



Customer Information Pack

SE QLD

July, 2012. Updated December, 2012

From the Office of the CEO

Dear Jasmin Solar Customer,

On behalf of the Jasmin Solar Team, I would like to thank you for your recent purchase of your Jasmin Solar system.

We would like to welcome you to our company and to many years of free renewable energy being generated by your soon to be installed Jasmin Solar system.

As you know, we all did well to meet the Queensland Government's deadline of Midnight on 9th July, 2012 concerning its change to the Solar Feed in Tariff Scheme from 44 cents/kWh down to 8 cents/kWh.

Jasmin Solar wasn't intending to launch in Queensland until September this year, and when the QLD Government unexpectedly announced its change to the Solar Rebate scheme, we had to move very quickly to make arrangements to see what we could do before the 9th July deadline. Even though not everything went smoothly with all our processes, we were very pleased with receiving applications from thousands of customers in just over 5 days. We are glad that you are one of our customers.

I am sure that all of you are eager to learn more about Jasmin Solar and The Offer details and components, and this is the main reason for sending you this Information Pack. In addition, we acknowledge that Energex has done a marvellous job and that they have already sent the Network Connection Contracts to most of you that have been approved by them to have a system installed and connected to the Grid. This caught us off guard as we expected you wouldn't receive these documents until closer to the end of July, and we thought you would receive our Information Pack prior to receiving the document from Energex. We apologise for this incorrect order of receiving information, but we commend Energex on their incredible efficiency and proactive support of both our customers and the customers of all solar system providers.

In this communication with you today, we have tried to cover as much information as we think is possible without overloading you with too much data, and we have tried to be as accurate as possible in all its details, however if you find anything that is incorrect or that you still don't understand, we welcome your input so that we can update and correct all information to be as accurate as possible.

To provide you with a roadmap of what we will cover in this Information Pack, I have set-out the main headings of the information we shall cover below:-

Information Pack Topics

1. A recap of The Offer and what it all means.
2. Have you received your Network Connection Contract from Energex?
3. What to do with your Network Connection Contract from Energex?
4. Jasmin Solar's new Warehouse/Offices and all contact details.
5. Details of Jasmin Solar's contracted Installation Company partner.
6. Details of the Components that will make up your Jasmin Solar System.

7. Your new Electricity Retailer.
8. What Happens Next following receipt of this Information Pack?
 - a. Jasmin Solar Customer Service staff will make an appointment to see you
 - b. Jasmin Solar staff will visit your home at an agreed convenient time to measure and photograph your roof and surrounds
 - c. Jasmin Solar staff will leave copies of the Final \$1 Purchase Agreement and Authorities providing Jasmin Solar with the STCs and Feed-in-Tariff rebates relating to your System installation, plus Diamond Energy forms. You will have many weeks to review these to your satisfaction.
 - d. Jasmin Solar's Installation Partner will then contact you to make a convenient time to install your system
 - e. You need to return the signed Final Purchase agreement and all Authorities to Jasmin Solar no later than the week before your agreed system installation date so that your installation is confirmed.
 - f. Jasmin Solar's Installation Partner will complete your installation on the agreed date, and will provide you with an overview of your system and how to use it when the installation is complete, and will ask you to sign-off on the installation prior to leaving.
 - g. Jasmin Solar's Installation Partner will also leave a comprehensive Warranties and Contact Pack with you concerning your new System as required by the Clean Energy Council (CEC).
9. An overview on Switchboards – a vital component that your Solar system MUST be connected to. This issue will only affect a small number of our customers, but it is a vital element that we must bring to your attention.
10. Frequently Asked Questions – Questions and Answers on everything we could think you would ask or like to know.

As I hope you are now realising, the electricity industry is one of the most strongly regulated industries in Australia. It is important that everything we do is done properly first-time, following defined standards and procedures.

We are sorry if things don't seem to be moving forward as quickly as you may like, but be assured that they are progressing as quickly as possible to enable every customer to receive a quality solar system that will faithfully serve the household for many years to come.

Should you have any further questions or queries following reading this Information Pack, please call us or send an email to info@jasminsolar.com.au.

Thanks again for your support.

Yours faithfully,
Dr. Matthew Starr
CEO
Jasmin Solar Pty Ltd

1. A recap of The Offer and what it all means.

Jasmin Solar will sell you a new, state-of-the-art solar system (up to 5kW capacity depending on your property) for \$1. The commitment to pay the \$1 must be made prior to midnight 9th July, 2012 with your completed application, however Jasmin Solar won't collect this \$1 until the day of actual system installation.

In return for supplying and installing the up to \$12,000 Jasmin Solar system, we collect the money for any extra energy your system feeds back into the grid, along with any renewable energy certificates your system earns. All the energy your system generates passes through your house first so that your house uses all it can during the day – first, and then whatever is leftover is fed back into the Grid and Jasmin Solar earns whatever revenue is created from this excess energy fed into the Grid.

