

SUNPOWER®

The Solar Journey According to SunPower's Customers





Solar Truths Spoken By SunPower Customers

We encourage you to ask questions during the process of going solar. We will be happy to answer all of them in your **free consultation**. In the meantime, if you want to hear what SunPower happy customers have to say, we're sharing some of their stories.¹ Perhaps their feedback will answer some of your questions even better than we could.

Not long ago, all of the people quoted in this short eBook were in the same position you're in right now. And after they went solar, they were so pleased with their outcomes that they just had to share.

¹ Customer stories are excerpted from the SunPower Customer Stories Web page and can be read in full at <http://us.sunpower.com/community/share-your-stories-about-solar/>

Customer Answers to Common Questions



We have categorized their stories according to these five frequently asked questions:

- 1 How much will I save on my electric bill?
- 2 How much electricity do I need to produce?
- 3 What can I expect during the installation process?
- 4 What will my house look like with solar panels?
- 5 How long will my solar panels last?

Chapter 1:

How much will I save
on my electric bill?

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“Solar was a good way to diversify my investments.”

–Phillip B., New Jersey

[View Video](#)

“Since acquiring the system we have reduced our annual electricity cost... my electricity used to be provided by a city-owned municipal electric company that provides power at a much lower cost than an investor-owned utility.”

–Lothar G., Massachusetts

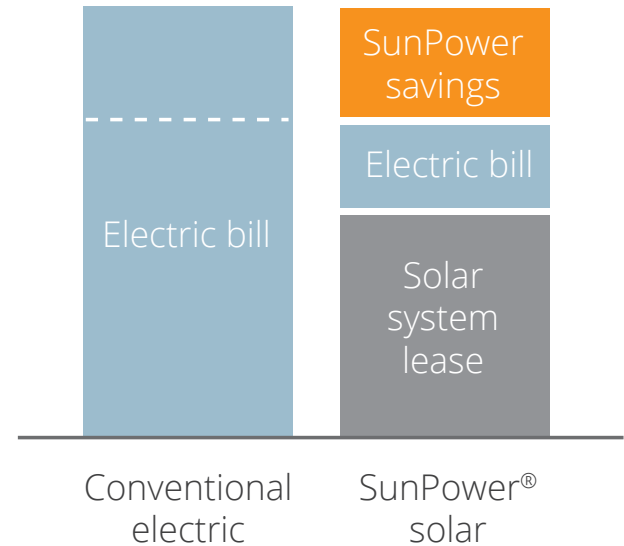
“Every month when the PG&E bill comes and it is extremely low, or sometimes nothing, I am reminded of how great having solar is.”

–Keith H., California

Chapter 1: How much will I save on my electric bill?



Your energy use and the size of your solar energy system will determine your actual savings amount. With little or no startup costs,* **systems start paying for themselves immediately** and increase each year as the cost of electricity rises.



* For qualified customers.

Chapter 2:

How much electricity
do I need to produce?

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"I wasn't sure that solar would make sense for me because of the [shade] trees...With my solar loan, I was paying what I would have been paying for my PG&E bill."

-Anonymous Owner, California

"I'm convinced I made the right decision. After three years of ownership, the system has performed flawlessly and is even generating more electricity than I was quoted."

-Anonymous Owner, New Jersey

"The efficiency of the panels and seeing how much we really did generate was probably the most surprising. It's pretty exciting to get an electrical bill every month and see the savings."

-Rebecca A., California

Chapter 2: How much electricity do I need to produce?



SunPower's unique technology is **built-to-last** when conventional panels lose power with age. No other home solar technology converts more sunlight than SunPower, giving customers an incredible **60 percent more energy in the same space over 25-years**,² resulting in more savings over-time.



² SunPower 360W compared to a Conventional Panel on same sized arrays (260W, 16% efficient, approx. 1.6 m²), 4% more energy per watt (based on PVsyst pan files), 0.75%/yr slower degradation (Campeau, Z. et al. "SunPower Module Degradation Rate," SunPower white paper, 2013).

Chapter 3:

What can I expect during the installation process?

