

True Value Solar Meter Details Request

Congratulations on the purchase of your **PV SOLAR SYSTEM!**

In order for True Value Solar Pty Ltd to commence with the Import/Export meter changeover process, we require some further details. The details we have requested below are required for us to begin the application process for approval to connect a small embedded generator (SEG) and to initiate the application for a meter changeover on your behalf.

Please note: incorrect information may result in the delay or rejection of the application and delay your solar installation.

Order ID: <i>T Number, eg. T1234</i>					
Name: <i>As it appears on your electricity bill</i>					
Address:					
Daytime Phone Number:					
NMI Number: <i>National Meter Identifier Located on your electricity bill</i>					
Meter Number: <i>Located on your electricity bill or in your meter box</i>					
Electricity Retailer: <i>Name of company on your electricity bill</i>		Off-Peak Meter: YES / NO			
<table border="1"> <tr> <td> Switchboard: <i>Please circle</i> </td> <td> 3 Phase <i>415V house</i> </td> <td> Single Phase <i>240V house</i> </td> </tr> </table>		Switchboard: <i>Please circle</i>	3 Phase <i>415V house</i>	Single Phase <i>240V house</i>	Meter Number: <i>If you have an electric hot water service that heats overnight circle yes</i>
Switchboard: <i>Please circle</i>	3 Phase <i>415V house</i>	Single Phase <i>240V house</i>			

☐ I give permission for an application to be lodged on my behalf.
☐ I understand that my installation time frame will not start without my Rates Notice.
☐ I have attached my Rates Notice to this form.

Return via email: lending.dept@truevaluesolar.com.au, fax: 03 8256 0186 or post: True Value Solar 8/170-180 Rooks Road, Vermont VIC 3133

Please ensure you have read and completed the red section above before signing:

Signed:  _____

Date:  _____

True Value Solar Final **Payment** Methods

Congratulations on your **SOLAR** Purchase!

As stipulated in your contract, we require payment prior to installation.

Please find below our preferred payment options for the balance of your new PV Solar System. If you have any queries or concerns please contact us well before your payment is due. This will enable our staff to assist you with your solar install in a timely manner.

The following payment method is required before scheduling your installation date:



Credit Card

VISA / Mastercard

The following payments may be made on the day of installation:



Money Order

Please add contract number (eg. T1234), name & address on the reverse.
The installer must sight this payment prior to installing your system.



Bank Cheque

Please add contract number (eg. T1234), name & address on the reverse.
The installer must sight this payment prior to installing your system.



Interest Free Finance

Once Australia (trading as MyBuy) / GE Finance

- Submitted Identity Verification Form with supporting certified documentation to True Value Solar
- Received a telephone call from a Finance Officer
- Finance approval given
- Finance documents to be signed on day of installation

If payment is not recieved, installation cannot proceed and a \$200 rescheduling fee will be incurred.

Solar Installation FAQ : Victoria

I've Ordered My [Solar System](#), What's Next?

The following steps outline what happens after the purchase of your system:

Step 1	Finance plan pre-approval (if applicable)
Step 2	Booked in for install date 8-12 weeks after your deposit date/finance approval date (if applicable) If you are not contacted within this period, do not be concerned. Please contact Customer Care after 10 weeks if you have not received any communication regarding your installation appointment.
Step 3	Final payment finalised prior to installation date (1-2 weeks prior to install date) If either payment or financing is not finalised, we are unable to proceed with the installation. Please see attached payment method options.
Step 4	Sign relevant paperwork on the day of installation (Finance contract to be signed on the day of installation if applicable)
Step 5	System inspected Up to 4 weeks (metro) or 6 weeks (country) from install date
Step 6	Receive your Grid Connection Form, CES and EWR for reference purposes
Step 7	Contact your electricity company ("the Retailer") regarding their Feed-In-Tariff and grid connection processes
Step 8	Smart meter installed/reconfigured and your electricity account updated If you are still not connected to the grid 6-8 weeks after Step 4, please contact your electricity company ("the Retailer").

Step 1

What do I need to provide for pre-approval if I elect to take the finance option?

Congratulations on taking the Once Credit payment plan option! Please take the time to read through the information sent to you at the time of your order. This will contain general information as well as an "Identity Verification Form" and pre-application which will need to be sent in with supporting certified documentation (please check the Identity Verification document for specific details). Once these are completed and received, True Value Solar will process your application. Upon approval from Once Credit, your order will then proceed to scheduling.

Step 2

When Can I Expect My System To Be Installed?

Table 01: Victoria Install Guidelines

	Metro (< 2hr City)	Rural
Victoria	10-12 weeks	12-16 weeks

Our installation team works diligently to install your system within these guidelines, however sometimes for unexpected reasons installation may occur outside the guidelines given.

If you have not heard from our installation team within the above install guidelines, please contact our Customer Care team on 13SOLAR (13 76 52 - option 2) to help follow up on your installation.

In certain cases where the installation date was a condition of your order, then please contact our Customer Care team on 13SOLAR (13 76 52 - option 2) to arrange an installation appointment.

