

A home buyer's guide to solarZero



Welcome to solarZero

Creating a **GridforGood™**

We are on a mission to accelerate New Zealand's transition to be 100% renewable and lower the cost of energy for Kiwis.

Every customer does their bit in the fight against climate change.

Our **GridforGood™:**

7,500 customers powering their home with cheaper, cleaner, smarter energy.

$4.4 million saved on power bills.

8,020 tonnes of carbon prevented from entering the atmosphere each year*.

74,588 trees you would need to plant to achieve these carbon savings.

65.2 GWh of solar generated by our GridforGood™ members.

*Based off the calculation of of 15 tonnes of carbon savings per household over 20 years.

SOLARZERO



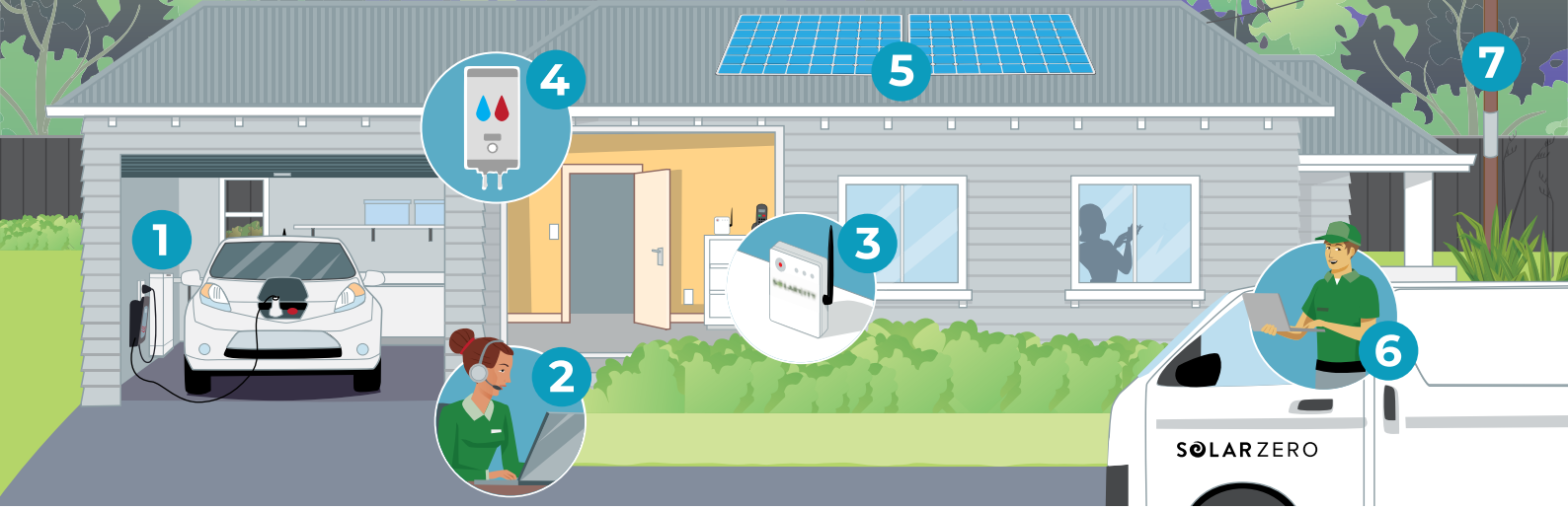
solarZero 101

We're going to start by quickly re-capping what the solarZero energy service is all about.
In a nutshell - the system installed will deliver cheaper, cleaner energy from your own roof. Excess energy is stored in the smart battery to access at night or in a power cut.

It's cheaper because there are $0 upfront costs to install solar panels and a smart battery. You also get access to price protected rates from our grid partners. Plus we guarantee you will save from year one.

It's cleaner because you'll be powering your home with solar energy, reducing your carbon footprint and living more sustainably.

It's smarter because of the intelligent smart battery system, which manages and stores your household energy, even when the sun isn't shining. When there is a power cut you can access the back up energy to keep the lights on.



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 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 cap** on the net price of energy (plus lines and network charges and GST). With solarZero's energy service, you also get:

- **Enhancements and upgrades** that improve your system over time.
- **Add on broadband at a competitive price** to accelerate your savings.
- **Exclusive rewards and members only benefits** including access to special pricing for a curated range of energy efficient appliances in the solarZero Store.



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 in 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 20% 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, the smart battery will be 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.



FAQs

As the new homeowner, how do I know that the solarZero energy service is sized correctly for me?

Once you have moved into the home we will get the first 3 months bills from you to ensure that the service is sized correctly. Our team can make any changes from there to make sure it is just perfect for your needs.

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. Plus, you will now be powering your home with cheaper, cleaner, smarter energy. As our solarZero energy services fee guarantees savings from year one you are guaranteed to save on your power bills annually.

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 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.