

# ENERGYWISE™ SOLAR WATER HEATING GRANT SCHEME

## PROTOCOL DOCUMENT – SGS OP2

Version FINAL

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## Section 1: Purpose and Overview of the Protocol

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### 1.1 PURPOSE

This Protocol document sets out the rules and requirements for participants in the ENERGYWISE™ Solar Water Heating Grant Scheme (the Scheme). Participants must adhere to all of the relevant rules in order for a Grant to be paid and participation to be continued.

The document is set out in sections that are directly relevant to each participant, and sections that apply to all participants.

EECA recommends the document is read as a whole to ensure all applicants and participants understand how the Scheme works and are aware of each participants' roles and responsibilities.

This document may be updated from time to time. Please refer to the EECA website <http://www.eeca.govt.nz/node/1537> to ensure that you are reading the latest version of this document.

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### 1.2 OVERVIEW

The Scheme is a Homeowner-driven grant scheme to increase uptake of solar water heating systems, whilst encouraging industry to increase the quality and energy savings performance of systems available in the market.

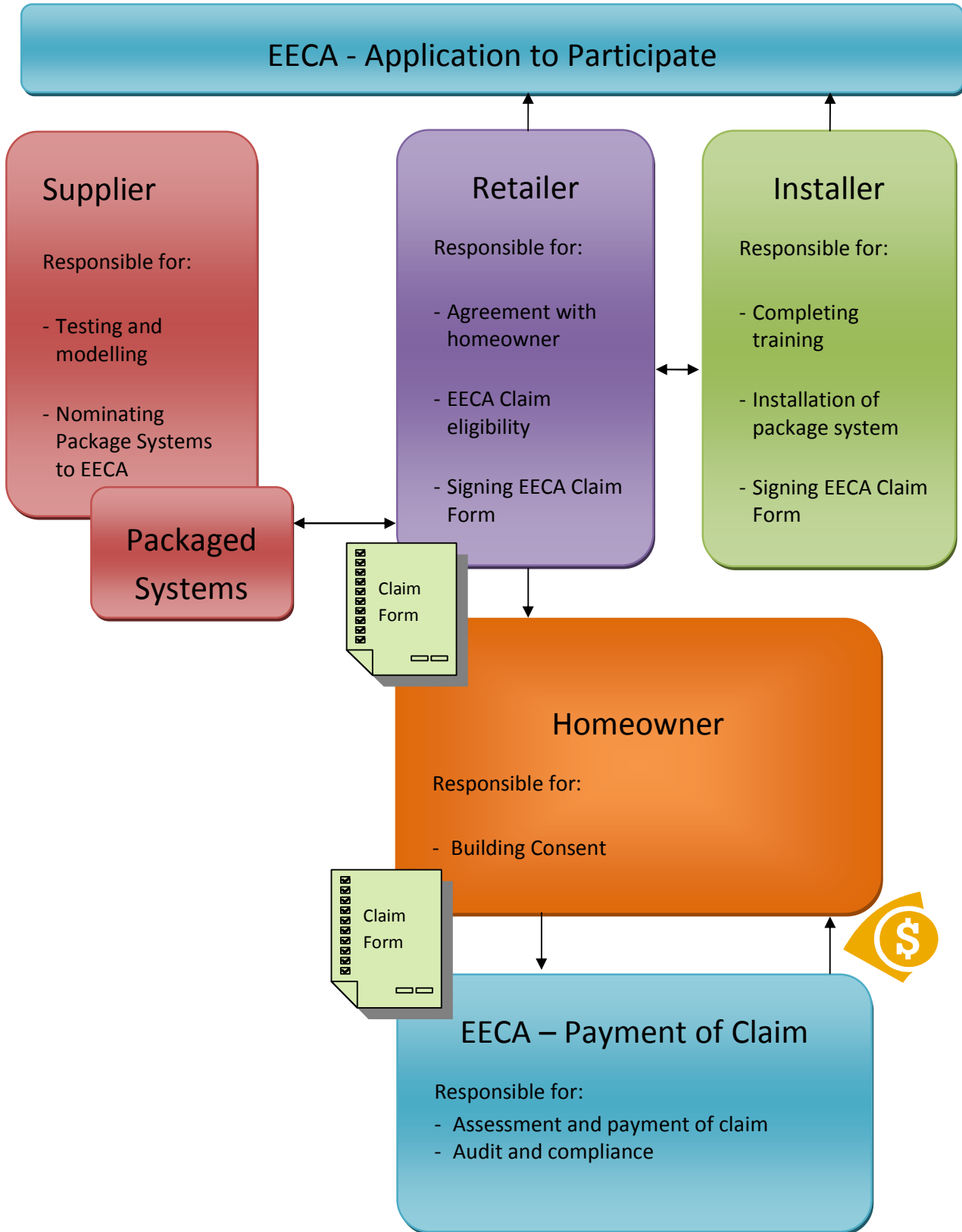
Under the Scheme, EECA will provide a grant to Homeowners for buying systems which meet all the eligibility criteria in this Protocol. The level of grant will depend on the energy savings performance of the Registered System as outlined in Section 9.3. The grant will be \$1000 for those systems which meet ENERGY STAR® criteria for large and medium sized households. The grant for all other Registered Systems will be \$500.

