

Solar Together Wiltshire briefing

Wiltshire Council is working in partnership with Swindon Borough Council and independent experts iChoosr to give homeowners the opportunity to invest in renewables through a group-buying scheme for solar panels and battery storage.

Here's some information which should help you respond to any enquiries you may get on the scheme:

- Registration for the scheme opens on 9 May, and the Communications team will begin promotion w/c 2 May with a members' briefing note being issued on 5 May, and press release, newsletter articles, and social media content beginning from 6 May
- A letter drop, organised by iChoosr, will be posted to 60,000 Wiltshire households w/b 23 May. The contact details on the letter will lead people to iChoosr customer service help desk so you should get minimum calls/enquiries off the back of this.
- The letter also contains a link to this webpage www.wiltshire.gov.uk/planning-permission to provide people relevant local planning advice. The full letter is enclosed for your information. People can still be part of the scheme, regardless of whether they receive a letter or not, providing they are eligible.
- There will be no selling by phone or doorstepping of residents.
- If you're responding directly to a customer query, in the first instance please check if they've contacted the iChoosr helpline as that should be the first port of call. For more information people can visit www.solartogether.co.uk/wiltshire, email wiltshire@solartogether.co.uk or call 0800 048 8113.
- All residents living in one of the participating council areas and who own their own house (or have permission from the landlord to install a solar PV system) can register for the Solar Together group-buying scheme. Small and medium-sized enterprises (non-domestic) and Community buildings meeting this requirement can participate as well.
- Pre-approved UK solar PV suppliers participate in an auction on 14 June. They are able to offer competitive pricing as the volume and geographic concentration makes it possible for them to realise greater efficiencies, which they pass onto customers.
- After the auction, registered households will be emailed a personal recommendation which is specific to the details they submitted in their registration.
- If they choose to accept their recommendation, the specifics of their installation will be confirmed with a technical survey after which a date can be set for the installation of their solar PV system.
- People can accept or decline their personal recommendation. If they choose to go ahead and accept with Solar Together, a £150 deposit is required, which is conditionally refundable
- Telephone and email helpdesks are on-hand throughout the whole process run by iChoosr, which, together with information sessions, will allow households to make an informed decision in a safe and hassle-free environment

For more information people can visit www.solartogether.co.uk/wiltshire, email wiltshire@solartogether.co.uk or call 0800 048 8113.

If you get any enquiries/phone calls that you need internal Wiltshire Council assistance with please contact climate@wiltshire.gov.uk.