Any power you use from the system is all yours – free for the life of the system – and backed by the assurance that your system has been installed by an accredited Clean Energy Council (CEC) installer.

Jasmin Solar pays up front for your system and earns its revenue from both the Australian Government and Queensland State Government over the next 16 years until 30th June, 2028.

When you pay the \$1 on the day we install your system, you will then own the Jasmin Solar system. Jasmin Solar will never require any further payment from you.

The terms and conditions for this offer are as follows:

The Terms & Conditions of The Offer:

1. Jasmin Solar will install a new, state-of-the-art PV solar system (up to 5kW in capacity), and connect it to the grid by Clean Energy Council of Australia (CEC) certified installers – for \$1.
2. You commit to purchase a Jasmin Solar system for \$1 before midnight on July 9, 2012. You don't make your \$1 payment until we have completed your system installation and it has been independently audited as having been installed to Clean Energy Council specifications providing peace-of-mind to both you and Jasmin Solar. You must also complete and sign a standard Energex Application to Network Connect an Energy Inverter System Form. We can help you with this.
3. You will never pay Jasmin Solar more than the \$1 that you will be charged on installation. No other fees apply.
4. If you sell your home in the future, it is important that you make the new owner aware that you have a Jasmin Solar system on the roof so that they will be aware of what it means. This is covered in Conditions of the Offer (see below).
5. All system installations will be commenced and completed between July 10, 2012

and June 30, 2013.

6. Once you have signed-up for your Jasmin Solar system, we will contact you to arrange an appointment to visit you to complete all formal documents and to commence the design of your system. Please remember that this important process is NOT a 'one-size-fits-all' job. Each installation is different, and we will tailor your system to suit your home.
7. Depending on the roof size on your home, the value of the installed system could be up to \$12,000. This represents a massive saving in up-front costs for you.
8. In addition, the system will be fully covered by long-term warranties on the solar panels and inverters which can give you peace-of-mind ownership.
9. With the Jasmin Solar system, you will be able to produce emission-free, renewable solar energy for use in your home, with any excess solar energy that is created fed into the grid.
10. This should save you substantial costs each year, depending on the number of solar panels that your home can accommodate, because you will be using solar energy from your system to reduce your use and reliance on the coal-powered energy that you currently use. These savings will continue for the life of the system.

The Conditions:

1. This Offer only applies to homes.
2. The home must be owner-occupied, not rented.
3. The home cannot have an existing solar system installed.
4. Your home must NOT be higher than two storeys.
5. Your roof cannot be shaded by buildings or trees, etc, as this offer won't benefit you in any way if your roof doesn't have sun exposure.
6. Your mortgage lender (if you have a mortgage) should give consent.
7. You must have an agreement with your current electricity provider in order to enter the Queensland feed-in-tariff scheme.
8. You must sign an agreement with Jasmin Solar's energy retailer partner, who will purchase any additional energy your system sends to the grid.
9. All Agreements signed with Jasmin Solar and Energex (your electricity distributor) MUST be in EXACTLY the same name as how it appears on your current electricity bill – or Energex will decline your application and Jasmin Solar will not be authorised to proceed with installation.
10. Jasmin Solar is to retain the Australian Government's Small Technology

Certificates (STCs) that apply to the installation. This is one element that assists Jasmin Solar to pay for the system it will install in your home.

11. Jasmin Solar is to receive all the benefits from any excess electricity that is fed back into the grid and Jasmin Solar earns the applicable QLD Government feed-in-tariff. This is the other element that assists Jasmin Solar to pay for the system it will install in your home.

12. The Jasmin Solar system purchaser/homeowner cannot disconnect or remove the installed system before 30th June, 2028 without the prior consent of Jasmin Solar. If there is a breach of any condition of the offer, Jasmin Solar may seek compensation and damages from the Jasmin Solar system purchaser/homeowner.

Jasmin Solar Disclaimer

1. To be eligible to participate in the Jasmin Solar Offer, the Applicant must do the following:

(a) complete the Energex Application to Connect a Solar System to the Network by midnight on Monday 9 July, 2012; or

(b) complete the Jasmin Solar Purchase Agreement; and

(c) be compliant with all Conditions of the Offer as detailed on Jasmin's website under the Heading – "The Offer".

2. The Applicant also acknowledges and agrees that participation in the Jasmin Solar Offer is subject to:

(a) Energex accepting the Applicant's Application to Connect a Solar System to the Network;

(b) Jasmin Solar and the Applicant entering into the Jasmin Solar Purchase Agreement; and

(c) The Applicant irrevocably agreeing that once Jasmin Solar installs the solar system, the applicant will sign over to Jasmin Solar, for Jasmin Solar's benefit, all Small-scale Technology Certificates (STCs) relating to the Jasmin Solar system installation.

(d) The Applicant irrevocably agreeing that once Jasmin Solar installs the solar system, the applicant will sign-over to Jasmin Solar, for Jasmin Solar's benefit, all Queensland Feed-in-Tariff revenue (relating solely to excess energy generated and fed back into the grid) that the system generates over the life of the system.

