



## FAQs

# Selling or Buying a Home with a Sunnova Home Solar Energy Plan

## Pass on the benefits of solar

At Sunnova, we're ready to help when you sell or buy a home with a Sunnova home solar service. The Sunnova Transfer Team will coordinate the transfer process of the Solar Energy Plan between the Seller and Buyer – ensuring a successful transition of solar benefits. Simply contact us when you're ready to sell or buy, and we'll do all the work! You can relax knowing our team of experts will take care of you, so you can focus on what's important.

To help you get started, we put together a list of questions and answers for you and your Realtor on what to expect when you sell or buy a home with a Sunnova home solar service.



## How it works

1



NOTIFY SUNNOVA

2



QUALIFY BUYER

3



TRANSFER SERVICE

REMEMBER, YOU CAN CONTACT SUNNOVA ANYTIME  
THROUGHOUT THE TRANSFER PROCESS.

Call 866.SUNNOVA or email  
[customerservice@sunnova.com](mailto:customerservice@sunnova.com)

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## 1. NOTIFY SUNNOVA



Prior to contacting Sunnova, the Seller should read through the Terms & Conditions of their Contract Agreement.

**Based on your agreement, the Seller must provide advance written notice when transferring their agreement.** The amount of time prior to the sale is based on the Sunnova Solar Energy Plan you are enrolled in, see Seller section.

**Seller, Buyer, Realtor, or other Party may notify us by either:**

- Calling us directly at [866.SUNNOVA](tel:866.SUNNOVA)
- Emailing [customerservice@sunnova.com](mailto:customerservice@sunnova.com)

**Provide the following information to initiate a transfer:**

- System ID or System Installation Address
- Full name, phone number and email address for the following:
  - Potential Buyer(s)
  - Seller's and Buyer's Realtor Agents
  - Title Company, Escrow Agent and/or Closing Lawyer
- Estimated Closing Date
- Name of contacts who are eligible to check on the status of the home solar system transfer

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## 2. QUALIFY BUYER



A Sunnova Transfer Team member will contact all parties to initiate a transfer of service request. We will contact the Buyer to create a Buyer Account and obtain credit approval as soon as possible. In lieu of a credit check, we can accept a refundable deposit.

Buyer or Escrow Agent will need to provide the following information:

- Copy of the unofficial/drafted deed
- After closing, we will require a copy of the recorded/executed deed

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## 3. TRANSFER SERVICE



Once Buyer qualifications are met and the unofficial/drafted deed is received, the Transfer Agreement is sent to the Buyer and Seller to sign. After signing the Transfer Agreement and closing is confirmed, a Sunnova Transfer Team member coordinates final steps for the Transfer Agreement to go into effect.



# Seller



## When do I contact Sunnova?

Contact Sunnova as soon as you decide to sell your home or immediately after accepting an offer, ensuring it is at least fifteen (15) days or thirty (30) days before the closing date. You may use the Sunnova guide below, but you should read through the Terms & Conditions of your Contract Agreement for exact written notice time frame. One of our Transfer Team members will initiate a transfer case and coordinate with all parties to ensure a smooth transition of your home Solar Energy Plan.

Advance written notice is based on the Sunnova Solar Energy Plan you enrolled in:

Sunnova Plan	Advance Written Notice Time Frame
<b>Sunnova Easy Own (loan)</b>	No less than thirty (30) days, but not more than three (3) months' prior written notice.
<b>Sunnova SunSafe® Easy Own (loan)</b>	
<b>Sunnova Easy Save (lease)</b>	No less than fifteen (15) days, but not more than three (3) months' prior written notice.
<b>Sunnova SunSafe® Easy Save (lease)</b>	
<b>Sunnova Easy Save Monthly (PPA)</b>	
<b>Sunnova Easy Save Simple (EZPPA)</b>	

## What information do I need to have ready when I contact Sunnova?

- System ID or System Installation Address
- Full name, phone number and email address for the following:
  - Potential Buyer(s)
  - Seller's and Buyer's Realtor Agents
  - Title Company, Escrow Agent and/or Closing Lawyer
- Estimated Closing Date
- Name of contacts who are eligible to check on the status of the home solar system transfer

## How do I contact Sunnova?

If you have any questions, you may call [866.SUNNOVA](tel:866.SUNNOVA) or email [customerservice@sunnova.com](mailto:customerservice@sunnova.com).

