



**Yorkshire  
Housing**

# Solar panels

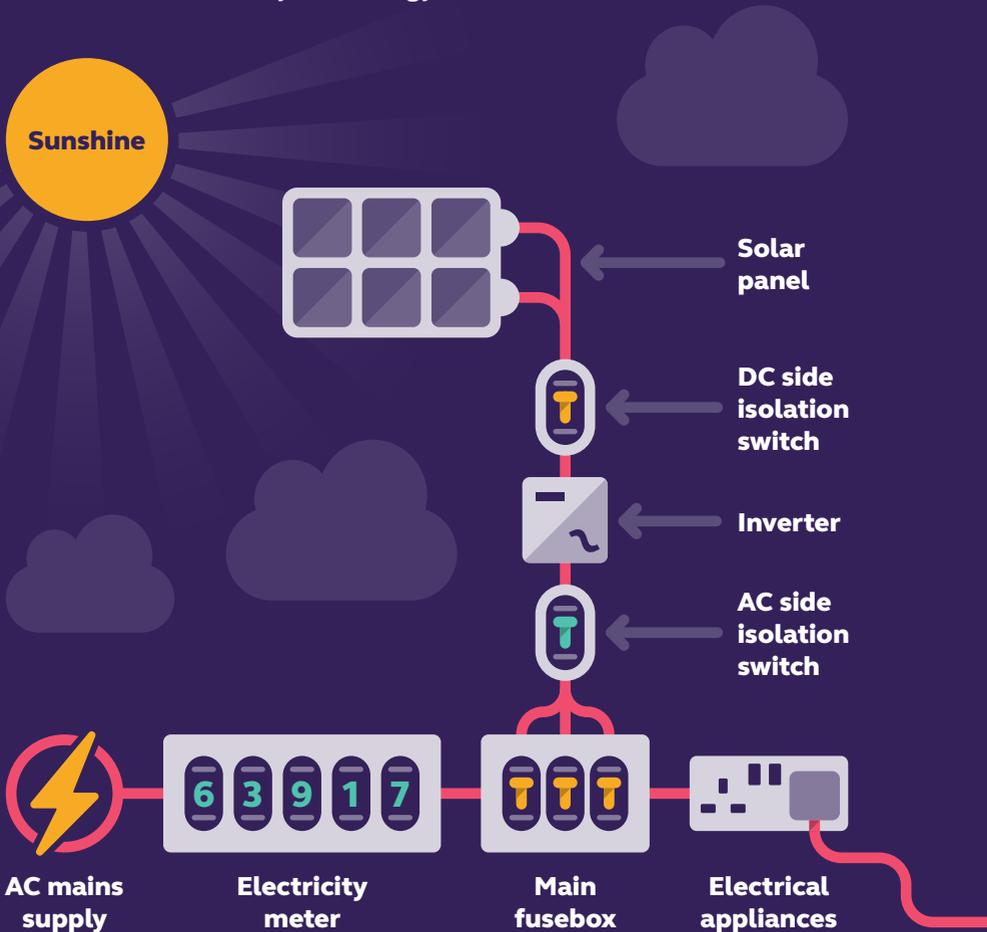
A guide to using your solar photovoltaic panels...



# How do solar panels work?

Solar panels generate electricity whenever there's daylight. Each panel is made up of tiny cells. The electricity the cells produce travels through a cable before it's collected and converted into electricity that can be used in your home.

Solar panels will reduce the carbon footprint of your home and could cut your energy bills.



# Frequently asked questions

## How much could I save?

The amount you'll save depends on how much of the electricity generated by your solar panels is used in your home. This depends on:



**When you use the electricity and if you're at home during the day.**



**If you change the time you use your appliances. For example, you'll save more by running your washing machine during the day, when the panels are generating electricity, rather than doing it at night.**



**The electricity tariff you're on. If you're on Economy 7 it'll reduce the cost of using appliances.**

## How can I get the most out of my panels?

Use as much of your daily energy during daylight hours.

Try to use large appliances, like washing machines, during the day when your panels are producing electricity. Some appliances have built in timers.

Remember it's best to run your appliances one at a time to make the most of the electricity generated by your panels.



# Frequently asked questions

## **Does it have to be sunny?**

No, but your panels will produce more electricity when the sun is shining brightly.

## **Do solar panels supply electricity 24 hours a day?**

No, solar panels turn sunlight into electricity, so as the light reduces in the day, so does the amount of electricity generated. There's no electricity generated at night.

## **Do I have to pay for equipment or installation?**

No, it's all part of our long term plan to make our homes more energy efficient.

## **Why am I getting a new meter?**

The new meter automatically sends the reading using mobile phone technology. This means we won't have to visit to take readings. It'll also be easier for us to identify faults remotely so we can get you back up and running as soon as possible.

## **How can I tell if my panels are working?**

The system is completely automatic, but we get daily updates on the amount of electricity generated. If your panels aren't working as expected, we'll arrange a visit to inspect the system and repair any faults.

## **How safe are solar panels?**

The system is fully automatic and totally safe when used normally. If there's anything you're concerned about please call our customer service team on **0345 366 4404** immediately.

If you think your solar panels aren't working properly, please give us a call on:

**0345 366 4404**





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