

Ecovation Solar Neighborhoods Group Buying Program for Logan City Council and Gold Coast Residents

Terms & Conditions

Background

Ecovation Pty Ltd is a specialist renewable energy integration company operating since 2006 with over 1,000 installations of water & energy efficient products and services into the South East Qld residential and commercial sectors. Ecovation was chosen by the Logan City Council to facilitate a bulk neighbourhood supply and installation program of energy efficient Solar Hot Water & Solar PV Grid connected technologies that deliver significant environmental and financial savings in both upfront capital costs and ongoing electricity costs for [Logan City Council](#) homeowners which has been extended to include Gold Coast & Tweed Heads homeowners. The key to achieving these savings is the clustering of 20 homes in close proximity to enable a team of installers to work more efficiently and by purchasing in bulk a number of economies of scale can be achieved which significantly reduce the cost to households.

The Offer

1. Select from two (2) **Green Hot Water Packages** which include Standard Installation
 - Investment:**
 - **\$2,850*** includes [standard installation](#) after which homeowner claims \$1,600 Federal rebate available to eligible homeowner's leaving a net cost of **\$1,250**.
 - *Re-assignment of Renewable Energy Certificates (REC's) to Ecovation;
 - Annual savings forecasted to be between **\$300 to \$700***
 - Does not include any Council fees that may apply or disposal of old system
2. Plus **FREE SOLAR PV** – for eligible homeowner's earning less than \$100,000 who qualify for the Federal Governments \$8,000 Solar rebate who can also pre-fund this component, can elect to participate in a [FREE Solar PV grid connected rooftop power plant upgrade. Offset by possible annual savings of \\$250*](#)

Green Hot Water Packages

Type	Heat Pump	Solar – Lo-line (Open or Closed Circuit)
Make	Stiebel	Conergy
Size (Litres)	300L	250L\315L\400L See brochures for details

One of these green hot water packages will be recommended based on the completion of the [pre qualification questionnaire](#) and this will be further verified with each customer at the pre-installation site inspection (around 2 to 4 weeks after the deposit is provided).

Free Solar PV Upgrade Option (Grid connected rooftop power plant)

FREE - 1kW Solar Grid Connect System – ([Solar PV - Standard Installation](#))

Eligible customers can elect to sign up for the Federal Governments \$8,000 Solar Rebate (ends June 30 or until funds run out) which is pre-paid by customer in [3 progress payments](#) and claimed back after installation by customer which together with the available Renewable Energy Certificates to be reassigned to Ecovation will cover the full cost of a high performance 1kW Solar Grid Connect Power Plant including 2kW inverter and [STD installation](#). This should save the average homeowner up to **\$250*** worth of electricity savings annually.

Customers are asked to submit the [pre qualification questionnaire](#) along with their initial \$300 deposit for each product (Green Hot Water and Solar PV – so \$600 if they want both) to secure this offer.

* Green Hot Water - The Australian Government has indicated that by upgrading your old electric hot water system to the latest cutting edge Solar Hot Water System or Hot Water Heat Pump you can save the average family \$300 - \$700 off electricity bills each year.

* Solar PV - We estimate that a 1 kW system will produce an average 4 kW of power per day. Daily averages will be higher in summer and less in winter, and higher again for the more northern areas of Australia. The 1kW system should produce 1,534 kWh of electricity over the year multiplied at by the cost of electricity @16.29 cents per kWh (this cost varies depending on feed in tariff and other factors and is a low estimate). This is how we calculate the system will deliver savings of over \$250 per year.

Current Serviceable Neighbourhood Areas

Ecovation define a neighbourhood area as being a cluster of 20 houses, within a few minutes of each other, normally within a 5klm radius within an urban or town area, and within 10klms in a rural area. This is important, as it means the installation costs for Ecovation are reduced which are passed on to households in this group buying offer. The main criteria is to make it easy for a team of installers to work together to install all the homes at the same time.

