

Frequently Asked Questions:

- *What is the financial cost to homeowners?* The VPP Program charges an upfront and ongoing monthly membership fees, which vary by investor offer.
- *Are there incentives/rebates/tax credits that help offset any of the costs?*
- *How do the sonnen battery and solar potentially impact my energy costs?* The battery allows you to maximize your solar energy usage and therefore gives you the potential to lower your cost of energy from the utility. It also protects you against changes in net metering programs and provides back-up power, which reduces the numerous costs, associated with lost goods and lost productivity during power outages.



- *Will the sonnen battery provide back-up power to cover 100% of my home?* The sonnen battery is designed to provide robust back-up power and is typically installed with a protected loads panel that isolates your essential items to ensure they will be powered in the event of an outage. Typically, the essential items include fridge, lights, home network, water heater, etc., but does not include large-load items such as HVAC systems. A sonnen certified installer will provide you with a custom review of what can be backed up during the assessment phase of the program.
- *How does the cost of the solar + storage compare to a generator?* Unlike a generator, solar plus the sonnen home battery requires little to no maintenance, is cleaner and quieter with lower environmental costs and does not require ongoing fuel hassle and costs associated with a generator.
- *How many years will the solar + battery system last?* The sonnen home battery + solar system uses the safest and longest-lasting technology available and is warranted to last for 25 years.
- *Who maintains my solar + home battery system and what does that cost?* Sonnen and our local certified installation partners will provide Service and Maintenance when needed and the general costs are covered.