



Tap ^{into}
solar

here's your
application
pack

apply
now

it's the

Queensland Government

Solar Hot Water Program

It's never been more affordable or easier for Queenslanders to switch to solar and save

Solar water heating is a proven, reliable, clean energy technology that's available for all of us to use today.

Now, the Queensland Solar Hot Water Program is making that choice simple by giving eligible Queenslanders state-wide the opportunity to switch to solar and save.

Tackling the challenges of climate change and ensuring a sustainable clean energy future for Queensland remains a key focus for the Queensland Government. The work we are undertaking will ensure that households throughout Queensland will receive the best possible outcome for a clean energy future while government also supports and grows Queensland's important solar industry – generating clean, green jobs.

About 80 percent of Queenslanders currently rely on electric hot water systems to heat water in their homes. Many of us now know that our electric hot water systems are the single largest consumer of household energy and the biggest contributor to our daily household greenhouse gas emissions.

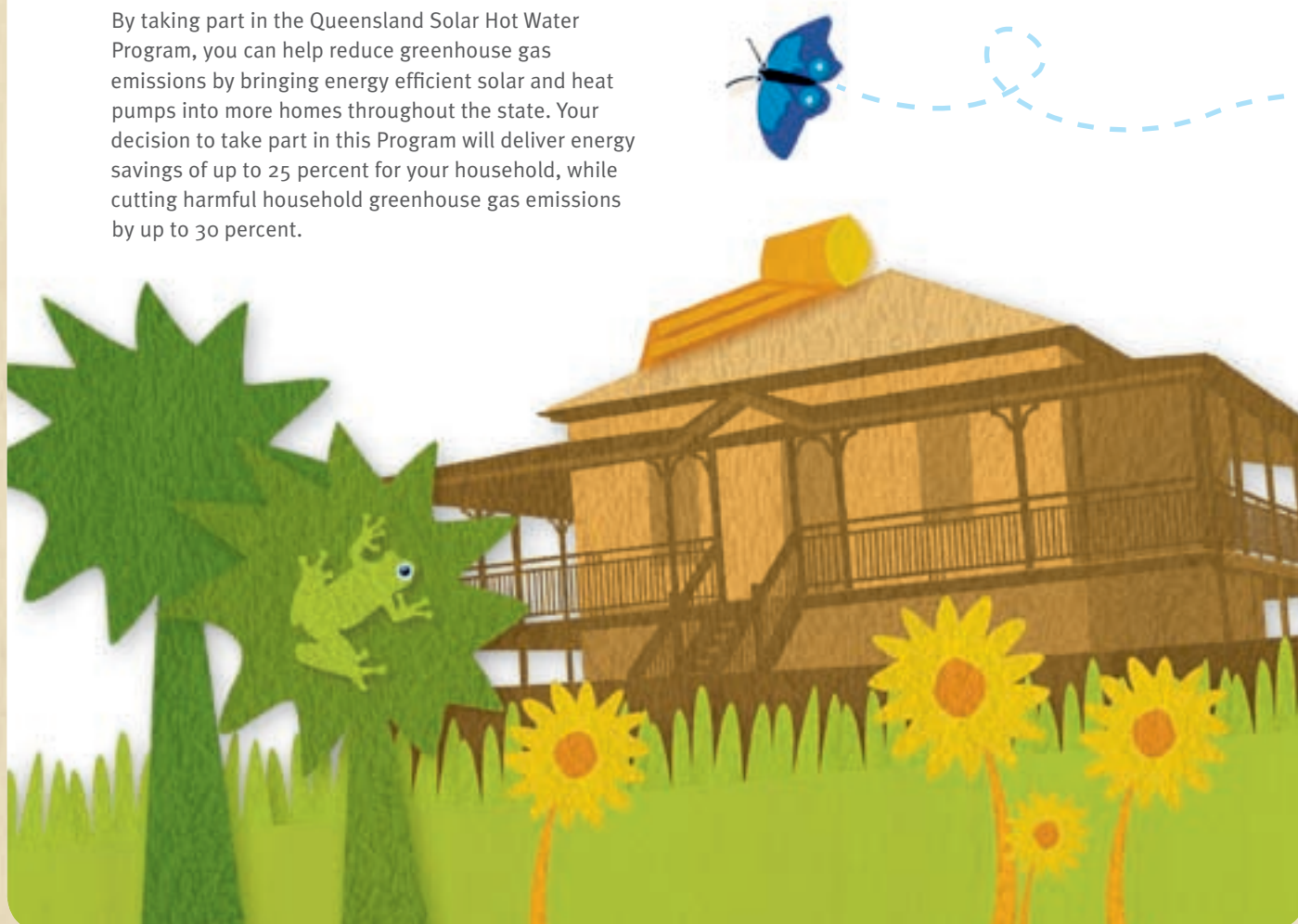
By taking part in the Queensland Solar Hot Water Program, you can help reduce greenhouse gas emissions by bringing energy efficient solar and heat pumps into more homes throughout the state. Your decision to take part in this Program will deliver energy savings of up to 25 percent for your household, while cutting harmful household greenhouse gas emissions by up to 30 percent.

The Queensland Government is protecting our environment. As part of its Toward Q2: Tomorrow's Queensland strategy, the Bligh Government has set a target for Queensland residents to reduce their carbon footprint by one-third by 2020.

By taking part in the Queensland Solar Hot Water Program, you will be doing your bit to reduce greenhouse gas emissions in Queensland by approximately 630,000 tonnes over the next three years. Even more exciting is that together Queenslanders will be helping to save approximately 4.9 million tonnes over the 15-year life of their new, clean energy solar or heat pump hot water systems. That's some saving, and a very real way you can contribute to a cleaner, greener environment.

