

Photovoltaic (PV) Sustainable Energy Project

Information for HMC Residents

Hanscom Family Housing is continuing a long-term sustainable energy project through a partnership with a locally based solar energy service provider. The solar provider is installing photovoltaic (PV) panels on rooftops, as well as a Battery Energy Storage System (BESS) in HMC's Air Force communities.

The electricity generated by the PV systems and stored via the BESS reduces the amount of electricity purchased from other sources. This project was approved by the Department of the Air Force and is consistent with the Department of Defense's energy conservation initiatives to reduce dependence on fossil fuels. Please see below for answers to commonly asked questions.



FAQs Frequently Asked Questions

Q: Will PV panels be put on every home?

A: No, PV panels will be installed only on select homes. A limited number of PV systems can be connected to the electrical grid in a given area. This means the PV systems will be distributed across each neighborhood, but not placed on every home. Homes will be selected for PV installation based on various factors including the available roof space and the roof's orientation toward the sun.

Q: Will the PV system produce energy that will offset my electricity usage?

A: No, PV systems are connected to the electrical grid and not to your specific home. The project intends to source a large portion of its power from renewable energy in order to meet long term sustainment goals.

Q: How will the PV system affect my electricity bills?

A: The PV system will not directly impact your electricity bill. Individual resident consumption will not be offset, and the current rates will not be affected.

Q: What if I don't want PV panels on my roof?

A: The selection of which buildings are to receive PV systems is based on several factors, primarily roof space and roof orientation to the sun. We appreciate residents' patience while the solar provider completes this long-term sustainable energy project. This project will have little or no impact on your family or residence.

Q: How long does it take to install a PV system?

A: Once the solar provider begins work on a home, the installation generally takes 3-5 days, weather permitting.

Q: How will this installation work affect me?

A: If the solar provider is installing PV systems on your home or on a home nearby, you may notice workers in the area, moderate levels of noise, and a small increase in traffic during the installation. Once PV systems have been installed in an area, there will be a temporary power outage on a future date while the PV systems are connected to the electrical grid. Residents will be notified in advance of any power outage. The power outage may impact you even if PV is not installed on your home, however, the power outage is expected to be brief.

If the solar provider is installing PV on your home, during work hours you'll need to keep your yard free from people, pets, and vehicles. The solar provider's workers will monitor the area to make sure you and your family can safely enter and exit your home while crews are on the roof. Please remind children to stay a safe distance away from work crews, vehicles, equipment, and work areas.

Q: What are the solar providers work hours?

A: The solar provider's crews will be on site from 7 am - 6 pm. Installation will begin between 7:45 & 8:15 am and finish between 5 & 6 pm, Monday through Friday.

Q: Will the solar provider need to enter my home?

A: No, installing PV systems doesn't require access to the interior of homes or garages.

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Q: Will I need to be home during the PV installation?

A: No, residents will not need to be home during PV system installation. Installing the panels and connecting them to the grid does not require access to the interior of your home or garage. However, during installation your yard must be free from pets and there can be no vehicles left in your driveway.

Q: Will I have access to my driveway, and yard during PV installation?

A: You will have access to these areas on evenings and weekends. For your safety while installation is actively underway it will be necessary to keep your yard free from people and pets. Fenced-in yards should be left unlocked to allow the solar provider access. No vehicles can be left in the driveway. At the end of each work day, the area will be secured so you can freely use your yard and driveway. The solar provider's work area will remain fenced off and marked with orange cones or construction fencing. Generally, these work areas will be located where they won't restrict access to your driveway or yard during the weekends or evenings.

Q: Will it be safe for my family to be in the house while the solar provider workers are on the roof?

A: Yes, but for their safety, please remind children to remain a safe distance from the workers, equipment, vehicles, and marked work areas. The solar provider's workers will also monitor the area during installation and stop work as necessary while people are entering and exiting your home or garage. The solar provider's safety program makes resident and workplace safety their top priority and their work areas will be marked with orange cones or construction fencing. In addition, **Hanscom Family Housing** will provide project oversight to ensure that the solar provider's employees abide by a safety plan.

Q: When will all the PV systems be installed?

A: Once the PV project has started, the solar provider expects it to take less than 6 months to finish installing all the PV systems throughout the various Hanscom Family Housing neighborhoods.

Q: When will the solar provider be in my neighborhood?

A: If your home is selected for a PV system, you will be notified at least two weeks in advance.

Q: Will there be housing representatives on site during the PV installation?

A: A housing construction manager will oversee the project and periodically check worksites to monitor the solar provider's safety practices and work quality. However, feel free to contact your Community Office if you have any questions related to the PV project.

Q: What if I notice a roof leak after the solar provider installs the PV system?

A: Installation of PV panels should not cause any problems with your home. However, if you do notice any problems with your roof, regardless of the cause, please immediately contact Hanscom Family Housing's Maintenance at **(781) 745-1800**.



Thank you for your patience and cooperation during this sustainability project. We hope the installation of these PV systems has minimal impact on our residents, but we apologize in advance for any inconvenience. If you have any additional questions, please contact your Resident Services Office.
