



# QUALITY HOME<sup>®</sup> IMPROVEMENT, INC

*“Taking Home Improvements to the next level”*

Dear Valued Customer,

I would like to personally thank you for choosing Quality Home Improvement, Inc. as your home improvement company. Since 1993, we have helped 100's of customers like yourself install many of our energy efficiency products.

If you have decided to go solar, we appreciate you taking control of your own energy production and making a positive impact on the environment. Going solar is a decision you can be proud of because you are setting a great example for your neighborhood, as well as future generations to come!

By harnessing the natural energy provided by the sun, Quality Home Improvement, Inc. aims to provide you with the most efficient and cost effective photovoltaic solar system possible. We take pride in our work and strive to provide you with a rewarding solar experience, and we are positive you will be satisfied from start to finish. Our entire team will be diligently working on your project.

Quality Home Improvement, Inc. strives to continually educate ourselves as well as the public about the benefits of energy efficiency. Not only do we want to help you save money, our goal is to minimize the carbon footprint left behind. Our company will help make the planet a better place to live for generations to come.

**THANK YOU FOR YOUR BUSINESS!**

Christopher Moss  
President  
Quality Home Improvement, Inc.



# WHAT HAPPENS NEXT?



## 1 SOLAR SITE ASSESSMENT (SSA)

Our skilled internal technical team will take the actual measurements of your roof space and the amount of solar radiation that can be harvested from it. This process takes approximately 1 day.

## 2 SOLAR REVIEW

Our skilled internal technical team will now sketch up and review these measurements to compare what was originally proposed to what can actually be built. Roof measurements, solar access, azimuth, and tilt are all taken into consideration for the rough draft. This process takes approximately 2 days.

## 3 DESIGN

The rough draft is finalized by engineers into an official Solar PV design, now called "plans." The finalization of the design can take up to 2 days to complete.

## 4 PERMIT

The completed plans are submitted to your city's building department. The plans will undergo review to ensure the system is in cooperation with local building codes. A list of corrections may come back requiring revised plans to be resubmitted. The permit will be issued after plan review is complete and approved by all divisions/agencies. The permitting process can take up to 1 week depending on jurisdiction.

## 5 PURCHASE ORDER

Once the city approves the plans, the materials for your project are ordered. Each solar system is unique, therefore, materials are ordered when the plans have been stamped and approved by the city.

## 6 MATERIAL DELIVERY

The equipment for your solar project will be delivered to your home prior to installation.



# WHAT HAPPENS NEXT?



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## INSTALLATION

You will be contacted by our team to schedule your solar installation date that is convenient for you. The installation process takes between 1 to 4 days depending on the size of your system and the type of roof composition.

8

## CITY INSPECTION

An on-site inspection from a city official will be scheduled after installation is complete. Some cities require more than inspection.

9

## PERMISSION TO OPERATE (PTO)

The approved job card is submitted to your utility company as proof of the completed installation. You will receive a letter stating that it is now clear to turn your system on. It takes approximately 1 to 2 weeks to receive PTO "Permission to Operate".

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## POWER UP

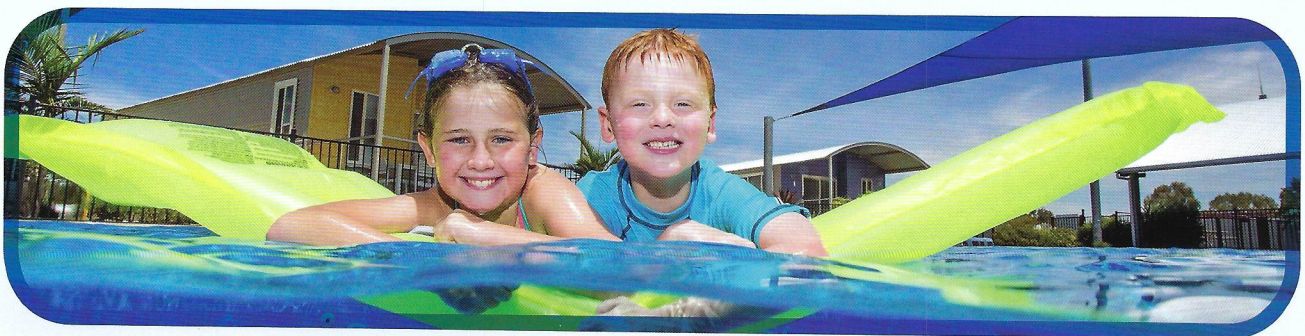
We are now clear to power up your new solar system! A Quality Home Improvement, Inc. representative will walk you through the final process on powering up your solar system.



The entire process from signing up to power up could take anywhere from 2 to 4 weeks, due to the large amount of compliance involved.

**HELP US HELP YOU:** You can also help move your job along by simply replying to our emails and phone calls in a timely manner. But rest assured you will be kept in the loop throughout the entire process and that we will be doing everything possible to move your project along as quickly as possible.

**Contact us for any reason: (800) 275-2154, option #5 / M-F 9AM to 5PM**



# HOW SOLAR WORKS



## 1 SOLAR PANELS

From sunrise to sunset, the solar system is converting sunlight into electricity. The system turns on automatically in the morning and turns off automatically at night. Solar cells within the panels produce direct current (DC) electricity that flows to an inverter.

## 2 THE INVERTER

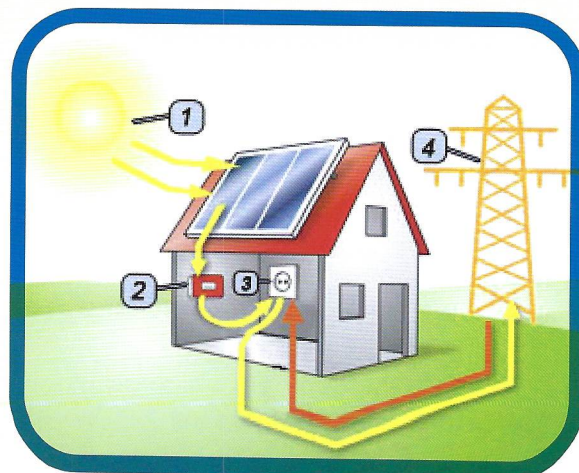
The inverter converts the DC electricity being produced by your panels into alternating current (AC), which is required for household use. The converted solar electricity is delivered directly to your home's main electrical service panel.

## 3 YOUR ELECTRIC METER

The electric meter measures the net electricity usage, showing the difference between your home consumption and your system's energy production. Depending on the time of the day, the meter will show the electricity that your system sends to the grid.

## 4 THE GRID

If your home needs more power than your solar system provides, your local utility will supply the balance. And, if your system generates more energy than your home consumes, the surplus electricity travels through the meter and into the local power grid. The interconnection agreement with your local utility company allows you to receive credit for the surplus electricity.



# REFER A FRIEND & EARN!



## What's this about?

You can earn \$500 for every friend, family member or associate you refer to Quality Home Improvement, Inc. that installs any of our products. It's our way of saying "Thank you"!

## How do I participate?

It's easy. To redeem your award, simply fill out the referral form below and return to us one of three ways...

**Fax:** (800) 275-2154

**Scan/Email:** [cmoss@qhiinc.com](mailto:cmoss@qhiinc.com)

**Mail:** Quality Home Improvement, Inc.  
Attention: Referrals  
201 Clark Ave  
Pomona, CA 91767



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(Your name)

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(Address)

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(City) (State) (Zip)

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