Switching to solar saves you and our planet by:

- ✦ **Reducing** the cost of heating water for home use
- ✦ **Reducing** household greenhouse gas emissions
- ✦ **Reducing** our footprint on the environment.



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Eligibility criteria for the Queensland Solar Hot Water Program

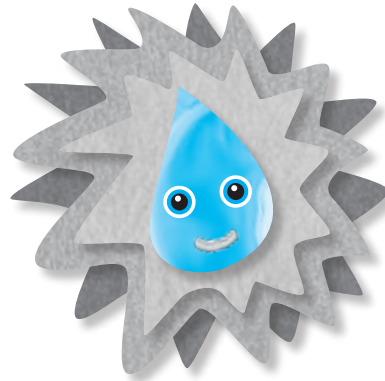
To make the most of electricity cost savings and greenhouse gas emission reductions, this offer is only open to Queenslanders who have an existing electric hot water system installed in their home. Solar hot water systems can cost up to \$5,000 to buy and install in many situations.

The Queensland Government is entering into agreements with solar and heat pump hot water suppliers to supply and install high quality systems at competitive prices under the Program. The Federal Government is offering a \$1,600 rebate to help with the cost of installation.

Before installation, under the Queensland Solar Hot Water Program, as an eligible participant you will pay \$500, or \$100 if you are a pensioner or low income earner, to receive a standard solar or heat pump hot water system professionally installed, with warranty, in a principal place of residence.

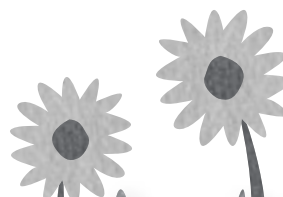
Upon installation, you will receive an additional invoice for \$1,600, equivalent to the Federal Government rebate you will be applying for. You will need to pay that invoice once you've received your Federal rebate.

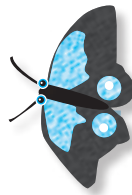
Also under this Program, you need to agree to transfer the right to create and trade Renewable Energy Certificates (RECs) to the hot water system Contractor responsible for installing the hot water system. RECs are issued when a complete solar or heat pump hot water system is installed. The number of RECs issued varies with each hot water system. For more information about RECs, visit the Office of the Renewable Energy Regulator at www.orer.gov.au/recs



To participate in the Queensland Solar Hot Water Program, you need to satisfy the following:

1. You need to meet eligibility criteria under the Federal Government's \$1,600 Solar Hot Water Rebate. That information is available either online or by telephone on:
Website: www.environment.gov.au/energyefficiency/solarhotwater
Phone: Energy Efficient Homes Package Hotline on **1800 808 571**
2. If you are considering applying as a pensioner or low income earner, you will need to verify that you hold a Centrelink Pension Concession Card, a Centrelink Low Income Health Care Card or a Commonwealth Seniors Health Card.





**Reduce the cost of heating water in your home.
Replace your electric hot water system.**

Emergency replacement of electric hot water systems

Because there will be variable waiting times for installation of the solar or heat pump hot water systems depending on your location in Queensland and the type of system most suited to your dwelling, the Program is not able to accommodate emergency replacements if your current electric hot water system fails.

Also, if you cannot wait to replace your existing electric storage hot water system before becoming eligible to access this Program, you are encouraged to enquire about current solar and heat pump hot water system offers available in the marketplace. If you do this, you may still be eligible for the Federal Government's \$1,600 Solar Hot Water Rebate.

Other costs inside the Program

All costs associated with the installation of your new solar technology hot water system will be detailed in a quote provided to you by your Queensland Solar Hot Water Program Contractor prior to you making a decision to proceed to installation. More information can be found under the heading, "A standard installation under the Queensland Solar Hot Water Program".

The Program does not cover any additional costs such as council inspection fees following approval of your installed solar or heat pump hot water system. Council inspection fees vary throughout Queensland ranging from no charge in some areas, up to about \$300 in a small number of council areas. For information on inspection fees in your area, please contact your local council.



Eligibility criteria for the Federal Government's \$1,600 Solar Hot Water Rebate

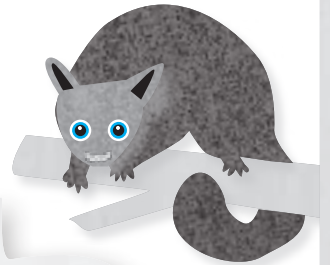
To take part in the Queensland Solar Hot Water Program, you first need to meet the criteria of the Federal Government's \$1,600 Solar Hot Water Rebate.

Information is available at www.environment.gov.au/energyefficiency/solarhotwater or call the Energy Efficient Homes Package Hotline on **1800 808 571**.

It is important that you carefully assess whether or not you meet all of the Federal Government's \$1,600 Solar Hot Water Rebate eligibility criteria. The Queensland Government recommends that if you have any doubts about your eligibility for the Federal Government rebate, you contact the Federal Government Hotline for assistance.

If the Queensland Government establishes that you are eligible to take part in the Queensland Solar Hot Water Program, based on your self-assessment being correct, and it is later discovered that you are not eligible for the Federal Government rebate of \$1,600, then you will be liable to the Queensland Government for that amount. The Queensland Government will not be responsible for any liability you incur arising out of an incorrect self-assessment or a decision made by the Federal Government that you are not eligible for the Federal Government's \$1,600 Solar Hot Water Rebate.

visit www.environment.gov.au/energyefficiency/solarhotwater
or phone **1800 808 571**



A standard installation under the Queensland Solar Hot Water Program

A standard installation under the Program includes supply and installation of a standard solar or heat pump hot water system to a single or double storey dwelling, unit, townhouse or apartment, and removal and disposal of the old electric water storage heater.

