

Eskom Solar Water Heater Programme Rebate information (Part I)

This document explains the process of claiming your rebate

For your own reference please detail the Bar code number here:

Before submitting your claim:

1. Check that the solar water heater, supplier and/or installer are registered on the programme and comply with the terms and conditions of the programme. Check this by (a) browsing www.eskom.co.za/idm - click on the solar water heating link (b) e-mailing solar@eskom.co.za or (c) calling the IDM Help Desk on (011) 800-4744 during office hours
2. Ensure that the claim form is completed fully. All fields are compulsory. Please note that you (the customer), your installer and an electrician need to sign-off and date the claim form. The claim form must contain an original Eskom bar code sticker
3. Ensure that all the supporting documentation to the claim is provided. Use the checklist provided on the back of this page to help ensure your claim is processed and paid within 8 weeks from receipt and not delayed because of missing information
4. Keep copies of all documentation for your own records.

How to claim your rebate:

Step 1	Complete this rebate application form. Read and sign the declaration on pages 3 and 4 affirming your adherence to the terms and conditions of the Eskom Solar Programme.
Step 2	Complete the checklist on the back of this page to help ensure your claim is complete and accurate.
Step 3	Post or drop your claim off. You can post it using the self-addressed envelope provided by your supplier or use one of the drop-off points as shown on the back of this page. <i>Please note that you need to contact the Eskom Solar Help Desk to follow-up on your claim as indicated below.</i>
Step 4	Track your claim progress. You will be notified via: <ul style="list-style-type: none">• SMS when your application has been received and is being processed• E-mail if your application is incomplete and requires action from you• SMS when your application is being paid.

Note: Given that all information is correct and complete, payment of rebate is made within **8 weeks** from receipt of the claim. If submission is incomplete, the payment may be delayed and will only be paid within 8 weeks from when the claim submission is completed correctly. Enquiries as to progress of claims can only be made after a customer's 8-week period has elapsed - please send your query to solar@eskom.co.za or call (011) 800-4744. Eskom or its facilitating auditors cannot be held responsible for lost claims or missing information.

Conditions of the programme rebate

1. All the requirements and attachments as stipulated in this application must be completed in full in order to qualify for the rebate payment.
2. It is the customer's responsibility to ensure the supplier, the system and the installer are registered on the solar programme at the time of installation.
3. The original Eskom Solar Programme bar code label from the supplier must be attached.
4. The customer is responsible for ensuring that the solar system has been installed in accordance with his/her requirements.
5. Eskom and its agents will not be held responsible in any way for the quality of the system or the installation.
6. If the system has electrical back up then the system and timer must be signed off by an ECB registered electrician.

Installation of a timer

If the installed system has electrical back up, a timer must be installed and set for the element to be on for an average of two hours in the morning and two hours in the evening. However, the timer **MAY NOT** turn the element on between 7am and 10am and between 6pm and 8pm, which are the current peak usage periods. This allows for two things:

1. Extra electricity savings from your system
2. Eskom's peak electricity use periods to be reduced.

Measurement and Verification

In order for Eskom to provide a rebate to reduce the cost of solar systems we are required to report on the savings. This is done by a Measurement and Verification team that installs measuring equipment on solar systems to quantify the savings achieved. A **small sample** of installations is chosen for this purpose. If your system is chosen you will be required to allow the team onto your premises to verify the savings of the system.

This process is conducted professionally and you will be notified formally if you are selected. The equipment will not affect your system.

Claim checklist

Carefully complete the checklist below to help ensure that your claim is accurate and complete. Any missing or incorrect information may invalidate your claim or cause a delay in your payment.

This is an original claim form.	
<u>ALL</u> fields on this claim form have been completed.	
I understand that the banking details as indicated on the claim form, is the bank account where the rebate will be paid and these banking details agree with the banking details my supplier shows on my installation invoice.	
The account holder under the banking details per the claim form agrees with the customer details per the claim form, which agree with the person the installation invoice was issued to. If payment needs to be made to a person other than the customer, a ceding document will be required. Please obtain this from your supplier.	
An original Eskom bar code is attached to this claim form.	
I have checked that the system, supplier and installers are registered on the programme by checking the Eskom website.	
I have indicated the treatment of my old geyser on the claim form.	
A timer has been installed and the element will <u>not</u> be on during Eskom's peak times (this is shown on the claim form).*	
I have provided my electrical connection number/pre-paid meter number on the claim form.	
I have signed off and dated the customer section of the claim form.	
My installer has completed the installer section of the claim form, and signed and dated this section.	
My ECB registered electrician has completed the electrician section of the claim form, provided me with an electrical CoC, signed off and dated this section. This CoC number is completed on the claim form.*	
I included a copy of my electricity bill (for the installation address) and made sure that my electricity charges are shown (this may be on the back page so please include all pages) OR I have prepaid electricity and have provided a recent purchase slip or card.	
I included proof of the installation address (if not shown in the utility bill) and the name on the proof of address agrees with the customer details per the claim form.	
I included a copy of my ID (must agree with the customer details as shown on the claim form).	
I include a copy of my installation invoice. The installation invoice: <ul style="list-style-type: none"> Shows the system description that agrees to the Eskom website Shows rebate value (which is VAT inclusive) printed on the invoice and the rebate value agrees to the website Is issued to the customer (details must agree to customer details per claim form) Has an Eskom bar code sticker affixed on the front (which agrees to the bar code attached to the claim form) Meets the requirement of the VAT act Shows the customer banking details which agrees with the banking details as completed on the claim form. 	
If I am a VAT vendor, I've included a VAT invoice (which complies with the VAT act), for the rebate value, to Eskom Holdings SOC Ltd, PO Box 15069, Ashwood 3605. Eskom VAT number 4740101508.	
My supplier attached one plastic bar code to my distribution board and two metal bar codes to the system.	
I kept copies of all documents that I submitted as part of my claim.	