Grant claims must meet the rules outlined in the protocol document at the time the system was purchased by the Homeowner.

The grant will only be available for those systems that meet all the eligibility criteria outlined in Section 11 of this document. In summary, the system must:

- Be a registered solar water heating system published on the ENERGYWISE™ website; and
- Have been sold by an EECA-registered Participating Retailer; and
- Have been installed by an EECA-registered Participating Installer; and
- Be installed on a residential property that is the Homeowner's primary residence.

1.3 SUMMARY OF GRANT SCHEME RELATIONSHIPS AND RESPONSIBILITIES



## Section 2: Definition of Terms

For the purposes of the Scheme, this document uses the following terms and meanings:

**PARTICIPATING SUPPLIER** – means a person or other legal entity who is a manufacturer and/or importer of packaged solar water heating systems which are approved and published by EECA as Registered Systems for participation in the Scheme.

**PARTICIPATING RETAILER** – means a person or other legal entity registered and published by EECA that sells a Registered System to a Homeowner, and may also arrange the installation as part of the supply contract with the Homeowner.

**PARTICIPATING INSTALLER** – means the individual person registered and published by EECA who undertakes the installation of a Registered System for a Homeowner for the purposes of the Scheme.

**HOMEOWNER**- means any Homeowner that purchases a Registered System from a Participating Retailer, and has the system installed by a Participating Installer on their primary residential property.

**PACKAGED SOLAR WATER HEATING SYSTEM** - means a solar water heating system that has a fixed configuration and components that are designed as a complete unit.

**REGISTERED SYSTEM**- means a packaged solar water heating system that is approved for the purposes of the Scheme, and published by EECA on the ENERGYWISE™ website on the EECA product register. All Registered Systems are represented by a single product identification number.

**INSTALLED REGISTERED SYSTEM** - means a Registered System that has been installed either as a complete package, or retrofitted to an existing tank previously installed in the house. Note: to allow some flexibility regarding some components of registered packaged systems, and to allow retrofit systems to be eligible for a grant, EECA has defined Packaged System Variation Rules in Appendix 1.

**SALES DATE**- means the date when a sales agreement was entered into between the Homeowner and Participating Retailer.

**INSTALLATION DATE**- means the date the system components were installed.

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### **Section 3: Timeframes**

Grants can be paid for Installed Registered Systems under the rules in this protocol provided the sales date is on or after 1 September 2010.

The Scheme is proposed to run until 30 June 2013, however, this is subject to the availability of government funding each government financial year (1 July to 30 June) , and/or any decision by the government to terminate or modify the programme or how it is delivered. EECA will advise an end date in the event of early termination of the Scheme. Participation in this Scheme does not guarantee participation in any other EECA scheme or funding initiative.

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### **Section 4: Participation**

Participation in the Scheme is limited to:

- Participating Suppliers; and
- Participating Retailers; and
- Participating Installers; and
- Homeowners; and
- EECA.

Participation in the Scheme carries the specific responsibilities described in this document. Failure to meet the responsibilities described may result in Homeowners' claims being declined and/or Participating Suppliers, Retailers and/or Installers being suspended or disqualified from the Scheme according to the compliance process outlined in Section 15.

Individuals or other legal entities may apply for more than one role in the Scheme. In this case they/it will assume those roles and responsibilities for the roles they apply under, and where sanctions are issued they will be role-specific.

Third parties, such as retailers or local councils, are encouraged to approach EECA with a proposal to participate in the EECA programme by acting as an agent on behalf of the home owner to access the grant direct from EECA using a finance scheme or discount business model. Proposals will be accepted at EECA's discretion.

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## **Section 5: EECA’s Role in the Scheme**

EECA will undertake the following roles in the Scheme:

- Processing applications from Suppliers, Retailers and Installers to participate in the Scheme.
- Publishing Registered Systems, Participating Retailers and Participating Installers on the ENERGYWISE™ website.
- Assessment of Grant claims and making payments for eligible Grants.
- Monitoring scheme funding.
- Undertaking and/or arranging desk audits of documentation and technical inspections of installations.
- Imposing sanctions for non-compliant participants.
- Monitoring outcomes of the Scheme.

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## **Section 6: Participants’ Eligibility Criteria and Obligations**

This section details the relevant eligibility criteria and obligations for participants in the Scheme. All eligibility criteria are detailed in Section 11, which highlights how the criteria described in this Section relate in sequence.

