

Jennifer S. Bethune

From: BYLD Permits <permits@byldbetter.com>
Sent: Wednesday, February 28, 2024 3:36 PM
To: Jennifer S. Bethune
Cc: Bradley Singletary; Kimberly Gibbons; Central Permitting; William Bumpus
Subject: Re: 5680 Old US Hwy 421, Lillington, NC 27546 - Residential Rooftop PV Solar Installation
Attachments: R Cruz Harnett County Central Permitting.pdf; R Cruz Harnett County Residential Land Use APP.pdf; R Cruz Harnett County Residential Land Use APP - Copy.pdf; Rivera Cruz Engineering PV Plans 02-22-24 -d (1).pdf; Cruz Signed_Solar_Contract_c02S555 (1).pdf

Here are all the documents you requested and a statement from the Sales side of this project below. We are installing this project for Noon Solar, a dealer of ours. They originally were going to have another installation company complete it for Mr. Cruz but then backed out and brought the project to us. Their statement is below.

"I hope this message finds you well. I am writing on behalf of Noon Solar, the sales company that facilitated the initial sign-up process for Mr. Rivera Cruz. Originally, we collaborated with another local solar installer to initiate the project, secure permits, and commence the installation. However, we made the decision with the homeowner to cancel that arrangement and subsequently resigned with Byld Better to complete the solar installation. Byld Better is committed to delivering superior customer service, implementing best practices in solar installation, and offering competitive pricing so when we compared Byld with Emerald it was a clear choice that Byld would be a better product for the homeowner in question.

This transition is aimed at providing Mr. Cruz with an enhanced experience throughout the solar installation process. It is worth noting that Emerald Solar, the initial installer, previously obtained permits. Given that Mr. Cruz's household primarily communicates in Spanish, we are pleased to assist in facilitating a three-way call with our translator. Alternatively, you may choose to make inquiries independently.

For your reference, Mr. Cruz's direct phone number is 919-214-1065.

Thank you for your attention to this matter. We look forward to ensuring a seamless transition and providing an improved solar installation experience for Mr. Cruz."

On Wed, Feb 28, 2024 at 3:23 PM Jennifer S. Bethune <jsbethune@harnett.org> wrote:

I'm sorry but due to the amount of emails we get can you please resubmit all the paperwork together with the statement below from the homeowners

Sincerely,

Jennifer S. Bethune

Senior Central Permitting Technician

420 McKinney Pkwy

PO Box 65

Lillington NC 27546

Direct: 910-814-6433

Main: 910-893-7525

****Note our physical location has changed****

From: Bradley Singletary <bradley.singletary@noonsolar.org>

Sent: Tuesday, February 27, 2024 6:05 PM

To: BYLD Permits <permits@byldbetter.com>; Kimberly Gibbons <kgibbons@harnett.org>; Central Permitting <CentralPermitting@harnett.org>; William Bumpus <william.bumpus@noonsolar.org>

Subject: Re: 5680 Old US Hwy 421, Lillington, NC 27546 - Residential Rooftop PV Solar Installation

I hope this message finds you well. I am writing on behalf of Noon Solar, the sales company that facilitated the initial sign-up process for Mr. Rivera Cruz. Originally, we collaborated with another local solar installer to initiate the project, secure permits, and commence the installation. However, we made the decision with the homeowner to cancel that arrangement and subsequently resigned with Byld Better to complete the solar installation. Byld Better is committed to delivering superior customer service, implementing best practices in solar installation, and offering competitive pricing so when we compared Byld with Emerald it was a clear choice that Byld would be a better product for the homeowner in question.

This transition is aimed at providing Mr. Cruz with an enhanced experience throughout the solar installation process. It is worth noting that Emerald Solar, the initial installer, previously obtained permits. Given that Mr. Cruz's household primarily communicates in Spanish, we are pleased to assist in facilitating a three-way call with our translator. Alternatively, you may choose to make inquiries independently.

For your reference, Mr. Cruz's direct phone number is 919-214-1065.

Thank you for your attention to this matter. We look forward to ensuring a seamless transition and providing an improved solar installation experience for Mr. Cruz.

On Tue, Feb 27, 2024 at 4:26 PM BYLD Permits <permits@byldbetter.com> wrote:

Rivera Cruz, They will issue it if they get ahold of him. Can you have him call in to

Jennifer S. Bethune

Senior Central Permitting Technician

420 McKinney Pkwy

PO Box 65

Lillington NC 27546

Direct: 910-814-6433

----- Forwarded message -----

From: **Jennifer S. Bethune** <jsbethune@harnett.org>

Date: Tue, Feb 27, 2024 at 3:58 PM

Subject: RE: 5680 Old US Hwy 421, Lillington, NC 27546 - Residential Rooftop PV Solar Installation

To: BYLD Permits <permits@byldbetter.com>, Kimberly Gibbons <kgibbons@harnett.org>, Central Permitting <CentralPermitting@harnett.org>

We will need to talk with the owners of the property, since another company just pulled the same permit last month

Sincerely,

Jennifer S. Bethune

Senior Central Permitting Technician

420 McKinney Pkwy

PO Box 65

Lillington NC 27546

Direct: 910-814-6433

Main: 910-893-7525

****Note our physical location has changed****

From: BYLD Permits <permits@byldbetter.com>

Sent: Monday, February 26, 2024 12:29 PM

To: Kimberly Gibbons <kgibbons@harnett.org>; Central Permitting <CentralPermitting@harnett.org>

Subject: 5680 Old US Hwy 421, Lillington, NC 27546 - Residential Rooftop PV Solar Installation

Hello, I would like to submit a permit application for Residential Rooftop PV Solar Installation at 5680 Old US Hwy 421, Lillington, NC 27546. Rivera Cruz

Attached you will find the following:

1. Residential Land Use Permit Application
2. Individual Trade (Electrical) Permit Application
3. Engineering plans (Stamped)
4. contract with homeowner

Please let me know if there is anything else needed from my end.

Thank you!

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BYLD Better

Solar + Roofing

(724) 815 - 8308

permits@byldbetter.com



www.byldbetter.com

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Bradley Singletary

Noon Solar

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