Outside the Program, you will also need to meet any additional costs such as council inspection fees following approval of your installed solar or heat pump hot water system.

Under the Program, depending on the system to be installed, the solar hot water storage tank will be installed in the same location as the existing electric storage tank to be replaced, or on the roof. Included in a standard installation is an amount of copper pipe, electrical cable and plumbing and electrical equipment to allow for altering the connections to the new system, installation of a rubble pit for any system overflow, and a short length of insulating foam on the hot water pipe from the system.

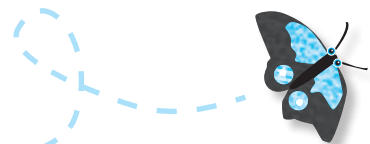
A standard installation also includes transfer of the new solar hot water system to Tariff 33 (controlled tariff) if the old electric system was on Tariff 31 (night rate). If the old electric system is on Tariff 11 (domestic) and can be easily transferred to Tariff 33, it will be.

A standard installation does not include:

- ✱ council fees
- ✱ additional plumbing or electrical equipment, pipes or cables

- ✱ electrical switchboard upgrades
- ✱ cost of engineering requirements of roof or structural reinforcements or upgrades associated with mounting the storage tank on the roof (particularly in cyclone prone areas)
- ✱ any restoration of existing lawns landscaping or garden features disturbed through the installation of the rubble pit
- ✱ removal of asbestos, slate or shingled roofing
- ✱ securing approvals from other parties such as a landlord or body corporate
- ✱ upgrades of substandard and existing plumbing or electrical fittings, connections, pipes or wiring, or
- ✱ any other non-standard requirements associated with the particular dwelling.

Information about the types of solar or heat pump hot water systems being offered under the Program is available from the Office of Clean Energy website at www.cleanenergy.qld.gov.au or by calling the Queensland Solar Hot Water Program Hotline on **13 25 23** and selecting *Queensland Solar Hot Water Program*.



Switching to solar has never been easier

There is a journey you'll take through the Queensland Solar Hot Water Program.

Completing forms in this pack is the first step in that journey.

You will receive more information on next steps after you are eligible for the Program.

Before completing forms for the Program, you are encouraged to do the following:

Read the Eligibility criteria for the Queensland Solar Hot Water Program on page 4 and carefully assess your eligibility for the Program.

Read the Customer Terms and Conditions in this pack and be sure you fully understand them and are satisfied with them.

Read information about a standard installation under the Queensland Solar Hot Water Program. Information about the types of solar or heat pump hot water systems being offered under the Program is available from the Office of Clean Energy website at www.cleanenergy.qld.gov.au or by calling the Queensland Solar Hot Water Program Hotline on **13 25 23** and selecting Queensland Solar Hot Water Program.

Obtain a copy of the Federal Government's Solar Hot Water Rebate Application Form available from the Department of the Environment, Water, Heritage and the Arts website at www.environment.gov.au/energyefficiency/solarhotwater or call the Energy Efficient Homes Package Hotline on **1800 808 571**. Read the guidelines and carefully assess your eligibility for the Federal Government rebate.

If you are a tenant or require body corporate approval, you will need to complete the appropriate Permission for installation on premises form which can be found in the forms section of this pack.

Fill in the following forms in the Queensland Solar Hot Water Program Application Pack that are appropriate to your situation, and mail back to the Queensland Solar Hot Water Program, PO Box 15564, CITY EAST QLD 4002.

Once your application form is processed a step by step guide on the next stages will be provided to you.



Customer Terms and Conditions

Notes: The terms used in this document are defined in clauses 10 and 11 of this document. These Customer Terms and Conditions are those referred to in the Customer Declaration. Once a Customer completes and signs the Customer Declaration, these Customer Terms and Conditions and the Customer Declaration form a binding legal agreement between the Queensland Government and the Customer in relation to the Customer's participation in the Program.

1. Eligibility

- (a) You acknowledge that the Queensland Government will decide whether you are eligible for the Program, based in part on your self-assessment that you are eligible to receive the Federal Government Rebate of \$1,600.
- (b) You agree to provide the Queensland Government with reasonable information to establish your eligibility if requested by the Queensland Government.
- (c) You agree that the Queensland Government will not be responsible for any liability you might incur arising out of your self-assessment or any decision made by the Federal Government that you are not eligible for the Federal Government Rebate of \$1,600.
- (d) You agree that if you decide to participate in the Program and enter into a contract with a Contractor for the supply, delivery and installation of a hot water system, you will pay the Contractor the sum determined by the Queensland Government to be applicable to you under the Program and the Queensland Government will pay that Contractor the remaining amount due and owing under that contract (subject to clause 3(d)-(e)) on your behalf on the clear understanding that you will later pay the Queensland Government the sum of \$1,600.
- (e) You agree to pay the sum of \$1,600 to the Queensland Government in accordance with clause 5 in consideration of the Queensland Government making payment of the amount referred to in clause 1(d) to the Contractor on your behalf, regardless of whether your application for a Federal Government Rebate is successful or whether you even apply for the Federal Government Rebate.
- (f) You agree to sign a written authority authorizing the Federal Government to provide details of the status of your Federal Government rebate application, including payment details, to the Queensland Government upon request.
- (g) You agree that, if requested by the Queensland Government, you will provide your bank account details and/or credit card details to the Queensland Government.
- (h) You agree that if you default in paying the monies payable under clause 5(c), the Queensland Government may direct debit the amount then outstanding against your bank account and/or may charge the amount then outstanding against your credit card, provided that the amount debited and/or charged does not exceed the amount outstanding.
- (i) You acknowledge and agree that the Renewable Energy Certificates applicable to the hot water system installed in your Home hold value and will be taken into account by the Queensland Government and the Contractor in determining the total cost of the hot water system installed in your Home.
- (j) You agree to assign the Renewable Energy Certificates applicable to the hot water system installed in your Home to the Contractor and to complete all documentation necessary to effect that assignment.

