

Managing the COVID-19 Pandemic: Guidance for Solar Installers

Background & Helpful Links

The rapidly evolving COVID-19 pandemic impacts private businesses in a variety of ways. Solar installers in particular will face unique challenges. Below you will find guidance and links to additional resources, some of which are written specifically for the solar industry, while others are more general. For additional information and updates about this crisis, visit www.seia.org/covid-19.

General Resources

- The U.S. Department of Labor’s Occupational Safety and Health Administration (OSHA) published “[Guidance on Preparing Workplaces for COVID-19](#)” to help companies respond. The guidance was developed in collaboration with the U.S. Department of Health & Human Services (HHS) and provides practical guidance for preventing the spread of COVID-19. It contains information on safe work practices and appropriate personal protective equipment based on the risk level of exposure.
- OSHA also recently launched a dedicated COVID-19 webpage, [available here](#).
- For further information about Coronavirus, please visit the HHS Centers for Disease Control and Prevention webpage on [COVID-19](#).
- Follow the [CDC](#) and the [WHO](#) protocol for social distancing and virus prevention.

Guidance for Solar Installers

If your company plans to continue with regularly scheduled installations, we recommend that you take the following additional precautions:

Consider contacting all customers with upcoming appointments for solar installations or operations & maintenance work in the next 8 weeks.

- Offer to reschedule with as much notice as possible.
- If you have a high volume in your installation queue, ask for 48 to 72 hours minimum (or longer) in order to reschedule.
- Assure your customers that you are happy to find a suitable time to conduct the installation.
- Consider what accommodations you are able to make for rescheduling.

Let your customers know that if they have anyone at home who may be experiencing symptoms of illness (particularly cough, fever or shortness of breath), they are able to reschedule their installation. You should not expect them to give you details of the illness or confirm if it is COVID-19.

- Assure your customers you will keep this information confidential and that details are not necessary.
- Offer to work with your customers to reschedule the installation to a later date.
- Provide your customers with multiple ways to contact you, such as a phone number, email or other means.

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Ask crew or employees experiencing symptoms of illness to stay home and / or if necessary, re-arrange crews and proactively reschedule installation appointments to accommodate your staffing situation.

- Employees who are experiencing symptoms of illness such as fever, headaches, cough and shortness of breath should not be conducting any rooftop work; even if the symptoms are mild, they should discuss this with the crew lead and stay home.
- Health and safety is of the utmost priority with any field work; to protect your crew, if anyone is experiencing symptoms of illness, you should substitute that role with another health crew member and reschedule your jobs accordingly.

Note that municipalities and other government services may also decide to close services or conduct all business (such as plan design reviews, permitting or other services) virtually, your teams will need to take this into consideration as you develop your in-house workflow and scheduling.

- These delays or rescheduling to virtual services are also beyond their control and as advised by their city, county, state or federal leadership; so please stay calm and work proactively and empathetically to find mutually beneficial solutions.

Assure your customers that you value their business, your crew will greet them as advised (no personal contact such as shaking hands) and will keep the recommended minimum distance of six feet.

- Be sure to let your crews know to carry company identification.
- Keep in contact with your customer's on-site contact and let them know ahead of time with a phone call that the crew is on the way and the name of the main contact person.
- Only have the crew lead speak directly with the customer.
- Be respectful that your customers may have children or older, at-risk individuals living with them during your installation visit and the crews should keep to the recommended social distancing if they need to enter the home to perform work.
- Kindly remind your customers that they should keep all pets and children or other at-home individuals in other areas of the home where work is not being actively conducted so that the installation can go efficiently.

Confirm to your customer that as you are able, you will keep them informed as the current situation evolves.

- Like you and your crew, your customers are also operating in a time of concern and uncertainty, be committed to inform them of any changes or additional precautions that may be put in place.

Comply with the following precautions as well as state, federal, CDC and WHO guidelines for the well-being of employees, crew and customers.

- Inform them of what normal practices your crew conducts for:
 - Warehouse cleaning especially for frequently accessed areas with bare hands, such as door handles, light switches, desks, bathrooms, stock areas, etc.
 - Vehicle cleaning, especially for door handles, steering wheels, mirrors, windows and other hard surfaces.
- Re-assure them that your crew are keeping the distancing protocols as much as possible.
- Let them know of your in-house hand-washing or other sanitary procedures that you are undertaking.
- Let them know what you are providing our crew with to safeguard them, such as handwashing and / or sanitizing methods prior to leaving the warehouse, in the field, during breaks.

Overall, SEIA encourages you to remember that your employees and your customer's health and safety are the utmost priority.