

What you need to know

- During any interruption to your electricity supply your solar panels will stop working, which is a Health and Safety Requirement. This means that if you have a pre-pay electricity meter your solar panels will not work during any periods when you run out of credit.
- We would insist that you do not carry out any electrical work to your home and in the event that any electrical contractor is working in your home they should be advised that solar panels are present.
- Once a year, in springtime we will contact you to arrange a visit to your home when we will check that your system is operating and also collect a meter reading from your generation meter.
- Should you wish at any time to check that your solar panels are working then you can view the reading on the generation meter (normally located beside your electrical distribution board) over time to check that it is increasing.
- If you believe your system is not working correctly you should contact your Property Services Officer or Choice Services Centre on 0300 111 2211.

choice

choice-housing.org

Choice Housing Ireland Limited

Leslie Morrell House
37-41 May Street
Belfast, BT1 4DN

Email: enquiries@choice-housing.org

 @Choice_Housing

 /ChoiceHousing

For all your
housing enquiries
Services Centre
0300 111 2211



choice

choice-housing.org

Your home has been built recently to very standards with solar panels fitted on the roof of your house to generate electricity.

These solar panels will run constantly and generate electricity when there is sunlight, without you needing to adjust any controls. The amount of electricity generated will vary from day to day and throughout the year, with more electricity being generated during spring and summer months.

We would ask you to notify your Property Services Officer or call Choice Services Centre on 033 111 2211 if you believe your system is not currently working or if it fails to work in the future.



How your solar panels work

The solar panels on your roof convert sunlight to electricity. This electricity is automatically used in your home (eg. to run appliances, lighting and any electrical equipment) and replaces some of the electricity you would otherwise have to purchase from your electricity supplier. This system will therefore save you money.

As sunlight varies each day and throughout the year the solar panels will only ever contribute to your electricity use and you will still have electricity charges from your electricity supplier.

On occasions throughout the year more electricity may be generated than is required at that time in your home and during these periods electricity will be exported to the National Grid.

In addition to the solar panels on your roof you will most likely have an inverter in your attic and a generation meter, which is often located beside the electrical distribution board in your home. The generation meter shows how much electricity has been generated since the solar panels were first installed.

If you wish to find out more please contact 0300 111 2211

Choice have installed these systems in your home and are responsible for maintaining these systems. As such we are able to claim an annual payment for electricity that is generated from the solar panels fitted to your house. This payment is only available when we can access your home and take a reading from your generation meter. During this annual visit we will also check your system is running, so that you are able to benefit from the electricity being generated. Choice are also able to receive an annual payment for electricity exported to the National Grid from your home. Payments received are used to maintain our solar panels and also for continued investment into our housing stock.

- Solar panels convert sunlight to electricity.
- An inverter ensures this electricity can be used in your home.
- Your home uses as much of the generated electricity as it can.
- Any surplus electricity is exported to the National Grid.

How can I find out more?

For further information please contact Choice at:

Choice Housing Ireland Limited

Leslie Morrell House, 37-41 May St, Belfast, BT1 4DN

Tel: 0300 111 2211

Email: enquiries@choice-housing.org