Solar panel guidance for occupants

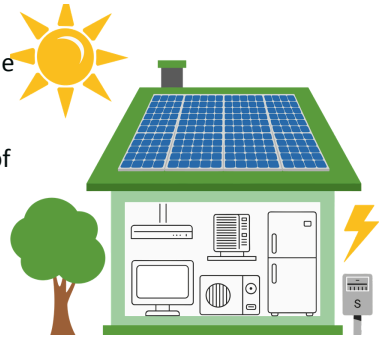
DIOCESE OF Bath&Wells
Living and telling the story of Jesus

In line with our aspiration to be a net zero diocese, the Diocese of Bath and Wells owns and manages approximately 90 solar photovoltaic (PV) systems across its portfolio of 236 clergy homes.

How do solar panels benefit me?

When the sun is shining, the solar panels generate electricity for use within your home. This means:

- Electricity generated by the panels is used within the property first.
- Appliances such as lights, washing machines, dishwashers, kettles and computers can make use of this generated electricity.
- Any unused electricity is automatically exported to the National Grid.
- The DBF receives any Feed-in Tariff (FiT) payments and/or export income associated with the system.



To maximise the benefit to your household, try to use electricity-intensive appliances during daylight hours whenever possible.

Safety first

Do familiarise yourself with the location of the solar PV breaker or RCD (Residual Current Device).
This may be located:

- Within the main consumer unit (fuse board); or
- In a separate enclosure close to the consumer unit.

Following a power cut, it is advisable to check that the breaker remains in the correct operating position.

Occupants should never attempt to carry out repairs, maintenance or cleaning at roof level themselves.

Spotted a problem?

Contact the Property team if:

- You believe the system is not generating electricity.
- The inverter is displaying an error message.
- Any equipment appears damaged.
- The system has shut down following a power interruption and does not restart.
- You have any concerns regarding the operation of the installation.

Where possible, please provide photographs of any equipment, meters or display screens to help us diagnose issues more quickly.

Maintenance and monitoring

Property is responsible for:

- Monitoring the system.
- Maintenance and servicing.
- Repairs and replacement of faulty equipment.
- Arranging solar panel cleaning where required.
- Managing Feed-in Tariff and export payment arrangements.

From time to time occupants may be asked to provide:

- **Meter readings**
- **Photographs of meters or equipment**
- **Information about faults, warning lights or messages**

How you can help:

Report it

As we can't routinely visit every property, we rely on occupants to let us know if the panels appear to require cleaning.

Please report:

- **Excessive dirt, moss or lichen growth**
- **Heavy bird fouling**
- **Fallen leaves or other debris**
- **Obstructions such as overgrown trees or vegetation.**

Cleaning opportunities

Employ a window or gutter cleaner? You could help us save money by arranging for the solar panels to be cleaned at the same time.

Please note, any cleaning of solar panels should be agreed with the diocese in advance.

Once agreed, solar panel cleaning costs will be reimbursed on receipt of an invoice or other proof of payment.

System monitoring

Most diocesan solar PV systems are monitored remotely.

The diocese receives regular performance reports and, in many cases, is automatically alerted if a system stops generating electricity.
Under normal operation, generation data is transmitted automatically via a SIM card connection.

From time to time, we would appreciate your assistance in allowing an independent meter reader to the property to obtain a verified meter reading.

Contact the property team:

Property.Helpdesk@bathwells.anglican.org 01749 670777

For non-emergency enquiries, please contact the Property Team during normal working hours.