



Sunboost Factsheet

The content in this Factsheet forms part of Sunboost's terms and conditions. Please read this Factsheet carefully.

1. **Approval from Electricity Distributor**

Electricity distributors, such as Ausgrid, Energex, Western Power, etc. own and maintain the distribution networks, including electricity powerlines and power poles that carry electricity to residential and commercial properties. Before having a solar pv system installed at your premises, approval must be sought from the electricity distributor to connect the solar pv system to the electricity grid.

Sunboost will be responsible for completing the relevant paperwork and lodging the application for approval to the electricity distributor on your behalf. Approval must be gained prior to installation.

In order for Sunboost to apply for approval from the distributor, Sunboost will require you to provide us with:

- a) the name of the electricity account holder.
- b) your NMI (National Meter Identifier) Number – which will be mentioned on your electricity bill and if you are unable to locate a bill then you may contact your electricity retailer who can provide the NMI to you.
- c) confirmation as to whether your meter is a single phase meter or a three phase meter. You may choose to send us a photo of your main switchboard and meter-box but this is not conclusive as sometimes there are three fuses installed but only a single phase is active. Sunboost will not be liable for any installation costs, upgrade costs or electrician costs if it is later discovered that your meter, which you showed/sent to us via a picture in an email, is not a three phase meter.

Even after receiving the above photos, if it is later discovered by your electricity company or your retailer that any additional work is required, Sunboost will not be liable/responsible for any additional costs including but not limited to any amendments in the meter-box, meter upgrade, electrician fees, additional material/approval or any meter-board configuration.

Depending on the location of your premises, the electricity distributor takes generally up to 15 days to provide their approval/disapproval. However, in some cases it can take more than 15 days, if the distributor takes that application into further technical assessment.

Once approved, the electricity distributor will provide an approval offer email/letter, permission to connect letter and job number.

2. **Meter Box**

On 1 December 2017 there was a change in the law and solar pv retailers could no longer arrange for upgrades/reconfigurations to the meter. From 1 December 2017, the customer's electricity retailer is responsible for the upgrades/reconfigurations to the meter at the customer's property.

It is now the responsibility of the electricity retailer to choose a contractor, known as a metering coordinator, to install and maintain the customer's meter. This is explained in the "Smart meters and you" factsheet authored by the Australian Energy Regulator ("AER") available at the following link:

<https://www.aer.gov.au/consumers/my-energy-service/smart-meters#about-smart-meters>

All new and replacement electricity meters are required to be smart meters (except in the Northern Territory and Western Australia).

If your premises does not have a smart meter or if your current meter needs to be upgraded/reconfigured, then you need to arrange this via your electricity retailer.



You will be responsible for costs associated with any upgrading of your meter-box. You must arrange for the upgrade of the meter-box. Sunboost's Installer/ Level 2 Electrician may provide you with a quote at your request but please note that payment for any meter-box upgrade must be paid to Sunboost (if level 2 is arranged by Sunboost) at the time of the meter upgrade job and not with the final payment of the system. The purchase price for the solar PV system is separate to and does not include any costs for meter upgrade.

The new net meter will be installed on a date agreed between you and your electricity retailer. Sometimes it takes a longer period to install a new net meter, for e.g. if the meter installation requires interrupting the supply of another customer. There can be delays on the end of the electricity retailer

Sunboost is not liable to upgrade your meter or responsible for the delay or loss of energy due to the delay. If there is no rectification work to be carried out and if there are no delays on the part of your electricity retailer, it generally takes about 25 to 30 days for your meter installation to be completed (but we cannot be held liable for this time frame as Sunboost does not have any control of the changes to your meter).

If you change your retailer in between the process of solar system installation or before your net meter is installed, then you must inform Sunboost of this change as Sunboost may have to submit the paperwork to your new retailer. This may also cause delay to the process of Net Meter Installation.

After installation of smart meter

After installation of the smart meter, the electrician who is responsible for installing your smart net meter must switch the inverter on your solar pv system ON. You must remind the electrician who installs your smart net meter to switch your inverter ON after the smart net meter has been installed. You must also request that your Retailer advises its electrician who installs your smart net meter to turn the inverter ON after the smart net meter has been installed.

Immediately after the smart net meter has been installed please go to your inverter to see if it is ON. If the screen on your inverter is OFF, please contact us immediately.

Once your smart net meter has been installed you must email Sunboost at netmeter@nseg-au.com.au to advise that your smart net meter has been installed and that your inverter has been switched on.

