

# ZPRYME GUEST CONTRIBUTOR SERIES

VOLUME 16 CURATED BY DYLAN LOCKWOOD

## GOOD AFTERNOON,

Hi everyone. I'm Dylan, and I'm this week's guest-curator for the guest contributor series while Erin is away. I suppose that makes this the "guest-iest" volume yet! Anyway, we're talking about customers, solar recycling, a changing planet, and important trends in the economics of storage. Erin will be back next week, but until then, enjoy this smorgasbord of guest writers.

## THE NEW CUSTOMER COURTSHIP

GAP INTERNATIONAL

21st century customers have different ways of life and different ways of doing business than they once did and so customer outreach must adapt to keep up. Technology has changed the customer and so technology also facilitates the way businesses engage with those customers. How do executives strategize customer service under these new parameters?

[Read the full article here](#)

## RESEARCH POINTS TO STRATEGIES FOR RECYCLING OF SOLAR PANELS

NREL

You can't just throw away a PV solar panel... or at least you probably shouldn't because the materials are both valuable and dangerous to human health. Recycling PV solar panels seems like a no-brainer but there's a lot that goes into that, especially money, so figuring out the best approach is critical. Through a combination of careful research and looking at the examples of other countries, we can figure out how to make the best use of retired solar panels.

[Read the full article here](#)

## OUR WORLD OF EVER MORE CENTRALIZED POWER IGNORES A PLANET CLAMORING FOR CHANGE

SHIBA BHOWMIK

Last week, Shiba discussed how being tunnel-visioned on large centralized utility systems was insufficient to achieve the long-term goals of dematerialization and decarbonization. Part II of the series focuses on what demands reality places on the grid and how current long-term strategizing in the sector is not enough to address those demands. How can the industry avoid attractive distractions and realign its priorities?

[Read the full article here](#)

## SOFT COSTS FOR NON-RESIDENTIAL SOLAR PLUS STORAGE INSTALLATIONS: TRENDS & KEY CONSIDERATIONS

JENNIFER GALLEGOS

Soft costs are all the costs of project construction that aren't labor or materials, and right now soft costs represent a barrier to solar plus storage installations. Understanding how soft costs affect such projects and what can be done to reduce them at an industry level is important for the future development of such projects. If you're interested in the key drivers and trends for soft costs in solar plus storage installations.

[Read the full article here](#)



## CURATED BY DYLAN LOCKWOOD

As Zpryme's Content Editor, Dylan manages online articles, blog posts, and social media. He also edits, produces, and hosts 'Zpryme on the Grid', Zpryme's industry-focused podcast.

## HAVE A TOPIC YOU'RE INTERESTED IN WRITING ABOUT?

I'd love to hear it. Shoot me an email at [erin.hardick@zpryme.com](mailto:erin.hardick@zpryme.com) to get involved.