Neighbourhood ZONE (require a minimum of 50 installations per zone)	Comprising the Following Neighbourhood Areas (prefer a minimum of 20 installations in each area)
Logan City	Logan City
North:	Rosedale South, Underwood-Woodridge, Springwood, Slacks Creek, Daisy Hill, Shailer Park, Logan Central, Shailer Park, Loganholme, Tanah Merah, Meadowbrook, Logan Lea
Central:	Browns Plains, Regent Park, Heritage Park, Crest Meade, Marsden, Kingston
East:	Cornubia, Carbrook, Mount Warren Park, Windaroo, Eagleby, Beenleigh, Edens Landing
South:	Logan Village
West:	Jimboomba, Greenbank

Neighbourhood ZONE (require a minimum of 50 installations per zone)	Comprising the Following Neighbourhood Areas (prefer a minimum of 20 installations in each area)
Gold Coast	Gold Coast & Tweed Heads
North:	Arundel-Parkwood-Molendiner, Pacific Pines-Maudsland, Highland Park-Nerang, Labrador-Southport, Ashmore-Carrara
Central:	Worongary-Mudgeeraba, Robina-Miami, Main Beach-Bundall-Mermaid Beach
South:	Reedy Creek-Burleigh Heads, Currumbin-Palm Beach, Tallebudgera-Elanora, Tallebudgera Valley, Currumbin Valley-Currumbin Waters, Tugan-Bilinga, Kirra-Coolangatta
Tweed North:	Tweed Heads-Fingal-Banora, Terranora
Tweed South:	Kingscliffe-Pottsville, Chinderah-Duranbah

Prices & Conditions

Green Hot Water Packages

- The hot water system being replaced is an existing electric unit only
- Based on [standard installation](#)
- Secured by households proving an initial \$300 Deposit – (Fully refundable within 30 days if the customer chooses to withdraw at the pre-installation site inspection).
- Customer meets the Federal Governments \$1,600 Rebate Criteria for upgrading to Solar Hot Water (Visit <http://www.environment.gov.au/settlements/renewable/solarhotwater/>)
- Upon installation, the customer pays to Ecovation the \$1,600 Federal Solar Hot Water rebate along with balance for purchase of goods less the initial deposit (\$1,250 - \$300 = \$950 for standard installations).
- Renewable Energy Certificates are reassigned to Ecovation (<http://www.orer.gov.au/recs/>) or if the customer chooses are paid to Ecovation at the time of installation.
- Additional charges will apply for [Hot Water - Non-standard installations](#)
- **Emergency hot water replacements** or if you do not want to wait for installation will incur a **\$350** additional payment to provide for immediate installation usually within 24 to 48 hours.
- Customers can attain their own finance if they chose or Ecovation can help to arrange finance for the deposit and full payment. See Loan Facilities section.
- Transport and disposal of the old hot water tank to the tip not included.
- For Gold Coast residents minimum installations in clusters of 20 houses, within a few minutes of each other, normally within a 5klm radius within an urban or town area, and within 10klms in a rural area.
- For Logan City Council residents minimum installations of 50 within a neighbourhood zone are achieved

Free Solar PV Upgrade Option

- **Solar Grid Connect Offer closes June 30 or until Government Solar PV rebates last.**
- Based on [standard installation](#)
- Additional charges will apply for [Solar PV - Non-standard installations](#)
- Renewable Energy Certificates are reassigned to Ecovation (<http://www.orer.gov.au/recs/>) or if the customer chooses are paid to Ecovation at the time of installation.
- Secured by paying Ecovation a \$300 deposit (Fully refundable within 30 days if the customer chooses to withdraw at the pre-installation site inspection).
- At the pre-installation site inspection a security deposit of \$2,700 becomes payable to Ecovation.
- The Balance of the \$8,000 federal solar PV rebate (which is \$5,000) becomes due and payable to Ecovation upon receipt of pre-approval from the Federal Government (this usually 8 to 10 weeks after we submit your Government Solar Rebate application).
- Renewable Energy Certificates (\$924) are reassigned to Ecovation (<http://www.orer.gov.au/recs/>) or if the customer chooses are paid to Ecovation at the time of installation.
- Customer approved [variations](#) paid on completion of installation.
- Customers can attain their own finance if they chose or Ecovation can help to arrange finance to cover your Green Hot Water and Solar PV payments to Ecovation until your Federal Rebates arrive.
 - *Ecovation can arrange a **6 month interest free credit** facility to approved customers from MyBuy to cover the payments until the government rebate is received. (Terms, conditions, fees & charges apply- such as a \$39 establishment fee, \$3.95 monthly account keeping fee and requires minimum monthly repayments which are the greater of 3% of the balance or \$40)*
- For Gold Coast residents minimum installations in clusters of 20 houses, within a few minutes of each other, normally within a 5klm radius within an urban or town area, and within 10klms in a rural area.
- For Logan City Council residents minimum installations of 50 within a neighbourhood zone are achieved

Refund Conditions

If you choose to cancel during the pre installation site inspection;

- We will refund to you the full amount of the deposit within 30 days following the site inspection.

