



These FAQ's should be read in conjunction with the Terms & Conditions.

How do I sign up for this \$0 deal?

You will need to fill out 2 copies of the AGO (Australian Greenhouse Office) rebate application form, provide a copy of your rates notice, a copy of your driver's licence (both sides please!) and a cheque/money order or credit card deposit of \$2500.

Costs and Payment

How much does the 1kW system cost?

For a limited time Australian residents eligible for the \$8000 Federal Government rebate can get a standard 1kW solar PV system for \$0. All you need to do is assign the rebate and the Renewable Energy Certificates (RECs) to NU Energy.

How is NU Energy able to offer PV systems at \$0?

NU Energy has been able to secure a bulk purchasing deal of solar panels and inverters that enables it to install a 1kW system for the cost of the rebate and the RECs.

Why do I have to pay a \$2500 deposit or security bond?

NUE is purchasing the systems on the behalf of our customers; therefore, this deposit represents your commitment to our offer.

What is the timeline of the \$0 deal?

The Federal Government take around 4 to 8 weeks to approve or disapprove each application. Once your rebate has been approved you will be contacted by a NU Energy installer to book in a site visit or an install about a week or two after approval.

When do I get my deposit back?

We will refund to you the full amount of the deposit within 60 days after:

- (a) completion of the installation of the Goods; and



(b) full and proper completion by you of the Residential Installation Report.

Please note that if your house is a non standard installation, any extra costs, which we will discuss with you, will be taken out of your deposit. (See non standard costs) (Please also read below)

Under what circumstance might I not get my full deposit back?

If you accept the NU energy quote and later decide not to go ahead with the installation, or if you fail to comply with your agreement with NU Energy, you will be refunded \$2000 instead of \$2500. See the terms and conditions.

Can I get a bigger system?

Yes, it is possible to get bigger systems. 1.5kW or 2kW systems are still good value for money and also allow you to benefit from the Federal Government rebate and the latest Feed- in-Tariff. In the near future it is likely there will be incentives to expand existing PV systems thus giving you some financial assistance for the extra Wattage.

A 1 kW PV system alone will provide around 3.38kwh of electricity a day (in Melbourne) but may not cover your total usage. Depending on your usage, this may provide anywhere from 10-50% of your daily usage. If climate change and environmental care are of utmost importance to you, then purchasing GreenPower through your electricity retailer is also an excellent way of allocating your resources to reduce emissions.

Why might I be charged more for than the standard price for a single or double storey installation?

The listed price is the base price for a "standard installation". Surcharges are applied in situations falling outside this. This may be for something like tiled roofs, double storied homes, flat metal roof requiring a frame, splitting/separating the 6 solar PV panels due to lack of space, separation of the switchboard from the meter, long distances between the panels, inverter and meter etc. With the likely planning requirement that inverters not be visible from the street, this may necessitate moving inverters from the cheapest installation location. The standard extras and their prices are:

Tiled roof	\$120
Double storey	\$200
Flat metal roof	\$275
Split array	\$300
Horizontal fixing of array	\$300
Lifting & access of equipment	POA



Outside 80kms of a GPO POA
 Heritage overlay – cost of moving inverter \$200-\$250

If you do not accept the quote you will be fully refunded.

Will I get paid for the electricity that I generate and don't use?

Yes, your energy retailer will pay you some feed in tariffs, depending on your state of residence, which you should confirm with the regulatory authority in your state.

What is the Federal Government rebate and am I eligible?

The rebate is a maximum of \$8000. To be eligible, you need to be an owner-occupier with a family taxable income of under \$100,000. For more information on the rebate and your eligibility visit:

<http://www.environment.gov.au/settlements/renewable/pv/pubs/shcp-residential-guidelines-21may2008.pdf>

Can I still participate if I am not eligible for the rebate?

Yes. If you are not eligible for the rebate you can still proceed. The cost of the standard installation can be determined at the time of your application to NU Energy.

Technical and Installation

How long does installation take?

In most cases, the installation of a regular 1-2 kW system will only take a day.

Who are the provider and installer?

NU Energy is supplying and installing the solar PV systems. NU Energy is an experienced installer and has been in operation since 1985! Today NU Energy is working to become Australia's leading residential PV installer. Only BCSE accredited installation personnel are employed, in line with the rebate approval conditions. Where sub contractors are used in installations, they are BCSE accredited.

**What sort are the panels?**

We are using 6 x 170-Watt mono-crystalline CEEG solar panels. Mono-crystalline panels are made from pure silicon and are slightly more expensive than poly-crystalline. The advantage of mono-crystalline panels is that they have proven stable performance for long periods.

What is the lifetime of the panels?

CEEG panels have a 25 year warranty for 80% of warranted min. power. See the terms and conditions for the terms of the warranty.

What is the lifetime of the inverter?

We use SMA Sunny boy inverters with this system, providing a SMA factory warranty valid for 5 years. See the terms and conditions for the terms of the warranty.

Is it possible to upgrade/expand panels and/or inverter?

Yes, it is possible to expand your system at any stage adding by more PV panels and a larger capacity inverter. However, if you are willing to expand your system in the future, we strongly recommend that you to invest in a bigger inverter allowing you a reserve of capacity to be able to expand your array whenever you are ready do to so. This process is quite common and is called a staged installation. We are happy to provide system expanding services at any time but we also believe it would generally be in the best interest of the customer and the environment to go with a 1kW system for the moment.

Will my PV system account for all my household electricity consumption?

It really depends on the size of the system. As a rule of thumb, an average household consumes 16 kWh (kilo Watt hours) per day, which is equivalent to the power produced by a 5kW solar system. Here is an equation of the average daily energy production:

On average a 1KW system produces 3.38 kwh of electricity per day in Melbourne.

