



Guide to SolarZero

For New Home Buyers & Real Estate Agents



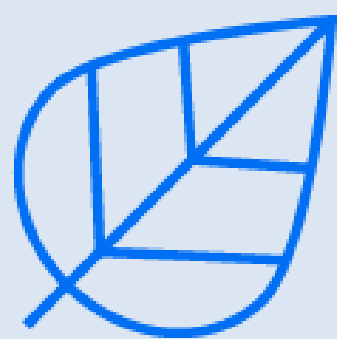
SolarZero – We do solar differently

Our 15,000 customers continue to enjoy their Energy Service Agreement. This groundbreaking subscription service will deliver cheaper, cleaner energy from your own roof. This innovative subscription connects homes to clean energy while providing predictability, energy security, and peace of mind with our industry-leading service and performance guarantees.



Zero hardware of finance costs

- Zero cost for solar panels, battery or associated equipment at installation
- Zero repair or product replacement costs for 20/25 years*
- Zero consumer finance cost



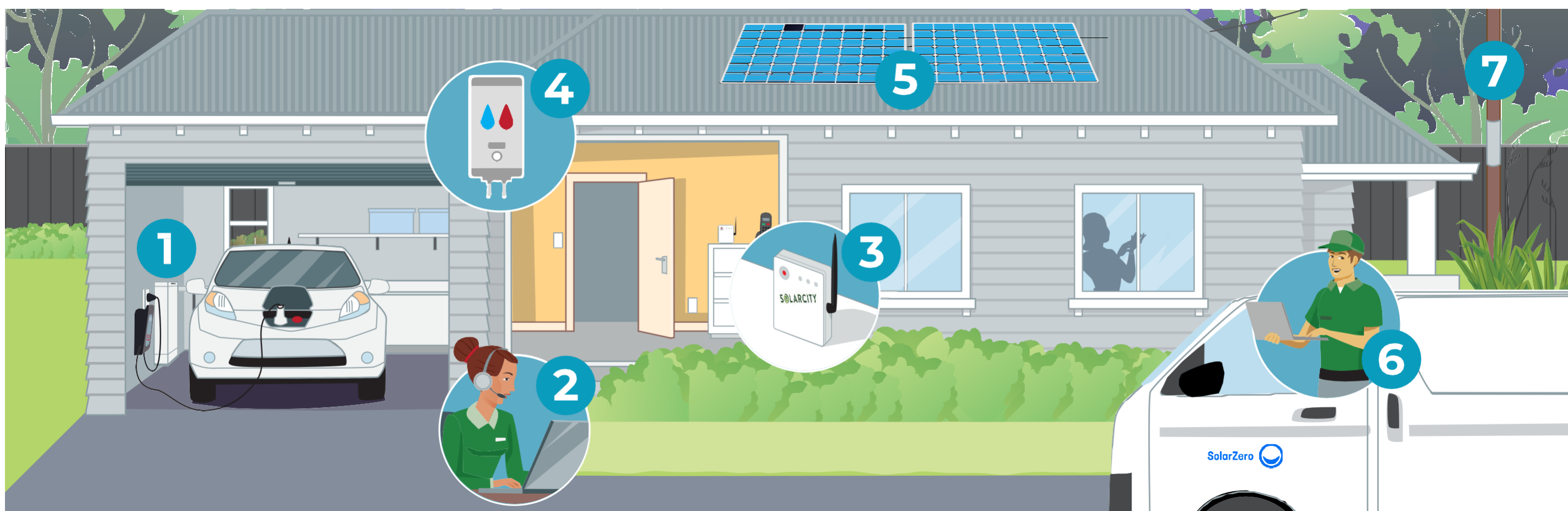
Zero emissions

- 100% renewable solar energy
- Even better if you are an Ecotricity customer your remaining energy needs are met with Climate Positive Toitu Certified Energy. The gold standard in carbon reduction and measurement. This certification pushes beyond carbon zero to actively reduce the carbon in the atmosphere



Zero worries

- 20/25 year service and performance guarantees *
- Greater control; over energy costs
- Emergency backup power*
- 24/7 performance monitoring



How our SolarZero energy service works

Our system will deliver cheaper, cleaner, smarter energy straight from the SolarZero panels to your home and smart battery. This is your key to a more energy efficient home.