(e) The applicant, if they sell the property where the Jasmin Solar system is installed, will irrevocably transfer this Queensland Feed-in-Tariff payment commitment to Jasmin Solar, to the new property owner.

3. Jasmin Solar may reject any applicant's purchase of the Jasmin Solar System by operation of law or for any reason at Jasmin Solar's sole and absolute discretion.
4. Jasmin Solar will aim to provide the applicant with the full Jasmin Solar Offer Purchase Agreement and any other required documents for the applicant to consider and then execute to finalise the applicant's participation in the Jasmin Solar Offer, between July 10, 2012 –August 31, 2012, and certainly well prior to the system being installed. Until the Applicant receives and signs the Jasmin Solar documents and Energex accepts the Energex Application, the Applicant is not legally obligated to participate in the Jasmin Solar Offer, and may withdraw prior to signing the Jasmin Solar Irrevocable Authorities.

2. Have you received your Network Connection Contract from Energex?

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3. What to do with your Network Connection Contract from Energex?

From all the phone calls and emails we have received since 10th July, we are aware that most of our customers have already received their Network Connection contracts from Energex.

As Energex control the Grid in SE QLD, no installer can install and connect a solar system to the Grid without the contractual approval of Energex.

For those of you who have already signed and returned your contract to Energex, thank you, and well done. It means that you are already half-way complete in the Jasmin Solar process.

For those of you who have received your Energex contract, but have not yet returned it to Energex, congratulations and don't be concerned, as you can do so after reviewing all the information contained in this Information Pack. Hopefully this will provide you with further details and confidence to do so.

Please note that Jasmin Solar cannot undertake any solar system installation on any property that has not been approved by Energex for connection to the Grid. Should you happen to fall into this very small minority of customers, we thank you for your interest in Jasmin Solar, but no further action will be taken by us at this time.

As detailed in The Offer in the previous section, a pre-condition of The Offer proceeding forward was that Energex had to approve the solar installed property to be connected to the Grid.

For those customers who haven't yet received their contract from Energex, please don't panic as Energex is still forwarding contracts. If however, you haven't received anything from Energex by the end of July, we recommend that you contact them to ascertain your approval status. Energex staff are extremely helpful and will do everything they can to assist you. We are sorry, but we can't do this on your behalf due to Privacy Laws.

4. Jasmin Solar's new Warehouse/Offices and all contact details.

Jasmin Solar is a privately owned company that is focused on bringing Australians all the benefits and cost savings of renewable energy, without the up-front expense.

Our business is different and simple: we sell you a Jasmin solar system (up to 5kW capacity) for \$1. In return, we collect the money for any extra energy your system feeds back into the grid, along with any renewable energy certificates your system earns. This is how we earn our money – over time.

Any power you use from the system is all yours – free for the life of the system – and backed by the assurance that your system has been installed by an accredited Clean Energy Council installer.

This means that you get relief from rising power bills for decades, without any up-front cost or worry.

To better serve you over the next 16 years (the tenure of the 44 cents/kWh Feed in Tariff Scheme), Jasmin Solar has moved to new larger premises in Carrara, QLD.

The address is:-

Jasmin Solar Pty Ltd
Warehouse 2,
98 Spencer Road,
Carrara. QLD. 4211

New Phone Number: 1300 591 415

Fax Number: 07. 3112-4280

Website: www.jasminsolar.com.au

Email: info@jasminsolar.com.au

ACN: 158 644 225

ABN: 62 158 644 225

This will be our Queensland headquarters and will be open Monday to Friday from 9am – 5pm.

You are welcome to visit the office at any time during these hours of operations should you have any questions or queries.

5. Details of Jasmin Solar's contracted Installation Company partners.

Jasmin Solar only uses proven and experienced Clean Energy Council (CEC) certified installers for all its solar system installations. The majority of these professionals are also Master Electricians.

All installations are done compliant to the current Australian Standards such as AS5033:2012, and AS3000.

In addition, as a Licenced Electrical Contractor, Jasmin Solar has an in-house Qualified Technical Professional (QTP) who is a Master Electrician and who carries out audits on our installations to ensure they are compliant and done properly.

All Jasmin Solar installations carry a 12 month installation warranty.