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"The technicians and sales team were extremely friendly, polite, and knowledgeable and made the process very informative and easy to understand. The quality of their installation and the products used were really top notch."

-Therese M., North Carolina

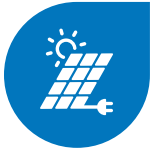
"They were very professional and prompt with their work. From the very beginning to end, they guided me every step of the way. They are straightforward, professional and experienced."

-Dan G., Massachusetts

"System was professionally designed and installed to maximize performance while minimizing cost."

-Tod A., California

Chapter 3: What can I expect during the installation process?



SunPower handpicks dealers that share our values of **quality** and **integrity**. Customers can support their local community by working with a local business in their area, but rest assured their solar technology is backed by a **global company** that's **been around for 30 years** and will be around for many more to come.



Chapter 4:

What will my house look like with solar panels?

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"The entire system installation, from the panels to the inverter, looks very clean and attractive."

-Mike S., Morgan Hill, California

"The way this system was designed does not interfere with the aesthetic appearance of our backyard, and this was important to us."

-John A., California

"You see a lot of ugly solar jobs where the panels have a lot of grid lines, clash with the home's roofline or otherwise just look bad. Our home is the exact opposite... It's actually improved our curb appeal..."

-Anonymous Owner, New Jersey

Chapter 4: What will my house look like with solar panels?



A customer's home is a reflection of who they are, so it makes sense to choose solar technology that compliments the home and can enhance the resale value. The **SunPower® Signature™ Black panels** look elegant on any type of roof, **streamlined InvisiMount® racking systems** give the illusion of floating panels, and **AC Modules** mean fewer wires on the roof. A leading choice for architects and builders, no other solar company offers such a beautifully-designed package.



Chapter 5:

How long will my solar panels last?

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"The peace of mind that I get from knowing that my solar modules will stand the tests of TIME is priceless! Your warranty is 2nd to NONE in the BIZ!!"

-Anonymous Owner, California

"I would recommend SunPower because it's the most efficient solar panel out there with a 25-year warranty."

-Corinna & Matt B., California

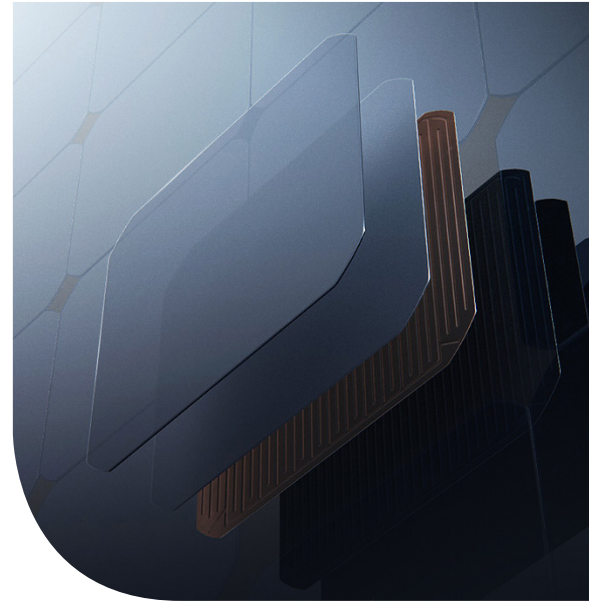
"I would recommend SunPower because I like the panels themselves, and they've been around a long time, so we don't have to worry about warranty fulfillment issues."

-Ken & Susan C., California

Chapter 5: How long will my solar panels last?



SunPower manufactures every SunPower® panel themselves, and they're **precision-engineered** with the very highest quality standards. In fact, **just 1 in 20,000 SunPower panels ever gets returned**, so customers can count on the exceptional quality and reliability of their solar panels.³ No wonder SunPower panels are backed by our industry-leading 25-year Combined Power and Product Warranty.



³ Hasselbrink, E., et al. "Validation of the PVLife Model Against 3 Million Module-Years of Live Site Data." 39th IEEE PVSC, Tampa Florida, 2013.

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