The image above outlines how the SolarZero system works, what equipment comes with it and how to get the most out of it

1. The SolarZero smart battery helps you store and manage your household's energy. It also provides backup power during a power cut, so you won't be left in the dark.

2. You have access to a dedicated SolarZero support team who work with you to answer any questions, provide technical support and help reduce your overall energy costs. They'll also supply you with regular updates to maximise your solar energy use.

3. Our SolarZero monitoring (which you can log in to on your smartphone, tablet or computer) allows you to remotely monitor your home's energy use and solar energy generation. Plus, we also monitor the system for you to make sure everything is operating as it should.

4. As part of the SolarZero system installation we wire your hot water cylinder, so that in the future you'll have the option to have it switched on or off with our SolarZero monitoring. The monitoring service will control the schedule so it operates at the optimum hours that best suit your usage.

5. SolarZero owns and manages the SolarZero system, and are responsible for the installation of the solar panels to your roof, the smart battery, and technology to run the system. That means there's no upfront costs to you for the technology or the system hardware.

6. As promised, we'll manage the system for you for 20/25 years at no additional cost. This includes repairs and necessary upgrades.

7. SolarZero gives you members only access to grid power with a price protection rate for any excess grid energy (plus lines and network charges and GST).



Here's what our SolarZero smart battery will do

As well as storing excess energy generated from solar panels, it will also charge up during the night or when electricity is cheap.

When the sun is shining, it will charge up from any excess solar you produce during the day, and top up from the grid if required in the afternoon ready for the evening peak.

It will discharge to you on demand during the evening peak, again minimising the electricity you need to buy during that peak period.

Note: SolarZero will take care of the scheduling of your smart battery. We have taken into account pricing and use at different times of the day to devise a schedule which maximises the savings our smart battery makes for you.

During a power cut.

If there is a grid power outage, you might notice all of the power to your home go out. A second later, any circuits connected to your smart battery will come back on (provided there is charge remaining in the smart battery). We ensure that there is 10% charge in the battery as standard.

If your smart battery has charge remaining, these circuits will remain live until there is no charge remaining. You can check the state of charge through the SolarZero monitoring. During the day, the solar panels will be able to charge your smart battery.

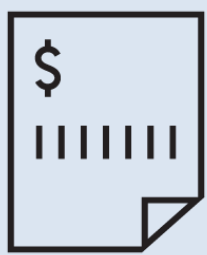
It is wise to switch off anything you don't absolutely need on at this point in order to maximise the time remaining for things you do need.

In a powercut, if you try to draw too much power, anything that draws over 3kW at once, will cause the smart battery to shut off.

If this happens you should switch off these devices and wait for the smart battery to switch back on. A great tip is to make sure your kettle and toaster are turned off during a power cut.



Key SolarZero benefits - at a glance



The SolarZero energy services fee is fixed for 20/25 years, except for changes in GST



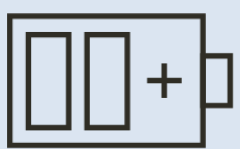
On average our customers save \$230 in their first year with SolarZero, and up to \$17,000 over the 20/25 year period



SolarZero customers get access to price protected rates for any additional energy that they purchase



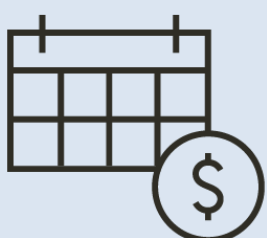
The new homeowner will receive access to SolarZero monitoring so they are able to see how the service is performing in their home – how much energy is being generated, stored or purchased from the grid



Included in the SolarZero energy service is a replacement smart battery at around year 10



When there is a power cut customers will still have access to back up energy to keep the lights going



Power prices have increased by over 112% over the last 20 years. The SolarZero energy service is fixed for the next 20/25 years



FAQs

[What are the advantages of having a SolarZero energy service transferred to me?](#)

You are essentially taking over a SolarZero energy services contract at a rate that was locked in when the existing homeowner signed up. Imagine if you had locked in the price of power that many years ago. You will now be powering your home with cheaper, cleaner, smarter energy that is supported by industry leading guarantees, to help you save on your annual power bills.

[If I buy a house with SolarZero already installed, how long does my contract last?](#)

Our team will tell you how many years are left on the SolarZero energy services contract - it will be the years left on the contract from when the original homeowner signed up.

[How long does the whole process usually take?](#)

The process currently takes between 1-3 months. This includes taking the new homeowner through the SolarZero energy service in detail.