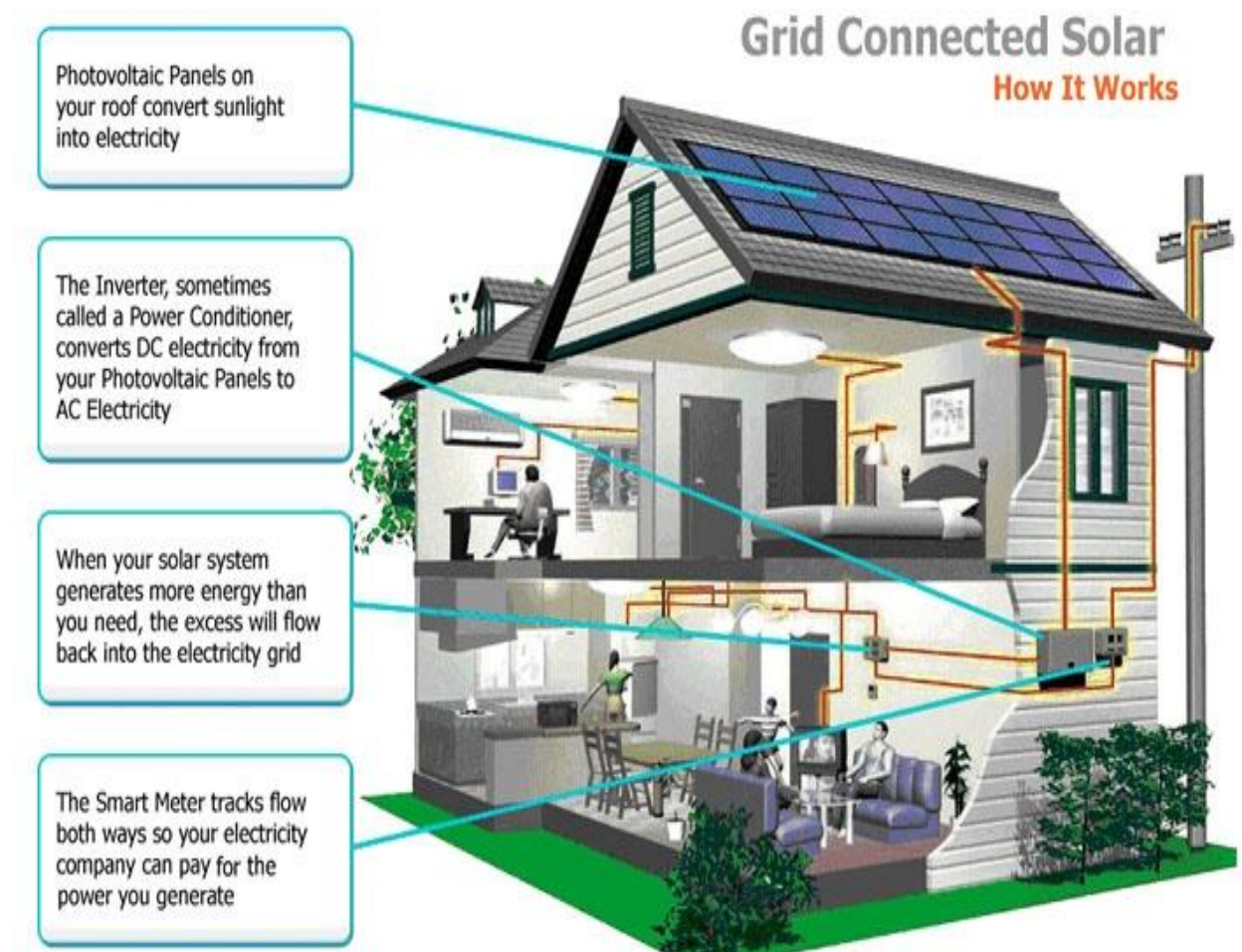
6. Details of the Components that will make up your Jasmin Solar System.

A number of major components make up your Jasmin Solar system, and the major ones also have long warranties so as to protect your investment.

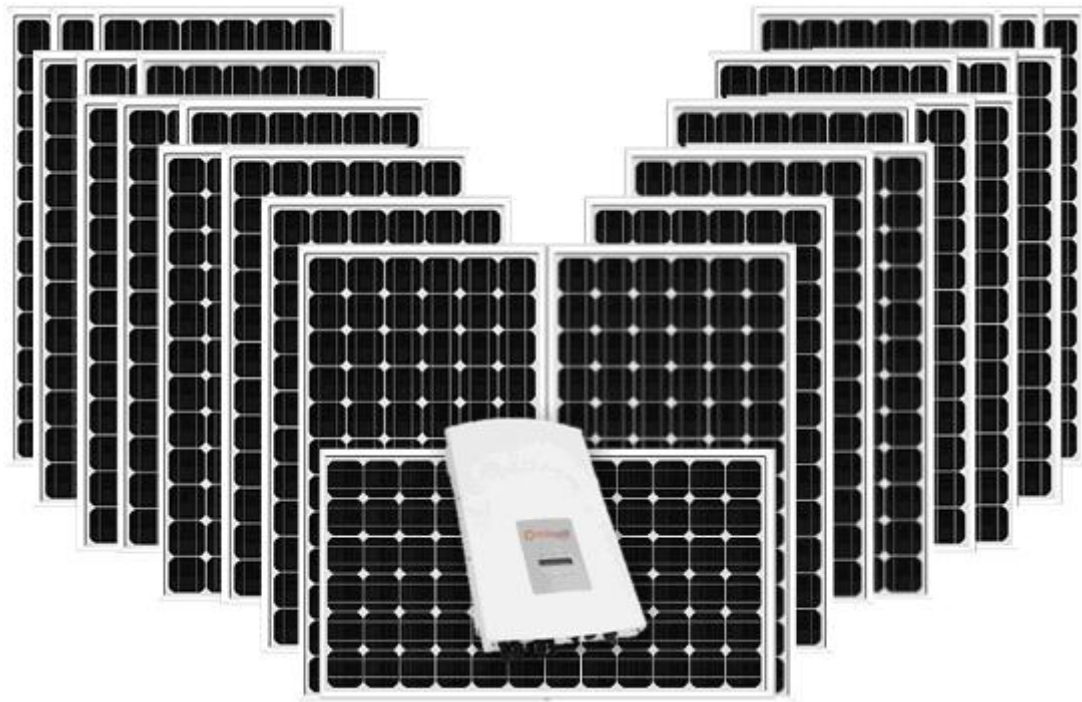
The main component of a Solar PV system is the panels themselves. The panels are made up of Photovoltaic Cells that convert sunlight into electricity.

