

# Residential Storage FAQ

Update 11/11/2013

**1. What does the battery product do?**

SolarCity's Energy Storage product enables you to run efficient refrigerator and minimal lights for a week or power your critical circuits indefinitely if you have a PV system.

**2. Does this mean I can go totally off-grid?**

No, you will still be connected to the grid most of the time but it will give you the independence to function when the grid is down.

**3. Can I back up my whole house?**

No, the system only provides backup to certain circuits in your home. Most customers are able to back up between 2 and 6 breakers.

**4. How long will my backup last?**

It all depends on what you try to power with it; it will run an energy efficiency refrigerator and minimal lights and cell phones for a week without needing a recharge. If you have solar, the battery can recharge each day when the sun is up so you can run a few more loads. Things that will drain your battery very quickly include: electric space heaters, electric stoves, hair dryers, large televisions, etc.

**5. Will having a battery mean that my PV system will work when the grid is down?**

Yes. The battery system enables your PV system to safely operate when the grid is down.

**6. Is the battery like a car battery?**

The technology in our systems is more like a larger version of the battery that is in a laptop or a smaller version of what's in a Tesla. It's a lithium ion battery pack which makes it: safer, longer lasting, smaller/lighter, and easier to use than traditional lead acid batteries (like the ones in your car).

**7. How big is the system?**

In terms of capacity it holds 10kWh of energy and is rated as a 5kW system.

In terms of physical space the installation requires a 48" x 48" mounting area (ideally indoors) and the equipment is around 16" deep.

**8. Can it go outside?**

The equipment can be mounted outdoors but it requires additional equipment and higher installation fees (\$1800)

**9. What happens when the grid goes down?**

When the power goes out for all of your neighbors, you should see a very short (almost un-noticeable) flicker but any loads that are backed up will remain on.

**10. Can the battery backup life support systems or critical medical devices?**

No, this storage system is not medical grade and should not be relied on to support these kinds of critical equipment.

**11. How much does it cost?**

The system is worth over \$20,000 but we are able to offer it for \$1500 down and \$15 per month for 10 years.

**12. Are there adders?**

If your installation needs to be outdoors there is an additional \$1800 fee to cover the added cost of the outdoor enclosure. If major construction is needed on your home or electrical system to install other additional fees may apply.

**13. Are there escalators?**

No, the payment is \$15 per month throughout the whole term of the agreement.

**14. Is there a discount if I prepay?**

Yes, there is a 5% discount rate to prepay your lease payments.

**15. How long is the term of my contract?**

Your agreement is for 10 years, at the end of the term you may choose to renew the agreement.

**16. How much does the battery degrade over time?**

The battery has a warranty that guarantees at least 80% of the capacity through 10 years if you use it only in backup mode and 50% if used for TOU arbitrage.

**17. Is the technology safe?**

Yes, the battery technology has been extensively tested, is listed to UL standards and has multiple levels of safety systems.

**18. How soon will my system be installed?**

Installation will not necessarily be at the same times as your PV system but should happen 4-6 months after your agreement is signed.