2. Assessment

- (a) You agree to allow a Contractor access to the Home to perform a site inspection. If you are not the owner of the Home, you warrant that you have obtained the consent of the owner for the Contractor to access the Home to undertake the site inspection.
- (b) You agree to provide the Contractor with the information he or she requires to undertake the site inspection. You warrant that you have obtained the consent of the other people (if any) in your Household to provide information about them necessary for the purposes of the inspection to the Contractor and the Queensland Government.
- (c) You acknowledge that the Contractor cannot proceed if the required access, information and consents are not provided.
- (d) You agree to provide, and consent to organisations who supply your Household with water and energy providing, the Queensland Government with information about your Household's water and energy usage during the period from 12 months before your site inspection to 24 months after your site inspection. You warrant that you have obtained the consent of the other people (if any) in your Household to the provision of this information to the Queensland Government.

- (e) You consent to the Queensland Government using information provided by you, the Contractor or organisations who supply your Household with water and energy, for the purposes of the Program, including by allowing third parties to use the information for these purposes. You warrant that you have obtained the consent of the other people (if any) in your Household to this use of the information.
- (f) The Information Privacy Act 2009 applies to the collection and management of the personal information you provide to the Queensland Government in the application process and throughout your involvement with the Program. You consent to the Queensland Government and its authorised representatives collating the information on the Program application form in order to assess eligibility and entitlement to participate in the Program. You also consent to the Queensland Government disclosing information collected to other entities in the course of assessing applications and determining eligibility to verify the content of the application.
- (g) You consent to the Queensland Government disclosing information collected during the application process to various suppliers, installers and logistics service providers. You acknowledge that the Queensland Government will enter into contracts with those entities and impose obligations on them regarding the way they are able to use that information.
- (h) You acknowledge that all information collected during the application process and throughout your involvement in the Program is subject to the Right To Information Act 2009.

3. Post-Assessment

- (a) After your site inspection is completed, and you have been provided with a quote for the cost of supply, delivery and installation of a hot water system by the Contractor, you may then, at your sole discretion, agree to proceed to the next stage of the Program and enter into a contract with the Contractor to provide those services.
- (b) You agree that after you have signed the contract with the Contractor, you will pay the Contractor the sum determined by the Queensland Government to be applicable to you.
- (c) The remaining payment due and owing to the Contractor under your contract with that Contractor will be paid by the Queensland Government upon:
 - (i) your completion of the application referred to in clause 4(a); and
 - (ii) satisfactory completion of the Contractor's obligations under that contract.
- (d) You agree that the payment made by the Queensland Government under clause 3(c) applies to the remainder due and owing for the supply and delivery of a standard hot water system with a standard installation.
- (e) You agree that you will be responsible for the payment of any amounts that you have agreed to pay under your contract with the Contractor which do not come within the Program Guidelines as being included in the price of a standard hot water system installation (eg. local council inspection fees).
- (f) You agree that the amounts payable under clause 3(e) will be paid by you to the Contractor before the day of installation of the hot water system.
- (g) You agree that on the day of installation, you will complete all documentation necessary to assign the Renewable Energy Certificates applicable to the hot water system to the Contractor.

4. Federal Government Rebate

- (a) You agree that on the day of installation of the hot water system, you will complete an application for the Federal Government Rebate of \$1,600 (with the Contractor's assistance).
- (b) You agree that you will keep your application until you receive a purchase receipt from the Queensland Government which will represent proof of purchase and full payment for the hot water system.
- (c) You agree that, within 2 weeks of your receipt of the purchase receipt referred to in clause 4(b), you will submit your application and the purchase receipt to the Federal Government for processing of the rebate.
- (d) When the Federal Government has processed your application, and if it approves payment of the Federal Government Rebate to you, the Federal Government will pay you the sum of \$1,600.



5. Your debt to the Queensland Government

You agree that:

- (a) Within seven (7) days of you becoming aware the Federal Government Rebate of \$1,600 has been deposited into your account, you will pay the sum of \$1,600 to the Queensland Government by making payment to the Office of Clean Energy. If you do not do so, the amount outstanding will become a debt due and owing by you to the Queensland Government.
- (b) Within seven (7) days of you receiving notification from the Federal Government that it does not approve payment to you of the Federal Government Rebate of \$1,600, you will pay the sum of \$1,600 to the Queensland Government by making payment to the Office of Clean Energy. If you do not do so, the amount outstanding will become a debt due and owing by you to the Queensland Government.
- (c) If you fail to make full payment of the amount due and owing to the Queensland Government under clause 5(a) or 5(b) (whichever applies), or you fail to lodge an application with the Federal Government for a rebate, and the Queensland Government subsequently gives you a notice requiring you to pay the outstanding amount, you will pay the amount outstanding in full within seven (7) days of receipt of the notice in the ordinary course of the mail.
- (d) Enforcement action (which may include direct debiting your bank account and/or charging your credit card) may be taken to recover any amount still outstanding after the expiration of the date specified in any notice given under clause 5(c).
- (e) The Queensland Government may, without your further agreement, vary these Customer Terms and Conditions to allow for alternative methods of repayment or enforcement of any debt owed by you to the Queensland Government under clause 5. If this occurs, you will be notified of this by the Queensland Government.