## Why does Sunnova need to contact the Buyer?

It's important Sunnova qualifies the Buyer by having them pass a credit check. We will also be able to answer any questions the Buyer may have regarding the remainder of the original Solar Service Agreement. The only paperwork both you and the Buyer will need to sign for Sunnova is the Transfer Agreement.

**What if the Buyer does not qualify to take over my Solar Energy Plan?**

If the Buyer does not meet the FICO score and does not qualify for your Solar Energy Plan, a \$500 or \$1000 down payment may be required. Once the Buyer's credit improves to a FICO score of 650 and above, they may be eligible to get this deposit refunded.

**What happens after the Buyer qualifies?**

Once we confirm the home sale has successfully closed, the Transfer Agreement goes into effect and the Buyer is officially a member of the Sunnova family. They will receive information on all related benefits.

**Am I responsible if the Buyer does not pay their monthly Sunnova bill?**

The Seller will be financially responsible until all the transfer process steps have been satisfied. This includes the receipt of a copy of the recorded/executed deed to confirm the date of closing.

**What is the Uniform Commercial Code (UCC) and do I need to worry about it?**

No, you don't. The UCC is simply a financing statement that evidences our ownership of the System (under a lease or PPA) or that indicates our security interest in the System (in the Easy Own situation). It shows up on title verifications to notify third parties and title companies of Sunnova's interest. It will not prevent the sale of your home. We work with title companies, Buyers and lenders to remove the UCC for the sale of the home and refile it after the Transfer Agreement is in place and the Buyer has assumed the Solar Service Agreement. We reserve the right to charge a fee in connection with the refiling.

**Can't I just take my existing solar system with me?**

While we appreciate how much you love your home solar system, it would be quite a job to uninstall all of the components. Besides, before a system can be installed at your next home (or in this case, reinstalled) it's necessary to perform a site analysis. This ensures a home solar system will in fact be of value to you at your new home, just as it was at your previous home. Please keep in mind there are costs associated with this move, and your system design will and can change due to the different dynamics of the new roof at the new home.

If you have financed a solar system through us under the Sunnova Easy Own, you cannot transfer the system to a new property, but must instead pay off the system in connection with the sale, or transfer the loan to the new homeowner, subject to our credit requirements.

Should you decide on the purchase or lease of a new solar system on your new home, and if the address is within our service territory, we will work closely with a local dealer to customize the design of your system with maximum efficiency.

# Buyer



## What are the benefits of buying a home with a home solar and/or battery service?

Quite simply, solar energy is one of the most affordable sources of power available. Whereas utility prices can rise significantly over time<sup>1</sup>, Sunnova Solar Energy Plans can help shield you from unexpected increases in power rates. And, if the home solar service also has a battery, you can be protected from power outages.<sup>2</sup>

## The thought of taking over a long-term agreement scares me. Why should I?

While you may not know the future cost of electricity from the utility, Sunnova solar power provides predictable rates throughout the term of the Solar Service Agreement. And if you sell your home, the remainder of the Solar Energy Plan can easily be transferred again.

## What if the Seller prepaid or paid off the solar system?

In the event the solar contract is prepaid/paid off, we will transfer the Sunnova Protect™ Warranty Agreement. The Buyer will need to create an account, and provide basic information which will include full name, email address, and phone number. We will not require a credit check or deposit for the transfer of coverage, but we will need the Buyer to sign a Transfer Agreement that shows they now own the System and have rights to the Sunnova Protect™ Warranty Agreement.

## Why does Sunnova require a credit check?

A credit check verifies your ability to make regular monthly payments for the Solar Energy Plan. A FICO score of at least 650 qualifies you to take over the previous homeowner's Sunnova Solar Energy Plan for the remainder of the original term. Solar + Storage and add-on battery plans may require a higher FICO score in some states.

