



CUSTOMER SERVICE

Thinking about rooftop solar?

Use this decision-making checklist to help understand the process:

Consideration	Homeowner Responsibility	Installer Responsibility	More Information Needed
Who is responsible for obtaining permits and authorizations?			
Who is responsible for post-installation roof inspection?			
Who is responsible for post-installation roof repair?			
If there are structural damages other than to the roof resulting from the installation, who is responsible?			
If there are consequential damages, such as ceiling damage, from the installation, who is responsible?			
If there are injuries to the crew or the public during installation, who is responsible? Does my homeowner's association or another entity have covenants or restrictions with respect to installing rooftop solar?			
What safety standards must be followed and who provides oversight?			
Who is responsible for removal and reinstallation of the system when your roof needs to be replaced or repaired?			
If there is a warranty issue, can you coordinate repairs or do you have to let the manufacturer or installer have an opportunity to resolve the issue?			
If there is a hardware warranty issue, who is responsible for the costs of removing the old panel and installing the replacement panel?			
Who is responsible for equipment replacement while the hardware is under warranty?			
What are the consequences and remedies for the installer's warranty if the installer goes out of business?			
What are the consequences and remedies for the hardware warranty if the hardware manufacturer goes out of business?			
Who is responsible for the lien disclosure?			
What are the insurance requirements to have a system on your home?			
Who is responsible for satisfying applicable electric codes for any existing and new wiring?			
Who provides notice and what other provisions apply if the installer or inspector needs access to your home?			
Who is responsible for making sure the installation meets any applicable fire department policies?			
Who is responsible for ongoing maintenance and what are the maintenance standards?			
Who controls customer data derived from the installation?			

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Cost Considerations	Notes
What financial assumptions regarding utility costs were used when determining life-cycle benefits of the installation?	
What assumptions regarding tax credits and production curves were used in determining life-cycle benefits of the installation?	
What assumptions regarding continuation and terms of net metering were used in determining life-cycle benefits of the installation?	
What is the installed-cost comparison of leasing versus owning the system?	
If you lease a system, who owns any renewable energy credits associated with the system?	
If you lease a system, can you buy it before the end of the lease term?	
If you lease a system, who owns it at the end of the lease?	
If you lease a system, who pays to remove it and repair the roof at the end of the lease?	
If you lease a system, who pays the taxes on it, including any increase in property taxes?	
If you lease a system and decide to sell your property, what happens to the lease and the installation?	
If there is a catastrophic event, who pays for the loss?	

Among NV Energy's priorities are customer service and environmental respect and this document is intended to advance those priorities. If you are doing any work on your home or its energy system, it's important to understand all the potential costs, benefits and risks, the terms of your contract(s) and the allocation of responsibilities between you and your contractor(s). This list of considerations with respect to rooftop solar is intended only as a general starting point of questions for interested property owners to think about.

NV Energy is making this document available on its website to assist property owners as they evaluate a potential rooftop solar installation; and NV Energy is not recommending or advising persons either to install rooftop or not to install rooftop solar – as that decision is personal to each property owner. NV Energy cannot and is not providing legal or investment advice in this document. Installation of a rooftop solar system can be a significant investment and major alteration to a person's property and NV Energy desires that its customers make an informed decision based on accurate and thorough facts and assumptions and it is NV Energy's hope that this document will assist our customers in that regard. NV Energy cannot resolve disputes between customers and distributed generation contractors or installers.