances that are safe to use unattended.
- If you have a pre-payment meter you must keep the credit topped up. Your panels will not work if you have no credit.

What is in your solar power system?

Your system includes:

- panels on the roof that collect the solar energy
- an inverter that converts this into 240V AC electricity for use in your home

- a generation meter that shows your total solar electricity production
- safety switches (in case a professional electrician needs to work in your home).

Important health & safety information

- Never carry out any work on your electrical system yourself. All electrical work must be done by a trained/qualified person.
- DO NOT attempt to switch off the system without our authorisation.
- Our contractors who repair and maintain the panels have all been made aware of the isolation process.
- The isolation switches are for maintenance purposes only - do not touch them.
- The circuit is live from both the consumer unit mains power and also from the electricity produced from the solar panels. In effect you have two electrical supplies coming into your home.
- The solar power supply should only be switched off by a competent person and the correct shut down/isolation procedure must be followed.
- Do not store items against the solar equipment in your loft.



Broadland is committed to helping you along the path to a cleaner, more sustainable lifestyle. If you have any questions or concerns about your solar panels, please contact us.

** unless your home has a PV battery installed. If so, this section does not apply (please see separate leaflet)*

Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



**TENANTS
ONLINE**