Solar Panels for your house produce DC (Direct Current) electricity. This is not suitable for use in the property and so an 'inverter' converts the free electricity into AC (Alternating Current). This can then be used anywhere in the property.

This is how it works:



Example of the maximum-size Solar system proposed to be installed by Jasmin Solar's Installation Partner:-



- ▶ up to **21 x 240W, or 26 x 195W** – CEC accredited Trina Solar polycrystalline solarpanels with a **10 Year** product warranty and a **25 year** energy efficiency warranty
- ▶ **5.0 kW** – CEC accredited Power One Aurora grid-connected PV solar inverter with **10 year** product warranty
- ▶ **Installation** by CEC accredited electricians/installers with a **1 year** warranty

Inverter

The Inverter that will be used in every installation will be the Power One Aurora 5kW - D (D = dual tracking) which is being used due to its high quality, large existing install base in Australia, and because it will enable our Installation partner to be able to install panels on more than one roof face where and when required.

Details on this Inverter are available at www.powerone.com .

This Inverter has a 5 year manufacturer's warranty which Jasmin Solar has paid to extend to 10 years, and which can be extended by you directly with the manufacturer to 15 years or 25 years at extra expense.

Solar Panels

The solar panels you will receive are from a 'Tier 1' company in the worldwide solar industry that both manufactures and supplies solar panels to countries worldwide.

This company is Trina Solar – www.trinasolar.com . We were originally going to install panels from ET Solar, however recently new state-of-the-art roof mountings have been released on the market by a company called ZEP, which Jasmin Solar has decided to provide to its installation partner for use on all Jasmin system installations. ET Solar was unable to provide panel connectivity for these new mountings in the required time to meet our installation schedule, so Jasmin Solar decided to work with Trina Solar who can meet our strict requirements. You see, the panel frame itself requires a groove be manufactured for connectivity to the ZEP mountings connecting the solar panel to the roof of the property.

The new ZEP mountings are more expensive than currently used mountings, but Jasmin Solar decided to use ZEP technology because the quality and efficiency of every Jasmin system installed is how Jasmin Solar derives its revenues over the next 16 years of the QLD Government Solar Rebate Scheme as it existed before midnight on 9th July, 2012.

The Trina Solar Panels that will be used in every installation are either the Polycrystalline 240W panels with ZEP grooves, or the 195W with Quality Hopergy mounts. These are high-quality, very efficient solar panels with an excellent history of use worldwide.

The Trina Solar panels have a 10 Year manufacturer's warranty, and a 25 Year Efficiency warranty to 80 % efficiency up to 25 years of use.

Roof Mountings

As already detailed, these will be new state-of-the-art ZEP mounts that will connect to special ZEP grooves manufactured into the Trina Solar panels for a very tight and secure fit for each panel to the roof of the property. These are used with the 240W panels. Details on ZEP are available at www.zepsolar.com . If the 195W panels are used due to the shape of your roof, then quality Hopergy Mounts will be used.

Cables & Connectors

There are also a number of cables and connectors required to complete the system, and these are basically industry standard off-the-shelf components that are included with all installations.

The Installation

The system installation by our certified and experienced solar installers is warranted for a period of 12 months from the day the system is installed and signed-off by you. Should the installation team accidentally cause any damage to the roof or your property, it will be repaired at no cost to you during this warranty period.

7. Your new Electricity Retailer

With your new Jasmin Solar system, the majority of your energy is going to be generated by your solar system on your roof.

Due to this, as part of the agreement to install your Jasmin Solar system, you are required to change your Energy Retailer to Diamond Energy as they are Australia's Solar energy retailing specialists, and Jasmin Solar's preferred retailer due to their focus and speciality on Solar.

Diamond Energy will handle all the details of moving accounts from your current electricity retailer once Jasmin staff have visited your premises and provided you with all the relevant Diamond Energy forms to review and complete.

Diamond Energy advise us that there should be no 'break costs' when you move retailers. Diamond Energy also advise us that no customer will face higher charges than they are currently paying for their Grid-supplied electricity.

