

# Frequently asked questions

## 1. What is a grid feed system?

A grid feed solar system known as photovoltaic's or PV is a group of solar panels traditionally placed on a rooftop of a residence or business. The solar module collects energy produced by the sun. A inverter converts the direct current into alternating current the form of electricity used in households and businesses.

The system is then connected to the electricity grid and may be metered by the electricity company that the customer belongs to. The customer uses the electricity produced by the solar modules during the hours of sunshine, if the customer does not consume the energy it is then transported to the electricity grid and credits are produced from the electricity company. While there is no electricity being produced by the solar panels the customer then consumes as normal from the electricity grid.

## 2. What size system should I get?

The size system is a purely personal choice. You have the ability to choose to counteract the electricity bill you currently receive entirely or in part. When you speak with us directly we will look at the roof space you have available, the amount of electricity you currently consume and what outcome you are after.

## 3. Can I get a small system and upgrade later?

\*Yes you can, on a normal system that is purchased independently of the Community solar program. You will need to upgrade your inverter and have an idea about what size system you are aiming to increase to, this will enable our team to install the system in a position to prepare for the upgrade down the track.

## 4. What type of panels do we use?

We use a Monocrystalline SE series silicon solar module with high quality.

## 5. What brand are they? And does brand matter?

Produced by Solar Enertech (Shanghai) CO.,Ltd. Carbon management solutions trading as Aussie solar Installations has a exclusive distributorship with Solar Enertech. SWe have chosen these monocrystalline panels for their wide application to grid connect system, stand alone systems, civic construction, communication, traffic, military, industry and agriculture. The brand does matter, but generally if your panel are IEC certified and offer a efficiency warranty of 80% for 25 years and produced on hardened glass then you are on the right track.

## 6. How can your company offer this at such a cheap rate?

The offer for a community solar installation program is available at a low price because of the ability to purchase in bulk. The recommended price of our 1Kw grid system is \$13,000. After rebates this

price comes down to \$4265.00. For a community solar program members receive their system for \$990.00

7. Can anyone put a system on their houses?

No, you need to own your house have a current driver's licence with that address on it, hold rates notice with that address and name on it.

8. How much money can I save?

Currently at the retail price of electricity you will save approx \$200 per year, depending on your electricity company. Some states have a feed in Tariff that are a higher buy back rate for electricity, hopefully in time all states will have this.

9. How much carbon will be saved per year?

1Kw= 1.65 tonnes per year

1.5Kw= 2.45 tonnes per year

2Kw= 3.30 tonnes per year

5Kw= 7.70 tonnes per year

10. What are RECs?

Renewable Energy Credits are an electronic form of currency initiated by the *Renewable Energy(electricity) Act 2000*.

More information on RECs is available at

<http://www.orer.gov.au/publications/photovoltaic.html>

11. Will there be any other costs?

Possibly, depending per address and needs of customers house.

The complete price list is available on the price list page.

12. Will my grid feed system heat my water?

No this is sometimes a little confusing. The solar grid feed system is purely for electricity and is connected to the grid, and is no way connected to your hot water.

13. What is the incentive in having a solar program for community groups?

The community members have the ability to purchase a solar system at a very small price, they also will save money, help save emissions in their own households and provide a example for their families in combating climate change.

14. How long will it take to get the systems installed?

## Frequently asked questions Grid Feed Systems

As soon as we have all the details of the members to go ahead, they will need to have been accepted by the Australian Greenhouse Office to be eligible for the government rebate. Once all 50 applicants' have been granted permission then it would take approximately 3 months from then.

15. How do you know that the houses are suitable to have a system installed?

We will speak to the customers individually to assess their homes and look at their residence, to make sure that it is feasible.

16. Do we pay the full price of our system including the rebate amount prior to installation?

Yes, Aussie Solar will ask for payment approximately 4 weeks prior to installation. You can pull out of the project any time before installation.

17. Who does all the paper work?

Aussie solar fill out all the paperwork and this is read and sign for by the owner of the residence.

18. If anything goes wrong after the installation, who is responsible?

Aussie solar is responsible for any warranty issues on the workmanship for 12 months following and any product warranty for 2 years the inverter and 2 years on panels.

19. Who does the installation?

Aussie solar installations has employed accredited installers and licensed electricians and we do not sub contract or have any third parties. We are the only ones you will deal with for any issues.

20. Is there a third party involved ie: subcontractors?

No

21. Who connects my system to the grid?

We are responsible for organising the meter change with your energy provider, and supply all paperwork and then the electricity provider will come and change your meter.

22. When does the community group get their system?

Once the systems have been installed

23. What are the warranties for the products used?

2 years on the inverter and 2 years on the panels

24. If something breaks who do I contact?

Aussie solar installations