6. Actions

You agree that:

- (a) if you are not the owner or the sole owner of the Home, you will obtain the consent of all the owners to any actions taken in respect of, or alterations made to, the Home arising from or in connection with your site inspection and participation in the Program;
- (b) if you are a tenant, you will comply with your tenancy agreement in relation to any actions taken in respect of, or alterations made to, the Home arising from or in connection with your site inspection and participation in the Program;
- (c) if you are a landlord, you will comply with your tenancy agreement in relation to any actions taken in respect of, or alterations made to, the Home arising from or in connection with your site inspection and participation in the Program; and
- (d) you will obtain all permits and approvals required by any Law or any regulatory authority in relation to any actions taken in respect of, or alterations made to, the Home arising from or in connection with your site inspection and participation in the Program.

7. Your responsibility

- (a) To the maximum extent permitted by Law, you release the Queensland Government from any Losses incurred by you directly or indirectly arising from or incurred in connection with any act or omission of a Contractor (whether or not in connection with the Program) or any aspect of the Program (including for personal injury or property damage incurred in connection with your site inspection or at the Home, any installation and any actions undertaken as a result of your site inspection), except to the extent that any negligent act or omission by the Queensland Government, its officers or employees contributed to the Losses.
- (b) You indemnify the Queensland Government against any Losses incurred by it arising from or in relation to your participation in the Program (including from or in relation to personal injury or property damage incurred by a third party in connection with your site inspection or at the Home), except to the extent that any negligent act or omission by the Queensland Government, its officers or employees contributed to the Losses.
- (c) You acknowledge that Contractors are not officers, employees, agents or partners of the Queensland Government.
- (d) You acknowledge that the Queensland Government is not responsible for any arrangement between owners, or between a tenant and a landlord, with regard to the site inspection or any actions taken in respect of, or alterations made to, the Home arising from or in connection with the installation or your participation in the Program.

8. Audit

- (a) If requested, you agree to provide the Queensland Government with reasonable information in relation to your participation in the Program.

9. Breach of Customer Terms and Conditions

- (a) Subject to clause 5 and without limiting any other right or remedy available to the Queensland Government, if you fail to comply with these Customer Terms and Conditions, you agree that the Queensland Government will be entitled to recover from you the amount of any monies paid by the Queensland Government to a Contractor in respect of your contract with that Contractor.

10. Miscellaneous

- (a) **GST**
If a payment under clause 3(e) is consideration for a taxable supply, you agree that you will also pay an amount equal to the GST payable.
- (b) **Variation**
Subject to clause 5(e), these Customer Terms and Conditions may only be varied by agreement in writing.
- (c) **Severability**
A term or part of a term or condition of these Customer Terms and Conditions that is unenforceable may be severed from them and the remaining terms and conditions or parts of the terms and conditions will continue in force.
- (d) **Waiver**
A waiver of any term or condition of, or any right under, these Customer Terms and Conditions by the Queensland Government will only be effective if it is in writing.
- (e) **Governing law and jurisdiction**
These Customer Terms and Conditions are governed by the laws of Queensland and each party submits to the exclusive jurisdiction of the courts of Queensland.
- (f) **Rules for interpreting these Customer Terms and Conditions**
Except where the contrary intention is expressed:
 - (i) the singular includes the plural and vice versa, and a gender includes other genders; and
 - (ii) another grammatical form of a defined word or expression has a corresponding meaning.

11. Definitions

- (a) **Federal Government Rebate** means the \$1,600 Solar Hot Water Rebate offered by the Federal Government under its Energy Efficient Homes Package which came into effect on 3 February 2009 to help eligible home-owners, landlords or tenants replace their electric storage hot water systems with solar or heat pump hot water systems.
- (b) **Contractor** means the service provider appointed by the Queensland Government to perform the goods and services associated with the supply, delivery and installation of a System at your Home.
- (c) **Customer** means a person participating in the Program who requests a site inspection in respect of a Home and is the party entering into these Customer Terms and Conditions.
- (d) **Customer Declaration** means the declaration completed by the Customer prior to having a site inspection conducted under the Program.
- (e) **GST Law** has the meaning given to it by section 195-1 of A New Tax System (Goods and Services Tax) Act 1999 (Cth).
- (f) **Home** means a residential dwelling that is a principal place of residence.
- (g) **Household** means an individual, or a collection of individuals, living in a Home.
- (h) **Law** means any applicable statute, regulation, by-law, ordinance or subordinate legislation in force from time to time in Australia, whether made by a State, a Territory, the Commonwealth, or a local government, and includes the common law and rules of equity as applicable from time to time.
- (i) **Losses** means claims, liabilities, expenses, losses, damages and costs (including legal costs on a full indemnity basis, whether incurred by or awarded against a party).
- (j) **Program** means the Queensland Government Solar Hot Water Program
- (k) **Program Guidelines** means the document that sets out the guidelines, eligibility criteria, conditions for participation and general information about the Program developed by the Queensland Government and available from the Office of Clean Energy, as varied by the Queensland Government from time to time.
- (l) **Queensland Government** means the State of Queensland, acting through the Office of Clean Energy.

The Forms for the Queensland Solar Hot Water Program

1. Application form

If you have assessed yourself to be eligible for the Federal Government's \$1,600 Solar Hot Water Rebate and you would like to take part in the Queensland Solar Hot Water Program, you now need to complete the appropriate forms in this section and return all information to the Queensland Solar Hot Water Program.

