



INSTALLER REMINDER

Tell every customer: PEA power off = On-Grid solar off

Many customers believe “I have solar, so I will still have power in a blackout.” If this is not explained on day one, the customer is disappointed and blames the installer when the power goes off.

Why an On-Grid system must switch off

Safety (anti-islanding)

The inverter must disconnect automatically when PEA power fails, so no power flows back into the lines and endangers PEA staff repairing them. This is a utility requirement.

No battery

An On-Grid system has no storage, so it cannot supply backup power, even in full sun.

What each system does when PEA power is off

System	PEA power off	Best for
 On-Grid	Whole system off , no backup	Cutting daytime bills
 Hybrid + battery	Power on backup (EPS) circuits only ; grid-side circuits still go off	Lower bills + backup
 Off-Grid	Power as long as the battery lasts ; not connected to PEA	Sites without grid / independence

What to tell the customer

“The On-Grid system **stops immediately when PEA power goes off**, for the safety of PEA staff. To have power during a blackout you need a **hybrid system with a battery**, and the important appliances must be connected to the **backup circuit**.”

Checklist before handover

- ☐ Explain whether the system is On-Grid, Hybrid or Off-Grid, and what goes off when PEA power fails.
- ☐ Hybrid: ask which appliances must work in a blackout (water pump, fridge, lights, router, etc.).
- ☐ Connect those appliances to the **backup (EPS) circuit**, never ahead of the MDB or on the grid side.
- ☐ Label the distribution board: which circuits have backup and which go off.
- ☐ Switch off PEA power in front of the customer and show what still works.
- ☐ Have the customer sign that they understand, on the handover form.

 Real case: a water pump was wired ahead of the MDB, so it was not on the backup circuit. During a PEA outage the house had battery power but no water, and the customer thought the solar system had failed.