If you choose to cancel after deciding to go ahead with the quote;

- If you accept the ECOVATION quote and later decide not to go ahead with the installation, or if you fail to comply with your agreement with ECOVATION;
 - **Green Hot Water** - We will charge you a site inspection and administration fee of \$300.
 - **Solar PV** - If your Federal Solar PV Rebate is not approved we will charge you a site inspection and administration fee of \$300 and refund your security deposit within 60 days of your written notification being received at our office. **Once you Federal Solar PV Rebate is approved, then no refunds are available.**

Product Warranty

Each product is covered by manufacturer's warranties, current at time of publishing this document and subject to variation prior to installation as follows (you will be advised of the final warranty at the pre installation site inspection);

Stiebel Eltron Hot Water Heat Pump – WWK300A

- Repair or if necessary replace the water heater, or
- Replace any component which falls within the warranty period as specified below:
 - 5 years for the cylinder and condenser
 - 2 years for the sealed refrigeration system, including compressor, evaporator, valves and associated pipe work.
 - 1 year for all other componentry (electrical)

Conergy Solar Hot Water System – Split System

- 5 years

Solar PV Panels & Inverter

- Solar Panels (Solar PV – 170W)
 - 5 year product warranty
 - 10 year 90% output performance warranty
 - 25 year 80% output performance warranty
- CMS 2000 Grid Interactive Inverter
 - 5 Year warranty
- Installation
 - 1 Year Warranty

Timelines

Stage 1 – Bulk Installation Program - Opens May 1

- **Green Hot Water Closes** upon fulfilment of 20 homeowners within each [Neighbourhood Zone](#) committing to the program or 7 August 2009 whichever is the sooner (anticipated period is 4-6 weeks)
- **Solar PV Closes** upon fulfilment of 50 homeowners within each [Neighbourhood Zone](#) committing to the program or prior to 30 June 2009 whichever is the sooner (anticipated period is 4-6 weeks)
- **Application:** Customer must secure a position by registering online at www.ecovation.com.au and completing a pre qualification questionnaire including, if possible, the supply of digital photos of the existing hot water system and possible installation area. **If the customer will be requiring credit to fund the program, a credit application will need to be completed and pre approval in place before acceptance into program can be guaranteed.** We will endeavour to provide customers with these terms and conditions prior to the pre-installation site inspection to review and they will form part of the quotation/contract provided to them at the site inspection accordingly.
- **Deposit – Green Hot Water:** Along with completion of the pre qualification questionnaire homeowners are required to pay a **\$300** deposit to confirm a position in program. (Cheque, Cash, Visa¹\MasterCard¹ accepted).
- **Deposit – Solar PV:** Customers who wish to participate in the FREE Solar PV program will also be required to pay an additional \$300 deposit to secure the FREE PV offer. (Cheque, Cash, Visa¹\MasterCard¹ accepted). **Customer will also need to provide clear copies of the following: Drivers license front and back, last rates notice, last electricity bill, digital photos of northern roof, meter box\sub board and wide angle shot of the likely installation area;**
- **Pre-Installation Site Inspection** will occur within an estimated 2-4 weeks from registration and initial deposit being received. This site inspection is designed to re-qualify your acceptance into the program and discuss any variations outlined in your pre qualification questionnaire which may affect your order. The customer can opt out of the program at this time and will be entitled to have the initial deposit refunded in full within 30 days of site inspection.
 - At the pre-installation site inspection a \$2,700 security deposit becomes due and payable if you are proceeding with Solar PV.
 - If you are proceeding with Solar PV, the Balance of the \$8,000 federal solar PV rebate (which is \$5,000 for a standard installation) becomes due and payable to Ecovation upon receipt of pre-approval from the Federal Government (this usually 8 to 10 weeks after we submit your Government Solar Rebate application).
 - After installation is completed the final Federal Solar PV rebate is submitted to the Federal Government for payment and you usually receive the \$8,000 back in about 8 weeks.
 - Ecovation has finance options available to cover your Green Hot Water and Solar PV payments to Ecovation until your Federal Rebates and RECs arrive.
- **Installation: Green Hot Water** – will be prioritised and completed within an estimated 4 – 8 weeks from the close date of Stage 1.

