

## INFORMATION ABOUT YOUR SOLAR PANELS



Solar panels, also known as photovoltaics (PV), capture the sun's energy and convert it into electricity that you can use in your home. The solar panels that are installed on your home are generating your own renewable energy and provide you with free electricity.

The solar panels produce the most energy is between 11am and 4pm, sometimes a bit longer or less long depending on the season. They do not need much light in order to generate energy and even produce energy in the winter months. The best way for you to use the energy from the solar panels is to use your appliances during these times (or use your time delay buttons on your appliances) to ensure you use the generated energy to its full potential.

If you live in a market rent or social rent Rooftop home then, unfortunately, you will not be able to claim Smart Export Guarantee (SEG) payments from an energy supplier. This is because in order to be able to claim SEG payments you would need to own the solar panels and in these instances, Rooftop owns the solar panels.

Your solar panels do not need any maintenance. They clean themselves every time it rains. Please do not attempt to fix anything yourself and give us a call if you think something is wrong.

Should you have any further queries about your solar panel installation you can always call us on 01386 420800 or e-mail us [enquiries@rooftopgroup.org](mailto:enquiries@rooftopgroup.org) and someone will get back to you.