

## **Frequently Asked Questions About PowerGen**

- 1. Who is PowerGen?** *PowerGen Renewable Energy is a leading provider of clean energy solutions across Sub-Saharan Africa, with offices in Kenya, Nigeria, Sierra Leone and the Democratic Republic of Congo. However, we have installations in other countries such as Tanzania, Uganda, etc. Since 2011, we have built, own, and operate over 300 reliable solar-hybrid systems that provide electricity to over 30,000 customers in several communities including commercial and industrial facilities.*
- 2. What services does PowerGen offer for commercial and industrial clients?** *We provide Solar-Hybrid “Solar-as-a-Service” (SaaS) solutions tailored to your energy demand. We design, build, own, and maintain the system, while you either pay for the power consumed or a flat monthly fee for a duration of time—at no initial upfront costs. From mini grids to large industrial power solutions, PowerGen is a proven partner for clean, affordable, and uninterrupted power.*
- 3. Why should I switch to solar energy?** *Switching to solar lowers energy costs, ensures reliable power, and eliminates self-thermal (diesel or gas) generator dependence—all with zero upfront investment. It also provides stable and predictable pricing and enhances your business’s sustainability profile*
- 4. How does Solar-as-a-Service work?** *PowerGen installs and operates the system at your site. You get guaranteed electricity at a tariff or fixed amount over an agreed contract term, while we handle everything from design to maintenance.*
- 5. How much can I save?** *Clients typically save 10-40% on their total energy costs by reducing generator usage and optimizing power consumption through solar and Battery Energy Storage Systems (BESS) for optimized operations.*
- 6. What is the typical system size?** *Our C&I systems start at 500kWp and above, ideal for: Manufacturing plants & factories, Agro-processing facilities, Mining Operations, Hospitals & healthcare centers.*
- 7. Will the system power my entire operation?** *Yes. Systems are designed to support your entire or partial load, with hybrid configurations ensuring 24/7 reliability.*
- 8. Can PowerGen’s solar systems reliably power heavy- duty and high-consumption equipment?** *Yes. PowerGen’s systems are built to reliably power heavy industrial equipment. With over 30–50MWp of Solar PV and MWh of*

*energy storage systems installed across large facilities in Sub-Saharan Africa, we deliver strong, scalable energy solutions for businesses with high energy needs.*

- 9. Does solar power work all the time?** *Solar generates electricity during the day time. At night or during extremely cloudy weather, backup sources like battery energy storage systems, the grid, or generators ensure continuous power.*
  
- 10. How long can a fully charged lithium battery last for business?** *It depends on your energy load and consumption. For C&I operations, a well-sized lithium battery system can support critical equipment for 4 to 12 hours—or even longer—depending on usage patterns. We design systems based on your specific power needs to ensure seamless operations during grid outages or low solar periods.*
  
- 11. Do I need to pay upfront?** *No. Under our SaaS model, we finance the system 100%. You only pay for the electricity you consume.*
  
- 12. What contract terms are available?** *Typical contract tenures are between 10 to 15 years, with flexible options depending on your business needs.*
  
- 13. How long does it take to deploy a system?** *Most projects take 3–6 months from Power Purchase Agreement execution to project commissioning.*
  
- 14. What if I don't have enough space?** *We offer custom rooftop, carport, or ground-mounted solutions and/or off-site installations where applicable. Our team conducts a full site assessment to determine the best fit.*
  
- 15. Can my Powergen solar installation system be relocated if I move to a new business location?** *Yes, but the associated cost will be borne by you.*
  
- 16. What about permits and regulations?** *We manage all regulatory approvals (licenses, permits and NERC compliance) as part of our commitment to you.*
  
- 17. Who maintains the system?** *PowerGen's engineering and technical team provides full Operations & Maintenance support, including 24/7 monitoring, remote diagnostics, and on-ground intervention.*
  
- 18. What kind of support does PowerGen provide after installation?** *We offer full Operations & Maintenance (O&M) services throughout the life of the power*

*purchase agreement. As a long-term energy partner, we stay responsible for system performance.*

**19. What if the system underperforms?** *We take on the performance risk. You only pay for the energy you consume, and we pay you if we do not provide the power required for your operations.*

**20. What type of equipment does PowerGen use, and are they certified?** *We use high-quality, certified equipment—Tier 1 solar panels, lithium batteries, smart inverters, and monitoring systems. All components come from trusted OEM partners, including warranties, and meet international standards for safety, performance, and reliability.*

**21. How Does Powergen ensure the quality and reliability of its solar systems?** *PowerGen guarantees high-quality, reliable systems with our highly professional teams and by partnering with tier-one Original Equipment Manufacturers, who adhere to global standards. Our engineering team follows rigorous quality control, safety, and performance protocols—from design to post-installation monitoring. We also have a proven track record: PowerGen deployed Nigeria’s first mini-grid under the Nigeria Electrification Programme in 2019 and commissioned the first interconnected mini-grid in the country in 2023. With over 14 other solar hybrid systems in active operation across Nigeria, our systems are built to last.*

