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Solar is an essential service and the well-being and health of our customers and employees is our top priority.

WE CAN STILL MEET YOUR NEED FOR SOLAR

As many families are forced to school their children and work from home, customers will see their electricity consumption and power bills rise dramatically and smart families realise that installing solar will protect them. We have also noticed that during these uncertainties solar with batteries are becoming essential items for homeowners to secure energy availability.

In order to help our customers buy and install solar and keep them safe from COVID-19, SolarBright has implemented new working procedures to limit the need for you to have close contact with our employees. This information sheet outlines our new ways of working to achieve this.

CONSULTATIONS

Unlike many competitors, we have always offered an obligation free in-home consultation to best understand our customer requirements and during the current time we have suspended this service. In its place we can still do a consultation with you, either on-line or over the phone, at a time convenient for you.

SITE INSPECTION

We will call you to organise a site inspection to take photos and inspect the meter box and roof condition. Our employee will maintain physical distancing if they must interact with you.

If a site inspection can't be done, we will let you know what photos are needed and how to send them to us.

PROPOSALS

After the consultation our team will prepare a tailored solar proposal with the best solar solution that meets your individual needs. This proposal will be emailed to you and your consultant will set up a time to call you and go through it and answer any questions you may have.

INSTALLATIONS

When our installers arrive on site they will call you to discuss the installation and confirm any details needed.

When the install is complete the installer will call you to let you know.

The following day a member of our customer care team will call to discuss the next steps to complete the installation documents.

**OCCASIONALLY OUR PEOPLE
MAY NEED TO ENTER YOUR
HOME. THEY WILL CALL YOU
TO LET YOU KNOW AND:**

- Sanitise hands before entering and after
- Wear face masks in the home
- Practise physical distancing from you



IF YOU ARE SICK

We ask all customers to notify us before an inspection or installation if anyone in the home is sick, in forced isolation or quarantine so that we can re-schedule the installation. Of course, SolarBright will ensure our people attending site are healthy and free of any symptoms.