Step 3

Why Must Final Payment/Financing Be Made Prior To Installation?

The reason why our company policy requires the outstanding balance on your system to be paid prior to installation is because we are selling the solar system to you at a loss. Once your installation is completed to your satisfaction, we recoup the loss via the Government Small-scale Technology Certificates that you allocate to us.

- By paying for the outstanding balance, it allows us to pay for some of the system equipment costs that we have ordered upfront for you
- On the day of installation the installers will provide paperwork for you to sign to acknowledge that you are satisfied with the system installed
- We get paid from trading the Small-scale Technology Certificates (STCs) generated from your system, which is how we make money on the systems.

See attached "True Value Solar Final Payment Methods"

Step 4

Sign relevant paperwork on the day of installation

1. On the day of the solar system installation, you will be asked by your installer to sign a copy of your Grid Connection Form (GCF). This form begins your application with your Distributor to install your Smart Meter. If you already have a smart meter installed at the premises, it will need to be reconfigured.
2. If Applicable: Finance Application Forms to be signed by the Applicant/s only and returned to the installer. Your repayments will commence approximately (1) one month after your installation date.

Step 5

System inspected

1. In Victoria, as part of Energy Safe Victoria's regulations, your installer is required to commission an independent electrical inspector to inspect the solar system once it has been installed. The lead time for an inspector to come to your property and perform an inspection can take up to 4 weeks (metro) or 6 weeks (country) from the installation date. You may be contacted if the inspector needs you to be at home.
 - a. The installer will turn the system on to test it and then turn it off
 - b. The inspector will also turn the system on to inspect it and then turn it off until the Smart Meter is installed and it is connected to the grid
 - c. The Electricity Distributors strongly suggest that the system is not turned on until the inspection and smart meter installation takes place.
2. Once the inspector is satisfied with the installation of your solar system, they will sign and send copies of the Certification of Safety (CES) and Electrical Work Request (EWR) to True Value Solar.

Step 6

1. The Certification of Safety (CES), Electrical Work Request (EWR) and Grid Connection Form (GCF) will be sent to your retailer within 1 week of the inspection, and you will receive a copy for your own reference.
2. Once you have received your copy, True Value Solar recommends you wait 3 business days before contacting your retailer. This will give them enough time to process your various forms.

Step 7

Contacting your electricity company

Most Retailers would like the customer to contact them once the grid connection form has been sent (after 3 business days). This is generally to discuss any changes that may occur in terms of your electricity account and also to give your approval to install or reconfigure the Smart Meter and connect to the grid.

NB: (Not having contacted your Retailer will most likely hold up the installation or reconfiguration of the Smart Meter.)

Table 02: Victorian Electrical Retailers

Retailer	Type Of Contact Required	Contact Number
AGL	Customer to contact them	1800 680 430 (option 2)
Country Energy	Customer to contact them	1800 363 749
Energy Australia	Customer to contact them	131 502
Neighbourhood Energy	Customer to contact them	1300 764 860
Origin Energy	Customer to contact them	1300 791 468
Power Direct	Customer to contact them	1300 307 966
Red Energy	A letter is sent to the customer	131 806
Simply Energy	Customer to contact them	13 88 08
Tru Energy	Contacts the customer	1300 137 473
Lumo Energy	Customer to contact them	1300 115 866

The whole Smart Meter / Grid Connection process takes roughly 1-2 month from the date of the retailer receiving the Certification of Safety (CES), Electrical Work Request (EWR) and Grid Connection Form (GCF).

Step 8

Once the installer has fitted or reconfigured your smart meter he/she will turn it on.

Congratulations... your solar system is now officially turned on and connected to the electricity grid.

What Happens If A Customer Doesn't Want To Feed Back To The Grid?

In either case, a smart meter will be installed in the meter box at some stage during now and 2013 due to the Government's initiative to have all Victorian homes fitted with Smart Meters. If you do not want to send power back to the grid, then you need to discuss this with your Distributor. You need to be aware that if you are sending power back to the grid you will receive the Premium Feed In Tariff for all excess power you produce, which is credited to you at a minimum of 25c/kwh*.

**Prices subject to change without notice, please contact your Energy Provider.*

Appendix A

Direct Deposit

Bank: Commonwealth Bank of Australia

Account Name: True Value Solar Pty Limited

BSB: 063 010

Account number: 11987380

Note: Payments need 24-48 hours to be allocated. Please enter your reference number onto the transaction. This would be your order number e.g. T1234

Credit Card

Credit Cards need to be processed one working day prior to your installation to allow clearance.

Bank Cheque

Bank Cheques can be given to the installer on the day of your installation. Please Note: personal cheques will not be accepted on the day of install as they take around 7 days to clear.

Cash

Cash can be given to the installer on the day of your installation. The installers do not carry change, so please ensure correct tender is given.

A few days prior to your installation, you will receive a phone call from True Value Solar to confirm your installation date and clarify which payment method you will choose for your final balance.