We hold no liability for any loss in electricity bills if the electrician who installed your smart net meter does not turn your solar pv system ON and if you have not informed Sunboost that your inverter was still switched off immediately after the smart net meter was installed.

3. Switchboard upgrade costs

In some instances your switchboard will need to be upgraded in certain circumstances including if:

- a. your home is an old property;
- b. there is no space for additional circuit breakers in the board;
- c. service fuses are not present;
- d. a Neutral link is missing;
- e. the Meter box is at a height of more than 2 metres, from ground level;
- f. a Meter Isolator switch missing;
- g. there is no space for a meter isolator switch in the meter box;
- h. the switchboard panel and/or meter board panel contain Asbestos;
- i. a Meter / meter box upgrade is required to make it compliant as per current standards set by the local electricity distributor for solar pv system installation.



- j. There is no space for meter isolator switch in the meter box

A minor upgrade could cost up to \$500 to \$600 whereas a major upgrade could be anywhere between \$800 to \$2000, but in excess of \$2000 in certain cases.

You are responsible for all of the above upgrade costs.

4. Tilting of solar panels

In some instances, for eg if you have a flat roof or if the pitch of the roof is under 10 degrees, and the roof is strong enough to support the tilt and is free from corrosion (rust), then the solar panels can be tilted to face the North direction (or next best direction) at an extra charge from \$20.00 to \$40.00 per panel at the time of the solar system installation at the site. However, if you change your mind after we carry out a flat installation of the panels, then the removal and reinstallation costs to install the panels on a tilt will be incurred and you agree that you will solely be liable for the removal and reinstallation costs.



Photo of solar panels tilted on a strong, rust free roof

5. Council or Strata Approval

It is your responsibility to obtain approval from your Local Council or your Strata Management/Body Corporate (if applicable).

Council Permit: In South Australia a Council Permit is required to tilt panels. It is your responsibility to obtain the council permit for tilting the panels and you are responsible for paying all fees associated with the permit. Sunboost can assist you by providing you with any necessary documentation required for the permit.

6. Other Extra charges

Special access equipment

To comply with the Work Health and Safety Obligations, in some cases e.g. if your premises is a double storey, a single storey with a large roof height or steep roofs (where the pitch is 30 degrees or greater), then a scissors lift will need to be used for protection against harm, injury or death to Sunboost's installers. You will be liable for the costs of the special access equipment (if required) such as boom lifts, cherry pickers, cranes, scissor lifters or scaffolding.



Photo of scissor lift used during installation

Meter isolation switch

In South Australia, a meter isolation switch is mandatory and if not installed already then it must be installed at an additional cost of \$250.00 (single phase) and \$450.00 (three Phase). You agree to pay this amount to Sunboost in the event that Sunboost is required to install a meter isolation switch.

Inverter and panels installed at a distance from each other

Sunboost's quote excludes the costs of material or labour to install an inverter onto a separate building or structure other than where the solar panels are installed, either at your request or if there is no practical or safer option. This is an example where the inverter is located in the main premises but the solar panels are installed on a garage or shed and the inverter needs to be installed next to the meter box at the main premises, which is usual in commercial, rural or regional properties.

Rectification

Rectification of inadequate electrical supply or any other work that is required to bring the installation site up to the electrical standards required by law.

Extra cabling

Further to the above, you will be charged extra if we have to supply additional cable when the distance of the inverter to the switchboard is greater than 10m.

Civil Works

This is for e.g. excavation, digging trenches to run cabling, including sawing concrete (e.g. driveways) and then refilling the trench and patching/refilling concrete.

Export control devices

In some cases, the local electricity distributors will approve solar system installations with export limiting. In such cases, Sunboost will have to install Export Control Device at an additional cost to you.

This is for example if you only have distributor approval for a 5kw system but you would like to install a 10kw system. In this case you can still install a 10kw system, but we can install an export control device which limits the electricity sent to the distributor to 5kw. Your system can produce in excess of 5kw, which can be used to power appliances etc, in your home, but only up to 5kw will be sent to the grid.

This export control device needs to be installed within 10M radius of the main switch board as we have to connect the inverter & main switch board through a physical cable, but if there is any Amendments, then extra charges will apply.

*Amendment refers to Extra Cabling and Civil Works above.



7. Change in electricity contract/tariff (if applicable)

Following the installation of a solar PV system, your electricity contract/tariff may change and you should contact your electricity retailer:

- before signing any contract, to check what new electricity tariff rates may be applied; and
- after installation of the solar PV system, to confirm that the agreed tariff has been applied.