For those who don't wish to change electricity retailers, we respect your decision, and advise that we shall be unable to proceed any further with your installation as the Terms and Conditions of our Offer clearly advised in advance that a prerequisite of approval for the Jasmin Solar Offer was that the customer had to change their energy retailer to Jasmin Solar's preferred Solar specialist energy retailer.

Here are details on Diamond Energy for your information:



What are WE OFFERING?

- Improved meter changeover time
 - at or before panels are installed.
- Free on line web monitoring*
- Competitive electricity rates
- Specialised solar energy provider
- 100% Australian owned
- Superior customer service, no overseas Call centres

What is the DIAMOND ENERGY ADUANTAGE?

- We are DIFFERENT to other retailers
- We are SOLAR FRIENDLY
- We are RENEWABLE
- We GENERATE CHANGE

Visit our website
www.diamondenergy.com.au
Or call us locally 1300 838 009

8. What Happens Next following receipt of this Information Pack?

- a. Jasmin Solar Customer Service staff will make an appointment to see you.
- b. Jasmin Solar staff will visit your home at an agreed convenient time to measure and photograph your roof and surrounds.
- c. Jasmin Solar staff will leave copies of the Final \$1 Sale Agreement and Authorities providing Jasmin Solar with the STCs and Feed-in-Tariff rebates relating to your System installation, plus Diamond Energy Retail forms. You will have many weeks to review these to your satisfaction.
- d. Jasmin Solar's Installation Partner will then contact you to make a convenient time to install your system.
- e. You need to return the signed Final Purchase agreement and all Authorities to Jasmin Solar no later than the week before your agreed system installation date so that your installation is confirmed.
- f. Jasmin Solar's Installation Partner will complete your installation on the agreed date, and will provide you with an overview of your system and how to use it when the installation is complete, and will ask you to sign-off on the installation prior to leaving.
- g. Jasmin Solar's Installation Partner will also leave a comprehensive Warranties and Contact Pack with you concerning your new System as required by the Clean Energy Council (CEC).

9. An overview on Switchboards – a vital component that your Solar system **MUST be connected to. This issue will only affect a small number of our customers, but it is a vital element that we must bring to your attention.**

Will I need any other modifications to my home in order to get a Jasmin Solar System?

A few customers may need a Switchboard Upgrade. Part of the Solar Installation process is having a new Solar Meter installed into your Switchboard by Energex. If your switchboard however, does not meet current Australian standards, Energex will not install the new Solar meter. This is a legal requirement as determined by the Australian Electrical Standards (AS3000)

So how can I tell if my Switchboard needs upgrading & why should I do it?

If your switchboard contains asbestos in any form, has the old style ceramic fuses or is not large enough to accommodate the new Solar Meter supplied by Energex then it will need to be upgraded.

Examples of Asbestos Switchboards:



Black sheeting found behind switch/fuse boards is a high density sheet that is classed as a bonded Asbestos material:



Older style switchboards were not designed to cope with large power usage items such as large screen TV's, split system air conditioners, computers as well as the connection of a Solar System. An unreliable switchboard leads to a fluctuation in power supply, causing disruption to household services which can result in permanent damage to your appliances. Worse than this, an old switchboard poses a significant risk to your family's safety due to fire or electrocution.

What is involved in a Switchboard Upgrade and how much does it cost?

Our electricians will remove your current switchboard and replace it with a new enclosure fitted with automatic trip circuit breakers and safety switches. This new board will meet current Australian standards and will help protect the appliances within your home as well as protect you and your family from electrocution.

The normal cost of a Switchboard Upgrade for Jasmin Solar customers – only in the few cases it may be required - is \$900 incl. GST. This is **not** a Jasmin Solar cost, but the actual cost price of the work required by Jasmin Solar's installation partner so as to assist you. The retail prices of a switchboard upgrade is normally more than \$1,200.

However, to assist you if the upgrade is necessary, Jasmin will have it done by our electricians for just \$295 (GST Incl.).

When our Customer Service Officer visits your home, he will help you identify if your Switchboard needs upgrading. If you agree to proceed with the upgrade, we can arrange for this to be done prior to the installation of your Solar system, which will ensure there are no delays in having your system connected by Energex.

Jasmin Solar understand that a number of customers will not wish to proceed with their system installation due to the issue with the requirement for the Switchboard to be compliant to current Australian Standards, and we are sorry that we can't help you in this matter as a Switchboard upgrade falls outside supplying a solar system and installing it.

Please also note that a switchboard upgrade can take 6 hours to complete, and all the power to your home will need to be switched off during this time.

Examples of an upgraded Switchboard that meets current Australian Standards (AS3000)



What happens if I do not get my Switchboard Upgraded?

Energex will **not** connect your new Solar Meter if your Switchboard does not meet current Australian standards, therefore we will be unable to install a Solar System to your home. We apologise for this, but it was a pre-condition of The Offer that Energex fully approve your installation as Jasmin Solar has absolutely no control over connectivity issues to the grid controlled by Energex.

