

Keppel Prince SOLAR

Buying solar
through
Keppel Prince

KPE provides internationally recognised quality products with competitive prices by passing through significant savings in component costs that have been negotiated with the suppliers.

KPE aims to protect SW Victorian buyers by using local sub-contract installers who are paid enough that they can work to Worksafe Victoria's required safety standards on your roof and install your solar without cutting corners.

The process we ask solar customers to follow is as detailed here:

- **Fill in your contact details on the attached "Customer Details" document, and return it to Keppel Prince along with a copy of your latest Electricity Bill and a photo of your switchboard.** This does not commit you to a purchase.
- KPE will then:
 - Contact your electricity distributor for a Pre-approval to connect a solar PV system to the Electricity Network. Pre-approval should only take 2-3 days;
 - Download 12 month's consumption data for your property so we can accurately estimate the value to you of a solar system on your home. Our calculations are based on:
 - your consumption patterns for every day of the past year,
 - current power prices, and
 - a daily solar generation estimate based on climate data and your roof orientation;
 - Prepare a draft quote based on the information you have provided and satellite imagery available for your property;
 - Advise you of the likely annual benefit, the draft quotation, and the likelihood and risk of variations to that quote if you proceed.
- If you are happy to proceed and believe that you qualify for a Solar Victoria (SV) Rebate and/or Interest Free Loan (up to \$1,850 each), KPE will lodge the quote into the Solar Victoria (SV) Portal.
 - To qualify for the SV rebate, your household taxable income must be less than \$180,000p.a. and your property must be valued less than \$3 million;
 - To qualify for the SV loan, KPE has to prove that a solar system will return a greater benefit to you than the loan repayments (\$463/year);
 - KPE will assist you to work through the SV approvals process once we've lodged your quote;
 - If you are also applying for the SV interest free loan, SV will take your bank details when you apply. But they will only start to withdraw 48 monthly repayments from your bank after the system has been installed and inspected and they've paid the rebate and/or loan to KPE;
 - Once you have SV's Rebate approval, SV will inform both you and KPE and, if you are happy to proceed with the solar purchase, **sign and date a copy of your quote and return it to KPE** and we will start the installation process;
 - SV will send you a QR Code which must be available for installers to scan on the day they install your system;
 - If we believe it is necessary, we will make a site inspection before installing and confirm any changes to the draft quote. If we do not make a site inspection, your draft quote is confirmed as the final price without change;
 - Once installation is complete and your system has been inspected by a Licenced Electrical Inspector, SV will pay the Rebate and Loan (if applicable) directly to KPE.
 - **You are required to pay your "out-of-pocket" amount within 7 days of receiving KPE's invoice;**
- There is a mandatory cooling off period for ten days after you confirm you are proceeding - during which time you can decide to pull out of the purchase.

If you take this decision:

 - KPE will refund any payments you have made within 7 days of you notifying us in writing of your decision to not continue. Include your bank details for an E.F.T. refund
- If you continue with your purchase... On the day the system is installed you will need to be available to sign-off documents that will:

- Certify that the installation has been completed; and,
- Assign the right to the creation of SRES credits for your system to KPE.

Failure to sign those documents may stop or slow the generation of SRES credits for your system and may result in either you being charged an administrative fee or becoming liable for the Gross System Cost and being responsible for sale of the SRES credits yourself.

- Installations programs may be affected by bad weather. KPE will make all reasonable efforts to keep you informed about possible delays to your scheduled installation date.
- Once the system has been installed and (independently) inspected KPE's installation contractor will notify Powercor, who will then contact your nominated electricity retailer to configure your smart meter if required;
- **You should contact your electricity retailer to organise a Feed-in-Tariff contract around 2 weeks after your system is signed off by the Inspector.**

Prospective purchases should also note the following points:

- Owners are responsible for any Powercor charges if changes to your power meter are required after you install solar PV. Charges for this may range from \$60-\$150 and will appear on your power bill. This involves either a visit to your address to re-configure your smart meter, or a (cheaper) remote reprogram of your smart meter to accept solar PV back to the grid.
- All offers from KPE are based on our installers being able connect the solar system to your switchboard without complications or upgrades.** If an upgrade is required you will be charged at its cost price.
- The solar system will add a roof loading of approximately 13kg/sq.m. to your roof structure. It is your responsibility to ensure the roof is capable of carrying the system. Your builder or a building surveyor should be able to assist you if you have any concerns in this respect.
- Due to unacceptable waterproofing and installation risks, KPE does not install solar PV systems onto slate roofs or fragile tile roofs.
- KPE's installation electricians will not install any systems where the installation would require them to drill, cut or break asbestos pipes or sheets.
 - It is your responsibility to ensure asbestos is not an issue. If the presence of asbestos does become known after installation is underway, KPE may terminate the agreement and withhold reasonable costs incurred to that point from your refund.
- Once the install is completed YOU must contact your electrical retailer (the company that sends you your power bills) and organise a Feed-in-Tariff contract with them so that you get paid for any power your system sends to the grid.** KPE cannot do this on your behalf.

KPE Contacts:

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Keppel Prince Solar routinely uses and recommends:

SOLIS and DELTA inverters

LG, Longi and RISEN solar panels

