

Orizon Energy Ltd.

Frequently Requested Information

- We are a Solar Energy company providing solar installs and helping customers to lower their electricity bills and own their power.
- Opening Hours: We are open Mon – Fri, 9:00 AM – 5:00 PM.
- Our contact number is (587) 404 8316
- Refund Policy: Customers are entitled to cancel the project within 10 days of signing and get the full refund. After 10 days, we cannot issue refunds as the funds will be used for surveys, engineering documents and permits.
- Address: We have offices in Edmonton and Calgary. Our office location in Calgary is 4312 Ogden Rd SE, Calgary. Our Edmonton office is currently located at 4004 97 St., Edmonton. However, we are moving to a new location very soon. The new address will be 6605 82 Ave, Edmonton.
- We have multiple departments – Project Management, Permits, Designers, Surveyors, Engineering, Electrical, Sales, Finance, Operations and Tech Support. All the tasks of our projects are done in-house, using third party contractors only when absolutely necessary.
- We have completed more than 1800 residential installations so far.
- We are expanding in Manitoba, Saskatchewan and British Columbia.
- We have offices in Edmonton and Calgary.
- Our office location in Calgary is 4312 Ogden Rd SE, Calgary.
- We also have a sister Utilities company called Orizon Utilities.
- For Orizon Utilities Customer Support and Services, use the following email: customercare-orizon@utilitynetservices.ca and phone (587) 430-0965.

Information About the Process of Going Solar

The whole process of going solar includes a few major steps:

1. Getting your annual consumption data: To build an accurate system that fits your consumption needs, we need to know how much energy you consume. You can get this info from your utility provider or through your bills for the last 12 months.
2. Surveying your roof and electrical system: Before we start the process, we do a site survey to inspect your roof and electrical system to make sure that they are capable of handling the solar system.

3. Design and engineering: Based on the roof layout, we design the layout of the solar panels to receive the maximum sunlight. With the finalized design, we also get the stamped engineering blueprint, which we will need to get the permits.
4. City Permits: Each city / municipality has its own set of requirements for permits. We submit whatever documents are necessary on your behalf and acquire the permits from the city.
5. Microgeneration Permit: The microgeneration permit is the final permit we need from your wires provider / wires owner. Once we have this permit, we are good to proceed with the installation.
6. The Canada Greener Homes Loan: The Government of Canada provides a reimbursement loan of maximum \$40,000. For more information, you can visit the link: <https://natural-resources.canada.ca/energy-efficiency/home-energy-efficiency/canada-greener-homes-initiative/canada-greener-homes-loan>

We have a dedicated grants team who will help you submit the application for this loan.