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### **6.1 PARTICIPATING SUPPLIERS**

#### **6.1.1 Eligibility Criteria**

Suppliers must meet all of the following eligibility criteria to participate in the Scheme:

- Be ordinarily resident in New Zealand or ordinarily carrying on business in New Zealand; and
- Be able to provide evidence that all system components meet the product technical requirements specified in Section 9; and
- Have packaged systems accepted for the Scheme and published by EECA on the ENERGYWISE™ website; and
- Agree to comply with the rules and obligations outlined in this document; and
- Have had an application to participate in the Scheme approved by EECA.

#### **6.1.2 Obligations**

Participating Suppliers must comply with the following obligations:

- Make available to EECA for inspection, review, evaluation and assessment all relevant modelling and testing data, information, simulation (deck files) and results for all

packaged systems nominated for the Scheme. Requirements for packaged systems are in Sections 9 below; and

- Keep EECA and any relevant/associated Retailers and Installers informed about changes to their Registered Systems.

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## 6.2 PARTICIPATING RETAILERS

### 6.2.1 Eligibility Criteria

Retailers must meet all of the following eligibility criteria to participate in the Scheme:

- Be ordinarily resident in New Zealand or ordinarily carrying on business in New Zealand; and
- Provide evidence of a formal sales and purchase agreement that outlines clearly the Homeowner's name and the installation address, Registered System ID number and date of sale; and
- Agree to have their name published by EECA on the ENERGYWISE™ website; and
- Agree to comply with the rules and obligations outlined in this document; and
- Have had an application to participate in the Scheme approved by EECA; and
- Comply with the Consumer Guarantees Act 1993, the Fair Trading Act 1986 and all other relevant legislation.

### 6.2.2 Obligations

Participating Retailers must comply with the following obligations:

- Inform Homeowners of all the Scheme criteria before selling a Registered System; and
- Inform Homeowners of the correct value of the Grant (either \$500 or \$1000) for the relevant Registered System being purchased before entering into a Sales and Purchase Agreement; and
- Specify and sell only Registered Systems for the purposes of the Scheme, noting that the Packaged System Variation Rules in Appendix 1 may be applied. To qualify for the Grant, the system must be published on the ENERGYWISE™ website at the time system was bought by the Homeowner; and
- Provide Homeowner with a Sales and Purchase Agreement at time of sale; and
- Ensure a Participating Installer installs the Registered System in accordance with the rules in this protocol, in particular the Installation Requirements in Section 10, and the Packaged System Variation Rules in Appendix 1; and
- Keep their installer networks informed about the Registered Systems they are promoting and selling; and

- Sign and provide an ENERGYWISE™ Solar Water Heating Grant Claim Form to the Homeowner at the time the sales agreement is entered into; and
- Provide all Homeowners with the warranty information and owner’s instruction manual (EECA recommends that retailers also provide performance information to their customers to ensure performance expectations are met following installation); and
- Undertake Homeowner enquiry and follow up service on request of Homeowner and/or EECA; and
- Provide monthly sales confirmation reports to EECA, as set out in Section 14.

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## 6.3 PARTICIPATING INSTALLERS

### 6.3.1 Eligibility Criteria

Installers must meet all of the following eligibility criteria to participate in the Scheme:

- Be ordinarily resident in New Zealand or ordinarily carrying on business in New Zealand; and
- Provide an undertaking that they will complete product-specific training by the Participating Supplier for each brand of system prior to installing it; and
- Have successfully completed one of the training requirements below and provided evidence of that to EECA; either:
  - Successfully completed the Unit Standard 24305, or
  - Successfully completed the Short Course Certificate in Solar Water Heating Installation and, by 31 March 2011, have also completed the bridging course to upgrade the qualification to the same level as the Unit Standard 24305, or
  - For non plumbers successfully completed the SIA/Training provider issued Certificate in Solar Water Heating Installation Management (which is equivalent for non plumbers to the Unit standard 24305); and
- Agree to have their name published by EECA on the ENERGYWISE™ website; and
- Agree to comply with the rules and obligations outlined in this document; and
- Have had an application to participate in the Scheme approved by EECA.

### 6.3.2 Obligations

Participating Installers must comply with the following obligations:

- For the purpose of the Scheme, only install Registered Systems as specified by a Participating Retailer and published on the ENERGYWISE™ website; and

- Complete installations in accordance with the rules in this Protocol, in particular the Installation Requirements in Section 10, and the Packaged System Variation Rules in Appendix 1; and
- Verify that the Homeowner has obtained a valid Building Consent for the installation and commence installation work only after the Building Consent is issued; and
- Complete installation work in accordance with the New Zealand Building Code and the terms of the Building Consent; and
- Sign the ENERGYWISE™ Solar Water Heating Grant Claim Form at the time of installation; and
- Undertake Homeowner enquiry and follow up service on request from the Participating Retailer, Homeowner and/or EECA.

