

CUSTOMER LETTER · 22 October 2026

Your solar system since day 1 – and two simple steps to save more

Ban Doo Chiangrai · 20 kWp solar system · Prepared by Solar ESS Co. Ltd.

Dear Sir/Madam,

No sensible installer comes to a customer without the intention of helping them save on electricity, and Solar ESS is no exception. We came to you with high hopes that your energy cost would fall substantially, and that your business could grow on the back of lower energy bills.

We sincerely apologise that our early assessment of your electricity consumption was not sufficient, and that we assumed the internal electrical system was properly arranged and managed. What we have discovered step by step is a system that is not well balanced and was not set up to standard – which can become quite risky as consumption rises.

We would like to make clear that these findings are not an excuse, but evidence, and they have been clearly photographed: the phases were connected wrongly and are heavily imbalanced, and the main breaker feeding the 1st and 2nd floors was double-connected at the same joint, which is dangerous.

Below is a short summary of what has happened since your solar system started on 27 June, and two simple steps that could help you save more.

What has happened so far

- 1. 27 June – 22 September:** the three houses shared one supply, and the phases had been connected wrongly at the main three-phase meter by a local electrician. The system therefore read the machine's load on the wrong phases, and solar production was held back.
- 2. 23 – 30 September:** the supply to houses 2 and 3 had been double-connected at each house's main breaker. The joint at house 2 overheated and arced. Solar ESS rewired the connection, corrected the phasing, and moved house 2 to a new sub-circuit.
- 3. Since 1 October:** the solar system supplies house 1 only and the readings are correct. Two things now limit the savings: the load is uneven across the three phases (most of it on one phase), and much of the electricity is used after sunset, when there is no solar.

Two simple steps we recommend

Balance the loads. Spread the single-phase equipment more evenly across the three phases, about 2 kW on each. Your electrician is already aware of this.

Adjust the timetable. Where your work allows, start and finish earlier (for example 07:30–16:30) and run the machine between 09:00 and 15:00, so more of your electricity comes from the sun. This alone could save up to about 2,400 THB a month.

In conclusion

These two steps are in addition to the full list of advice in our report *Why solar production has not kept up with consumption*, which also covers safety checks of the electrical system by a PEA-qualified electrician.

We are monitoring your system and will continue to monitor it closely, to make sure it works to its fullest capacity. At the same time, we kindly seek your cooperation in taking steps to improve the electrical system within your premises and to follow the safety standards for electricity use. We are happy to visit and go through everything with you at your convenience.

Thank you very much.

Kind regards,

Krisda Dhiradityakul

Chief Executive Officer

Solar ESS Co. Ltd.

Tel 063 151 6694, 089 429 6832 · www.solaress.org