If you have further questions about the Queensland Solar Hot Water Program, please call the Hotline on **13 25 23** and select the Queensland Solar Hot Water Program or visit the Office of Clean Energy website at **www.cleanenergy.qld.gov.au**

Applicant details

Application No. (Office use only)		<input type="text"/>
Title	<input type="text"/>	First name <input type="text"/> Surname <input type="text"/>
Address where the system is to be installed <input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>
Postal address (if different from installation address) <input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>
Phone (Home)	<input type="text"/>	Phone (Office) <input type="text"/>
Mobile	<input type="text"/>	Email <input type="text"/>

Please tick the appropriate box for each question below.
Each question must be answered for this application to be processed.

Have you previously registered your interest to receive information about the Queensland Government Solar Hot Water Program? ☐ Yes ☐ No

Applicant and dwelling eligibility (where the system is to be installed)

Each question must be answered for this application to be processed.

- | | | | |
|----|---|--|--|
| 1. | Is the system replacing an existing electric storage hot water system? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <i>If no, then you are not eligible for the Federal rebate and therefore not eligible for the Program</i> |
| 2. | Is the system replacing or additional to an existing gas, solar or heat pump hot water system? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <i>If yes, then you will not be able to participate in the Program at this time</i> |
| 3. | Have you previously successfully applied for a rebate under the Federal Government Energy Efficient Homes Package (including those offered through either the Homeowner Insulation Program or Solar Hot Water Rebate) at the nominated address? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <i>If yes, then you are not eligible for the Federal rebate and therefore not eligible for the Program</i> |

Details of the Federal Government Energy Efficient Homes Package are available at **www.environment.gov.au/energyefficiency** or by phoning **1800 808 571**.

1. Application form *continued*

- | | | | |
|-----|--|--|--|
| 4. | Are you an Australian citizen or permanent resident aged 18 years or over? | <input type="radio"/> Yes <input type="radio"/> No | <i>If no, then you are not eligible for the Program</i> |
| 5. | Is the dwelling where the system is to be installed located in Queensland? | <input type="radio"/> Yes <input type="radio"/> No | <i>If no, then you are not eligible for the Program</i> |
| 6. | Is the dwelling a principal place of residence?
<i>A principal place of residence is a home where an owner or tenant primarily resides. Eg. not a holiday home.</i> | <input type="radio"/> Yes <input type="radio"/> No | <i>If no, then you are not eligible for the Program</i> |
| 7. | Is the dwelling privately owned?
<i>For example, it is not State housing or owned by a State or Territory Government.</i> | <input type="radio"/> Yes <input type="radio"/> No | <i>If no, then you are not eligible for the Program</i> |
| 8. | Are you the owner or tenant of the dwelling where the system is to be installed? <i>Owners of rental properties are eligible to apply.</i> | <input type="radio"/> Owner <input type="radio"/> Tenant | <i>A tenant should not apply without approval from the owner of the dwelling. See 4A Permission for installation form</i> |
| 9. | Is the dwelling strata title?
<i>A relevant authority is the body corporate committee, or other authorised entity under the strata title arrangements that apply to the property.</i> | <input type="radio"/> Yes <input type="radio"/> No | <i>If yes, you should not apply without approval from the relevant authority. See 4B Permission for installation form</i> |
| 10. | Will the system be used for non-domestic purposes or primarily for heating a swimming pool, spa or similar. | <input type="radio"/> Yes <input type="radio"/> No | <i>If yes, then you are not eligible for the Program</i> |
| 11. | Are you applying for the Queensland Government Solar Hot Water Program because your existing hot water system no longer operates and requires emergency replacement? | <input type="radio"/> Yes <input type="radio"/> No | <i>If yes, then you are advised that the Program does not cater for Emergency Replacements</i> |
| 12. | Are you a holder of one of the following concession cards: | | |
| | <input checked="" type="checkbox"/> Centrelink Pension Concession Card | <input type="radio"/> Yes <input type="radio"/> No | <i>If yes, you must complete the following Pensioner/ Low Income Earner Consent form</i> |
| | <input checked="" type="checkbox"/> Centrelink Low Income Health Care Card | <input type="radio"/> Yes <input type="radio"/> No | |
| | <input checked="" type="checkbox"/> Commonwealth Seniors Health Card | <input type="radio"/> Yes <input type="radio"/> No | |

Privacy Notice

The Information Privacy Act 2009 applies to the collection and management of the personal information you provide to the Queensland Government in the application process and throughout your involvement with the Queensland Solar Hot Water Program ("the Program"). The Queensland Government and its authorised representatives collate the information on the Program application form in order to assess eligibility and entitlement to participate in the Program. The Queensland Government may disclose information collected to other entities in the course of assessing applications and determining eligibility to verify the content of the application.

The Queensland Government may disclose information collected during the application process to various suppliers, installers and logistics service providers. The Queensland Government will enter into contracts with those entities and impose obligations on them regarding the way they are able to use that information.

All information collected during the application process and throughout your involvement in the Queensland Program is subject to the Right to Information Act 2009 and other relevant acts and regulations.

Legal Notice

The Queensland Government takes no responsibility for any private arrangement between tenants and landlords with regard to making application and participating in the Program. The tenant or landlord has no entitlement against the Queensland Government in those circumstances.

The Queensland Government is the sole arbiter in deciding whether or not an applicant meets the eligibility requirements of the Program. Additional information may be sought from applicants to determine eligibility. The Queensland Government reserves the right to reject or suspend applications that are incomplete or contain incorrect or misleading information. No applicant shall be entitled to claim compensation or loss for any matter arising out of the application process. The applicant agrees it will indemnify and keep indemnified the Queensland Government for any claim or liability arising out of or in relation to the Program that is the subject of this application.



