



[www.infiniteenergy.com.au](http://www.infiniteenergy.com.au)

# Welcome to The Amble Estate

Everything you need to know to access  
your 40% cheaper solar power.

Version 1.0



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## 1.0 Solar Explained

Three steps to understanding your new Solar Power Purchase Agreement (PPA):

### 1 How does it work?

1



Infinite Energy installs a solar system on your roof free of charge.

2



Once the solar system is installed, the solar panels will convert sunlight into electricity. You can use this electricity to power your home during the day.

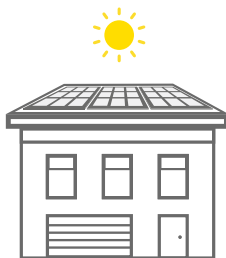
3



Infinite Energy will bill you for the solar energy you consume. You will be charged at a rate that is 40% cheaper than what you would have been charged by Synergy for electricity from the grid than if you didn't have the solar system on your roof. This means guaranteed savings.

### 2 Your Bills

1



Because solar only works during the day when the sun is shining...

2



... your home will still draw electricity from the main power grid to power your home at night, or when it is cloudy. Synergy will supply you with this electricity and charge you at their standard A1 tariff rate.

3



Infinite Energy

&



Synergy

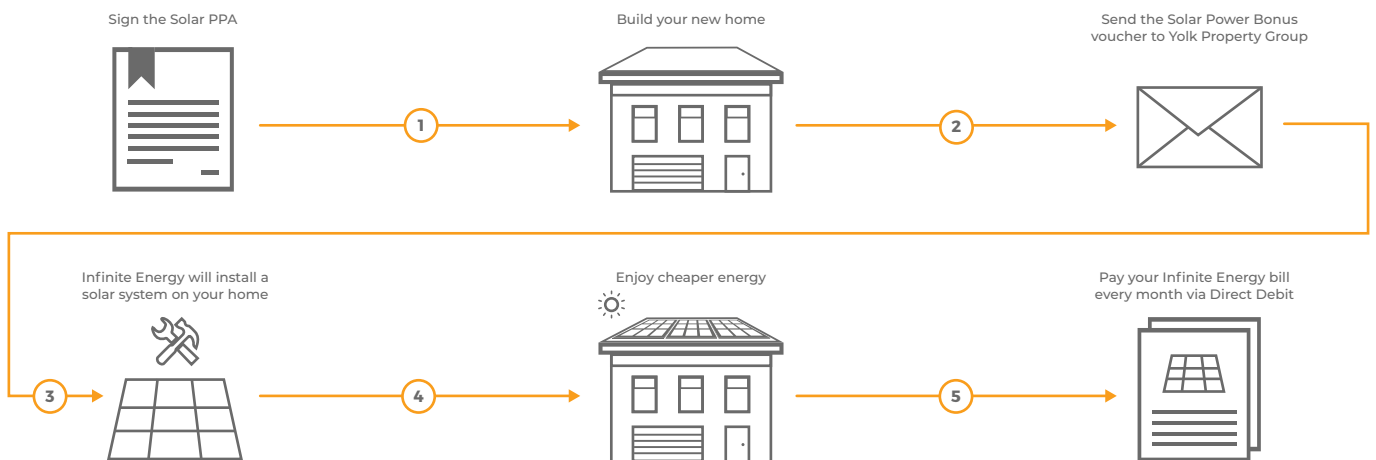
Each month, you'll receive a bill from Infinite Energy for your solar energy. Synergy will continue to bill you as usual for your grid energy.

### 3 Set up your direct debit

Infinite Energy will bill you for your solar energy via Direct Debit. Paying by Direct Debit saves you time and helps us be able to provide such a big discount. Simply provide us with your account details by completing the Direct Debit Application Form that was sent to you prior to your system being installed and email a copy to [yourpower@infiniteenergy.com.au](mailto:yourpower@infiniteenergy.com.au).