Will the technology be outdated soon?

All technologies get superseded. However, our solar systems have been designed to last for more than 25 years with only one one-off capital investment. Even though new technologies are coming up, you will still benefit from the top performance of the system



you purchased in accordance with your needs.

What if I have a flat or low-pitched roof?

For those roofs with a flat or very-low-pitched roof (below 10 degrees), we will have a frame installed to elevate the panels to approximately 30 degrees pitch. See additional costs listed above. The extra expense is offset by the improved performance of the system.

Will my solar PV panels provide me with electricity during a black out?

No. Regulations stipulate that all grid-connected inverters must be shut down simultaneously when the grid is broken down. This is an electrical safety regulation for electricians to avoid electrical hazard during trouble-shooting.

What if my roof is not facing north? My roof faces east-west.

The roof doesn't need to be facing exactly due north, but this may affect the performance of the system. At 45 degrees off north, the loss of performance is a very reasonable 8%. Even at 90 degrees, i.e. an east-west roof, the loss of performance is only approximately 25%.

How big is the inverter?

The size of a regular inverter is 434/295/214 (W/H/D) in mm. Mounting location is usually outdoors; hung on the wall.

My meter is near my front door. Do I have to have the inverter near my meter?

Ideally the inverter goes near the switchboard and/or meter. This incurs the minimum cost. However, with the heritage overlay considerations in some council areas, inverters probably cannot be visible from the street. This means inverters may have to be moved from the ideal location possibly incurring an extra fee. An idea of extra cost to move the inverter would be \$200 - \$250 but this depends on the particular circumstances and is determined at the site visit.

What system warranties are being offered?

One year warranty on labour and installation is offered and 5 years on the Sunnyboy inverter. PV panels 80% power performance warranty at 25 years. See the terms and conditions for the terms of the warranties.

**What is solar PV?**

PV (Photo Voltaic) solar panels generate electricity directly from sunlight. Direct current (DC) is produced when the sunlight sprays on the surface of the panel. The inverter converts the DC to alternating current (AC) to cater for household's power consumption.

What happens when I'm not generating as much electricity as I am using?

At these times, you will be importing (buying) electricity from the grid.

What happens to the excess electricity that I produce during the day?

The excess electricity will be automatically fed back to the grid, it is not stored. The bi-directional smart meter will record the two-way amount of electricity.

Timeline

When will all this happen?

You must sign up by June 15 2009 to take part in this offer. However some people are saying that the AGO could remove or change the rebate at any time, so leaving it too late could mean risking that the program will be removed or changed before the AGO receives your application.

Please be patient and wait until a NUE installer contacts you once your rebate approval from the government has been obtained. Rebate approvals are currently expected to take from 4-8 weeks. If you require planning approval, this must occur ASAP after the rebate forms are submitted, as both processes will take a similar amount of time to be completed.

Administrative

Is there any chance the rebate won't be approved?

There is always a chance of anything happening. No guarantees are made. However, if you meet the criteria and the paperwork is properly filled out then there should not be any problems.

Will the Federal Government solar rebate run out?



The introduction of a new RECs based rebate program will most likely replace the rebate so take advantage while the rebate is on offer. From July 1, the rebate scheme will rely exclusively upon the sale of RECs. However, any grant-style component such as the current \$8000 will be eliminated.

Who is the solar PV system provider and installer?

NU Energy is supplying the solar PV systems. NU Energy is one of Australia's oldest and most experienced renewable energy companies. NU Energy has been installing PV since 1985. Only BCSE accredited installation personnel are employed, in line with rebate approval conditions.

Must I get a new meter?

Yes. Everyone needs a new meter in order to accommodate the import AND export of electricity.

I had a new meter installed within the last 2 years. Will it be suitable?

No. It should be a two-way meter. You should confirm this with your electricity retailer.

What sort of meter is being installed?

A digital bi-directional interval meter will be installed, which will be capable of taking advantage of future Feed-in Tariffs.

Who do I contact about the smart metering?

You must contact your electricity retailer for your smart meter. The cost will depend on what area you live in and which electricity distributor covers that area.

Planning Approval and Heritage Overlay

Do I need planning approval? How do I know?

If part of your shire or City Council area is covered by heritage overlay then there is a good chance you will need planning approval. Please refer to the Planning and Land Authority of your council or shire.

How does it fit in with the solar panel system purchasing process?



You should complete any planning approvals before the site visit, and tells us if you need to delay the site visit for this reason.

Other Questions

Are my panels covered by insurance?

Most likely they would be covered by your home insurance policy but you need to inform your insurance company of your solar PV installation and confirm this.

What is the maximum kW capacity of the SMA Sunny Boy 1100 inverter?

Nominal capacity is 1100 W.

Where is the inverter manufactured?

The inverter is manufactured in Germany.

Is it weather proof and therefore can it be installed externally or will it have to be installed internally or a weatherproof box?

The inverter is weatherproof. It can hang on any external wall where there is no sustained, intense, direct sunlight. If more suitable, the inverters can be installed internally provided there is adequate air ventilation.

In what country are the panels manufactured?

The panels are manufactured in China to Australian standards.

If I believed my panels were performing below this warranted power output what would be the procedure for making a claim?

- Ensure your suspicions are reasonably accurate. Be sure to keep in mind local current weather conditions as well as the particular circumstances of your site.
- Call NU Energy. We will arrange for a BCSE accredited electrician to come out and inspect. Testing will be conducted at your expense. Based on the outcome of the inspection, NU Energy will arrange the warranty procedures. The terms of the warranty are set out in the terms and conditions.



Do rebates apply to those in the rental market or public housing?

No. The rebate requires owner-occupancy. No rental houses. No holiday homes.