Frequently Asked Questions

Q Where does Ambit offer solar?

A Ambit partnered with Sunrun to offer affordable residential solar service in California, Connecticut, Florida, Hawaii, Illinois, Massachusetts, Nevada, New Jersey and Texas.

Q Is solar right for me?

A If you own your home, use a significant amount of electricity, have good credit and your roof is in good condition with high sun exposure, you should consider solar.

Q What does it cost to go solar?

A There are a number of options Customers have depending on their utility provider. These options range from lease, to finance for Ownership, to a Power Purchase Agreement (PPA). Unless you prefer to purchase your system outright, you will pay two different monthly bills, one for solar and another to your electricity provider and the sum of both may even be lower.

Q How much can I save with solar?

A Potential savings varies upon location, utility market, Sunrun product package, your home's electricity usage, and more. Please contact your Sunrun Solar Guide for more information and for a free, personalized quote.

Q Can solar panels add value to my home?

A Yes, adding solar panels to your roof can add value to your home.

Q What happens if I sell my house or move?

A No worries, Sunrun makes the process simple and hassle-free. The system and Power Purchase Agreement, lease, or loan are fully transferable. Sunrun has a dedicated Service Transfer Team to assist in transitioning agreements from home sellers to buyers. If you end up purchasing or financing your solar panels, you can also include them in your home sale.

Q What happens if my panels aren't performing properly?

A Sunrun guarantees the performance of your panels to a set standard as part of the lease or PPA. If it doesn't produce to contractual standards, they will credit your account for the difference. Sunrun also insures the system so you don't have to worry about paying to maintain, repair, fix or replace anything over the life of the Power Purchase Agreement.

Q Where do the panels go?

A Sunrun creates a customized system, specific to your home, electricity needs and lifestyle. In most cases, a custom array of panels is installed on the southernmost side of your roof for maximum sun exposure.

Q Am I eligible for tax credits and rebates with a Power Purchase Agreement or lease?

A No. Because Sunrun owns the panels in a PPA or lease, they take care of the paperwork for any incentives and pass savings on to you in your monthly solar price.

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Q Can I put solar electricity back into the grid for credit?

A It depends on the size of your solar system, your usage, and whether your utility supports net metering. Please speak with your Sunrun Solar Guide for more information.

Q What happens at the end of my agreement?

A Sunrun offers three options at the end of your agreement. You may renew the agreement, purchase the equipment or have it removed at no cost.

Q If I refer Customers to Ambit Energy and Sunrun, does it count as an Ambit Free Energy program referral?

A We are not able to count solar accounts toward your Free Energy qualification of 15 Customers. A solar Customer's commodity accounts and usage will continue to be included for Free Energy calculations.

Q How does Sunrun interact with my Home Owners Association (HOA)?

A If you have an HOA, it's likely that Sunrun will need their approval to install solar panels. Sunrun will handle the HOA approvals on behalf of the homeowner but may require Customer assistance in providing documentation and signatures. Sunrun does not currently cover any HOA fees associated with the HOA application submission – if applicable.

Q What is the process to get from wanting solar to having solar?

A Sunrun will guide you through each step of the process after submitting your request for Sunrun service through Ambitenergy.com or your Consultant's personal enrollment website. This includes Sunrun contacting you to determine your needs, producing a customized quote and agreement, doing a home review, coordinating local approvals and permitting, and ultimately installing the system. From there, after inspection and utility interconnection, your utility will provide the green light and your system will be activated.

Q What does it cost?

A Your Sunrun Solar Guide can help provide pricing specific to your home.

Savings are not guaranteed and will vary based on various factors, including Sunrun product package, actual energy usage, actual system production, geography, weather, shade, and actual utility rate structures and rate increases.