

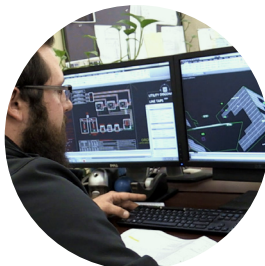


Choosing The Right Installer

And Why It Matters



Experience



Expertise



Trust

Why Your Solar Installer Matters

Solar is an easy way to power your home and lower your electric bills while gaining some energy independence and helping the planet. In short, it's the smart choice for today's homeowner.

But choosing the right partner is critical. To get the most from your system, you need to work with an experienced, reputable installer. All solar installation companies are not the same and, unfortunately, a few use questionable business practices or installation methods.

Plus, your solar will be on your roof for at least 25 years. You can't change solar companies like you might change mobile phone service providers or pharmacies. So take the time to choose the right partner—one that has been around a long time and will be here to serve you throughout the life of your solar system.

In the following pages, we'll walk you through:

1

The steps in going solar—briefly, so you know how much of your project rests on your installer's shoulders, and why your choice of installer matters

2

10 key things to consider when comparing installers

3

A checklist to aid your research



The Trinity Experience

Trinity Solar's installation crew did a fantastic job, with a seamless one-day install. When they left, you would have never known we had any work done that day!"

~ David C.

Going Solar Is Simple With Trinity

Switching to solar may seem overwhelming but don't worry! Most of the steps happen "behind the scenes" and Trinity Solar handles them all for you. But it helps to be aware of how many steps are involved, so you know why your choice of solar company matters so much.

1. Consultation Phase

Your involvement is most critical in the first step: the initial consultation. Any reputable installer will start the process with a consultation that includes:

- Electric bill analysis
- Assessment and qualification of your roof
- Explanation of how solar can help meet your energy and financial goals
- Discussion of state and federal incentives that may apply to your system
- Answers to your questions about the technology, the process, the terms of your agreement and of course all the benefits of solar!



Making sure you have all the necessary information lets you make the right decisions about how you want to power your home. At Trinity, we're there for you throughout the process to answer additional questions as they come up.

Solar is a smart investment in your home. Make sure you choose an installer you can trust—one with years of experience and over 100,000 installations, like Trinity!

We Work For You.

Behind the scenes, your solar installer now begins dealing with a lot of paperwork, process and bureaucracy, plus a few fun bits related to your system's design. Your main job in this phase is to wait patiently.

2. Paperwork Phase

- ✓ Engineering evaluation of your roof's structural integrity, and any reinforcements or repairs needed
- ✓ Finalizing the system design
- ✓ If needed, solar loan, lease or Power Purchase Agreement (PPA) application
- ✓ Permitting and preliminary inspections with local and sometimes state authorities
- ✓ Utility interconnection application



The more experienced the installer, and the better the company's relationships with utilities, state agencies, and local building and electrical departments, the faster this part of the process goes.

We Let The Sun Do Its Work.

The final phase starts with the second-best part of the process of going solar...System installation! Seeing those panels go up on your roof is immensely satisfying.

3. The FUN Phase!

Construction is followed by more paperwork, inspections and approvals that your installer will handle, including:

- ✓ If needed, roof reinforcements or repairs
- ✓ Applications for utility interconnection and local building and electrical permits
- ✓ Construction of your solar energy system
- ✓ Final inspections by local and sometimes state authorities
- ✓ If needed, replacement of your electrical meter
- ✓ Permission-to-Operate (PTO) authorization from the utility, meaning your system can be turned on!

But then it's on to the best part of the process...Turning the system on and making your own low-cost, clean power!

10 Qualities To Consider

Now that you understand the many responsibilities of your solar installer, let us suggest specific things to consider when comparing companies. We find these qualities separate the best installers from the rest of the pack. If you find a company that excels in all 10 areas, you've got a winner.

1. Experience

Experience matters, for the obvious reasons. Trinity has installed over 100,000 solar energy systems, and has been here longer than most solar warranties. More important, we will be here for even longer.

2. Design Quality

Some solar companies only offer “cookie-cutter” system designs to make it easier for them. But it's not always best for the homeowner. Trinity custom designs each system so you get the best system for your needs. And we don't rely on graphic design or unsophisticated solar design software because we don't have to. We can do better. Our engineers bring their advanced CAD skills to your project, factoring in shade, azimuth and home energy consumption to configure the most productive, state-of-the-art system possible.

3. Breadth of Products & Services

Your project will run more smoothly and be completed faster if your solar company can handle whatever obstacles may arise, such as structural and electrical upgrades. Companies that also install roofs know how to install solar safely without compromising the integrity of your roof. And companies that also offer batteries can ensure a well-integrated Solar+Battery Backup system installation.

10 Qualities To Consider (continued)

4. Breadth of Financing Options

Some companies have their own financing products like leases or loans, or special deals with a handful of financing companies. They'll want you to use those products so they make more money. Other installers, like Trinity, work with a variety of lenders. It doesn't matter to us which one you choose, so we'll help you evaluate them and pick the one best for your needs.