**22. How do I start?** *Just reach out! We’ll schedule a site visit or a virtual call, analyze your energy needs, and deliver a tailored proposal that aligns with your business goals.*

### **General Questions About Solar / Renewable Energy Technology & Equipment.**

**1. What solutions does PowerGen offer to Commercial and Industrial connections?** *We provide Solar-Hybrid “Solar-as-a-Service” (SaaS) solutions tailored to your energy demand. We design, build, own, and maintain the system, while you either pay for the power consumed or a flat monthly fee for a duration of time—at no initial upfront costs. From mini grids to large industrial power solutions, PowerGen is a proven partner for clean, affordable, and uninterrupted power.*

2. **What types of batteries do PowerGen offer?** *Lithium -ion battery energy storage systems.*
3. **Why should I switch to solar energy?** *Clean energy offers incentives that may portray a client's business as environmentally responsible besides possible gains from CO2 emissions and carbon credits. Solar energy offers savings on diesel or self-generation expenses.*
4. **Can I monitor my solar system on my phone?** *Yes, this can be made possible through a smart interface which allows users to monitor their usage and operations of their energy system.*
5. **Does solar power work all the time?** *Solar generates electricity during the day. At night or during extremely cloudy weather, backup sources like battery energy storage systems, the grid, or generators ensure continuous power.*
6. **What type of equipment does PowerGen use, and are they certified?** *We use high-quality, certified equipment—Tier 1 solar panels, lithium batteries, smart inverters, and monitoring systems. All components come from trusted OEM partners, including warranties, and meet international standards for safety, performance, and reliability.*
7. **How does PowerGen handle waste or recycling of old solar panels and batteries?** *We use accredited waste recycling companies to ensure nothing goes to landfills.*
8. **How does PowerGen ensure optimal power output during the rainy season and on cloudy days?** *Typically, solar panels are best used with energy storage solutions to store excess energy during periods of sunshine for usage during extremely cloudy days or after daylight hours*

### **Questions on the Company- PowerGen**

9. **Who is PowerGen Renewable Energy?** *PowerGen Renewable Energy is a leading provider of clean energy solutions across Sub-Saharan Africa, with offices in Kenya, Nigeria, Sierra Leone and the Democratic Republic of Congo. However, we have installations in other countries such as Tanzania, Uganda, etc. Since 2011, we have built, own, and operate over 300 reliable solar-hybrid systems that provide*

*electricity to over 30,000 customers in several communities including commercial and industrial facilities.*

- 10. What services does PowerGen Renewable Energy offer?** *We provide Solar-Hybrid “Solar-as-a-Service” (SaaS) solutions tailored to your energy demand. We design, build, own, and maintain the system, while you either pay for the power consumed or a flat monthly fee for a duration of time—at no initial upfront costs. From mini grids to large industrial power solutions, PowerGen is a proven partner for clean, affordable, and uninterrupted power.*
- 11. Who can benefit from PowerGen’s services?** *Commercial and Industrial businesses, urban and peri-urban ringfenced communities, and institutions needing reliable, affordable, and clean power, especially those looking to reduce diesel/gas self-generation and/or grid dependence.*
- 23. Is PowerGen recognized by the government?** *Yes. PowerGen is a government-recognized developer, having partnered with the Rural Electrification Agency (REA) and being the first to develop, implement, and commission both isolated and interconnected mini-grids in Nigeria.*
- 24. Does PowerGen handle solar projects for the government?** *Yes, we have successfully executed—and continue to work on—solar projects with government agencies, including partnerships with the Rural Electrification Agency (REA) and other public institutions.*
- 25. Are there any government incentives or subsidies for using PowerGen’s solar solutions?** *No please.*

### **Questions on How to Contact PowerGen**

- 26. Where are PowerGen Renewable Energy offices located?** *PowerGen offices are in Nairobi, Lagos, Freetown, and Kinshasa.*
- 27. How can I contact PowerGen for emergency repairs or urgent support?** *Via e-mail and our contact form.*

**28. What is PowerGen’s contact number/hotline or e-mail address?**

*[info@powergen-re.com](mailto:info@powergen-re.com)*

**29. What social media handles are PowerGen on?** *LinkedIn*

**30. In which countries does PowerGen operate with physical offices?** *Kenya, Nigeria, Sierra Leone, Democratic Republic of Congo. However, we have installations in other countries such as Tanzania, Uganda, etc.*

### **Questions About Services & Maintenance**

**31. How reliable is PowerGen’s solar energy system?** *PowerGen guarantees high-quality, reliable systems with our highly professional teams and by partnering with tier-one Original Equipment Manufacturers, who adhere to global standards. Our engineering team follows rigorous quality control, safety, and performance protocols—from design to post-installation monitoring. We also have a proven track record: PowerGen deployed Nigeria’s first mini-grid under the Nigeria Electrification Programme in 2019 and commissioned the first interconnected mini-grid in the country in 2023. With over 14 other solar hybrid systems in active operation across Nigeria, our systems are built to last.*

**32. What does your warranty cover and for how long?** *All equipment are covered by warranty as provided by the OEMs and updated frequently.*

