

Cornwall
TR2

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5th May 2011

Mr A D JACKSON
AFFORDABLE SOLAR ENERGY

CUSTOMER Ref:

Dear Mr Jackson

“We are not buying anything” . My wife’s first reaction when I told her I had arranged an appointment with a consultant from AFFORDABLE. (as if in a past life I had been the first Eskimo to buy a fridge for the igloo !!). She jokingly added that “if he is too pushy he won’t get a cup of tea”.

My interest had been generated by a large Sunday newspaper article /ad offering free installation of solar panels(What’s in it for them?) and a long held belief of financial and environmental benefits of renewable energy.

I registered an interest in the free system, fortunately they failed to respond.

Some weeks later a telephone survey asked if I had any interest in solar energy. As a result of the survey I was contacted by Affordable and an appointment was arranged.

That appointment was twelve weeks ago on February 10th.

Today 5th May we have a 22 panel 4KW system that has already generated **900** units in just **8** weeks.

So what changed?

The Affordable consultant Dave Mortenson arrived on time and our dog Barney seemed to like him !! Dave proceeded to give an excellent explanation of solar energy systems that was easy to follow and understand. Within 10 minutes he was offered a glass of wine ! He settled for tea!

Explaining the Feed In Tariff was more difficult. We were not aware of it prior to his visit and took a long time to accept that there were no hidden catches. It seemed too good to be true.

A quotation for a 3kw system was prepared. This suggested that with the feed in tariff it would pay for itself in 10 to 12 years ie about 10% a year return followed by up to 15 years of tax free income -and it is indexed linked.!

Still slightly disbelieving we decided to make a decision over the next weekend. However within 2 hours we were requesting a quotation for a 4kw system on the basis that the extra 1kw would probably produce an extra £500 per year profit.

In addition to this we requested a quotation from another company to compare prices. Their consultant visited on 16th February.. He produced almost identical generation figures but costing £800 more. Within 3 hours Dave was back and our order was placed with Affordable.

Events moved rapidly after placing the order. Within 24 hours an appointment was arranged for a surveyor to visit -only 3 days later. A week after the survey the installation date was fixed for March 10th.

The Affordable installation team were excellent. Good weather enabled the panel installer to finish his previous installation (80 miles away) during the early afternoon of the 9th. 300 miles from home and faced with possibly worsening weather and a long drive home afterwards he phoned and asked if he could start at 4.15 that afternoon prior to heading for a B&B. By nightfall most of the panels were fitted which enabled him to complete his work by 9.15 the next morning and hand over to an equally efficient electrician. The system was complete by 2.30 pm. Cloud obscured the sun at 1.30 !!

Despite the cloud 4.3 units were generated by nightfall. Even darker low cloud during the following two days resulted in the system still producing 7.2 units each day.

Dark low cloud giving 7.2 unit's a day is **excellent news**. If the sun fails to break through the cloud again during the next 10 years a daily yield of 7.2 plus the predicted 50% saving on electricity bills would achieve the 10 year repayment target. With this in mind sunshine is almost a complete bonus.

Sunshine from dawn to dusk on the third full day 22 units produced. in 11 hours. It could be quite a substantial bonus !!

After only 3 weeks of operation future predictions are rather risky. However a ten year repayment target is the most pessimistic. Six to seven years likely with average weather. Anything less pure fantasy !!

What's in it for the free system suppliers? Tens of thousands of pounds-No thanks!!

I feel sure that thanks to a telephone survey follow up by Affordable we have made the most profitable investments we are ever likely to make.