2. Pensioner / low income earner consent form

This section must be completed by eligible pensioners and low income earners applying under the Queensland Government Solar Hot Water Program.

This consent will be used for the sole purpose of authorising Centrelink to provide information to the *Queensland Government Office of Clean Energy* to assess your eligibility in relation to concessions or services provided by the *Office of Clean Energy*:

Customer confirmation

I
authorise Centrelink to confirm with the *Office of Clean Energy* the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to the *Office of Clean Energy* with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.

I understand that this consent, once signed, is effective only for the period I am a participant in the *Queensland Government Solar Hot Water Program*. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to the *Office of Clean Energy*.

I understand that if I withdraw my consent, I may not be eligible for the concession provided by the *Office of Clean Energy*.

A brochure is available from Centrelink that provides more details about the Centrelink Confirmation eServices or on Centrelink's website at www.centrelink.gov.au.

Please tick one of the following options:

- ☒ YES – I give consent for the status of my Commonwealth Benefit to be confirmed
- ☐ NO – I do not give consent for the status of my Commonwealth Benefit to be confirmed

If you ticked 'NO', to be considered as an eligible pensioner / low income earner for the Queensland Government Solar Hot Water Program, you must provide proof* from Centrelink with this application confirming that you are either:

- a. Pension Concession Card holder; or
- b. Low Income Health Care Card holder; or
- c. Commonwealth Seniors Health Card holder.

** A letter from Centrelink confirming the benefit you are currently receiving is an acceptable form of proof. A photocopy of your Concession or Health Card will **not** be accepted as proof confirming your Centrelink entitlement.*

Please enter you Centrelink or Department of Veterans' Affairs CRN number (This number can be found on your pension concession card, low income health care card or Commonwealth seniors health card in the form of 9 digits followed by a letter, eg. 123 456 789A or a Q followed by up to 9 digits eg. Q 123 456 789)

Your Centrelink CRN number is

Your DVA number is **Q**

3. Site assessment form

To determine the most appropriate solar or heat pump hot water system for your premises, please complete the following site assessment.

Applicant details

Title

First name

Surname

Postcode

Please provide information as requested below.

1. What is the address where the system is to be installed?

Postcode

2. Do you live in a:

- ☐ detached house?
- ☐ townhouse?
- ☐ unit or apartment?

3. How old is your home?

- ☐ Less than 10 years old
- ☐ Between 10 and 20 years old
- ☐ Between 20 and 30 years old
- ☐ More than 30 years old
- ☐ Unknown

4. What type of circuit protection does your home have in its electrical switchboard?

- ☐ circuit breakers
- ☐ rewirable fuses
- ☐ unknown

5. How many bedrooms do you have?

(list number)

6. How many bathrooms do you have?

(list number)

7. How many people live in your home?

(list number)

8. How many levels is your home?

- ☐ Single storey
- ☐ Double storey or high set (with the height of the gutters more than 5 metres off the ground)
- ☐ Other (provide description)

9. What type of roof do you have?

- ☐ Metal
 - ☐ Clay Tile
 - ☐ Concrete Tile
 - ☐ Asbestos – note: this is not a standard installation
 - ☐ Slate – note: this is not a standard installation
 - ☐ Shingles – note: this is not a standard installation
 - ☐ Other – note: this is not a standard installation (provide description)
-
- ☐ unknown

10. Do you have room on your roof of approximately 2 metres wide by 2.5 metres long for solar hot water collectors?

- ☐ Yes
- ☐ No
- ☐ unknown

11. Do you know which way this part of your roof faces?

- ☐ Northerly (this is ideal to get maximum solar exposure)
- ☐ I have a flat roof
- ☐ South
- ☐ East
- ☐ West
- ☐ Unknown

(If you have access to the internet, you may wish to check the direction your roof faces by accessing an online website that offers aerial images of your location)



3. Site assessment form *continued*

12. If you have a northerly facing roof or a flat roof, does direct sun get blocked to your roof during the day?

- ☐ Yes
- ☐ No
- ☐ unknown

13. Do you have shading from your neighbours premises or from trees:

in the morning?

- ☐ Yes
- ☐ No

If yes, from what time?

am

for how long?

hours (approximately)

14. Do you have shading from your neighbours premises or from trees:

in the afternoon?

- ☐ Yes
- ☐ No

If yes, from what time?

pm

for how long?

hours (approximately)

15. How many litres is your electric hot water system (this information should be recorded on the manufacturers label shown on the outside of your existing hot water system)?

- ☐ Less than 100L
- ☐ 100 L - 200L
- ☐ 250 or 315L

- ☐ 400L
- ☐ Other (provide description)
- ☐ Unknown

16. Do you have natural gas or bottled LPG available in your home?

- ☐ Yes (natural gas)
- ☐ Yes (bottled gas)
- ☐ No

17. Which electricity tariff is your existing electric hot water system connected to (this information is detailed on your electricity bill)?

- ☐ Tariff 11 (standard) Note: you may be required to have a heat pump or the electric booster of your new system connected to Tariff 33
- ☐ Tariff 33 (off-peak)
- ☐ Tariff 31 (night rate) Note: it is advisable to have the heat pump or the electric booster of your new system connected to Tariff 33. This is to ensure the system can operate or boost when required
- ☐ Unknown

18. Where is your existing electric hot water system located?

- ☐ Inside eg. laundry, garage
- ☐ Outside

19. Do you ever run out of hot water?

- ☐ Often
- ☐ Occasionally
- ☐ Never

20. Do you have water efficient shower heads?

- ☐ Yes
- ☐ No

4A. Permission for installation on rental premises form

This form is to be completed by the owner of the property in which the tenant resides.