It's important to make sure you have available funds in your nominated bank account. please keep this in mind; if you are worried your direct debit will fail, please contact us as soon as possible so we can work with you to avoid this.

## 2.0 What to Expect



## 3.0 About the offer

### 3.1 How does it work?

Infinite Energy will install the system free of charge and retain full ownership and all maintenance responsibilities for the duration of the solar Power Purchase Agreement (PPA). You can use the energy produced by your solar system to power your home.

Some days, your electricity needs may be greater than what your solar system produces, such as when you are using multiple appliances at once. It also won't produce any electricity at night or if it's cloudy, because the sun isn't shining.

Therefore, you will still need to draw power from the main energy grid during these periods. This electricity is charged to you by Synergy. It is likely that the grid electricity supplied by Synergy will remain the primary source of electricity for your home. Every month, you will receive a bill from Infinite Energy for the energy produced by the solar system, and a bill from Synergy for the electricity you consumed from the grid.

### 3.2 How long does the 40% cheaper electricity and solar PPA last?

You will receive your solar electricity at 40% cheaper for the lifetime of the solar PPA, which is 10 years. At the end of the solar PPA, you will have the option to buy the solar system from Infinite Energy for a nominal fee, likely to be as little as \$1. From then on, you will own the system and there will be no charge for the solar electricity you consume.

### 3.3 What are the benefits?

- You can have a solar system installed at your home without having to pay the upfront cost to purchase a system.
- You don't have to worry about maintaining or pay to have the system fixed during the term of the solar PPA as we must ensure it operates correctly.
- There are guaranteed savings, as the solar energy you consume is 40% cheaper than what Synergy would have charged you had you received that electricity from the grid.
- You'll have cheaper, greener solar electricity without having to buy a solar system outright.

### 3.4 How much will I pay for the solar electricity?

Prior to having your solar system installed, you would have received all your power from the grid. This power was charged to you by Synergy at their standard A1 tariff rate. Since having your solar system installed, you are now receiving a portion of your daytime power from your solar system. Infinite Energy charges you for the solar energy you consume, but at a rate that is 40% less than what Synergy would have charged you had you received that electricity from the grid.

The 40% discount applies when you pay your bill in full by the due date. Any electricity you consume from the grid (night-time consumption plus additional day consumption) will be charged to you by Synergy at their standard A1 tariff rate as usual. To maximise your savings, shift your electricity consumption to when the sun is shining. For example, set your washing machine to turn on in the morning as you go to work.

### 3.5 What is the Solar Exported Charge?

On your Infinite Energy bill, you'll also see a Solar Exported Charge. This is the solar energy that your system produced, but you didn't use. Any unused solar energy is sent to the grid. You will be refunded this amount on your Synergy bill. On your Synergy bill, you'll see an amount shown as your Renewable Energy Cons Amount, also referred to as your REBS buyback rate. This is a credit to you for your unused solar electricity. The rate that Synergy pay you, and the rate that we charge is the same, so this refund from Synergy means the final cost to you for exported solar energy is \$0.

### 3.6 How long will the discount last?

The solar PPA is for 10 years, which means you are guaranteed 40% cheaper electricity when consumed from the solar system for that whole period. You will receive cheaper electricity for 10 years, which is the duration of the solar PPA.

### 3.7 What happens at the end of the 10-year solar PPA?

You will be informed before the solar PPA is due to expire. You will have the option to buy the solar system from Infinite Energy for a nominal fee, likely to be as little as \$1. From then on, as you will own the system and there will be no charge for the solar electricity you consume. You will then be responsible for the maintenance of the system. If you no longer wish to have the system at the end of the solar PPA, Infinite Energy can remove the system at a reasonable cost to you.

### 3.8 During the course of the agreement, can I request more solar panels or a battery?

Infinite Energy has the option to expand the system if there is a need for more solar electricity at your home, and enough space to install more solar panels and/or a battery. You will have the option to purchase this expanded system at the end of the PPA.

