My customer proposoal isn't loading - why?

If your report isn't loading, it's likely because Easy PV is missing some information it needs to generate it.

Usually blank proposal are caused by issues with the **performance task**. Navigate to the task, and see if there are any errors (they may say 'undefined' or 'NaN') on the table. If there are, you should be able to work out what needs to be corrected. For example if the postcode zone row has an error, you know you need to change the postcode; if the shade factor has an error in it, you know you need to check back in the performance task to make sure all of the shade evaluations have worked, and so on.

If you go to the performance task and there are no errors, then we suggested contacting us on

[help@easy-pv.co.uk.](mailto:help@easy-pv.co.uk)