¹ Credit card surcharge of 2% applies for all Visa and MasterCard payments

- Upon installation your \$1,600 Federal Solar Hot Water rebate and \$950 net installation price (\$1,250 - \$300 deposit = \$950 + \$1,600 = \$2,550 for a standard installation) is payable to Ecovation and you are also asked to assign your RECs over to Ecovation (or alternatively pay Ecovation for the RECs)
 - After installation is completed the Federal Solar Hot Water rebate is submitted to the Federal Government for payment and you usually receive it back in 4 to 6 weeks.
 - Ecovation has finance options available to cover your Green Hot Water and Solar PV payments to Ecovation until your Federal Rebates and RECs arrive.
- **Installation: Solar PV** – Following an anticipated 8-10 week Federal Government processing period for rebate approval, balance of payment for goods will be required in full, once payment is received from all participants in the program the goods will be called up from the manufacturer and installation will take place within an estimated 6-12 weeks from delivery of goods being received by Ecovation.
 - After installation, if there are any additional charges to be paid as per the agreed quotation they become due and payable now
- **Installation Confirmation** – An Ecovation project manager will confirm your installation in writing within 7 days of installation and again by phone within 48 hours of installation.
- **Force majeure** - Ecovation reserves the right to alter these periods caused by changes that occur beyond our control or in consequence of which we are hindered in performing our obligations and includes strike, trade disputes, fire, accidents and supply, import or export delays.
- **Liability** - Any times or periods quoted for supply and installation of the Goods are estimates only, involving no contractual obligation. Ecovation shall not be liable to make good any damage or loss whether arising directly or indirectly out of the delay in supply installation.

Installation Details

Delivery – Green Hot Water and Solar PV

Delivery – Customer grants permission if home is unattended for our contractor\employee or agent to deliver goods either inside a secure boundary line or to the tank location which must have easy unrestricted and unimpeded access near to the preferred installation area. (Customer is to ensure that animal's onsite are secured, customer also acknowledges they are legally liable for the goods and that Ecovation shall not be responsible for any damage to or loss of the Goods after delivery howsoever arising.)

Hot Water Heat Pump

A standard installation is;

Installation – Disconnection and reconnection of plumbing & electrical to an existing externally located electric hot water system that will comply with Australian Plumbing & Drainage Standards AS3500 & local Council regulations, **excludes** removal & disposal of Electric Hot Water System;

Council Forms - Completion of Council Plumbing & Drainage Forms 1, 2 and 7 (Council Inspection fees **are not** included in price and will be met by the homeowner – Anticipated Cost is up to \$235). **Transport of the old hot water tank to the tip is not included but can be arranged for an extra \$88.**

Solar Hot Water

A standard installation is;

Installation – Disconnection and reconnection of plumbing & electrical to an existing external location and this must be positioned within **5 meters** of a North, 45degrees North East or North West facing tin or tiled standard pitched roof at no less than 15 degrees or any greater than 28 degrees. An available unshaded and un-obstructed roof area of 4 m². Installation to comply with Australian Plumbing & Drainage Standards AS3500 & local Council Regulations;

Council Forms - Completion of Council Plumbing & Drainage Forms 1, 2 and 7 (Council Inspection fees **are not** included in price and will be met by the homeowner – Anticipated Cost is up to \$235). **Transport of the old hot water tank to the tip not is included but can be arranged for an extra \$88.**

Solar PV Grid Connect Power Plant

A standard installation is;

- House type: Low Set Single Dwelling;
- Area: A minimum 10m² of unshaded, un-obstructed roof area; If the panels are installed in 1 row of 6, approximately 5m x 1.5m of roof space is required. If the system is configured as 2 rows of 3, 2.5m x 3m of roof space is required.
- Roof Type: Corrugated tin roof;
- Roof pitch: Not less than 15 degrees or greater than 28 degrees;
- Orientation: North or no greater than 45 degrees North East or North West;
- Cable Run: Up to 20 meters of cabling including DC to Inverter & AC from inverter to meter box\sub-board;
- Meter Box: Connection to grid with adequate room for additional fuses;
- Variations: [Refer to our Solar PV variations table for home types that do not fit the STD criteria;](#)

Council Forms - Completion of Council Forms (Council Inspection fees **are not** included in price and will be met by the homeowner – Anticipated Cost is up to \$235)

Non-Standard Installation – Green Hot Water Systems and Solar PV

Extra costs will be assessed at pre-installation site inspection and the customer reserves the right to a refund of the initial \$300 deposit on or prior to the completion of the Pre Installation Inspection within 30 days if these extra costs are considered unfavourable. Please refer to the Variation Estimates below for anticipated costs.