### 3.9 What happens if I don't use all the electricity the system generates?

On your Infinite Energy bill, you'll see a Solar Export Charge. This is the solar energy that your system produced, but you didn't use. Any unused solar energy is then sent back to the grid. You will be credited back this amount on our Synergy bill. On your Synergy bill you'll see this same amount shown as your Renewable Energy Cons Amount, also known as your REBS buyback rate. This is shown as a credit to you. Therefore, the refund from Synergy means the final cost to you for exported solar energy is \$0.

## 4.0 How Will I Be Billed?

### 4.1 Your Infinite Energy solar electricity bill explained

Front

We've created this handy guide to help explain how to read your bill.

#### 1 This graph shows the following:

- Grey: The expected amount of solar energy your solar system will produce that month
- Orange: The actual amount of excess solar you exported back to the grid
- Blue: The actual amount of solar energy you consumed

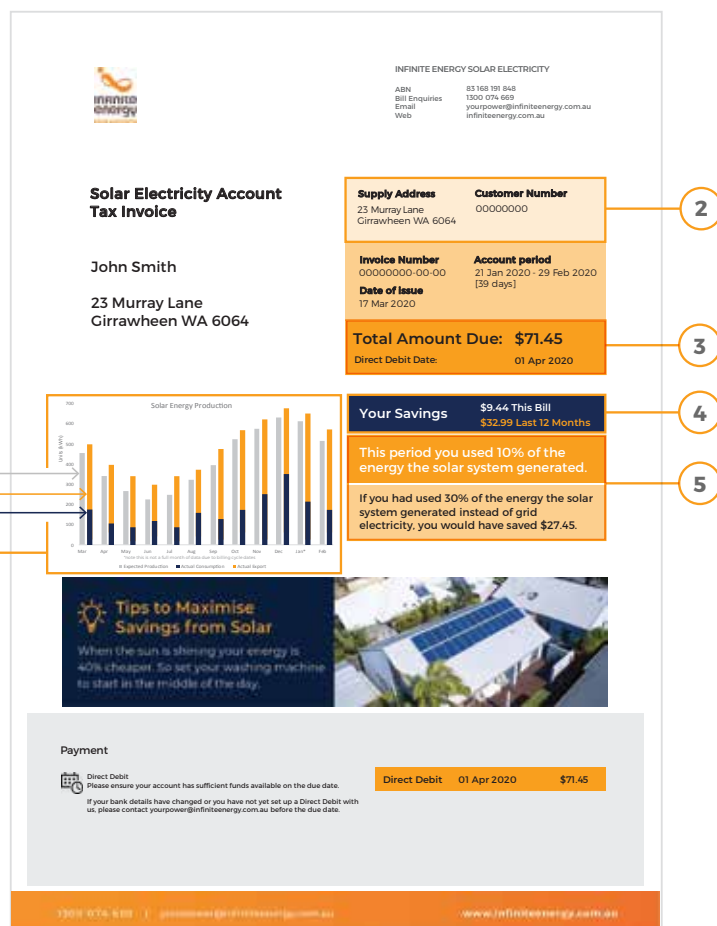
The blue section plus the orange section indicates how much solar energy was produced by your system that month.

#### 2 The address being supplied with solar power and your unique customer number.

#### 3 The total amount due for your Solar Electricity account and the date the amount will be debited from your account via Direct Debit.

#### 4 The total amount you have saved compared to if you had received that electricity from the grid.

#### 5 The percentage of solar energy your system produced that you consumed, and how much you would have saved if you had used more of that solar energy. You can increase your savings by shifting more of your energy usage to during the day when the sun is shining.