Please tick each box below as appropriate.

- ☐ I certify that I am the owner of the residential property where the new solar or heat pump hot water heater is to be installed under the Queensland Solar Hot Water Program.
- ☐ I certify that I understand the nature of the installation.
- ☐ I give permission to the tenant named below to install a system under the Queensland Solar Hot Water Program on the premises specified in the 'residential address' section below.

Tenant name

First name Surname

Residential address

Address for installation of hot water system:

Unit / house number Street name
Suburb
City Postcode

Owner name

First name Surname

OR

Full business name

Owner address

Business / postal / residential address:

Unit / house number Street name
Suburb
City Postcode

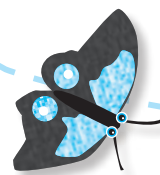
Owner contact phone number

(Please add contact person if the owner is not an individual)

First name Surname
Telephone Mobile

Owner signature

Signature Date



4B. Permission for installation on strata or community title premises form

This form is to be completed by the owner of the property which is part of a strata or community title.

Please tick each box below as appropriate.

- ☐ I certify that I am the owner of the residential property where the new solar or heat pump hot water heater is to be installed under the Queensland Solar Hot Water Program.
- ☐ I certify that I understand the nature of the installation.
- ☐ I certify that I have received permission from the body corporate committee to install a solar or heat pump hot water system on my premises.
- ☐ A copy of written approval on body corporate letterhead (this may be in email form) from the body corporate committee is attached with this application form.

Owner name

First name Surname

Residential address

Address for installation of hot water system:

Unit / house number Street name
Suburb
City Postcode

Body corporate name

First name of manager Surname
OR
Full business name

Body corporate address

Business / postal / residential address:

City Postcode

Body corporate contact phone number

(Please add contact person if the owner is not an individual)

First name Surname
Telephone Mobile

5. Customer Declaration Form

Please tick each box below as appropriate and sign. You must indicate your agreement to each statement for this application to be processed.

DECLARATIONS, YOUR RESPONSIBILITY AND YOUR RIGHT TO PRIVACY (Please read carefully)

- ☐ I certify as the applicant that I am the owner (or that I am a tenant and have received permission from the owner / or that I am an owner of a strata title dwelling managed by a body corporate and that I received permission from the body corporate) of the residential property where the new solar or heat pump hot water heater is to be installed.
- ☐ I certify as the applicant that I have read and understood the Queensland Solar Hot Water Program Application Pack and I declare that I meet all eligibility criteria set out in the Application Form.
- ☐ I certify that, to the best of my knowledge, all details provided by me in the process of applying for the Queensland Solar Hot Water Program are true and correct at the time of completing this form.
- ☐ I acknowledge that I will be provided with a written quote by the Contractor responsible for installing the system ("the Contractor") the solar or heat pump hot water system and that quoted prices for installation may exceed \$100 or \$500 where my home requires a non-standard installation and for other external fees such as council inspections.
- ☐ I acknowledge that it is my responsibility to organise a time to make my home available for inspection by the Contractor, if required, and once installation is agreed upon, it is my responsibility to make my home available for installation.
- ☐ I understand that, should I wish to proceed with the installation, I will be required to agree to the quote prior to the installation and sign the contract the Contractor provides to me.
- ☐ I agree to make full payment of the \$100 or \$500 plus any additional costs for a non-standard installation to the Contractor upon acceptance of the quote.
- ☐ I understand that in order for me to receive a solar or heat pump hot water system under the Queensland Solar Hot Water Program, I will be required to complete the Federal Government's Solar Hot Water Rebate Application Form following the installation of my solar or heat pump hot water system.
- ☐ I certify that I meet all criteria and requirements of the Federal Government's Solar Hot Water Rebate program but agree that if I am wrong and should I not be eligible for the rebate after installation, I am liable to pay \$1,600 to the Queensland Government.
- ☐ I acknowledge that Renewable Energy Certificates (RECs) are issued when a solar or heat pump hot water system is installed, and that these certificates hold value. By participating in the Queensland Solar Hot Water Program, I agree to sign a form transferring the right to create and trade these RECs to the Contractor for my solar hot water system following installation of my new solar hot water system. I understand that the value of the RECs will contribute to the cost of the system.
- ☐ I agree that when I receive a purchase receipt for the full value of the solar or heat pump hot water system from the Queensland Government, I will submit the Federal Government's Solar Hot Water Rebate Application Form and the purchase receipt to the Federal Government for processing.
- ☐ I agree to pay the sum of \$1,600 to the Queensland Government regardless of whether or not my application for the Federal Government's Solar Hot Water Rebate is successful.
- ☐ I acknowledge that even if I meet all eligibility criteria, the Queensland Government may, at any time, reject or revoke acceptance of my application.
- ☐ I acknowledge that giving false or misleading information is a serious offence.
- ☐ I acknowledge as the applicant that the Queensland Government accepts no liability for any loss, damage or cost incurred by me or any third party as a result of, or arising from, the installation of a system which has been the subject of this application.
- ☐ I accept all Customer Terms and Conditions of the Queensland Solar Hot Water Program.

Your signature

Date

Forward your completed application form to: Queensland Solar Hot Water Program, PO Box 15564, CITY EAST QLD 4002

If you have questions, please call the Hotline on 13 25 23 and select the Queensland Solar Hot Water Program.

Congratulations



You've completed Step 1 of the journey by sending your completed forms to:

Queensland Solar Hot Water Program

PO Box 15564


City East QLD 4002





**saving
energy**

**saving
the
planet**



Queensland Solar Hot Water Program
PO Box 15564
City East QLD 4002

Hotline: 13 25 23

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