

# SUN KING HOME 60



10/08/2018

## User Experience Report

In off-grid communities, affordable renewable energy systems are in high demand. Greenlight Planet's solar solutions like the Sun King Home 60 Pay-As-You-Go solar home system is currently being used widely in Asia and Africa. However, in places like the indigenous region of Ngäbe-Buglé in Panama, where only 7.5% of the households have access to electricity, the Sun King Home 60 is one of the few options this population has.

# SUN KING HOME 60

## USER EXPERIENCE REPORT

“ Mejor es pagando poquito a poquito..” (It is easier to pay little by little).

## FACTS

*[Interviewee using the product]*



**User:** [Carpenter] - Simón is the head of a family of six and purchased the solar home system so that every member of his family can use it.

**Location of the interviewee:** [Playa Bastón, Bocas del Toro, Panama. Rural household] The house is located in a Peninsula in the Caribbean Sea. Although the household is located in a Peninsula, the only way to get access to it is by a 2 hour boat ride.

**Interview Language:** [Spanish translated by interviewer, Ngäbe translated via interpreter] Introductions were conducted in the local language and translated by an interpreter. Once the user agreed on being interviewed, the conversation was conducted in Spanish.

**Interview Date:** [August 2018]

## User provision

In places like the indigenous region of Ngäbe-Buglé in Panama were only 7.5% of the households has access to electricity, the Sun King Home 60 is one of the few options its population has.

[Análisis del mercado eléctrico panameño 2017 - MEF]

Simón Chichi, lives in Playa Bastón, a community located at a beach that can only be reached by boat. Pay-As-You-Go solar home systems are uncommon in Panama and there is only one company offering this type of product. Users obtain the products directly from agents (a member of the community the company trained to install the product and introduce the monthly top-up codes) who promote the products within the community and installs them.

Since mobile connectivity is not reliable in the peninsula, mobile payments are not an option yet. The user has to pay to the agent an initial payment plus a monthly coverage of approximately 24 USD to unlock the system. When the agents have collected the money of all the users, they must travel to the mainland (2.5 hour boat ride) and pay the regional coordinator. The agent then receives codes to unlock the household systems. Unfortunately, the user has had troubles with the agent. At times, his community's agent did not collect the payments, leaving households without electricity for over a month. The users are willing to pay and are happy to have other technology options besides battery lamps, but if agents don't collect the payments it is difficult and expensive for them to go themselves to the mainland to pay to the regional coordinator.





## INTERVIEW QUESTIONS:

- ¿Antes de utilizar este equipo qué utilizaban? ¿Qué costo tiene? (Before using this product what did you used? How much did it cost?)

Utilizaba lámparas de baterías y debía cambiar las baterías cada dos o tres días. Por batería pagaba uno o dos dólares y cada lámpara tenía tres baterías. I used battery lamps and had to change the batteries every two to three days. For each battery I had to pay a dollar or two dollars and each lamp had three batteries.

- ¿Este equipo les ha permitido ahorrar dinero? (Have you been able to save money with this product?)

Si, por semana gastaba más de 10 dólares en baterías. (Yes, per week I spent more than 10 dollars per week).

- ¿Desde hace cuánto utilizan el equipo? (For how long have you been using the product?)

Hace casi un año, desde septiembre del 2017. (Almost a year ago I began using the product. Since september of 2017).

- ¿Qué actividades nuevas hacen ahora que tienen el equipo? (What activities do you do now that you didn't before?)

Durante el día utilizamos el equipo para cargar nuestros celulares y también le prestamos el servicio a las personas dentro de nuestra comunidad. Les cobramos 50 centavos o 75 centavos dependiendo del tamaño del celular. Los teléfonos grandes jalen mucha batería, así que les cobramos 75 centavos.

En la noche como a las 7 encendemos las lámparas y las apagamos a las 10 antes de dormir. De noche permiten que hagamos nuestras tareas y también nos permite cocinar de noche con claridad.

(During the day we use the equipment to charge our cell phones and we also provide the service to people within our community. We charge 50 or 75 cents depending on the size of the cell phone. Big phones pull a lot of battery, so we charge them 75 cents.

At night about 7 o'clock we turn on the lamps and turn them off at 10 o'clock before going to sleep. At night they allow us to do our homework and also allows us to cook at night with clarity)

- ¿Hay algo que no les guste del equipo? ¿Les gustaría que algo cambiase? (Is there anything you don't like about the product? Would you change something?)

No, todo ha funcionado bien hasta ahora. (No, everything has been working okay)

- ¿Qué opinan de la forma de pagar el equipo? (What do you think about the payment structure?)

Es mejor pagando poquito a poquito. Yo también soy pescador y cuando comienzan las épocas de lluvia me afecta mucho. A veces quedo 0.0 porque dependo del mar. Las cuotas por mes son cómodas. (It is better paying little by little. I am also a fisherman and when the rainy season starts it affects me a lot. Sometimes I have 0.0 money because I depend on the sea. Monthly payments are comfortable)

- ¿El equipo le ha permitido a sus hijos hacer tareas de noche? (Have your kids been able to do their homework at night?)

Si, a mis tres hijos que están en la escuela les gusta hacer tareas de noche. (Yes, my three children like to do homeworks at night)