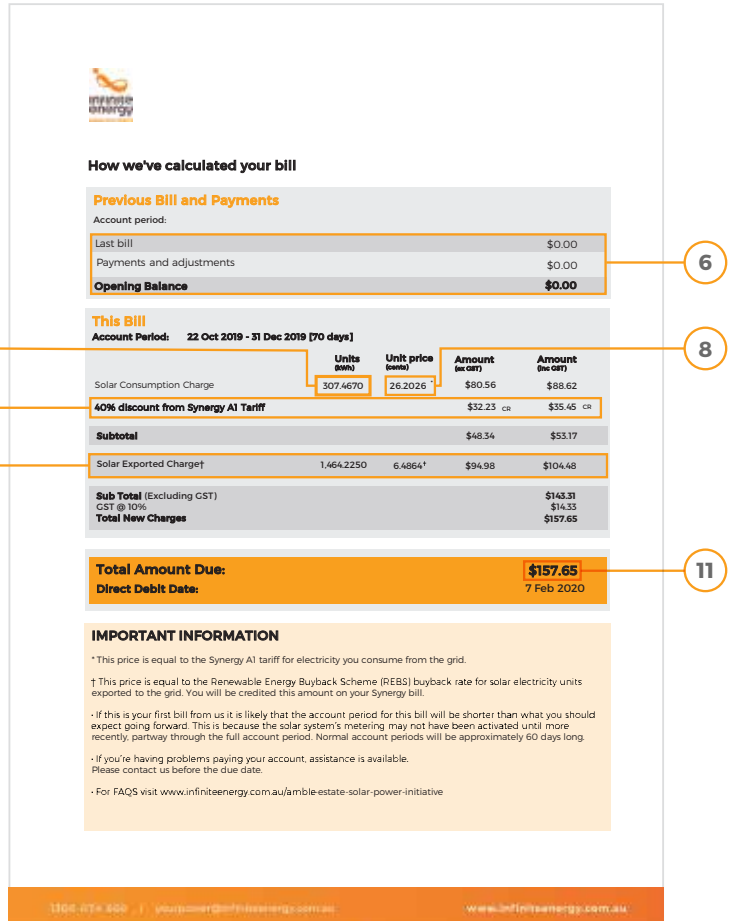
## 4.0 How Will I Be Billed?

### 4.1 Your Infinite Energy solar electricity bill explained cont.

Back

We've created this handy guide to help explain how to read your bill.

- 6 The total of your last bill and the total payments and/or adjustments made to that bill. This provides the opening balance for this bill's billing period.
- 7 The total units of solar electricity you consumed in kilowatt (kWh) hours.
- 8 The unit price of electricity if you had consumed the energy from the grid via Synergy. This is equal to Synergy's A1 Tariff.
- 9 The 40% discount compared to Synergy's A1 Tariff we provide for the solar electricity you consume.
- 10 The solar export charge is equal to the REBS buy-back rate for solar electricity exported to the grid. This amount will be credited on your Synergy bill, so the net cost to you for export solar electricity is \$0.
- 11 The total amount you owe. We will debit your bank account on the date shown, so please ensure you have sufficient funds in your nominated account on this date.



**How we've calculated your bill**

**Previous Bill and Payments**

Account period:	
Last bill	\$0.00
Payments and adjustments	\$0.00
<b>Opening Balance</b>	<b>\$0.00</b>

**This Bill**

Account Period: 22 Oct 2019 - 31 Dec 2019 (70 days)

	Units (kWh)	Unit price (cents)	Amount (ex GST)	Amount (ex GST)
Solar Consumption Charge	307.4670	26.2026*	\$80.56	\$88.62
<b>40% discount from Synergy A1 Tariff</b>			\$32.23 CR	\$35.45 CR
<b>Subtotal</b>			\$48.34	\$53.17
Solar Exported Charge†	1,464.2250	6.4864*	\$94.98	\$104.48
<b>Sub Total (Excluding GST)</b>			\$143.31	\$143.31
<b>GST @ 10%</b>			\$14.33	\$14.33
<b>Total New Charges</b>			\$157.65	\$157.65

**Total Amount Due: \$157.65**

**Direct Debit Date: 7 Feb 2020**

**IMPORTANT INFORMATION**

\* This price is equal to the Synergy A1 tariff for electricity you consume from the grid.

† This price is equal to the Renewable Energy Buyback Scheme (REBS) buyback rate for solar electricity units exported to the grid. You will be credited this amount on your Synergy bill.

- If this is your first bill from us it is likely that the account period for this bill will be shorter than what you should expect going forward. This is because the solar system's metering may not have been activated until more recently, partway through the full account period. Normal account periods will be approximately 60 days long.

- If you're having problems paying your account, assistance is available. Please contact us before the due date.

- For FAQs visit [www.infiniteenergy.com.au/amble-estate-solar-power-initiative](http://www.infiniteenergy.com.au/amble-estate-solar-power-initiative)

1108 874 400 | [yourpower@infiniteenergy.com.au](mailto:yourpower@infiniteenergy.com.au) | [www.infiniteenergy.com.au](http://www.infiniteenergy.com.au)

## 4.0 How Will I Be Billed?

### 4.2 How will I be charged?

You will be charged for the solar electricity you consume, at a 40% discounted rate when compared with Synergy's cost of electricity from the grid. This will be charged as a direct debit every month.

For solar electricity you do not use and instead export to the grid, Synergy will credit you for this amount, meaning meaning the cost to you for exported solar electricity is \$0. Remember, if you use more electricity than the solar system produces throughout the day, you will draw electricity from the grid and be charged for this by Synergy at the A1 Tariff.

### 4.3 How do you calculate the total amount saved?

You can understand how your savings are calculated by using the below example:

- This period you used 200 kilowatt hours (kWh) of solar electricity.
- If you didn't have a solar system, Synergy would have charged you \$57.65 for this amount of electricity (i.e., your Synergy bill would have been \$57.65 higher).

$$\begin{aligned} 200\text{kWh} \times 0.262026 &= \$52.40 \\ + 10\% \text{ GST} &= \$57.65 \end{aligned}$$

- Instead, because it came from your solar system and your Infinite Energy solar electricity is priced 40% less than Synergy, you've been billed \$34.58 by us.

Therefore, you've only been charged \$34.58 instead of \$57.65, saving you \$23.06 for those units of electricity.

### 4.4 What is Direct Debit?

A Direct Debit is a payment that is preauthorised by you to pay a bill. Each month, Infinite Energy will send you your bill in advance so you have time to review the charges. We will then deduct the amount you owe via Direct Debit on the date stated on your bill.

It is important that you have enough funds in your bank account on the due date so that the payment can be debited successfully. Failed Direct Debits may incur fees which will be added to your next bill. Your direct debit can be set up via a credit card or direct bank transfer.

### 4.5 What if my Direct Debit fails?

If you do not have sufficient funds in your nominated bank account, your Direct Debit will not be processed. We will notify you via email, and will attempt to debit your account again in 7 days time. A late payment fee will be charged to your next bill.



#### 4.6 How will I know I am receiving my 40% discount?

Your bill from Infinite Energy will outline how much solar electricity the system has produced, the amount you have consumed and the amount that has been exported to the grid.

For the solar electricity that you consumed, the invoice will show the Synergy A1 tariff amount, along with your 40% discount so you can see how much money you have saved.

For solar electricity you do not use and instead export to the grid, Infinite Energy will charge you at a rate that is equal to the REBS buyback rate that Synergy will pay you for solar electricity exported to the grid. This credit will be on your Synergy bill, meaning the net effect will be that you will only pay for solar electricity that you consume.

#### 4.7 Why does the expected production amount (grey bars on the graph on my bill) differ to my actual production amount (blue and orange bars on the graph on my bill)?

There are a number of reasons why the expected production may differ to the actual production amount in any given month. The most common causes are:

1. There could have been more or less cloudy days causing production to be more or less than the estimated production.
2. If your solar system was connected part-way through the month (e.g. any day other than the 1st of the month), your solar system will not have been producing energy for a full month so the actual production will likely be less than the estimated production for that month.
3. Similarly, if the billing cycle ends before the last day of the month, the actual production for that month may appear to be less than the estimated production for the month because of the number of calendar days included in the estimate.

#### 4.8 How can I save more money and make the most of my cheaper solar electricity?

The best way to use more of the cheaper solar energy and less of the more expensive grid electricity is to focus on using appliances when the sun is shining, this is when your energy is 40% cheaper.

Here are some tips on how to maximise your solar self-consumption:

- Schedule your energy-intensive appliances such as washing machines and dryers during the day when the sun is shining. For example set your washing machine and dishwasher as you go to work in the morning. If you have a pool, have the pump run during the middle of the day.
- When heating and cooling your house, set the aircon to come on in the afternoon so it's at its desired temperature before the sun goes down.
- Charge your devices (e.g. laptops and tablets) during the day instead of at night.

#### 4.9 What is Synergy's A1 tariff?

The A1 tariff is the standard flat rate that Synergy charges households for electricity that is supplied from the grid.

#### **4.10 What is Synergy's feed-in tariff?**

The feed-in-tariff is what Synergy will pay you for solar electricity that is exported to the grid, also known as the Renewable Energy Buyback Scheme (REBS) buyback rate. It will be shown as a credit on your bill, and stated as the Renewable Energy Cons Amount.

#### **4.11 If I'm receiving 2 bills, how am I saving?**

The benefit of this solar PPA is that you save 40% on the price of power you consume during the day that is generated by your solar system, compared to using power from the grid.

Rather than having all your electricity charged to you by Synergy at their more expensive standard A1 tariff rate, you will have a portion of your daytime power generated by your solar system. The solar power you use is priced 40% cheaper than the Synergy rate. Therefore, you are still saving despite receiving two bills.

#### **4.12 Will the rate or cost increase during the term?**

The solar PPA rate is linked to the Synergy A1 tariff, so it will change as the tariff is adjusted by Synergy.

#### **4.13 Will the government provide me with a solar rebate?**

No. As Infinite Energy owns the solar system, we incur the cost of installing the system, manage the process and retain any relevant rebates for the installation.

### **5.0 About the Solar System**

#### **5.1 What happens if the solar system is damaged or stops working?**

Infinite Energy will maintain the system at our cost for the duration of the solar PPA. We will monitor the system remotely, but it is your responsibility to make sure the system is free from shade and remains switched on, and that you report any issues to Infinite Energy promptly. If there is a system fault, your home will automatically draw electricity from the grid so you will not be reliant on the solar system.

You will be liable for repairs for any damage that is caused by you, or your tenant if you decide to lease your property, or damage that could have been prevented by you.

#### **5.2 What are my responsibilities?**

As the homeowner, you must not do anything or allow anyone else to do anything that would reduce the electricity output of the solar system. For the duration of the solar PPA, you must ensure the system always remains switched on and free from shade. This includes the upkeep of trees, bushes and hedges and any other structure which may shade the system. Although Infinite Energy will be monitoring the system remotely, you must report any system faults or damage to Infinite Energy as soon as you identify them.

### 5.3 How long should the solar system last?

Infinite Energy will install a quality system that is low maintenance and reliable. The solar system is likely to have a useful lifespan beyond the term of the solar PPA. Quality solar systems, properly maintained, should last around 20 years. If you opt to take ownership of the system at the end of the solar PPA, the remaining warranties will be transferred to you.

## 6.0 Leasing or Selling Your Home

### 6.1 What will happen if I want to sell my home?

If you want to sell your home during the term of the solar PPA, you have two options:

1. Buy out the system and add the cost to your home's sale price or;
2. Request the buyer to enter a solar PPA with the same terms. This way you can market your home as coming with cheaper greener energy without the cost of purchasing or maintaining a solar system.

If the new homeowner agrees to enter a solar PPA with the same terms, the caveat attached to your solar PPA will be removed and relogged into the new owner's name. The caveat is a simple legal document which explains that the property has the solar PPA attached to it. You will need to cover the cost of this process, which is approximately \$350.

In addition, your settlement agent will need to notify Infinite Energy and send all required paperwork for the new homeowner to enter the solar PPA with Infinite Energy. The new owner will sign all relevant paperwork including a solar PPA for what is left of the 10-year term, receiving the discount on the solar generated electricity they consume.

### 6.2 What do I need to do if I want to lease my property?

If you decide to lease your property, you will need to complete the Intention to Vacate Notice, available on the Infinite Energy website, and return it to Infinite Energy at least four (4) weeks prior to the day you vacate the property.

You have two options when leasing your property:

1. End your solar PPA and buy out your system. Refer to the Indicative Buyout Schedule included in your solar PPA for more details.
2. Choose to continue the solar PPA. You can request to have your tenant pay the bills via direct debit (see 4.3). Please remember, as you are still the counterparty to the Solar PPA you will be liable for any unpaid charges or damage to the solar system.

In your lease agreement, you may wish to include a requirement that your tenant respects any relevant clauses in your PPA. This may include an assurance that the system will remain switched on and free from shade at all times, and a requirement that the tenant reports any faults or issues with the system as soon as they are identified. Any arrangement will be a private matter between you and your tenant.

## **6.0 Leasing or Selling Your Home**

### **6.3 Can my bills be sent directly to my tenant?**

Yes we can send the bills directly to your tenant. To set this up, you will simply need to complete the Intention to Vacate Notice (Section D, Option 3 – Continue Agreement). On the form, you will see that your tenant will need to provide their details and sign to show they agree to receive future bills and set up a direct debit to pay the bills.

Your tenant will need to complete the direct debit form on page 2 of the Intention to Vacate Notice. Once the Intention to Vacate Notice and Direct Debit forms are completed, please send to [yourpower@infiniteenergy.com.au](mailto:yourpower@infiniteenergy.com.au).

Please note that you will still be liable for all obligations under the Solar PPA, including any outstanding bills. We will notify you if your tenant does not pay a bill.

### **6.4 What happens if my tenant doesn't pay a bill?**

If you have agreed with your tenant that they are responsible for paying the bills on your behalf and they do not pay, you are still be liable for payment. You will receive any unpaid bill notifications.

### **6.5 What happens if my tenant switches off or damages the solar system?**

As you are liable for the solar PPA, you will be liable for any noncompliance.

## 7.0 Solar PPA: Glossary of Terms

**Amble Estate:** The Amble Estate is located in Girrawheen and is the first estate in Western Australia to provide a complimentary solar power system installed with every home built.

**Direct Debit:** Direct debit is an automated payment equal to the amount outstanding on your bill that is deducted from your nominated bank account.

**Export Charge:** The solar exported charge is equal to Synergy's REBS buy back rate for any unused solar electricity that was exported back to the grid. This amount will be shown on your Infinite Energy bill as a charge. However, this same amount will be shown on your Synergy bill as the Renewable Energy Cons Amount, and will be shown as a credit, so the net result is \$0 cost to you.

**Feed-in Tariff:** A feed-in tariff (FIT) is a credit customers receive for any unused electricity that their solar power system sends back to the power grid. Synergy's feed-in tariff is referred to as REBS buyback rate and is shown on your Synergy bill as the Renewable Energy Cons Amount.

**Grid:** The main electrical supply that your home draws power from to be used in your home.

**PPA:** Power Purchase Agreement. A PPA is a long-term contract to purchase electricity generated by a solar PV system installed at your premises.

**REBS:** Renewable Energy Buyback Scheme. An initiative where Synergy pays customers for any unused solar electricity that is exported back to the grid.

**Renewable Energy Cons Amount:** This is the amount that Synergy pays you for any unused solar electricity that your system exported back to the grid as part of REBS. It will be stated on your Synergy bill as the Renewable Energy Cons Amount, and will be shown as a credit.

**Solar power:** The energy produced by the solar system installed on your roof.

**Solar consumption:** The solar energy produced by the solar system that you use in your home.

**Synergy AI tariff:** Synergy's standard rate that they charge per kilowatt-hour (unit) of electricity you use.

