



An Exelon Company

## Resolving Solar Customer High-Voltage and Voltage Problem Complaints

We actively support renewable energy and partner with our customers to ensure safe and reliable interconnection of renewable energy into the electric grid.

### High-Voltage and Voltage Problems

If you have a photovoltaic (PV) solar generating system and are experiencing high voltage, or if your system indicates a voltage problem, please complete the following high voltage load test before contacting Delmarva Power. The results of the load test will help us in determining and addressing the cause of your voltage problem.

### Customer/Contractor Requirements

Before Delmarva Power comes to review the high voltage concern at your premise, an electrician or authorized person should conduct the following test and provide the data to Delmarva Power:

- On a clear sunny day, when you are experiencing high voltage, perform the following test around noon. Include the date and time of the test on the form to the right.
  - Turn off all major loads (small electronics can stay on)
  - Record the voltage at an outlet closest to the meter with the PV system on
  - Turn the PV system off and record the voltage at the same outlet
  - Turn the PV system back on, wait at least 10 minutes, then record voltage at the same outlet for confirmation
  - Turn on some of your major loads making sure they are running – i.e., air conditioning, electric stove, hair dryer, etc., then record voltage at same outlet closest to the meter
- Provide the information to Delmarva Power for documentation with your high voltage complaint by emailing [DERsupport@exeloncorp.com](mailto:DERsupport@exeloncorp.com)

High Voltage Load Test			
<b>Customer Name:</b>			
<b>Customer Phone Number:</b>			
<b>Customer Account or Meter Number:</b>			
<b>Electrician / Authorized Person:</b>			
<b>Electrician Phone Number:</b>			
<b>AC/DC PV System Size (in kW):</b>	kW AC	kW DC	
<b>Date of Voltage Tests:</b>			
Voltage without Major Loads, PV On:	V	Time of Voltage Test:	
Voltage without Major Loads, PV Off:	V	Time of Voltage Test:	
Voltage without Major Loads, PV On Again:	V	Time of Voltage Test:	
Voltage with Some Major Loads, PV On:	V	Time of Voltage Test:	