



Important Information Regarding Your Solar System During Hurricane Milton

Dear valued Customer,

With Hurricane Milton approaching, we want to ensure you have the necessary information regarding your solar panel system in case of any power outages in your area.

Please note that **your solar panel system is interconnected with the utility grid**. In compliance with utility company regulations, **your solar panels will not generate power if there is a grid outage**. This is a safety measure to protect utility workers who may be repairing power lines, and your solar system will only resume operation once the electricity from the utility is restored.

However, if you have a backup battery system that is configured to provide energy during an outage, it will activate to supply power. Please keep in mind that the energy from the backup battery is limited, and if the outage lasts for an extended period, the backup power may deplete.

During cloudy weather, such as during the hurricane, **it's normal to experience a reduction in solar energy production**. If your manufacturer is enphase and the power goes out at home and your internet modem resets or you lose internet connectivity, the transmission of data to the monitoring platform may be interrupted you can easily reconnect your system by following the steps in this link:, without needing a technical visit: <https://www.youtube.com/watch?v=lzT2jz1r6X0>

For any additional assistance, please don't hesitate to contact us at 1-866-985-0064. Our support team is available Monday through Friday, from 8 AM to 5:30 PM. You can also leave us a ticket request: click here [Ticket](#)

Important: If you are a Sunnova Lease or Loan customer you can reach their customer service at : 8667866682 or customerservice@sunnova.com

Stay safe,

Equity Solar
Customer Service and Tech support Team

CONFIDENTIALITY NOTICE: This document and any accompanying documents contain information belonging to Equity Solar. This information is only for the use of the individual or entity it is intended for. Without written consent, it is strictly forbidden to share any part of this message with any third party.

CONTACT

+1 866 985 0064

marketing@myequitysolar.com

equitysolarenergy.com