## Should I contact Sunnova?

Yes, contact Sunnova as soon as you're interested in buying a home with a Sunnova home solar service, or as soon as you make an offer on the home. To ensure a smooth transition of solar benefits, we need to verify your FICO score right away.

## What if I don't qualify to take over the Solar Energy Plan?

If you do not meet the FICO score and do not qualify, a \$500 or \$1000 down payment may be required for transfer of service. You may be eligible for a deposit refund once your credit improves to a FICO score of 650 and above and 12 months of on-time Sunnova payments.

<sup>1</sup> EIA Sales and Revenue (1990- Current) - <https://www.eia.gov/electricity/data/eia861m/>

<sup>2</sup> The amount of power available from the battery during a power outage is limited, depending on the loads connected, customer usage and battery configuration (i.e. batteries in certain areas may be set up to provide you with the best economic benefit, which may affect the amount of back-up power available). Solar systems and/or batteries may require repairs after weather events and such repairs may be delayed due to forces outside of our control. No assurances can be given that the solar system or the battery will always work. You should never rely upon either of these to power life support or other medical devices.

### **How do I make a deposit if I don't pass the credit check?**

If credit is not approved, the potential Buyer may submit a refundable deposit of either \$500 or \$1000. The amount depends on the current customer's monthly payments. For example, if monthly payments are under \$100, the deposit is for \$500; if the monthly payments are \$100 and above, the deposit amount is \$1000.

The deposit can be sent to our physical address:

[20 E. Greenway Plaza Suite #475, Houston TX 77042](#)

The deposit can also be paid at closing if settlement statement from escrow is provided, showing the deposit amount to be paid to Sunnova.

### **What happens when I close on the home purchase?**

After closing, we will require a copy of the recorded/executed deed. Once we confirm the transaction has successfully closed with the Title or Escrow Agent and all parties have signed the Transfer Agreement, the Transfer Agreement is effective and you are officially a member of the Sunnova family. You will receive all the same benefits as the previous homeowner.

### **How will I be billed?**

Each month, you will receive a bill from Sunnova and a bill or statement from your utility company. If the utility company sends monthly statements in lieu of an actual bill with an amount due, you can expect an annual reconciliation of all electricity usage charges and credits.

### **When will I get my first bill from Sunnova?**

#### **Sunnova Easy Save Monthly Plan (PPA) & Sunnova Easy Save Simple Plan (EZPPA)**

If closing is completed after the 15th of the month, the Seller will be responsible for the payment for the following month. This is because billing for your product is done in arrears. (Current month invoice is calculated based off production of the previous month.) The invoice for month of closing will be prorated from the beginning of the month until escrows confirmed closing date.

#### **Sunnova Easy Save Plan & Sunnova SunSafe® Easy Save Plan - Lease**

Whoever owns the home (as verified by the closing date) at the time of the solar invoice is generated, will be the party of responsible for paying that invoice. Confirmation of closing needs to be provided by escrow or the Buyer.

#### **Sunnova Easy Save Plan & Sunnova SunSafe® Easy Save Plan - Lease**

Whoever is in the home for the greater number of days during the invoice service period (as verified by the closing date) will be responsible for payment of that month. Last payment will be prorated from the first day of service period until escrows confirmed closing.

# Realtor



### **How does my client benefit from taking over a long-term solar agreement?**

Educate the potential Buyer about the benefits of solar energy, which is one of the most affordable sources of power available. Whereas utility prices may rise over time, the Sunnova Solar Service Agreement provides a predictable rate for the duration of the agreement, potentially saving the Buyer substantial dollars.

### **How do I know the solar panels are top quality and have been properly installed?**

Sunnova works with a select group of local dealers who have demonstrated expertise in the solar industry. Our dealers install equipment from a Sunnova-approved vendor list only. Our quality-assurance process requires them to submit detailed designs, specifications and images throughout every stage of installation.

