

# BJE HOME

## Frequently Asked Questions

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### What technology is powering the BJE HOME system? How does it work?

The BJE HOME system uses Bloom Energy's patented solid oxide fuel cell technology, which converts fuel into electricity directly through a clean, reliable electrochemical process rather than dirty combustion. It's the same proven technology, first designed for NASA, that Bloom has provided to commercial and industrial customers for over 15 years delivering mission critical power for hospitals, data centers, banks, and business. Now we're offering the same proven technology in a package designed expressly for the home.

### How does the BJE HOME system compare to a backup generator?

The BJE HOME system is a quiet, clean energy technology that will produce continuous, maintenance-free power for your home 24/7/365. Legacy backup generators are noisy, dirty, expensive to maintain, and only designed to run for minutes or hours, rather than extended periods of time. In contrast the BJE HOME system is designed to replace your utility electric grid connection, providing cleaner and more reliable always-on power. If you don't already have a backup generator, you won't need one. If you do already have one, you can keep it as an extreme backup solution or retire it at the end of its useful life.

### I have solar panels; how would your system work with my current setup?

The BJE HOME system would replace your utility electric grid and work seamlessly alongside your solar panels and batteries for optimal performance. It will ramp its output up or down to provide more or less power depending on how much your home is consuming and how much your solar system is producing.

### When will I get my BJE HOME system?

Initial shipments of BJE HOME systems will begin in the second half of 2025. After placing your reservation, you will receive confirmation that your order has been accepted along with an estimated shipment date. This information will be updated periodically as the date gets closer.

### Who do I contact if I have more questions?

For more information, customers can contact a BJE HOME Sales Consultant at [behome@bloomenergy.com](mailto:behome@bloomenergy.com).

### How much does a BJE HOME system cost? What is included in the cost?

The standard BJE HOME configuration net price would be \$99,000 after a 30% Residential Clean Energy Tax Credit and excluding applicable local, state, and federal taxes. This price includes the BJE HOME system hardware for five years as well as 24/7/365 monitoring and maintenance/warranty for all parts and labor. Installation costs are additional and specific to your site.

### How does the tax credit work?

If you purchase the BJE HOME system, there are Federal Tax credits which you should be eligible to take. To be eligible for the tax credits, you must have a tax liability at least equal to the credit. Information about the Residential Clean Energy Tax Credit can be found [here](#).

### What happens at the end of 5 years? What is the system's life expectancy?

At the end of the 5 year term, the customer will have three options.

1. Keep the unit on site for another 5 years and renew the contract at less than \$1000 monthly operation and maintenance fee.
2. Purchase, or upgrade to a new system for the next 5 years at the then purchase price.
3. End the contract and return the BJE HOME unit for proper recycling.

### How can I calculate and understand my ROI?

Customers that already pay more than \$800 per month for their electricity bill will likely have a positive ROI. You can reach out to our Bloom Energy BJE HOME Sales Consultants at [behome@bloomenergy.com](mailto:behome@bloomenergy.com) for more information on calculating your specific ROI.

### Is the BJE HOME system available outside of the US?

At this time, BJE HOME systems are only being offered for customers in the continental United States. Check back in the future to see when the systems will be available in other markets.

### Does the BJE HOME system come in other configurations?

At this time, there is only one configuration of BJE HOME being offered to customers. The configuration comes with 20kW (14,400 kWh/month or 480 kWh/day) of generating capacity and includes smoothing batteries. Check back in the future to learn about any new and exciting product and upgrade offers for the BJE HOME portfolio.

### Is Natural Gas the only fuel option?

The solid oxide fuel cell technology used in the BJE HOME system is fuel flexible, meaning it can run on a range of traditional and renewable fuels from natural gas to renewable biogas to hydrogen. For practical purposes (availability, access, economics), the initial BJE HOME systems will use your home's natural gas as its fuel source. The system consumes the same fuel type as your existing natural gas appliances from the same gas line. When hydrogen is available in residential pipelines in the future, customers will have an option to upgrade their BJE HOME system for hydrogen operation during their next renewal period. Check back in the future to see what other fuel options may be offered.

### Do I still need to maintain my home's connection to the grid?

BJE HOME will generate all the power you need 24/7/365. You can keep grid as backup solution or you can be completely grid independent.

### Where can I get the detailed Terms and Conditions?

The detailed terms and conditions for actual purchase of the system will be shared once we have completed a full site inspection and determined that your site is eligible. For terms related to the Reservation Queue fee, [click here](#).

### Is the unit safe to deploy and operate in my yard; around my children?

Bloom Energy systems have been deployed safely at our customers' sites for more than 15 years. The product has been UL Listed and conforms with the National Electric Code (NEC). Your BJE HOME unit is safe near pets and people. The fuel cells are secured in place and doors are secured and locked. Only certified Bloom authorized service personnel can access.

### What is required for siting and permitting?

The BJE HOME system is an outdoor unit. It needs adequate air flow and ventilation for proper operation. It should be installed somewhere in your yard. The system is 4.2 feet deep x 11.8 feet long x 6 feet tall. You need to keep 4 feet in front and on the sides of the BJE HOME system clear. You will also need to ensure debris, dirt, mulch, or snow is removed from the front of the system to allow air intake. Your Bloom Certified Installer will help you determine the best placement for your BJE HOME system.

### What is required for installation? Who performs it? How long does it take?

Bloom Energy delivers your BJE HOME system, connects to Bloom's pre-installed dock, and performs all interconnections and commissioning. Your Bloom Certified Installer will coordinate with you for site readiness. Installation typically takes about 2 hours, followed by approximately 4 hours to get the unit fully operational. The customer does not need to vacate their home during installation, though power will be disconnected from the utility for approximately 1 hour during commissioning.

### How is the BJE HOME system monitored? By whom?

All BJE HOME systems are monitored 24/7/365 by Bloom Energy's customer command center. Additionally, there is a BJE HOME mobile app that will allow you to monitor your own system. Monitoring is used to measure and track operating performance, schedule, and perform preventive maintenance, and respond to any system or component failures or emergency situations.

### What maintenance is required? Who provides the services?

Depending on location, preventative maintenance will be done 1-2 times per year. The BJE HOME system will be monitored remotely 24x7, and any issues that might occur in between preventative maintenance windows will be resolved when they come up. Only Bloom Energy Service teams or Bloom Authorized Service Providers are allowed to perform maintenance.