Frequently Asked Questions – Questions and Answers on everything we could think you would ask or like to know.

Why does the JasminSolar system only cost \$1?

Jasmin Solar can deliver this offer because we receive payments for the Australian Government Small-scale Technology Certificates (STCs) that your installed system generates and which you sign-over to Jasmin Solar as a condition of the offer.

Most solar system suppliers are discounting the prices of their solar offers because they too are retaining the STCs from their installations. The STCs provide JASMIN with a payment after the system is installed, which helps us to cover some of the cost of the equipment and installation. Then, the Queensland Government's feed-in tariff pays Jasmin Solar a return for the excess power generated by your system and which has been fed back into the grid.

Over the years of operation of your system, Jasmin Solar is reimbursed for the large up-front costs of your system via the feed-in tariff earnings from excess power generated by your system and fed back into the grid.

Can I buy a solar system and claim the STCs and feed in tariff for myself?

Yes, if you meet all the requirements and you have several thousands of dollars available to purchase the system and then pay for its installation.

Are there any maintenance fees?

The purchaser will be responsible for any maintenance required to the system following the expiration of any warranty periods. Please note that solar PV systems require very little maintenance.

How much can I save on my electricity bills?

It depends how much free electricity you use seasonally, the appliances in your home, and the kW size of your system. Typically, although not guaranteed, it should be possible to reduce your electricity bill by around 30%, although 75% is achievable.

Are all properties suitable?

No. You must meet a number of qualifications – See “[The Offer](#)”, “The Conditions of the Offer”. Please note that not all properties will be suitable for a solar system and those which are not will render the offer null and void. In addition, Energex, your energy distributor may decline an application to connect your Jasmin Solar system to the network, before any installation work has commenced (this will be outside our control) and this matter will also render the offer null and void.

What are STCs?

Small-scale Technology Certificates, or STCs, are a tradeable commodity attached to eligible installations of renewable energy systems (including solar panels, solar water

heaters and heat pumps). Under the Australian Government's Small-Scale Renewable Energy Scheme, when you install an eligible system, you may claim a set number of these STCs. In the case of a JASMIN Solar system, you must agree to sign-over all STCs from your system to Jasmin Solar.

What are feed-in tariffs?

A solar system may be eligible for Solar Feed-in Tariff incentives, which are the fees paid for any excess electricity your system sends to the grid. In Queensland, these tariffs have been as little as nothing to as much as 44c per kilowatt-hour. From July 10, 2012, Queensland's feed-in tariff will decrease to 8c per kilowatt-hour, for new customers.

What type of house is suitable for a Jasmin Solar System?

A single or double storey domestic property is suitable

A triple storey property will be unable to have a Jasmin Solar System

What type of roof is suitable for a Jasmin Solar System?

A tiled, colourbond or flat tin roof are all suitable.

The below roof types are not suitable:

- **Asbestos Roof**

We are unable to install a system onto an Asbestos Roof as it is considered unsafe for our installers. New standards just released mandate that we can't work with asbestos.

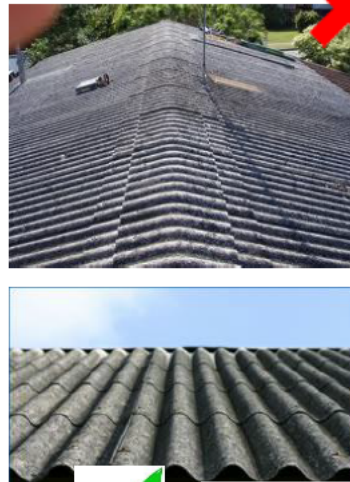
- **Terracotta Roof Tiles**

We are able to install a system onto a roof that has Terracotta Tiles, but only under certain conditions. These tiles are extremely fragile & are not durable enough to cope with the Solar installation process. Due to the design of these tiles, having a solar system installed would dramatically increase the chance of a home suffering water ingress damage in the future, so the home owner must agree to a Disclaimer to enable Jasmin Solar to install a system on a terracotta tiled roof.

Terracotta Roof Tiles



Asbestos Roof



Flat Tin Roof



Colourbond Roof



Tiled Roof



What is a solar (photovoltaic or PV) system?

A solar photovoltaic (PV) system is made up of solar PV panels, an inverter, mountings, connectors, and wiring. Solar PV systems work very simply to provide a household with usable, renewable, clean, green energy. Flat solar PV panels are mounted to a roof and convert energy from sunlight into direct current (DC) electricity. A device called an inverter then changes the DC into alternating current (AC) electricity, which can be used for a household's electrical needs such as lighting and operation appliances.

How does a solar PV system work?

When sunlight hits a the solar cells on a solar PV module, direct current (DC) electricity is produced and the inverter changes the current from DC to 240V alternating current (AC). This electricity can be used immediately within the home or fed into the National Electricity Grid (grid).