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## 6.4 HOMEOWNERS

### 6.4.1 Obligations

Homeowners must take responsibility for:

- Decision making in relation to the purchase of a Registered System; and
- Understanding and meeting the applicable eligibility criteria for a Grant to be paid; and
- Applying for and acquiring a Building Consent for the solar water heating installation and ensuring no installation work is started until a Building Consent is issued; and
- Completing the Grant Claim Form after both the Participating Retailer and Participating Installer have signed it; and
- Sending the Grant Claim Form to EECA with required supporting documentation within six weeks of installation; and
- Directing any initial follow-up service requests to their Participating Retailer.

### 6.4.2 Eligibility Criteria

Homeowners must meet all of the following eligibility criteria to receive a grant through the Scheme:

- Be the residential property owner, or gifting party to a residential homeowner. (Landlords, builders, developers, councils or similar entities are not permitted to apply for Grants on properties they own as part of a business practice.); and
- Have purchased a Registered System that was published on the ENERGYWISE™ website at the time the sale agreement was entered into between the Homeowner and the Participating Retailer; and
- Have purchased the Registered System from a Participating Retailer; and

- Have obtained a Building Consent for the installation of the Registered System before it is installed; and
- Have the Registered System installed by a Participating Installer; and
- Have the Registered System installed on the primary residential property, for which no other grant has been paid for the installation of a solar water heating system; and
- Submit a completed Grant Claim form with supporting documentation to EECA within six weeks of the date of installation.

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## **Section 7: Applications to Participate in the Scheme**

Interested Suppliers, Retailers and Installers are required to make a formal application to participate in the Scheme. All parties can apply by completing the Application for Scheme Participation. This is available from EECA or it can be downloaded from the EECA website, [www.eeca.govt.nz](http://www.eeca.govt.nz), in the Suppliers & Partners section.

Applications for Suppliers and Retailers can be accepted from companies or individuals, however Installer applications will only be accepted from individuals.

Applications will only be accepted from companies and individuals who have electronic administration capability to communicate with EECA via e-mail and on-line web based systems.

The Application form requires all applicants, regardless of their role, to make a declaration confirming they will comply with the principles, rules and processes and meet the obligations contained in this Protocol. Breaches of the Scheme rules or other jurisdictions may result in the party responsible for the breach being suspended or disqualified from participation in the Scheme, as per Section 15 of this protocol.

An application must be approved by EECA prior to any Registered System being sold or installed under the Scheme.

Third parties may approach EECA at any time with a proposal to administer grants on behalf of Homeowners. If accepted by EECA, a contract will be offered whereby grants are able to be paid on a regular basis through submission of a claim spreadsheet or similar. Third parties will be subject to a desk audit process to verify eligibility of the claims.

Application forms, along with electronic copies of the required documentation, can be sent to:

**Email:** [solarfinance@eeca.govt.nz](mailto:solarfinance@eeca.govt.nz)

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## **Section 8: Grant Claim Form**

Under the Scheme, it is the Homeowner's responsibility to submit the Grant Claim Form directly to EECA. If the claim is approved, EECA will make payment via electronic banking only (no cheques) within one month of receiving a fully completed and eligible claim.

Grant Claim Forms should be received by EECA within six weeks of the final installation date. Acceptance of claims after this timeframe will be at EECA's discretion.

Claims will only be accepted on the version of the Grant Claim Form that was current at the time the purchase/sale took place.

Grant Claim Forms are available from Participating Retailers at the time the sale is made.

The Grant Claim Form must include supporting documentation showing the date of purchase/sale, such as a copy of the sales and purchase agreement between the Homeowner and the Participating Retailer.

Where a third party has successfully been accepted into the scheme, it will be the third party's responsibility to submit the Grant Claims directly to EECA.

Completed Grant Claim Forms and the required documentation must be sent to:

**Email:** [solarfinance@eeca.govt.nz](mailto:solarfinance@eeca.govt.nz)  
**Fax:** 04 499 5330, Attn: Solar Water Heating Grants Administrator  
**Post:** Solar Water Heating Grants  
Energy Efficiency and Conservation Authority  
PO Box 388  
Wellington 6140

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## Section 9: Solar Water Heating System Requirements

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### 9.1 PACKAGED SYSTEM REGISTRATION

Participating Suppliers must apply to EECA with a completed Packaged System Registration Form for each packaged system they wish to register for sale under the Scheme, together with supporting documentation to demonstrate that the nominated system meets the necessary technical requirements as outlined in Section 9.2.

The Participating Supplier must provide a full electronic copy of the modeling report carried out by an approved modeling facility (list available from EECA), with the Packaged System Registration Form. The report must be in a format consistent with that provided in the Standard.

The Participating Supplier must also provide a full electronic copy of the compliance schedule and test report carried out by an approved test facility (list available from EECA), with the Packaged System Registration Form. The model numbers submitted on the Packaged System Registration Form must be easily traceable to the model numbers on the test report or compliance certificate.

