



TRANSITION BRO GWAUN



COMMUNITY SOLAR SCHEME

Frequently Asked Questions

This guide explains the Transition Bro Gwaun (TBG) pilot Community Solar Scheme and answers common questions.

If you need information not covered here, please contact our Installation Co-ordinator, Sergey Novichkov, via email at: sergey@transitionbrogwaun.org.uk or visit our office at Tenby House, 40 West Street, Fishguard.

CONTENTS

- 1. Who are TBG?**
- 2. What is the Community Solar Scheme Pilot?**
- 3. How a Solar PV System Works**
- 4. How the Community Solar Scheme Works**
- 5. Fees and Benefits**
- 6. Contract Details**
- 7. What if TBG Ceases Trading**
- 8. Who Owns the System?**
- 9. What if I Sell My Property**
- 10. What Installation Involves**
- 11. Who Looks After the System**

1. Who are TBG?

Transition Bro Gwaun is a local charity run for and by people in the Fishguard and Goodwick area. Our goal is to help the community become more environmentally friendly, energy-resilient, and economically secure, with an ambition to generate enough local renewable energy to power the area by 2035.

2. What is the Community Solar Scheme Pilot?

Funding from the Energy Industry Voluntary Redress Scheme allows us to install solar panels and battery storage on 20 local homes and to provide free, impartial energy advice. This pilot helps us understand local needs and refine the service to support future community energy projects.

3. How a Solar PV System Works

Solar PV panels, ideally on a south-facing roof, generate electricity from daylight. An inverter converts this electricity into a form that you can use in your home, and a battery stores any surplus for later, such as in the evening. Extra electricity can be exported to the national grid, and through your smart meter, you can receive extra income via the Smart Export Guarantee (SEG).

4. How the Community Solar Scheme Works

First we assess whether your property is suitable for a solar installation. If it is, we will invite you to join the scheme and offer a three-year contract. TBG pays for everything needed to install a PV system and battery using a fully accredited local installer.

The system is covered by warranties, and all our installation partners are registered under the Microgeneration Certification Scheme. During the contract period you can use any solar electricity generated at no cost, reducing the amount you buy from your energy supplier and lowering your bills. You can also receive payments for electricity you export to the grid via the smart Export Guarantee scheme. We can help you review available tariffs, set up your SEG, and switch supplier if you want to. SEG rules may change in the future.

We handle all installation service and maintenance arrangements during the contract period. Your role is simply to allow the work to take place on an agreed date, to pay the monthly service fee and to provide periodic feedback to our team.

5. Fees and Benefits

Under this pilot, for the three-year period you will pay a monthly fee of £20, £30, or £40, depending on the size of the system installed. Our installation co-ordinator will advise you on the most suitable system size and what savings you can expect.

Your winter bills may be similar to your current ones, but your bills will usually be much lower through Spring, Summer, and Autumn. Over a full year, your total electricity costs will be reduced. TBG energy advisors will support you in making the best use of your PV system.

After the three years end, the contract and monthly payments stop and the system becomes yours. From then on, you can continue to enjoy all the system benefits at no further cost. This means you receive a PV system worth around £7,500 at a much lower overall cost while saving money immediately through reduced bills.

6. Contract Details

The contract between you and TBG is set out in this guide and in the full Service Agreement and Licence, which you will receive. The agreement for the pilot phase lasts three years.

You will still need a contract with your regular electricity supplier for times when the solar system does not cover your needs. The PV installation and our service agreement do not affect your existing supplier contract.

TBG covers all costs for equipment, installation, commissioning, structural assessments, grid connection approval, scaffolding, labour, building control registration, system monitoring during the contract, and required certification.

Before installation, we will discuss your energy use and confirm which system size and payment tier suits your home. You will pay the agreed fee for three years by regular monthly bank transfer. This helps TBG recover some administration costs while you save money through reduced electricity bills. You can select which day of the month the transfer goes out to best suit your monthly budget.

SEG payments for exported electricity are paid directly to you. The amount varies between suppliers, and we will guide you through securing the best tariff and switching suppliers if you choose. A smart meter is required for SEG.

Your system comes with an easy-to-use app showing how much solar electricity you are using. We will support you in using the equipment and tariffs to maximise your savings. We will also check your meters from time to time to make sure our pricing remains fair.

7. What if TBG Ceases Trading

If TBG were ever to cease trading, all agreements would end before the three-year period finishes. At the end of the three years, you are free to choose your own SEG tariff, and you receive full benefit from your PV system and battery at no charge.

8. Who Owns the System?

TBG owns the system for the first three years. When your final licence payment is made, ownership passes to you. You must inform your mortgage provider and notify your building insurer, as you will be responsible for the system. Solar PV normally does not add extra insurance cost, although the battery may involve conditions or charges.

9. What if I Sell My Property

If you sell your property within the three-year period, ownership of the panels transfers to the new owner. Your contract with TBG ends automatically, but you must pay TBG the remaining monthly fees due under the contract. This is not a “rent-a-roof” scheme. Those schemes involved long leases and high exit fees, which caused problems for some homeowners. The TBG pilot scheme lasts only three years, after which the system is fully yours. The only early exit cost is the remaining contract payments.

10. What Installation Involves

TBG will carry out all checks needed to confirm your property is suitable, including planning considerations and confirmation from the national grid. The installer will work both inside and outside your home over one to three days, depending on the complexity of the installation. Panels will be fitted to the roof, and the inverter and battery will be installed in suitable locations (avoiding lofts and fire exit routes). The installer will discuss and agree equipment locations and cable routes and will keep disruption to a minimum while ensuring your home is left clean and tidy.

We assess your roof as part of the process. If any damage were caused by the installation itself, it would be covered by the installer’s insurance and guarantees. All installers are qualified, accredited and experienced under initiatives such as the Microgeneration Certification Scheme (MCS), the Renewable Energy Consumer Code (RECC) and relevant competent persons schemes via bodies such as RECC, NICEIC or NAPIT. TBG, as a charity, is regulated under the Charity Commission and the Charities Acts of 2011 and 2022.

In some cases, installation cannot go ahead, for example if the roof cannot support panels, the internal electrics are unsuitable, or the local grid connection is limited. If installation cannot proceed, we will explain why and cancel the contract at no cost to you. If you plan to add equipment such as an EV charger that might require a supply upgrade, please tell us.

11. Who Looks After the System

TBG maintains the system for the first three years. This includes periodic panel cleaning, monitoring performance, carrying out safety checks, and handling repairs or replacements if needed. Remote monitoring lets us identify underperformance and act quickly.

After three years you take over responsibility for maintenance. Local solar installers can service the equipment, and we recommend contacting the original installer if possible. The system includes a three-year workmanship warranty. The panels come with product warranties and power performance warranty, typically for 25+ years. The inverter and batteries also have original manufacturer warranties. Electrical safety checks are recommended every five years. Throughout the contract, TBG staff trained in solar PV will continue to offer advice.

If your roof needs repairs or you need to undertake major electrical work during the contract period which requires the system to be disconnected, you will need to arrange and pay for the panels to be removed. We ask that you try to avoid disruption during the service period.

The system must remain unshaded to work effectively. If shading reduces generation, your savings will fall. By signing the agreement, you commit not to block the panels during the first three years, whether by building something that casts shade or by allowing trees or hedges to grow tall enough to do so. Any existing vegetation that may cause future shading should be managed.

TBG Energy Team

January 2026