5. Equipment & Installation Quality

Companies who carefully oversee all electrical work, engineering, roofing and solar installations, whether it's completed by their own employees or trusted, carefully vetted subcontractors, can better control the quality of their work. It's just a fact of business. Be sure to look at photos of the company's previous installations and to check customer references. (Trinity's quality assurance/quality control process starts with our highly trained installation teams and continues with inspections by our field supervisors.) And solar equipment comes in a range of qualities. Trinity uses only the best and most efficient equipment available, including Tier 1 panels!

6. Aesthetics

From a distance, many solar panel installations look similar. But closer up, it's easy to spot unattractive aspects like mismatched panels, ugly "conduit" (wiring) snaking across the roof, and even panels hanging off roof edges. Your home is probably your biggest investment. Solar should enhance its appearance and curb appeal, not detract from it.

10 Qualities To Consider (continued)

7. Customer Service During the Project

The lulls between contract-signing and getting your system installed, and then before turning the system on, can be frustrating for homeowners. Especially if you don't know what's going on. Trinity assigns every customer a Project Concierge as a dedicated contact to keep you posted on progress and answer your questions, throughout your project.

8. Customer Service After Installation

Too many homeowners are thrilled with their installations only to be let down by a company that won't address service issues or follow-up needs. Trinity's commitment to customers does not end when the last panel goes up. We'll be here throughout the life of your system. Should an issue arise, you'll have the full attention of our Customer Service Team until the issue is resolved.

9. Professional Relationships

Obtaining utility, building and electrical permits and approvals is an easier process when the solar company has strong relationships with local and utility officials. Those strong relationships are built on years of working together and demonstrating quality, safe workmanship that earns the respect of government and utility contacts.

10. Ownership

The solar company's business model impacts how they treat customers. Are you a number or are you an individual with individual needs and concerns? Do they focus more on shareholders or a parent company than customers? Trinity remains privately-owned to ensure we can always, truly, put the customer first.

Checklist For Comparing Solar Companies

	Question	Trinity Solar	Installer B	Installer C
COMPANY BASICS				
	How long have you been in business?	Since 1994		
	How many customers do you have?	100,000+		
	Are you privately owned? Family owned? Shareholder-owned? Part of a larger company?	Privately-owned		
	Do you serve my area?	We proudly serve 10 states across 13 facilities		
	What licenses do you have?	Electrical contractor, home improvement contractor, and renewable energy professional		
	How long will my system be under warranty?	Up to 25 years, depending upon purchase plan		
	Do you have recent references I can talk to?	Yes		

	Question	Trinity Solar	Installer B	Installer C
CAPABILITIES				
	Do you partner with any subcontractors for engineering, installation, customer service, or other jobs?	We occasionally work with trusted partners to complement our services, but we oversee all jobs.		
	If needed, can you upgrade my electrical service, reinforce my roof or install a new roof?	Yes, all through Trinity		
	Do you also install battery backup systems?	Yes		
MY PROJECT				
	What equipment do you use?	Tier 1 panels and top-quality inverters from industry leading manufacturers with the best efficiencies and warranties possible		
	Will I see electrical wiring or conduit running across my roof?	Not if we can help it; sometimes it can't be helped because of the home's design		
	How do I pay for my solar with you?	Purchase, solar loan, lease or PPA		
	Will you help me apply for a loan, lease or PPA?	Yes		
	Will you give me one person as my main contact for the project?	Yes, a Project Concierge		
	How will you solve any problems I have after installation?	Our Customer Service Team resolves the rare issues that arise		

Getting Started

Going solar starts with choosing an installer you can trust.
It's as simple as a phone call. We do the rest.

1

Call us today for a quick chat to see if you (and your home) qualify, and if solar is right for you.

2

We'll answer your solar questions, and create your free, no-obligation proposal.

3

We make solar simple!

Call to schedule your free consultation.

855.GET.GREEN
trinity-solar.com



If you're tired of overpaying for electricity from the utility, solar energy can help you lower monthly bills.

Energy With Integrity.® Since 1994.

Trinity puts customers first in everything we do.

That means we do what's right. Every time.

Safe & Reliable: Our crews have all relevant licenses and training to ensure safety and reliability guidelines are met in full.

Easy: We handle all the steps, including local and utility permits and approvals. And we help you secure your financing if needed.

Fast: We pride ourselves on being the fastest from contract-signing to turning the system on.

High-Quality: Our attention to detail and commitment to quality work ensure you get a beautiful system that performs at its best. (Our reputation for quality has earned us the respect of government and utility officials.)



**Click the image above
to watch the video.**

Customers First

Trinity puts customers first in everything we do.

That means we do what's right. Every time.



Privately-Owned

Remaining independent allows us to provide small-company service and big-company expertise—our employees have helped more than 100,000 customers with their energy needs.



Seamless Experience

By overseeing everything from system design to electrical work, our teams ensure high-quality workmanship, pristine aesthetics, and peak performance.



Dedicated Customer Support

You'll be assigned a Project Concierge, who remains your main contact from contract-signing to the day your solar system is turned on.



Generous Referral Rewards

When you send a friend our way and they sign up with us, we thank you with a cash bonus – one of the most generous referral payments in the industry



Trinity Solar serves:

Connecticut	New Hampshire
Delaware	New Jersey
Florida	New York
Maryland	Pennsylvania
Massachusetts	Rhode Island

We hold all necessary home improvement contractor, electrical contractor and renewable energy professional licenses in the states we serve.

855.GET.GREEN (855.438.4733)

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