Modeling reports must state the Legionella control the system uses in terms of the Building Code G12/AS2 clause 3.5, which can be downloaded from the Department of Building and Housing website: <http://www.dbh.govt.nz/UserFiles/File/Publications/Building/Compliance-documents/clause-G12-water-supplies.pdf>. If the system does not comply with one of these clauses, Participating Suppliers must describe how the system is controlled to protect the user from Legionella bacteria.

Packaged System Registration Forms are available from EECA or can be downloaded from the EECA website in the Retailers & Partners section.

Send completed Package System Registration Forms along with any scanned electronic copies of the required documentation to:

**Email:** [SolarSystemAdmin@eeca.govt.nz](mailto:SolarSystemAdmin@eeca.govt.nz)

After EECA has received a correctly completed Packaged System Registration Form with the required Standards & modeling compliance evidence from the Participating Supplier, it approves the application to register and allocates a unique EECA identification (ID) number for each system.

If the required information is incomplete or the information does not clearly relate to a specific packaged system or one of the documentation requirements, EECA will not register the system for publication.

The system’s associated model number, technical description, ID number, warranty, energy performance information and potential dollar value of Grant will be published on the ENERGYWISE™ website.

Only systems sold after the system has been approved by EECA and published on the ENERGYWISE™ website are eligible for a Grant.

By publishing the information on the ENERGYWISE™ website, EECA is not assuming any liability or responsibility to users of the website or any other party, whether contractual, tortuous or otherwise, for any of the information contained on the website or its accuracy.

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## 9.2 TECHNICAL REQUIREMENTS OF SOLAR WATER HEATING SYSTEMS

### 9.2.1 Product Design and Construction Requirements

Only residential-sized solar water heating packaged systems (up to 700L) are accepted for sale under the Scheme.

The system must meet at least one of the following standards:

Standard Number	Standard Name	Evidence required with Application	Comments
AS/NZS 2712:2007	Solar and Heat Pump Water Heating – Design & Construction	AS/NZS 2712:2007 compliance schedule from an EECA approved certification body and all AS/NZS 2712:2007 type testing reports from an EECA approved test lab.	Mandatory to qualify for the \$1000 Grant. (Other requirements still apply)
EN 12975 - 1:2006; plus clause 7.4.3 of AS/NZS 2712:2007, the “No load system operation test”	Thermal solar systems and components – solar collectors, Part 1 General Requirements  Plus meeting the requirements of AS/NZS 2712:2007 clause 7.4.3 No load	Type test reports to EN 12975-2:2006 Thermal solar systems and components – as specified in EN 12975-1:2006 must be provided with the application.  Note: The packaged system configuration must be covered and traceable to the type testing	Systems tested to this Standard and additional testing requirements may only qualify for the \$500 Grant.

	system operation test	carried out.	
AS/NZS 2712:2002	Solar and Heat Pump Water Heating – Design & Construction	AS/NZS 2712:2002 type testing reports from an EECA approved test lab.  Note: The packaged system configuration must be covered and traceable to the type testing carried out.	Systems tested to this Standard may only qualify for the \$500 Grant.  <u>Note:</u> Systems meeting this Standard will only qualify for grants until the 30 June 2011, at which time these systems will be removed from the Scheme.

### 9.2.2 Performance Modeling Requirements

AS/NZS 4234:2008 specifies the method to be used to calculate the annual energy savings of solar water heaters with a storage capacity of up to and including 700L.

Note: For the avoidance of doubt, solar water heating systems that are designed with conventional tanks do not meet the low flow criteria as specified in AS/NZS4234:2008 clause 3.7.2 and the stratification in the storage tank must be modeled according to clause 3.8.4.

The system must be modeled to one of the following standards:

Standard Number	Standard Name	Evidence required with Application	Comments
AS/NZS 4234:2008	Heating Water Systems – Calculation of Energy Consumption.	An EECA approved modeling report with EECA modeling cover sheet completed by an EECA approved modeling facility.  Note: For the modeling report to be accepted, it must be in the form specified in AS/NZS 4234:2008 – Appendix C unless previously approved by EECA. Results must be in the form of Table 1, Appendix 3 of this Protocol. TRNSYS modeling deck files must be supplied on request.	Mandatory to qualify for the \$1000 Grant. (Other requirements still apply.)
AS/NZS 4234 Draft	Heating Water Systems – Calculation of Energy Consumption.	An EECA approved modeling report with EECA modeling cover sheet completed by an EECA approved modeling facility.  Note: For the modeling report to be accepted it must be in the form specified in AS/NZS	Systems modeled to this standard may only qualify for the \$500 Grant.  <u>Note:</u> No new system registrations will be accepted to the scheme using this modeling standard and systems

		4234:2008 – Appendix C unless previously approved by EECA. Results must be in the form of Table 1, Appendix 1 of this Protocol. TRNSYS modeling deck files must be supplied on request.	currently registered using this modeling Standard will be removed from the grant scheme on the 30 June 2011.
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### 9.2.3 Thermal performance of collector

The thermal performance of the collector is a critical input into the modelling process and is determined by testing to the following Standard:

- AS/NZS 2535.1:2007 Test methods for solar collectors, Part 1: Thermal performance of glazed liquid heating collectors including pressure drop.

EECA will also accept the collector thermal performance sourced from overseas standards that are technically equivalent to AS/NZS 2535.1:2007. The accepted alternative test reports are:

- EN 12975-2:2006 part 6: Thermal performance testing of liquid heating collectors.
- ISO 9806-1:1994 Test methods for solar collectors - Part 1: Thermal performance of glazed liquid heating collectors including pressure drop.

## 9.3 VALUE OF GRANTS ACCORDING TO THE SOLAR WATER HEATING SYSTEMS' ENERGY PERFORMANCE AND STANDARDS ATTAINMENT

The level of Grant paid will depend on whether the system is a registered ENERGY STAR® system and the energy savings performance of the system, as per the following tables:

Electric Boosted Solar Water Heating Systems	Energy savings when modeled to AS/NZS 4234:2008*	Grant
ENERGY STAR® registered systems	At least 2519.5 kWh	\$1000
	Less than 2519.5 kWh	\$500
Non-ENERGY STAR® systems	All	\$500
Gas Boosted Solar Water Heating Systems	Energy savings when modeled to AS/NZS 4234:2008*	Grant
ENERGY STAR® registered systems	At least 4098.5 kWh	\$1000
	Less than 4098.5 kWh	\$500
Non-ENERGY STAR® systems	All	\$500

- Performance modeled to Zone 5

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## **Section 10: Installation Requirements**

Only EECA Participating Installers are eligible to install Registered Systems (solar components) under the Scheme.

If the installation requires trades people such as plumbers, builders and electricians, and the Participating Installer is not trade-qualified, then he/she must engage a suitably qualified person to do the work (for example, a Licensed Plumber, Certifying Plumber or Electrician).

Participating Installers or their qualified personnel/contractors must exercise and display a degree of skill, knowledge, diligence, duty of care and service commensurate with their training qualification.

Installations of Registered Systems under the Scheme must be undertaken and completed in accordance with the following requirements:

- The New Zealand Building Act and Building Code;
- Other relevant Government and Local Body legislation, regulations and bylaws;
- A Building Consent specific to the installation to be claimed for;
- Relevant professional codes of practice and conduct;
- The manufacturer's instructions;
- Any other special licenses issued, or conditions imposed by any party to the installations;
- Adhere to Occupational Health and Safety requirements, and
- The contents of this Protocol.

For the purposes of the Scheme, the Participating Installer is responsible for the installation of a Registered System that a Participating Retailer is responsible for specifying.

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### **10.1 BUILDING CONSENTS**

A Building Consent is required by law for the installation of any solar water heating system, whether it is the installation of a complete system or retrofitted to an existing tank.

Obtaining a Building Consent is the legal responsibility of the property owner (Homeowner).

EECA recommends that the Participating installer or Retailer obtains or at least facilitates the Building Consent on behalf of the Homeowner as the Participating Installer or Retailer is able to efficiently provide information to the Building Consent Authority, thus keeping consenting processes and costs to a minimum.

No work should begin until a Building Consent has been obtained.

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## **Section 11: Eligibility for Grant**

Under the Scheme, EECA will make the Grant payments to Homeowners on receipt of a fully completed and correct Grant Claim form where ALL the following criteria are met:

- The Homeowner has purchased a Registered System that was published on the ENERGYWISE™ website at the time the sale agreement was entered into between the Homeowner and the Participating Retailer; and
- The Registered System was sold by a Participating Retailer who was registered with EECA prior to the sale being made; and
- The sales agreement was entered into between the Homeowner and the Participating Retailer on or after 1 September 2010; and
- The Installed Registered System has been installed by a Participating Installer who was registered with EECA prior to when the installation began; and
- A Building Consent was issued for and prior to the installation of that system; and
- The installation of the system is (due to be) scheduled prior to 30 June 2013, or other date as advised by EECA in the event of early termination of the Scheme; and
- The installation is on an occupied residential property in New Zealand. Grants are not available for holiday homes, business property or other property which is not the Homeowner's primary residence; and
- The Grant recipient is the residential property home owner, or gifting party to a residential home owner. Landlords, builders, developers, councils or similar entities are not permitted to apply for Grants on properties they own as part of a business practice; and
- The Installed Registered System is brand new, and not a second hand system; and
- The Installed Registered System is not upgrading an existing single component (such as replacing an old existing collector) without the other components of the Registered System being installed; and
- The system is fully installed and commissioned before the Grant Claim Form is submitted to EECA; and
- The Grant Claim Form contains names and signatures of the Participating Retailer and Participating Installer responsible respectively for the sale and installation of the Registered System, as well as the Homeowner; and
- The completed Grant Claim Form is supported by a bank encoded deposit form or bank statement to verify the Homeowner's bank account number, and documentation to verify the sale and purchase of the Registered System; and
- The completed Grant Claim Form with supporting documentation is received by EECA within six weeks of the date of Installation; and
- There has been no other claim made for the solar water heater at the same property at another time; and
- The Installed Registered System being claimed for is the only solar water heating system on the property; and
- EECA accepts the information provided on the Grant Claim Form.

