

Operation and Maintenance



Frequently Asked Questions

FAQS

1 Who will be responsible for Operation & Maintenance (O&M) of the plant?

Comprehensive maintenance for 5 years is guaranteed under CAPEX model. Under the RESCO, Operation and Maintenance are taken care of by the vendor for 25 years of panel life.

2 How often does the system require maintenance?

The Solar PV system requires very less device maintenance. However, the vendor makes sure

the Panels are not covered by dust and other external objects.

3 What is the service life of the system?

The solar PV panels and inverters have about 25 and 10 years of service lives respectively.

4 Whom do I contact in case of technical fault?

The vendor typically keeps track of proper operation of the plant. However, you can intimate the vendor in case the issue is urgent.

Metering and Billing Calculations



1 How are billing and payments processed after plant installation?

You will receive a net import-export bill on a monthly basis from BRPL, which would indicate the amount of units consumed from grid and generated by the panels.

- In case the bill indicates a net import, you are to settle the bills as you would normally.
- If the bill indicates a net export (when solar power Generation exceeds your Solar plus grid electricity consumption), due credit amount will be paid

by bank deposit by BRPL into consumer's bank account.

- The amount payable for net export of energy shall be as per the prevailing DERC norms. This amount is accumulated and settled at the end of the financial year.

2 Who will provide me the Net-meter?

BRPL will provide the net-meter for a nominal charge. Please refer the installation guidelines for detailed information on net-metering installation.

HelpDesk

Please feel free to reach out to us in case of any queries. We will try our best to solve the issues swiftly.

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