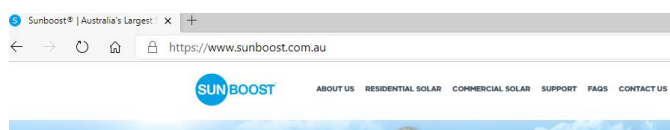
8. Roof Damage

You must inform us immediately once you become aware of any damage to your roof directly underneath or directly adjacent to where the solar panels were installed by Sunboost. If you repair or rectify any damage or consequential damage prior to informing us of the damage and fail to allow us an opportunity to investigate the cause of the damage, we shall not be liable for rectification or repair of the damage or consequential damage.

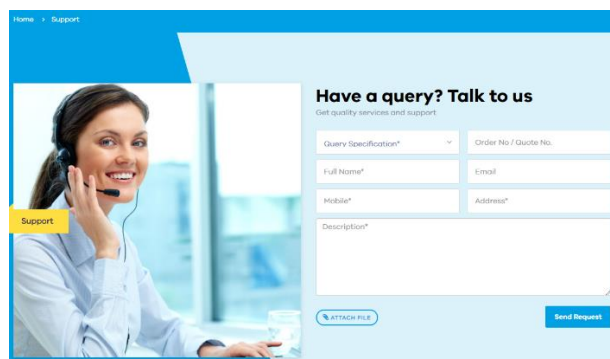
9. Complaints and queries

How to make a complaint online using Sunboost's website

- Go to our website www.sunboost.com.au
- Click "**Support**" on the top of our website:



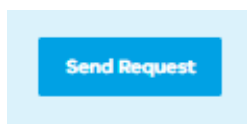
- You will then be directed to our Support page:



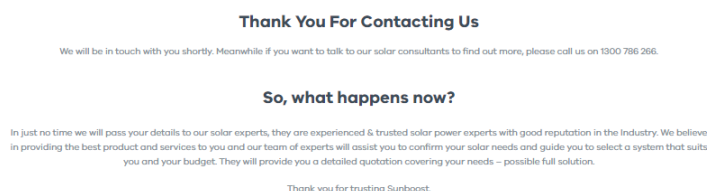
- Click the **Query Specification** drop down and select "**Complaint**":



- e. After you have selected the “Complaints” dropdown please fill in your Full Name, Mobile number, email id, property address and Order No/Quotation number and then write your complaint in the section “**Enter Your Description**”. You can also attach a file/document if you wish to do so for e.g. a photograph of your inverter screen showing a fault code.
- f. Once you have completed the form, click “**Send Request**”:

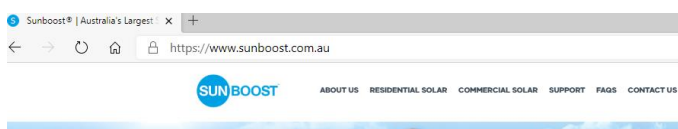


- g. You will then receive the below message on your screen:

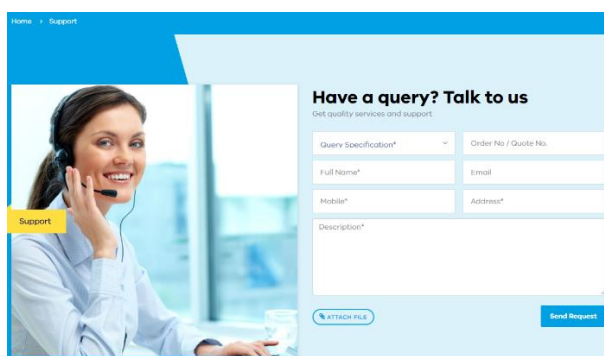


How to make a query online using Sunboost’s website

- a. Go to our website www.sunboost.com.au
- b. Click “**Support**” on the top of our website:



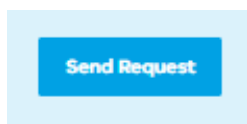
- c. You will then be directed to our Support page:





- d. Click the **Query Specification** drop down and select either “Installation”, “Service”, “Feedback” or “Others”:

- e. After you have selected either “Installation”, “Service”, “Feedback” or “Others” from the dropdown please fill in your Full Name, Mobile number, email id, property address and Order No/Quotation number and then write your complaint in the section “**Enter Your Description**”. You can also attach a file/document if you wish to do so for e.g. a photograph of your inverter screen showing a fault code.
- f. Once you have completed the form, click “**Send Request**”:



- g. You will then receive the below message on your screen:

