

## Queensland Government Solar Hot Water Rebate Guideline and Application (V3-18.02.11)

### ADDENDUM

This Addendum is to be read in conjunction with the Queensland Government Solar Hot Water Rebate Guideline and Application version V3-18.02.11 and applies to all Applications for systems installed after 22 June 2012.

The Queensland Government Solar Hot Water Rebate closed on 22 June 2012.

To be eligible for the Rebate You must satisfy these Applicant Requirements in addition to all existing Applicant Requirements as set out in the Guideline:

- Your System must have been purchased or ordered (and a deposit paid) by close of business 22 June 2012. Your supporting documentation must clearly show this.
- Your System must be installed by 27 July 2012.
- Your Application must be:
  - fully complete including all supporting documentation
  - lodged on the current Form (V3-18.02.11)
  - received by the Department and postmarked no later than 28 September 2012.

Please note that:

- Systems purchased or ordered after 22 June 2012 are not eligible for the Rebate.
- Systems installed after 27 July 2012 are not eligible for the Rebate.
- Incomplete Applications are not eligible for the Rebate.
- Applications received on a superseded Form are not eligible for the Rebate.
- Applications received by the Department and post marked after 28 September 2012 are not eligible for the Rebate.

Ineligible Applications will be retained by the Queensland Government in accordance with the Public Records Act 2002.

Where there is conflict between the contents of this Addendum and the Guideline, the contents of this Addendum apply.

22 June 2012

# Queensland Government Solar Hot Water Rebate Guideline and Application

Version: 3.0  
Date: 18 February 2011



## What is the Rebate?

Right now, the Queensland Government is offering a Rebate to eligible households that replace their electric storage hot water system with a solar hot water system or heat pump.

You could be eligible for a:

- \$1000 Concessional Rebate (for pensioners and low income earners)
- or
- \$600 Standard Rebate.

The Eligibility Criteria for the Rebate and application process have been designed to ensure that:

- Queenslanders purchase quality Systems that are approved by the Australian Government's Office of the Renewable Energy Regulator (ORER)
- Systems are installed by suitably licensed Contractors, including plumbers, electricians and gas fitters.

Please read the Applicant Requirements on pages 4–5 before You apply for a Rebate. Capitalised words and phrases used in the Guideline are defined in the Applicant Requirements section.

## Before You buy

- Get to know the market and find out about the range of solar water heaters, retailers, suppliers and installers.
- Determine the best system for Your needs. If You need help with this, download 'Helpful information about choosing a solar water heater' from [www.brightthing.energy.qld.gov.au](http://www.brightthing.energy.qld.gov.au) or call **13 GET SOLAR** (13 438 76527).
- Shop around for the best deal.
- Check Your preferred system and installation meet the Eligibility Criteria.
- Make sure the Contractors You use have all the relevant licences and qualifications.



## Want to save even more?

You could save even more on the cost of Your System with the Australian Government's Renewable Energy Bonus Scheme. You could be eligible for a:

- \$1000 rebate for installing a solar hot water system
- or
- \$600 rebate for a heat pump.

For more information and details on how you can apply for a rebate under the Renewable Energy Bonus Scheme, visit [www.climatechange.gov.au](http://www.climatechange.gov.au)

## How do I apply?

### Step 1

Read the Applicant Requirements on pages 4–5.

Complete the eligibility test on pages 7–8 to assess Your eligibility for the Rebate.

### Step 2

Replace Your existing electric storage hot water system with a compliant solar hot water system or heat pump.

### Step 3

**Complete** the rest of the Application in full. You will need to complete the **red** Forms (pages 7–10) and if you are applying for a Concessional Rebate you will also need to complete the **orange** Form (page 15). Please make sure You also get:

- the seller of the System to complete the **yellow** Form (pages 11–12)
- the plumber/gas fitter to complete the **blue** Form (page 13)
- the electrical contractor to complete the **green** Form (page 14).

#### **All trade and contractor licence details must be provided.**

Some sections will be best filled out when You purchase the System and others on the day of installation.

Any missing information could result in Your Application being returned to You.

Make sure You have the most recent version of the Application—check at [www.brightthing.energy.qld.gov.au](http://www.brightthing.energy.qld.gov.au) or call **13 GET SOLAR** (13 438 76527).

### Step 4

Attach **copies** of the following documentation to Your completed Application:

- receipts that show full Proof of Payment for the System and installation
- if on a payment plan—a copy of the payment plan and Proof of Payment equalling at least the Rebate amount You are applying for.

For further details on what Your Proof of Payment needs to include, please see page 3.

Depending on the Rebate You have applied for, You may need to attach additional information (see the checklist on page 3).

### Step 5

Post Your completed Application and supporting documentation to:

#### **Queensland Government Solar Hot Water Rebate**

C/- QRAA

GPO Box 2768

Brisbane Qld 4001

## What happens after I submit my Application?

On receipt of Your fully completed Application, it will be assessed and if it is:

- **accepted**—payment will be made to Your nominated bank account
- **incomplete**—it will be returned to You for completion

or

- **declined**—You will be notified in writing that Your Application has been unsuccessful.

Please allow six weeks processing time from the date Your fully completed Application is received.

# Checklist

Use this checklist once You and Your Contractor(s) have completed the Application.

## Have You:

### All Applicants

- fully completed all sections of the Application including the eligibility test
- obtained all the information on the relevant Forms, including trade and contractor licence details and signatures, from all Contractor(s) engaged to supply and complete Your installation
- completed and signed the Applicant declaration on page 10
- read and understood the Applicant Requirements and privacy statement

Included **copies** of:

- Proof of Payment showing the System and installation have been paid in full

**OR**

- Your payment plan showing payments equalling at least the Rebate amount You are applying for (\$600 or \$1000)

### For Applicants with more than one System at the same Home

Included **copies** of:

- separate electricity account for each System

### For \$1000 Concessional Rebate Applicants

- completed and signed the 'Pensioner/low income earner consent' Form on page 15

**OR**

- included a letter of proof of Your entitlement (for \$1000 Applicants not consenting to the Queensland Government confirming their entitlement with Centrelink or the Department of Veterans' Affairs (DVA)).

**(The Applicant and concession cardholder must be the same person.)**



## What information needs to be on Your Proof of Payment?

- Your name, which must match the name on the Application
- The installation address
- The System cost (with supply and installation costs listed separately)
- The purchase date of the System
- Details of the System—type, make, model and tank capacity
- Proof that the System and installation have been:
  - paid for in full, or
  - that You have a deferred payment plan and made payments equalling at least the Rebate amount You are applying for (\$600 or \$1000)
- If You have arranged any part of the installation yourself (such as the electrician or the plumber), You must include a receipt that shows You have paid for that part of the installation.



## Supporting documentation

Please only submit **copies** of Your documentation as these will not be returned to You.

# Applicant Requirements

## 1. Definitions and interpretation

Words and expressions in the Guideline are defined below in clause 1.1.

### 1.1 Definitions

*Applicant* (or *You* or *Your*) means an individual applying for financial assistance under the Rebate.

*Applicant Requirements* means the information in clauses 1 to 5 below on pages 4–5.

*Application* means the Form(s) completed and signed by You and Your Contractor(s).

*Contractor* means anyone engaged to deliver goods and services for the supply and/or installation of Your System at the Home.

*Customer Sale Arrangement* has the meaning set out in section 10 of the *Community Ambulance Cover Act 2003* (Qld). This definition may be used to determine if you have more than one electricity account at the one address.

*Department* means the State of Queensland represented by the Department of Employment, Economic Development and Innovation through the Office of Clean Energy.

*Eligibility Criteria* means all criteria and requirements specified in clause 2, which will be used to assess Your Application.

*Form* means the form(s) on pages 7–15 of the Guideline.

*Former Assistance Program* means the program, under the name ‘Queensland Solar Hot Water Program’, or otherwise, before the commencement of the Rebate, that was administered by the Department to provide financial assistance for buying solar water heaters.

*Guideline* means the document titled Queensland Government Solar Hot Water Rebate Guideline and Application.

*Home* means a building within the meaning of the *Building Act 1975* (Qld) that is not owned by the Commonwealth, the State or a local government.

*Installation Date* means the date of completion of Your System installation, including all relevant works and certification.

*Occupied* means, in relation to a Home, lawful occupation of the Home.

*Proof of Payment* means documentation, such as a tax invoice or receipt, that shows You have paid for Your System and its installation.

*Purchase Price*, of a System, includes the cost of installation of the System.

*QRAA* means the statutory authority of that name established under the *Rural and Regional Adjustment Act 1994* (Qld).

*Queensland Government* means the Department, QRAA, each department, agency and administrative unit of the State of Queensland and any other body, body corporate or body politic established under Queensland legislation (including an instrument made under legislation) (including a local council) or established by the Governor of Queensland or a Minister of State of the State of Queensland or over which the State of Queensland exercises control.

*Rebate* means a rebate amount up to a maximum of \$600 (*Standard Rebate*) or \$1000 (*Concessional Rebate*).

*REC* means a renewable energy certificate, also known as a small-scale technology certificate (STC). More information about RECs and equivalent certificates including STCs is available at the Office of the Renewable Energy Regulator website at [www.orer.gov.au](http://www.orer.gov.au)

*Relevant Replaced Heater* means the electric storage water heater replaced by the System that is the subject of Your Application.

*RRAR* means the *Rural and Regional Adjustment Regulation 2000* (Qld). This is the regulation under which We administer the Rebate.

*Solar Water Heater* (or *System*) means the device that heats water using solar energy and satisfies any conditions for the device or its installation under the *Renewable Energy (Electricity) Act 2000* (Cth) and which is the subject of the Application.

*We, Our or Us* means the Department or QRAA, or both of them, as the context requires.

## 2. Eligibility Criteria

The Eligibility Criteria for the Rebate is summarised below.

### 2.1 Standard Rebate – \$600

To be eligible for the Standard Rebate, You must complete the Application and:

- a) have purchased and either:
  - i) paid in full the Purchase Price for the System; or
  - ii) entered into an agreement to pay the Purchase Price for the System and paid, under the agreement, an amount at least equal to the Rebate amount You are applying for;
- b) have had your System installed in a Home in Queensland that is owned or Occupied by the Applicant;
- c) not have paid the Purchase Price in full before 13 April 2010;
- d) be an Australian citizen or permanent resident aged 18 years or over;
- e) ensure that your Application is received by Us within six (6) months of the Installation Date of the System;
- f) provide Us with satisfactory Proof of Payment and any additional information reasonably required to assess eligibility;
- g) not have, and any other person must not have, applied for or been given, a Rebate or any assistance under the Former Assistance Program or otherwise by the State for buying the System; and
- h) not have, and any other person must not have, been given a Rebate or any assistance under the Former Assistance Program or otherwise by the State for buying a System that replaced an electric storage water heater for which electricity was supplied under the same Customer Sale Arrangement as the Relevant Replaced Heater.

### 2.2 Concessional Rebate – \$1000

To be eligible for the Concessional Rebate, You must:

- a) satisfy all of the Eligibility Criteria for the Standard Rebate;

- b) hold a:
  - i) Centrelink Pension Concession Card;
  - ii) Centrelink Low Income Health Care Card;
  - iii) Commonwealth Seniors Health Card; or
  - iv) Department of Veterans' Affairs Pension Concession Card (blue only - orange, white and gold card holders are not eligible for a Concessional Rebate);
- c) complete the Form on page 15 of the Guideline, entitled 'Pensioner/low income earner consent; and
- d) not have already received a Concessional Rebate to buy a System.

### 2.3 System requirements

To be eligible for the Standard Rebate or the Concessional Rebate, Your System must:

- a) be new, in good working order and condition, and replace an electric storage water heater;
- b) be eligible for the creation of at least 20 RECs (or equivalent certificate) under the *Renewable Energy (Electricity) Act 2000* (Cth) (which includes that the System complies with all relevant, current Australian/New Zealand/international standards and all of the requirements of the Office of the Renewable Energy Regulator);
- c) have warranties of:
  - i) at least five (5) years for the System's tank and solar collectors; and
  - ii) at least two (2) years for the System's heater circulating pump or refrigeration equipment;
- d) have an installation warranty of at least one (1) year;
- e) subject to paragraph (f), be and must be intended to be, used only for domestic purposes; and
- f) not be used primarily, and must not be intended to be used primarily, for heating water in or for a pool or spa.

### 2.4 Multiple Systems and Rebate amounts

- a) You are not eligible for more than one Rebate amount for the same System.
- b) Where You have previously received a Concessional Rebate, You are not eligible to receive a second Concessional Rebate for another System. However, if You otherwise meet the Eligibility Criteria as set out in clause 2, You may be eligible to receive a Standard Rebate only for another System at a Home, provided that:
  - i) Your current Application relates to a different System to the one for which You received an earlier Rebate amount; and
  - ii) the second system is connected to a separate electricity account, which must be under a different Customer Sale Arrangement to the first System.

NOTE: Applicants seeking to rely on clause 2.4 (b) must provide suitable evidence (electricity bills etc.) with their Application to show the different Systems are each connected to separate electricity accounts.

### 2.5 Rebate amount not granted

You and Your System are not eligible for a Rebate if:

- a) You and Your System do not meet each of the Eligibility Criteria as determined by Us;
- b) You are not the owner or long-term\* tenant of the Home where the System is installed;
- c) the System replaces or is additional to an existing gas or solar hot water system or heat pump;
- d) the System was won as a prize; or
- e) the Application is submitted by the supplier or a commercial business on behalf of their customer.

\* long-term being six months or more

### 2.6 Further information

The Queensland Government Solar Hot Water Rebate Scheme is an approved scheme under the RRAR.

## 3. Eligibility assessment and payment

- a) Eligibility – You must ensure You and Your System meet the Eligibility Criteria and requirements of the Guideline.
- b) Your responsibilities – You are responsible for the full cost of Your System, including installation, and We are not responsible or liable to You for any obligation, cost or liability You might incur in connection with:
  - i) Your purchase, installation or use of the System;
  - ii) Your assessment of Your eligibility to receive a Rebate amount;
  - iii) any decision by Us to decline Your Application or refuse You a Rebate amount;
  - iv) any decision to discontinue or reduce the Rebate or vary any part or all of the Guideline;
  - v) any delay in the installation or supply of Your System;
  - vi) any Contractor licensing or compliance requirement;
  - vii) any Contractor payment requirement or any Contractor workmanship deficiency or product quality issue; or
  - viii) any other matter in relation to the Rebate or Your participation in the Rebate or the Former Assistance Program.

## 4. System operation and maintenance

You must keep and maintain Your System in a fully functioning condition at Your Home.

## 5. Use of System at own risk

You acknowledge and agree You have purchased, installed and will use Your System solely at Your own risk and not in reliance on receiving a Rebate, anything stated in this Guideline or any advertisement.

## Privacy Statement

### 1. Information about You that We collect and Your consents

- a) We collect information about You from:
  - i) You and Your Application; and
  - ii) organisations specified in paragraph (d).

- b) In addition to information we collect about You specified on the previous page, You must give Us reasonable additional information to determine Your eligibility for the Rebate or to validate information in Your Application or otherwise, including upon Our request.
- c) If requested by Us at any time(s) You must promptly provide Us with information on the use of Your System.
- d) You consent to:
  - i) an organisation that supplies Your Home with water and energy disclosing to Us information they hold about You or Your System and the use of Your system at any time to determine eligibility and, from time to time, for further research;
  - ii) Us contacting You to obtain information about energy efficiency or the efficacy of Your System, and You will provide reasonably requested information promptly, accurately, in good faith and to the best of Your knowledge; and
  - iii) the following entities disclosing to Us information they hold about You or Your System for the purpose of assessing Your eligibility for a Rebate or for health and safety purposes: Our external service providers and their sub-contractors; each of Your Contractors; Land Titles Registry (Qld); Residential Tenancies Authority (Qld); Centrelink; the Department of Veterans' Affairs (Cth); third party consultants, researchers and the Queensland Audit Office; and any regulatory body responsible for System and licensing compliance, including bodies like a local council (or councils), the Building Services Authority, Plumbing Industry Council, Electrical Safety Office and Gas Inspectorate.
- b) your Contractor and any regulatory body responsible for System and licensing compliance, including to bodies like a local council (or councils), the Building Services Authority, Plumbing Industry Council, Electrical Safety Office and Gas Inspectorate, for the purpose of ensuring compliance with applicable standards and/or Laws and checking that Contractor(s) hold the licences and approvals they must hold by Law to quote on and install solar hot water or heat pump systems and to ensure Your System meets Eligibility Criteria or for health and safety purposes;
- c) to third party consultants, researchers and the Queensland Audit Office for the purpose of conducting reviews or research and development relating to outcomes of the Rebate project;
- d) to the general public in a report or other similar document for public release, but only to the extent that it is aggregate data (de-identified);
- e) to energy providers or energy industry stakeholders for the purpose of enabling them to give You further information on energy efficiency and how You can help combat climate change (applicable only if You ticked 'Yes' under the Applicant Declaration in Your Application); and
- f) QRAA if the collector is the Department, and the Department if the collector is QRAA, for the purpose of the Rebate.

## 2. Privacy—use and disclosure of information

You acknowledge that the *Information Privacy Act 2009* (Qld) applies to the handling of information given in Your Application.

### 2.1 The purposes for which we may use Your information

You consent to Us using the information that you give Us for the purposes specified in Your Application and in clauses 1 and 2 of this privacy statement or within a reasonable period after You apply for a Rebate, whether or not You receive it, provided however, if You do not receive a Rebate, the information will only be used or disclosed for ensuring compliance with the law or to protect safety and health.

### 2.2 Who We disclose Your information to

In relation to any information We collect about You referred to in clauses 1 or 2 of this privacy statement, You agree We may disclose it to:

- a) third parties, including to Contractors, Our external service providers (including QRAA) and their sub-contractors, Land Titles Registry (Qld), Residential Tenancies Authority (Qld), Centrelink and the Department of Veterans' Affairs (Cth), for the purpose of administering the Rebate project and/or assessing Your eligibility for the Rebate or for health and safety purposes;

### 2.3 Our obligations

We will not otherwise use or disclose Your information without Your consent, unless authorised by law.

### 2.4 Other individual's consent

Where information or consents You give Us in Your Application or under clauses 1 or 2 of this privacy statement relate to another individual (including any other person that resides in a Home), You warrant that You have that individual's consent and authority in writing that authorises:

- a) the disclosure of the information to Us in the manner contemplated by this Guideline; and
- b) Our use and disclosure of that information in any way contemplated by this Guideline.

### 2.5 Right to information legislation

You acknowledge information collected during the Application process is subject to the *Right to Information Act 2009* (Qld) and other relevant laws.

### 2.6 Use of Your System

In order to ensure that the Rebate is effective, the Queensland Government from time-to-time would like to collect information from You about how your System has been supplied and installed and how it works for You. You consent to the Queensland Government, through its representative, contacting You for this purpose. Note that the Queensland Government representative may ask You if You consent to the representative inspecting and auditing Your System in Your premises. You are under no obligation to give the Queensland Government any information noted in this clause or to allow the Queensland Government representative to enter Your premises.

# Application

Your eligibility for the Queensland Government Solar Hot Water Rebate will be determined on the information You provide. You must **fully complete this Application**. Some sections will be best filled out at the time of purchase and others on installation day.

| Office use only |  |
|-----------------|--|
| Client Id.      |  |
| Application no. |  |

**Incomplete Applications cannot be processed and will be returned to You without processing.** This will delay Your Application. Make sure you use the current Application at the time of lodgement—to check, visit [www.brightthing.energy.qld.gov.au](http://www.brightthing.energy.qld.gov.au) or call **13 GET SOLAR** (13 438 76527).

## 1. Complete the eligibility test (all Applicants to complete and submit with their Application)

Please complete the following questions to determine Your eligibility for the Queensland Government Solar Hot Water Rebate.

If You answer a question with the words, '**You are not eligible to apply**' next to Your response—You do not meet the Eligibility Criteria for the Rebate and cannot submit an Application.

*Please tick the appropriate box for each question below*

### Your System

**1.** Is the new System replacing an existing electric storage hot water system?

- Yes  No—**You are not eligible to apply**

**2.** Have You:

–paid in full for a brand new System, on or after 13 April 2010?

**OR**

–entered into a payment plan for a brand new System and made payments equalling at least the Rebate amount You are applying for, on or after 13 April 2010?

- Yes  No—**You are not eligible to apply**

**3.** Is the new System eligible for at least 20 Renewable Energy Certificates (RECs)?

- Yes  No—**You are not eligible to apply**

(The seller will be able to give You this information. For more information on RECs and equivalent certificates, visit the Office of the Renewable Energy Regulator at [www.orer.gov.au](http://www.orer.gov.au))

**4.** Does Your System include minimum warranties of:

**five years**—tanks and solar collectors?

- Yes  No—**You are not eligible to apply**

**two years**—circulating pumps (split solar systems) and refrigeration equipment (heat pump sealed systems)?

- Yes  No—**You are not eligible to apply**  Does not apply

**one year**—installation and workmanship?

- Yes  No—**You are not eligible to apply**

**5.** Will the System be primarily used for business purposes or heating a swimming pool or spa?

- Yes—**You are not eligible to apply**  No

**6.** Is the new System replacing an existing gas, solar or heat pump hot water system?

- Yes—**You are not eligible to apply**  No

**7.** Did You receive the System as a prize?

- Yes—**You are not eligible to apply**  No



**Your Home**

**8.** Is the System installed in a privately owned Home? (i.e. it is not owned by a federal, state, territory or local government)

- Yes  No—**You are not eligible to apply**

**9.** Is the Home occupied, or likely to be occupied, for at least six months at a time?

- Yes  No—**You are not eligible to apply**

**10.** Is the Home a permanently fixed residential building in Queensland?

- Yes  No—**You are not eligible to apply**

**11.** Is the Home strata title (units, townhouses, etc)?

- Yes—You should not apply without approval from the relevant authority  No

(A relevant authority is the body corporate committee or other authorised entity under the strata title arrangements that apply to the property.)

**You**

**12.** Are You an Australian citizen or permanent resident aged 18 years or over?

- Yes  No—**You are not eligible to apply**

**13.** Are You the owner or long-term\* tenant of the Home where the System is to be installed?

- Yes—If You are a long-term tenant You are responsible for ensuring that You have permission from the owner of the Home to install the System  
\* long-term being six months or more  No—**You are not eligible to apply**

**14.** Have You previously received a Rebate under the Queensland Government Solar Hot Water Rebate Scheme at the nominated installation address provided?

- Yes—You can only apply for more than one Rebate if You hold separate electricity accounts for each System at the one address  No

**15.** Did you receive the System under the Queensland Solar Hot Water Program (Former Assistance Program) at the nominated installation address provided?

- Yes—You cannot claim a Rebate for any System provided under the Former Assistance Program  No

**16.** Are You submitting this Application within six months of the Installation Date?

- Yes  No—**You are not eligible to apply**

**17.** Are You the holder of one of the following concession cards?

- Centrelink Pension Concession Card
- Centrelink Low Income Health Care Card
- DVA pensioner concession card\*
- Commonwealth Seniors Health Card.

\*Blue only. Orange, white and gold cardholders are not eligible.

- Yes—You may be eligible for the \$1000 Rebate, complete and sign the 'Pensioner/low income earner consent' Form on page 15  No

**If You are eligible to apply for a Rebate please make sure You complete the rest of the Application and submit it within six months of the Installation Date. You must ensure You submit a fully complete Application.**

**2. Applicant information (to be completed by Applicant)**

| Office use only |  |
|-----------------|--|
| Client Id.      |  |
| Application no. |  |

**ALL sections of this Form must be completed****Applicant details**

|         |                      |            |                      |
|---------|----------------------|------------|----------------------|
| Title   | <input type="text"/> | First name | <input type="text"/> |
| Surname | <input type="text"/> |            |                      |

**Installation address**

|             |  |            |   |
|-------------|--|------------|---|
| Unit no.    | <input type="text"/>   | Street no. | <input type="text"/>                        |
| Street name | <input type="text"/>   |            |   |
| Suburb      | <input type="text"/>   |            |   |
| Town        | <input type="text"/>   |            |   |
| State       | <input type="text"/> Q <input type="text"/> L <input type="text"/> D | Postcode   | <input type="text"/> 4 <input type="text"/> |

**Postal address (if different from installation address)**

|                      |                      |            |                      |
|----------------------|----------------------|------------|----------------------|
| Unit no.             | <input type="text"/> | Street no. | <input type="text"/> |
| Street name/P.O. Box | <input type="text"/> |            |                      |
| Suburb               | <input type="text"/> |            |                      |
| Town                 | <input type="text"/> |            |                      |
| State                | <input type="text"/> | Postcode   | <input type="text"/> |

**Contact details (please provide at least one contact phone number)**Daytime contact no. (  )  **OR**Mobile   Email 

(if provided, this will be the primary method of contact)

**Electronic funds transfer (EFT) details**BSB no.  Account no. 

(If You are unsure of the BSB number, please contact the financial institution where the account is held.)

Financial institution Account name 

The Rebate payment for successful Applicants will be made by direct deposit, via electronic funds transfer ('EFT') only. **The direct deposit will only be made to a bank account with a financial institution that is an 'authorised deposit-taking institution' under the *Banking Act 1959 (Cth)*, e.g. a bank, building society, credit union that is authorised to carry on a banking business in Australia. No direct deposit will be made to an account with a financial institution that is not an authorised deposit-taking institution.**

The Rebate is not available as a point of sale discount, nor can the retailer, installer or any commercial business apply to receive the Rebate on behalf of their customers.

## Applicant declaration

By signing this Applicant declaration I,

(print name in full in block letters),

certify that:

- I have read and understood all of the information in the Guideline and Application including the Applicant Requirements and privacy statement
- All of the information which I have provided in support of my Application (including information supplied by me in the Form(s) and any additional information which I have attached) is complete, true and correct.

And I:

- agree to the use and disclosure of my personal information on the terms set out in clauses 1 and 2 of the privacy statement (pages 5–6) on and from the date I sign this Applicant declaration;
- acknowledge that under clauses 1 and 2 of the privacy statement, I agree to the disclosure of information about my Application to entities with responsibility for ensuring that the System and its installation comply with applicable standards and/or laws, even if my Application is incomplete or I am not eligible for the Rebate; and
- agree that the Queensland Government may contact me in regards to the usage of my System and to arrange an on-site visit to view the System (see clause 2.6 of the privacy statement on page 6).



**DO NOT** sign the Applicant declaration until all Contractor(s) have completed and signed their Forms (pages 11–14).

If You are applying for the \$1000 Concessional Rebate You will also need to complete and sign the 'Pensioner/low income earner consent' Form on page 15.

Signature

(signature must be an original, photocopies will not be accepted)

Date

 /  / 

Post Your completed Application and supporting documentation to:

### Queensland Government Solar Hot Water Rebate

C/- QRAA

GPO Box 2768

Brisbane Qld 4001

Would You like to receive information on energy efficiency and how You can help combat climate change?

Yes, via  Email **OR**  Post

(please select and check You have provided a current e-mail or postal address on page 9)

No

Where did You first hear about the Queensland Government Solar Hot Water Rebate?

- A. Queensland Government advertising
- B. Solar hot water supplier/installer advertising
- C. Word of mouth i.e. a referral from a friend/family member/colleague etc.

If You answered A or B to the above question, please tick one of the following options.

The advertisement I saw/heard was:

on television  in a newspaper  on the radio

on a website  on a billboard

other (please specify):

**3. System details** (to be completed by seller on day of purchase)**ALL sections must be completed—incomplete Applications will be returned for completion****Seller details**Business name ABN Phone **OR**Email 

(if provided, this will be the primary method of contact)

Did you (the seller) arrange any part of the installation?

 Yes—please provide your BSA licence details (below) NoBSA licence no. Name on licence (BSA details required as per the *Queensland Building Services Authority Act 1991* if the seller has arranged any part of the installation)**System details**Manufacturer  (as listed with ORER)

Model no.

Tank storage capacity  litres**Warranty details**Tank  yrs  
(min. 5 years)Collector  yrs  
(min. 5 years)Refrigeration equipment  yrs  
(Heat pump sealed system) (min. 2 years)Circulating pump  yrs  
(Split solar system) (min. 2 years)Installation and workmanship  yrs (min. 1 year)  
(required if installation arranged by seller)*Continued overleaf*

**Type of System**

**Heat pump**

(Please tick one of the following options)

- Split (Compressor sits separate to tank)
- Close coupled (Compressor sits on top/side of tank)

**OR**

**Solar hot water system**

(Please tick one of the following options)

- Split
- Close coupled

**AND**

**Booster**

(Please tick one of the following options)

- Electric
- Gas
- None

**Cost details**

System price\* \$

Installation cost# \$

Total cost \$

REC Price (per REC) \$  **OR**  Customer arranging sale of RECs  
 (REC—Renewable Energy Certificate, or equivalent certificate)

\* This is the cost of the System only, after any supplier discount is applied but before any RECs (or equivalent certificate) discount is applied, and does not include installation costs or regulatory (council etc.) fees.

# This includes regulatory (council etc.) fees. If the Applicant has arranged any part of their installation, they must supply additional Proof of Payment for these costs.

- I certify that I hold all the necessary licences to supply, and where applicable, arrange installation of the System described in this Form.
- I certify that the supplied System described in this Form is a new, working and complete System eligible for 20 RECs (or equivalent certificate) or more.
- I certify that the information provided by me in this Form is truthful and correct.
- I acknowledge the *Information Privacy Act 2009* (Queensland) applies and consent to the Department and QRAA using and disclosing the information which I provide in this Form to any regulatory body or council for the purposes of health and safety, ensuring that I hold those licences and approvals which I am required to hold by law in order to quote on and install the System described in this Form and to verify the information and certifications I provide in this Form.

**Seller's signature**

(signature must be an original, photocopies will not be accepted)

**Print name**

**Date**

 /  /

#### 4. Licensed plumber's and/or gas fitter's details (to be completed by plumber and/or gas fitter on or after day of installation)

Are you:  the plumber  the gas fitter  both

(If the plumber and gas fitter are not the same person, each must print a copy of this Form and complete Section A, their relevant box and sign and date the bottom of this page)

|                  |   |                      |            |                      |   |                      |
|------------------|---|----------------------|------------|----------------------|---|----------------------|
| <b>Section A</b> | Date installed  | <input type="text"/> | /          | <input type="text"/> | / | <input type="text"/> |
|                  | Tank serial no.   | <input type="text"/> |            |                      |   |                      |
|                  | Business name   | <input type="text"/> |            |                      |   |                      |
|                  | ABN   | <input type="text"/> |            |                      |   |                      |
|                  | Title   | <input type="text"/> | First name | <input type="text"/> |   |                      |
|                  | Surname   | <input type="text"/> |            |                      |   |                      |
|                  | BSA licence no.   | <input type="text"/> |            |                      |   |                      |
|                  | Name on licence   | <input type="text"/> |            |                      |   |                      |
|                  | (Required as per the <i>Queensland Building Services Authority Act 1991</i> if the applicant has arranged the plumber or if the seller does not hold a current Plumbing and Drainage BSA licence) |                      |            |                      |   |                      |
|                  | Email   | <input type="text"/> |            |                      |   |                      |
| Phone            | <input type="text"/>  |                      |            |                      |   |                      |

**Plumber (if you are also the gas fitter, please complete the gas fitter box below)**

Occupational licence no.

Name on licence

Is your licence endorsed for installing solar hot water systems and heat pumps?  Yes  No

Warranty on installation and workmanship  yrs (min. 1 year)  
(Only required if the seller did not arrange installation)

**Gas fitter (please complete this section if you are the licensed gas fitter that connected the gas booster of the new System)**

Occupational licence no. L

Name on licence

Warranty on installation and workmanship  yrs (min. 1 year)  
(Only required if the seller did not arrange installation)

- I certify that the System described in this Form has replaced an electric storage water heater.
- I certify the System to be fully functional and installation is fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO) for which I am responsible, and including building codes and requirements of the Office of the Renewable Energy Regulator.
- I certify that I have lodged all required documents and paid all fees associated with the installation of the System.
- I certify that the System is for domestic purposes only (not for heating of a pool, spa or similar purposes).
- I certify that the information provided by me in this Form is truthful and correct.
- I acknowledge the *Information Privacy Act 2009* (Queensland) applies and consent to the Department and QRAA using and disclosing the information which I provide in this Form to any regulatory body or council for the purposes of health and safety, ensuring that I hold those licenses and approvals which I am required to hold by law in order to quote on and install the System described in this Form and to verify the information and certifications I provide in this Form.
- I certify that I have issued a Gas System Compliance Certificate for the gas installation to the owner and the gas supplier as required under relevant law (applies to licensed gas fitters only).

**Plumber/gas fitter's signature**

(signature must be an original, photocopies will not be accepted)

Date  /  /

## 5. Electrical contractor's details (to be completed by the installing electrical contractor on or after the day of installation)

**ALL sections must be completed—incomplete Applications will be returned for completion**

Date your works completed  /  /

Business name

ABN

Title  First name

Surname

Electrical contractor's licence no. (gold card)

Name on licence

Email

Phone

Electrical worker's licence no.

State

Name on licence

What tariff was the old water heater connected to?  T11  T33  T31

What tariff is the new solar water heater electric booster connected to?  T11  T33  T31

(You are not required to answer this question if the booster is gas)

Power rating of the new solar water heater's electric booster  o  o watts

Warranty on installation and workmanship  yrs (min. 1 year)

(Only required if the seller did not arrange installation)

- I certify the installation of the System described in this Form is fully compliant with all relevant laws, government codes, policies, guidelines and industry standards including the current Australian/New Zealand Standards and where an Australian/New Zealand Standard does not exist, any relevant current International Standard (ISO) for which I am responsible.
- I certify that a Certificate of Testing and Compliance/Safety has been issued to the Applicant for all electrical works associated with the installation of the System.
- I certify that I have lodged all required documents and paid all required fees associated with the installation of the new System.
- I certify that the information provided by me in this Form is truthful and correct.
- I acknowledge the *Information Privacy Act 2009* (Queensland) applies and consent to the Department and QRAA using and disclosing the information which I provide in this Form to any regulatory body or council for the purposes of health and safety, ensuring that I hold those licences and approvals which I am required to hold by law in order to quote on and install the System described in this Form and to verify the information and certifications I provide in this Form.

**Electrical Contractor's signature**

(signature must be an original, photocopies will not be accepted)

Date  /  /

## 6. Pensioner/low income earner consent

**This section must be completed if You are applying for a \$1000 Rebate.**

**The Applicant and the cardholder must be the same person**, and must own or tenant the property this Application is for. Only one Rebate can be claimed per system, and only one Concessional Rebate will be granted per Applicant. The relevant card must be current as at the date shown on the Proof of Payment and installation.

This consent will be used for the sole purpose of authorising Centrelink to provide information to the Department and QRAA to assess Your eligibility for the Concessional Rebate. The Department and QRAA will be required to perform numerous checks to ensure the currency of Your pension or concession card to determine Your eligibility for the Concessional Rebate.

### Entitlement details

Please provide Your Centrelink or DVA customer reference number (CRN). This number can be found on Your Pension Concession Card, Low Income Health Care Card or Commonwealth Seniors Health Card in the form of nine digits followed by a letter (e.g. 123 456 789A) or a Q followed by up to nine digits and/or letters (e.g. Q 123 456 789 or QSS 12345).

Your Centrelink CRN number

Your DVA number is Q

Your date of birth  /  /

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', You must provide proof\* from Centrelink or the DVA with this Application confirming that You hold either a:

- Centrelink Pension Concession Card
- DVA Pensioner Concession Card<sup>#</sup>
- Centrelink Low Income Health Care Card
- Commonwealth Seniors Health Card.

\*A letter from Centrelink or DVA confirming the benefit You are currently receiving is an acceptable form of proof. Note, a photocopy of Your Concession or Health Card **will not** be accepted as proof confirming Your Centrelink entitlement.

<sup>#</sup>**Blue** only. Orange, white and gold cardholders are not eligible.

### Customer confirmation (\$1000 Applicants only)

I,

(print name in block letters as shown on Your relevant card—name must be the same as the Applicant name)

authorise Centrelink to confirm with the Department and QRAA 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 Department and QRAA in this Application with Centrelink or DVA records to confirm whether or not I am currently receiving a relevant Centrelink or DVA benefit, and:

- I understand that this consent, once signed, is effective only for the period on and from the date of signature of this Form until notified of whether my Application is accepted or not.
- I also understand that this consent can be revoked at any time by giving notice to the Department and QRAA.
- I understand that if I withdraw my consent, I may not be eligible for the \$1000 Rebate provided by the Queensland Government.

Signature

(signature must be an original, photocopies will not be accepted)

Date  /  /

If You would like more information about the Centrelink Confirmation eServices, a brochure is available from Centrelink or at [www.centrelink.gov.au](http://www.centrelink.gov.au)



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