FREQUENTLY ASKED QUESTIONS

1. What makes this scheme unique?

Solar Together differs from other schemes, which are often initiated by the suppliers themselves, or for which you can only sign up if you are a member of an organising institution. Solar Together is a group buying scheme open to all London residents. The only requirements are:

- that you have to own the roof on which the solar panels will be installed (or have the explicit consent of the owner), and
- have the funds to pay for the installation

By coming together as a group, we aim to secure you the most competitive solar PV offer available and we try and make the whole process hassle-free for you.

Throughout the entire process you can always call or email the Solar Together helpdesk if you have any questions. You can also send us your questions through our online contact form.

2. Is my roof suitable?

Solar PV panels can be installed on both flat and pitched roofs. It is important that the panels catch as much sunlight as possible. As a result, roofs facing north are not suitable. To guarantee good electricity production your roof should be south-facing. The most important requirement for your roof is that it must be strong enough to support the weight of the panels in all weather conditions, including strong wind.

Any shade cast on your roof by nearby objects (e.g. trees or chimneys) will negatively affect the performance of your solar panels.

If you accept your personalised offer, the winning supplier will contact you for a detailed survey of your rooftop. The survey will often include a remote, desk-based analysis as well as an on-site evaluation. Based on the survey the winning supplier will calculate the optimal number of solar panels that will fit onto your roof.

3. Can I take part if my property is leasehold?

If you live in a leasehold property you have a contract with the freeholder (landlord) of the property. In most cases the freeholder is responsible for the common parts of the property such as the roof. This means that when you want to install a solar PV system as a leaseholder, you will need the explicit consent of your freeholder or landlord. However, these agreements may vary between different leaseholders and freeholders. We advise you to check your specific contract details.
4. What does the Solar Together offer consist of?

The Solar Together offer consists of:

- Solar photovoltaic (PV) panels
- Inverter
- Monitoring equipment
- Survey (+ Energy Performance Certificate check for home, if requested)
- Wiring and mounting materials
- Installation
- Warranties

Through Solar Together you will be able to choose a solar PV system of between four and 36 solar panels, with the possibility to express your interest for more than 36 solar panels.

After the auction, you will receive an email with a link to your personalised offer based on the information you submitted when you registered. In this offer, we will provide details on your savings and payback period. The price of the offer will include all costs associated with the installation of the PV system. However, there are situations that require extra mounting materials or additional installation costs. With your personalised offer, you will receive information on the specific situations that lead to additional costs. After accepting your offer, the supplier will conduct a thorough survey and inform you if there are any additional costs involved.

If the cost of your offer changes, an addendum will be added to your contract and the statutory 14 working day cooling off period restarts. During the cooling off period you can cancel your contract free of charge.

5. Who is running Solar Together?

Solar Together London is being run in partnership with the Mayor of London and iChoosr, independent experts in group buying, with support from local authorities in London, including Merton.