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## **Section 12: Publication of Scheme Information**

EECA will publish information about the Scheme, primarily on the ENERGYWISE™ website and elsewhere as decided from time to time. The information to be published will include:

- A list of eligible Registered Systems and key details about each of the Registered Systems eligible under the Scheme, including each system’s performance and potential Grant value.
- The names and contact details of Participating Suppliers who have nominated Registered Systems for sale under the Scheme.
- The names and contact details of Participating Retailers who are eligible to specify and sell Registered Systems under the Scheme.
- The names and contact details of Participating Installers who are eligible to install Registered Systems under the Scheme.

The ENERGYWISE™ website is updated regularly to ensure that information about each new packaged system or participating party is published in a timely fashion.

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## **Section 13: Promotion of the Scheme**

EECA will, at its discretion, promote the Scheme and the benefits of solar water heating.

Following approval from EECA, Participating Suppliers, Retailers and Installers may promote their business’ involvement in the programme by using the ENERGYWISE™ Approval Mark.

Before participants use the ENERGYWISE™ Approval Mark in any way, participants must seek approval of the concept of relevant artwork:

**Email:** [approval-mark@eeca.govt.nz](mailto:approval-mark@eeca.govt.nz)

With a large number of participants in the Scheme, it is important that there is consistency in the market in the way the Approval Mark is used to help consumers recognise the businesses they need to contact to access the funding.

In most cases, the Approval Mark that participants can use to promote the Solar Water Heating Grant Scheme is the ‘Grants Programme’ Mark. Upon request, guidelines on use will be provided.

Whenever Scheme participants use the ‘Grants Programme’ Approval Mark in referring to the available funding, they should use the Descriptor:

“ENERGYWISE™ funding for participating solar water heating systems. Conditions apply” or

“Participant in the ENERGYWISE™ solar water heating grant scheme. Conditions apply”

In addition, Scheme participants’ promotional material must not imply or state that EECA is providing the Registered Systems, or that EECA endorses the Registered Systems or the scheme participants.

Scheme participants must not use the EECA or ENERGYWISE™ logo.

In any promotion, Participating Retailers must separately identify Registered Systems available under the Government’s Solar Water Heating Grant Scheme from other non-registered systems.

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## **Section 14: Sales Reporting Responsibilities**

To ensure EECA can manage the Grant funding to a set budget, Participating Retailers will be required to submit monthly reports to EECA listing all sales of eligible Registered Systems confirmed for the previous month.

Reports must be submitted on the reporting template set out in Appendix 2, and must be received by EECA no later than the 15<sup>th</sup> of each month, for sales for the previous calendar month.

Sales confirmation reports are confidential to EECA and are used primarily to monitor the grants budget. Accurate reporting by Retailers will assist EECA in managing the grant funding, which will provide Homeowners and Retailers with greater certainty of the availability of grants.

Sales reports may also be used in an aggregated form (not identifying any individual suppliers) by EECA for the purposes of reporting on the uptake of the grants Scheme.

Failure to provide accurate and timely sales reports will result in suspension or disqualification from the Scheme.

Sales Reports must be sent to:

**Email:** [solarfinance@eeca.govt.nz](mailto:solarfinance@eeca.govt.nz)

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## **Section 15: Compliance Process**

In conjunction with its packaged system inspection and claim approval processes, EECA will operate a compliance process to ensure that registered participants are conforming to the Scheme rules and meeting their obligations under the Scheme and other jurisdictions. Accordingly, participants are responsible for knowing the Scheme rules for each of their registered roles and how the Scheme operates, and they are accountable for their actions in the Scheme.

The compliance process will identify breaches of rules and obligations and where non-compliance is established, EECA will impose sanctions ranging from formal warnings to suspension and disqualification from the Scheme. The table below provides examples of various potential breaches by participant/role and the corresponding sanctions that will be imposed:

<b>Participant</b>	<b>Breach</b>	<b>Sanction</b>
<b>Participating Supplier</b>	Marketing or promotion does not meet rules in Section 13	Amend as per EECA’s request  Formal warning of sanctions for repeat breaches
	Packaged Systems do not meet testing and modelling requirements as per Section 9	EECA removes packaged system from website, and therefore removal for sale under the Scheme