### **What about maintenance and coverage?**

Sunnova solar systems are backed by one of our Sunnova Protect™ coverage plans. Depending on the product, some agreements also come with a production guarantee. All of these benefits transfer to the new homeowner.

### **How does the Sunnova transfer process work?**

The Sunnova Customer Service team will coordinate with the Buyer and Seller to ensure a smooth transition. The only paperwork that needs to be signed by both the Buyer and the Seller is the Sunnova Transfer Agreement. Once the Buyer passes a credit check and the sale has successfully closed, the agreement goes into effect and the Buyer receives the benefit of the Solar Service Agreement for the duration of the original term. The new homeowner receives all related Sunnova benefits, and should a future sale take place before the term of the Solar Service Agreement ends, it can easily be transferred to a qualified Buyer again.

### **Why is the Buyer required to undergo a credit check?**

A credit check verifies the Buyer's ability to make regular monthly payments for the Sunnova Solar Energy Plan. A FICO score of at least 650 qualifies the Buyer to take over the previous homeowner's Sunnova Solar Energy Plan for the remainder of the original term. Solar + Storage and add-on battery plans may require a higher FICO score in some states. If the Buyer does not qualify, a \$500 or \$1000 down payment may be required for transfer of service. Once the Buyer's credit improves, the Buyer may be eligible to get this deposit refunded. The Buyer will need to contact Sunnova's Customer Service team who will run their credit again.



### **Are solar panels covered by homeowners' insurance?**

With an Easy Own (loan) Agreement, the roof-mounted residential solar panels must be added to the homeowner's standard insurance policy. Under a Lease or PPA, Sunnova will insure the panels and battery.

### **Will Buyers receive tax credits?**

Homeowners may be eligible for a federal Investment Tax Credit when purchasing a Sunnova Easy Own, Sunnova SunSafe® Easy Own or Sunnova + SunSafe® Energy Plan. Utility or state rebates are deducted from the cost of the solar system; investment tax credit (ITC) applies to the difference<sup>3</sup>. With a Sunnova Easy Save, Easy Save Simple, Easy Save Monthly and SunSafe® Easy Save Energy Plan, the ITC benefits are not received directly by the homeowner but are factored into the cost of the original agreement.

### **How does the Uniform Commercial Code (UCC) affect homes with solar panels?**

The UCC is simply a financing statement that evidences our ownership of the System (under a lease or PPA) or that indicates our security interest in the System (in the Easy Own situation). It shows up on title verifications to notify third parties and title companies of Sunnova's interest. It will not prevent the sale of the home. We work with title companies, Buyers and lenders to remove the UCC for the sale of the home and refile it after the Transfer Agreement is in place and the Buyer has assumed the Solar Service Agreement. We reserve the right to charge a fee in connection with the refiling.

### **Do solar panels increase the value of a home?**

Installing solar in a home isn't just great for the wallet in the short-term, it's also a fantastic way to increase a home's resale value<sup>4</sup>. Research has shown that every dollar in energy savings gained from a solar system purchase adds \$20 to a home's bottom line. Plus, homes with installed solar systems can sell about 20 percent faster than those without solar panels.<sup>5</sup>

<sup>3</sup> To receive the full federal tax credit, homeowners must have federal income tax liability at least equal to the value of the tax credit. Additional tax credits may also be available to homeowners in certain states. If homeowners reside in a state that offers the Solar Renewable Energy Certificate (SREC), they must assign ownership of the SREC to Sunnova. Sunnova makes no guarantees regarding customer eligibility for tax benefits or SRECs. Sunnova does not provide tax advice. Homeowners should contact their personal tax advisor for eligibility details.

<sup>4</sup> Only applicable to purchased systems in certain markets.

<sup>5</sup> <https://emp.lbl.gov/sites/default/files/lbnl-1002778.pdf>

## CONTACT:

**866.SUNNOVA**

Transfer Service Business Hours:

Monday – Friday 8am – 5pm

[Customerservice@sunnova.com](mailto:Customerservice@sunnova.com)

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