Variation Estimates – Green Hot Water

Plumbing

- Tank Relocation: \$77 per 5 meter length includes labour & plumbing materials to extend plumbing from nearest accessible cold water feed and return back to nearest hot water feed. Also included is tapping off old system from previous location;
- Tank Slab: \$25 – This will be required if there is no suitable base for new location (additional costs may be required for any ground clearing to create level surface)
- Hot Water Recirculation Pump: \$550 – Gives you instant hot water, no more waiting;
- Pump Upgrade: \$245 – Where solar collector is located greater than 20 meters from storage tank or there is no mains water supply;

Electrical – Hot Water

- Rewire Circuit: \$110 up to 10 meter length – To extend Hot Water Circuit from old location to new location, subject to unrestricted access through available roof or wall cavities back to new tank location;
- Defective Wiring: To be Quoted: If it is determined that existing wiring onsite is deemed to be defective a quote will be provided however this may only be discovered during installation in which case no further works will proceed until customer authorises additional works.
- Tariff Change: \$44 – If customer wants to change from the standard Tariff 11 to an off peak controlled tariff 33 (Meter box may also require additional work as required by the electricity distributor, these works will be identified and costed prior to installation)
- External Weatherproof Power-point: \$44 – If an additional external power point is required;
- Remote Internal Hot Water Mains Switch: \$110 – Up to 10m from meter box to unrestricted internal location
- Analogue Timer: \$220 – To optimize performance of heat pump using analogue timer to be installed into meter box. This is also handy to control any concerns with audible noise levels.

Non-Standard Roof – Applies only for a Solar Thermal Hot Water Collector

Extra Costs for the installation of a solar thermal hot water collector will be incurred where the configuration of the roof is considered non standard and requires additional framing or safety equipment to ensure our staff and contractors are protected of which the following table of costs highlight the anticipated costs:

Flat Roof requiring a pitched frame	\$275
Pitch of roof is greater than 28 degrees;	\$245
High Set	\$245
Crane Hire;	\$155 (Minimum for 2hours)
Scaffolding;	\$1150 up to
Edge Protection;	\$330
External Cover to cover copper pipes	\$30 per 2 meter length
Roof Trussing greater than 800mm	TBA
Extended Travel – Up to 80klm from GPO	\$100 per hour one way

No installation will be provided for homes with an Asbestos Roof

Variation Estimates - Solar PV

Tile Roof	\$245
High Set	\$245
Multiple Storey	\$345
Split Array – due to area restrictions on roof	\$300
Flat Roof requiring a pitched frame	\$595
Crane Hire;	\$155 (Minimum 2 hours)
Scaffolding;	\$1150 up to
Edge Protection;	\$330
Electrical Cabling greater than 20m >	\$ 20 per meter
Wireless Energy Meter incl install	\$200
Electricity Provider Variations	TBA
Inverter weather proof box if required	\$245
Extended Travel – Up to 80klm from GPO;	\$100 per hour one way

No installation will be provided for homes with an Asbestos Roof

Loan Facilities

Some loan facilities have been negotiated for the program enabling the homeowner to fund the out of pocket expenses including the upfront rebates if necessary. Fees and charges will apply – see lenders terms and conditions.

MyBuy Card

- The MyBuy card gives you access to finance when you want it and one monthly repayment.
- You can make purchases worth between \$250 and \$20,000
- To approved customers
- Ecovation can help arrange a 6 month interest free credit facility to approved customers from MyBuy to cover the payments until the government rebate is received. (*Terms, conditions, fees & charges apply- such as a \$39 establishment fee, \$3.95 monthly account keeping fee and requires minimum monthly repayments which are the greater of 3% of the balance or \$40*)

Credit provided by Once Credit Pty Limited t/a MyBuy ABN 112 319 632. Available to approved customers. Interest and payments are payable after the interest free and payment deferred period. Terms, conditions, fees & charges apply.



MECU CREDIT UNION – goGreen Home Improvement Loan

- For energy and water saving devices
- Minimum \$3,000 to approved customers
- Low interest rate (7.99% as at 9 May 2009)