<b>Participating Retailer</b>	Marketing or promotion does not meet rules in Section 13	As above for Supplier
	Selling a non-registered system	Formal warning that repeat breach will result in either suspension or disqualification depending on nature and extent of breach
	Failure to specify a Registered System in accordance with the Packaged System Variation Rules in Appendix 1	Formal warning that repeat breach is likely to result in suspension  May have to undergo relevant training
	Failure to provide Customer with warranty information, owners instruction manual and performance information	Formal warning that repeat breach will result in suspension from the Scheme
	Failure to provide reasonable or adequate follow up service which results in a complaint to EECA, or the Solar Industries Association	Formal warning that repeat breach will result in either suspension or disqualification depending on nature of complaint and/or extent of breach
	Failure to assist the Homeowner to make a claim for the Grant	Formal warning that repeat breach will result in either suspension or disqualification depending on nature and extent of breach
	Failure to provide statistical report according to Section 14	Formal warning that repeat breach will result in suspension from the Scheme for a term equal to period of all outstanding reports to date
<b>Participating Installer</b>	Marketing or promotion does not meet rules in Section 13	As above for Supplier
	Failure to install Registered System in accordance with Installation Requirements in Section 10	Formal warning that repeat breach is likely to result in suspension  May be required to undergo remedial training
	Failure to install a Registered System in accordance with the Packaged System Variation Rules in Appendix 1 and consistent with the system specified by the Participating Retailer	Formal warning that repeat breach is likely to result in suspension  May have to undergo relevant training

	Installation commenced/completed prior to a building consent being issued	Formal warning that repeat breach will likely result in disqualification from the Scheme
<b>Homeowner</b>	Failure to obtain building consent	Claim declined (can re-apply should a certificate of acceptance be issued)
	Grant claim does not meet Homeowner-controlled criteria in Section 11 and is ineligible	Claim declined

### 15.1 BREACH AND SANCTIONS PROCESS

EECA will notify the participant if it receives information or a complaint that a potential breach of the Scheme has occurred, or a breach or significant non-compliance event relating to other jurisdictions. The notice will set out the process to be followed.

EECA will carry out an investigation where it is necessary to establish that a breach has occurred and will require the cooperation of the participant in that process, including providing any documentation requested by EECA to assist in that investigation. The participant will generally be allowed to continue to operate in the Scheme during the investigation, but depending on the nature of the alleged breach, EECA reserves the right to exercise its sole discretion to temporarily suspend the participant until the investigation is completed, or to take other appropriate action.

EECA will notify the participant of the result of the investigation and if applicable issue a formal warning.

## Appendix 1: Packaged System Variation Rules

Participating Retailers may sell a Registered Packaged System with only the variations described in this section to the Installed Registered System to be eligible for a grant. All other characteristics of each component as shown on the technical page of each Registered System on the ENERGYWISE™ website must remain the same.

When completing the Grant Claim Form, the Registered System ID number should be used to which these variations were applied. Confirmation on the grant claim form that the system meets the variations rules is as required.

Specifications of each Registered System are provided on the ENERGYWISE™ website under the technical page for each system. Before selling, Participating Retailers should check these specifications to ensure they are selling an eligible system <http://www.energywise.govt.nz/solar-system-search>.

When a system is inspected by EECA, confirmation that the Installed Registered System complies with these variation rules will be investigated. Breaches of these rules may result in the Participating Retailer, being suspended or disqualified as per Section 15 of this protocol.

The packaged system variations permissible for the purposes of the Scheme are:

### 1) The Tank

- a. A different brand and model of tank maybe installed or the Registered System may be fitted to an existing tank as long as the tank volume is within 17% of the volume of the Registered System and the tank is registered on the [www.energyrating.gov.au](http://www.energyrating.gov.au) website, except when retrofitting to an existing tank.
- b. If the Registered System is fitted to an existing cylinder that does not meet the current Minimum Energy Performance Standards (MEPS), then a cylinder wrap must be installed.
- c. The installed tank may be connected to a wetback.

### 2) The System Controller (if applicable)

- a. A different brand and model of controller maybe installed as long as the system control is the same as the Registered Packaged System.

### 3) The System Pump (if applicable)

- a. A different brand and model of pump maybe installed as long as it is controlled in the same way as the Registered Packaged System.

### 4) Component Warranty

- a. All components installed must be provided with warranty lengths equal to or greater than the warranty lengths listed for that registered system on the [www.energywise.govt.nz](http://www.energywise.govt.nz) website.

## Appendix 2: Monthly Sales Confirmation Reports

All Participating Retailers must provide a sales confirmation report on the following MS Excel EECA template on or before the 15<sup>th</sup> of each month for all eligible sales made in the calendar month prior.

### EXAMPLE

DATE 5 February 2010  
 NAME OF PARTICIPATING RETAILER Example Plumbing Co.  
 MONTH OF SALES January 2011  
 TOTAL NUMBER OF SALES 2

Name of Homeowner	Address of Installation	Registered System ID Number	Grant Value	Date Agreement entered into	Approx Month of Installation
Mary Lamb	10 Sample Lane, Suburb	AB001	\$500	10-06- 2010	February 2011
John Waters	45 Example Street, Suburb	AB002	\$1000	15-03-2010	April 2010