**33. How does PowerGen handle or prevent system failures?** *We prevent failures through proactive system monitoring and regular maintenance. In case of any issues, our on-site personnel respond quickly with corrective action or equipment replacement to ensure minimal downtime.*

**34. What maintenance is required for PowerGen’s solar installations?** *Corrective and preventive maintenance.*

**35. What kind of support does PowerGen provide after installation?** *We offer full Operations & Maintenance (O & M) services throughout the life of the agreement. As a long-term energy partner, we stay responsible for system performance.*

**36. How does PowerGen ensure the safety of its solar installations?** *Since we use tier-1 equipment, our OEMs ensure they comply with industry safety standards in line with their obligations under the partnership agreements signed with us.*

37. Are PowerGen's solar systems insured against damage and/or theft? *Yes, they are.*

### **Questions on Capacity & Scope**

38. **Can I power my entire business with PowerGen solar energy?** *Yes, the Solar PV and Energy Storage Systems are designed to power your peak energy load and energy consumption.*

39. **Can I customize my solar installation based on my business needs?** *Absolutely! Our solutions are designed to power the energy demand of your facility.*

40. **Can my PowerGen installation systems be relocated with me if I move to a new business location?** *Yes, however, the associated costs for the relocation of the system will be borne by you.*

41. **Can PowerGen's mini grids support community- wide energy needs?** *Yes, Our Solar and energy storage generation systems and distribution networks provide electricity to all the residences, businesses and public institutions in the communities we serve.*

42. **Does PowerGen provide energy solutions for small homes and SMEs?** *We have a threshold to develop a minimum of 500kWp + KWh per site.*

43. **Can PowerGen provide solar solutions for rural or off-grid communities?** *Yes, and we do also have a proven track record of providing electricity through our solar generation systems to several communities in Nigeria and across sub-saharan Africa.*

44. **Can PowerGen's solar installations work alongside existing national grid power?** *Yes, we can integrate our solar systems with the grid and/or your self-generation sources. They can also be sized as standalones.*

45. **How do I determine the size of solar installation I need for my business or office?** *You simply fill out our short project questionnaire, and we provide you with the optimal solar system specifications for your facility.*

46. **Can PowerGen's systems support high-energy consuming appliances like air-conditioners, refrigerators, industrial pressing irons, electric drills, etc.?**

*Our systems have powered mega-industrial facilities across sub-Saharan Africa with an excess of 30-50MWp of Solar PV and MWh of energy storage system installed capacity.*

**47. Can I track the energy usage and system performance on my PowerGen solar installation on my mobile phone?** *Yes, this can be made possible through a smart interface which allows users to monitor their usage and operations of their energy system.*

### **MISCELLANEOUS QUESTIONS**

**48. How much does it cost to connect to a PowerGen mini grid?** *This is subject to different factors and can only be determined after proper system sizing.*

**49. What is the typical lifespan of a PowerGen microgrid system?** *Up to 25 years.*

**50. Is there a customer service phone-line or email address?** *Yes, besides having our personnel on-site for large installations, we have a customer service hotline and a dedicated e-mail address for direct access to our customer experience team.*

**51. Does PowerGen offer solutions for agricultural or industrial energy needs?** *Yes, we do offer our solutions to all commercial and industrial clients, irrespective of the business sector they operate in, at zero upfront costs to the clients.*

**52. How does PowerGen's solar energy help me save money and the environment?** *Our solar hybrid solutions displace your thermal (diesel, petrol and gas) self-generation systems, hence providing you with up to 40% total energy cost savings and reducing the carbon footprint at your facilities.*

**53. What are the key benefits of choosing PowerGen's solar system over traditional grids?** *PowerGen's Solar system offers more reliable, cleaner, and cost-effective power, especially in underserved or remote areas. They reduce reliance on unstable grid supply, cut diesel/gas costs, and ensure 24/7 electricity with smart, renewable energy systems.*

**54. Do I need government approval or a permit to install solar panels for my business?** *Depending on the installation capacity required at your facility, some*

*permits, approvals and licenses may be required but we handle all the licensing and permitting processes as a part of our commitment to you.*

- 55. How does PowerGen Renewable Energy compare to other solar system installation companies?** *We offer zero upfront costs for all our solutions and keep all our promises and contractual obligations to you.*
- 56. What happens if I want to upgrade or expand my PowerGen solar installation later—can I build on what I already have?** *Our solutions are scalable, making for easy expansion at any time.*
- 57. Does PowerGen offer payment plans or assist with obtaining financing or loans for solar installations?** *We install at zero upfront costs.*
- 58. Does PowerGen offer training or education on solar panel installations?** *No, we do not, but we can refer to a few sources which may be of interest.*
- 59. Will I get compensated if I give PowerGen referrals?** *Contact us with a viable lead on [info@powergen-re.com](mailto:info@powergen-re.com).*
- 60. Can PowerGen provide temporary solar installations specifically for some off-location events – the PowerGen installation will be removed once the event is concluded?** *No, we do not.*