

MyEnlighten

For System Owners

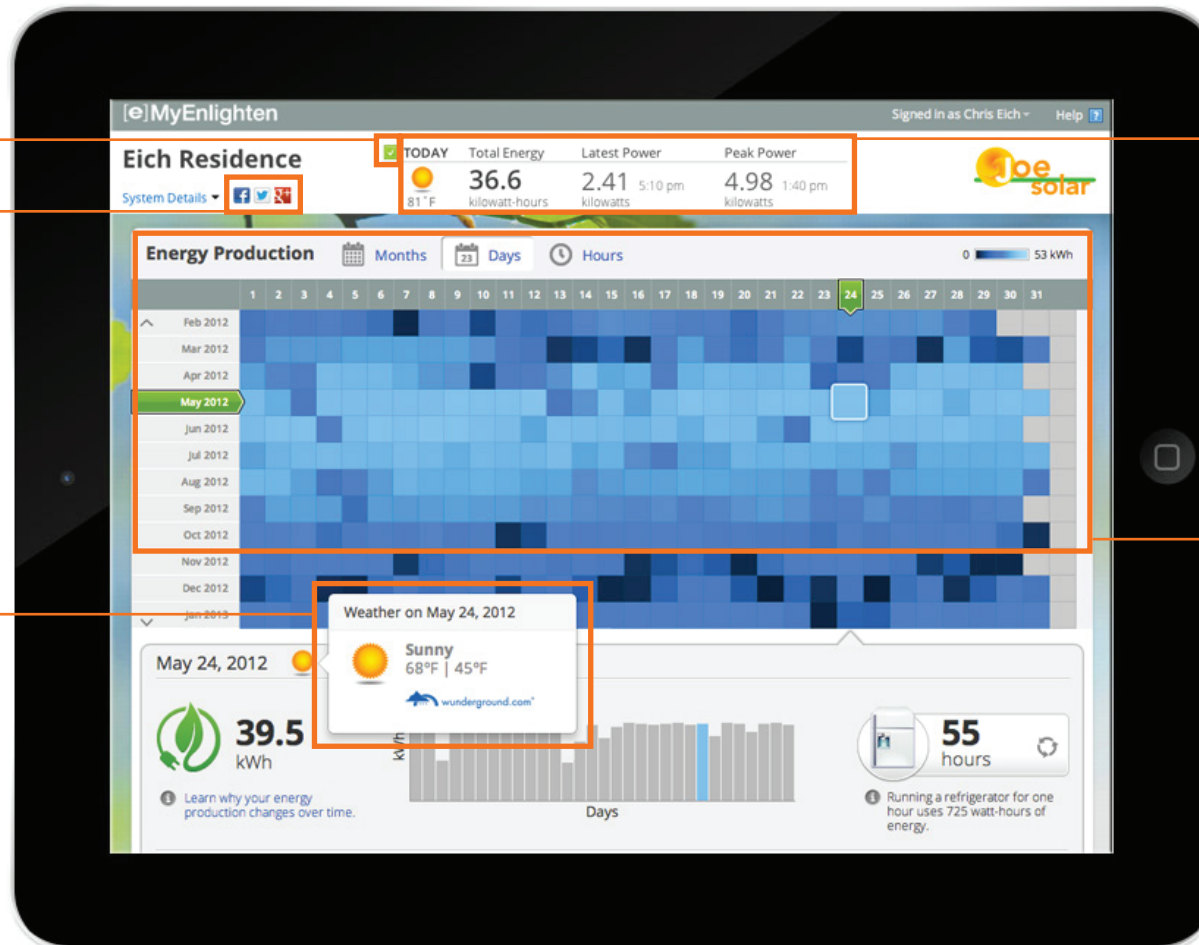
Designed for the system owner, **MyEnlighten** presents system energy production, overall health, historical performance, and energy equivalents. And it's all accessible on one simple, mobile-friendly display.



Confirm all is well with the System Status Indicator. If there's trouble, the Indicator shows the problem and provides troubleshooting tips.

Share easily using integrated social media buttons.

View historical weather data to understand variations in performance.



Verify today's performance at-a-glance.

View historical production data by days, months, or hours.

Enphase Envoy - Network Box



This box controls the function of your solar system

If at any point during daylight hours the circled numbers read zero please contact 1300 289 326



Now my Panels are installed... Whats next?



Theres not much for you to do - Metro Solar will take care of the rest.

Install inspection

All solar installations in Victoria must be inspected by a third party Electrical Inspector; Metro Solar arrange this on your behalf and is included in the cost of your solar investment. The Inspector will contact you to arrange a brief house visit to complete the necessary checks. This will take place up to 7 days post installation. **Once inspected you can turn your solar system ON if the inspector hasn't done so.**

Meter Change over / Reprogramming

Once we receive the paperwork from the Inspector (up to 2 days after inspection), Metro Solar will email all paperwork to your retailer and network provider (copying you in) to arrange your meter change/reprogram. The meter change/reprogram timeframe of 5 to 15+ working days after this action. You will be charged through your electricity bill by your retailer for this work. The timeframe for this step is out of Metro Solars' control. Please touch base with your retailer to follow up.

Setting up your Solar Tariff Shopping around

Once your meter changeover/reprogram has been complete, contact your retailer to arrange your new solar tariff and electricity rates if not already confirmed. Different retailers have different solar tariffs and rates available, so shop around for the best deal for you.... you could save more off your bills.

Viewing my Solar Production

Remember you can always check online to see what your solar has produced - **enlighten.enphaseenergy.com** Your log in details will have been sent to your email address approx 5 days after your installation. Log in, have a look around and familiarize yourself with the view. For the tech savvy there is also a "MyEnlighten" App from Enphase available on both iTunes & Google Play Store so you can view your solar whilst on the go.

The Enlighten software platform provides solar professionals and system owners with **ongoing operations** and **uptime assurance**.

FAQ - Questions to do with your bills



The solar is having no impact on my bill?

Things to check when the bills don't add up

a. Have you spoken to your retailer about going onto a solar tariff?

This needs to be done to ensure the retailer applies solar credits. Solar credits appear on your bills when you have exported electricity generation back to the grid.

b. Seasonal changes to your usage

When looking at bills, ensure you are comparing the bill of the same time of year ie: summer bill vs summer bill. Energy usage varies depending on the time of year and in some instances you may have installed new equipment? ie: pool, spa, etc

c. Have your electricity rates increased?

Electricity rates are often increased with no notification so when comparing new to old bills check the Peak rate value. Should this have increased you may wish to contact your retailer and negotiate a lower peak charge.

d. Your latest bill; is it Estimated or Actual?

Energy companies do provide estimates on energy bills and this can often not be a true representation of your solar as they have only estimated the usage/solar credits as opposed to an Actual meter reading. Consumers can request at any time from their retailer an Actual meter reading.

Why are my solar credits so low?

The solar credits on your bill are for the energy that has been generated but not used within the household therefore has been exported back to the grid. Exporting to the grid attracts a credit of \$0.08 therefore we recommend you look at changing household habits and utilize the produced energy throughout the day ie: running washing machine, dishwasher throughout. By doing this you could save \$0.25 per unit as you are not purchasing electricity but utilizing what you generate.

When do I need to service my Solar system?

Metro Solar recommend an annual service to get your panels clean and ensuring your system is working to its optimum. The most common time of year for this is Spring in preparation for the Summer.