What is the National Electricity Grid?

The National Electricity Grid is the network of wires that delivers electricity from generators to homes and businesses. When you install a solar PV system you become a generator of clean renewable energy.

What is the difference between a solar PV system and solar hot water system?

A solar PV system converts sunlight into electricity for use in the home or to be fed into the electricity grid. The heat output of the sun is not important for solar PV systems, but the amount of sunlight available is. A solar hot water system uses the sun's warmth to directly heat water.

What are the different types of solar PV panels?

There are many different types of solar PV panels currently on the Australian market. The three main types are monocrystalline, polycrystalline and thin film panels. A range of materials can be used to produce a PV panel, the most common is silicon. But there are now newer technologies which are proving to be effective in Australian conditions. Jasmin Solar's panels are polycrystalline.

Does the orientation of the roof affect whether or not a home can successfully install a solar product?

Although it is optimal to install solar products on the north-facing side of a roof, it is also possible to install a solar PV system on the east or west facing side of a roof, as long as there is sufficient space and the Inverter is a dual-tracking model. However, this will not produce the same results as a north-facing installation. All Jasmin Solar's installations will include a dual-tracking Inverter.

Is mains (Grid) electricity still needed?

Because solar PV systems only produce electricity when they are exposed to sunlight, at other times another source, such as mains electricity or a generator, will be required. When there is no sunlight, no electricity is produced, so you will need to draw electricity from another source such as the grid.

Are batteries needed for a solar PV grid connected system?

No. Grid-connected solar systems do not store electricity – instead, any electricity you do not use in your home is 'exported' to or fed into the electricity grid.

Is it possible to increase the size of a solar PV system in the future?

In the case of a Jasmin Solar installation, the answer is NO. This is why Jasmin Solar is intending to install 5kW systems on every customer's property that it can.

What happens at night?

As solar PV systems only produce electricity when they are exposed to sunlight, they do not produce electricity at night. At night you will need another source, such as electricity from the grid.

What happens on cloudy days?

The performance of the solar PV system is affected by cloud cover. When there is not enough light to produce electricity, you will use electricity from the grid.

What will happen during a blackout?

For safety reasons, in the event of a blackout, your solar PV system will stop producing electricity. This safety measure is mandatory and has been put in place to protect anyone working on the blacked-out grid system. As soon as the grid is back online, your solar PV system's ability to generate will be restored.

Where do residential solar PV panels get placed?

Our installation partner will determine the optimal position for your solar PV system. There are many factors to take into consideration when planning the placement – from orientation to the sun, to the area available and the distance to the meter. In an ideal situation, the panels would be oriented as close to north-facing as possible, in an area with no shading.

Is it true that solar electricity systems are more efficient inland rather than on the coast?

There are many factors affecting efficiency. Inland regions generally have fewer cloudy days than the coast. Conversely, high temperatures, smog and dirt are more prevalent inland and can also affect performance.

How much electricity does a solar PV system produce?

There are a number of factors that will affect how much electricity a system will produce. The orientation of the panels, where you live in Queensland, any shading of your panels and the amount of sunlight on a given day will all affect how much energy the solar PV system produces.

Do I have to sell my STCs as part of installing a solar power system bought from Jasmin Solar?

Yes, because Jasmin Solar is paying for your system up-front.

Gross versus net feed-in tariffs

A net feed-in tariff pays the solar PV system owner (who assigns this revenue to Jasmin Solar as a pre-condition of The Offer) only for surplus electricity they produce but haven't used. A gross feed-in tariff pays for each kilowatt-hour produced by the

system that is directly fed into the grid. The feed-in tariff schemes are set by the state governments and vary between the states. QLD uses the net feed-in-tariff model.

Will the Jasmin Solar system affect my property resale value?

When you purchase a solar system, all of its benefits, including the warranties and electricity savings, are linked to the property. Even if you move, all warranties will remain with the system, meaning that the new owner will receive the benefits. There is insufficient data to accurately predict the effect of a solar energy system installation on property prices.

Are the solar rebate and feed-in tariff payments taxable income to a customer?

Jasmin Solar is unable to provide advice as to whether or not particular income or payments are taxable by the Commonwealth Government.

Customers should consult their accountant or the Australian Taxation Office for advice as to whether payments (which are assigned to Jasmin Solar) are taxable in their particular circumstances.

Is GST payable on feed-in tariff revenue?

Jasmin Solar is unable to provide advice as to whether GST is required to be paid. Customers should consult their accountant or the Australian Taxation Office for this advice.

How are the feed-in tariff payments received?

Jasmin Solar energy account statements are issued quarterly by Diamond Energy.

Do I need any council permits for a solar PV system to be installed on my property?

Jasmin Solar is unable to provide advice on whether any council permits are required. Customers should contact their local council for this advice.

Permits may be required if your property is identified as being located in a heritage area. Your local council should be able to assist with this.

Will my electricity tariff change as a result of my solar installation?

Where a new meter is installed, your electricity tariffs may change.