(*) Note if there is no electrical back up to the solar geyser and no electrical work was completed while doing the installation please provide the details below. Please provide any additional information you may think is relevant to this claim.

Post or drop-off

Return the completed rebate application form with supporting documentation mentioned in step 2, within 6 months of installation date, to the facilitating auditors (Deloitte) either by using the self-addressed envelope provided by your supplier, or by dropping it off at one of the following Deloitte offices' drop off points:

Johannesburg Drop-off

Building One
Woodlands Office Park
Cnr. Kelvin & Woodmead
Drive
Woodmead
Johannesburg

Durban Drop-off

Deloitte Place
2 Pencarrow Crescent
Pencarrow Park
La Lucia Ridge Office
Estate
La Lucia

Cape Town Drop-off

1st Floor
The Square,
Cape Quarter
27 Somerset Road
Green Point
8005

Postal address

Eskom Solar Project Deloitte
& Touche
PO Box 829
Cape Town
8000

Rebate application form (Part 2)

Please make sure you have read and understand Part 1 of this application form that explains the rebate process.

Customer information

Surname _____ First name _____

Residential address where SWH installation took place _____

City/Town _____ Postal code _____ Municipality _____

E-mail Address: _____
NB for e-mail confirmation

Telephone - Cell: NB for sms confirmation _____ Telephone - Work _____

Telephone - Home _____ Fax number _____

Bank account into which rebate must be paid

Account holder _____

Bank _____

Branch name _____

Branch code _____

Account no _____

Customer number, installation number or account number (found on electricity/utility bill). For pre-paid provide metre number.	Electricity service provider	_____
	ACCOUNT NO	_____

Number of persons in household _____

Where did you hear about the programme? _____

Added information

Please detail and initial any added agreed information here, e.g. that the system gets shade, roof angle is not optimal etc.

Customer declaration

I _____, ID number _____, hereby declare that

1.	I have inspected my solar installation and timer and I am satisfied that it has been installed as per Eskom requirements.
2.	I acknowledge that the timer has been set up and is operating, and that I will use it in accordance with the programme. Under no circumstances will I tamper with the timer settings.
3.	I have received an electrical Certificate of Compliance for the solar installation/s.
4.	I have to my knowledge completed the claim form in full and accurately
5.	I have received a guarantee certificate providing a minimum 5-year guarantee on the collector and the vessel.
6.	I will use and/or maintain the system as installed for a period of no less than 5 (five) years from the date of completed installation thereof or will be liable to pay back the full rebate amount to Eskom.
7.	The installer has explained all aspects of my solar system and its correct usage and has provided me with an Operations and Maintenance Manual.
8.	In the event that the solar water heating system is connected to a pre-feed/heat system, I confirm that in the case of failure of the other geyser-tank, I will not have any damages claim (whether direct or consequential), against Eskom SOC Limited.
9.	In the event that the solar water heating system is connected in a retrofit configuration, I confirm that in the case of failure of the tank I will not have any damages claim (whether direct or consequential), against Eskom SOC Limited, I will ensure the new tank is connected to the solar panel if the period of commissioning was less than 5 years and that I will not be able to claim another Eskom solar rebate for the above premises.

10.	I acknowledge that the onus for the selection of a suitable system and the responsibility for ensuring that the installation has been conducted to my satisfaction is my sole responsibility and that Eskom and its agents will not be held responsible for the quality of the system or the installation.
11.	All the information I have provided is correct and complete, and provided of my own free will.
12.	I acknowledge that participation in the Eskom Solar Rebate Programme may have the following requirements that I must comply with: <ul style="list-style-type: none"> (I) Information sharing relating to the programme as required by facilitating and technical auditors as well as Measurement and Verification teams appointed by National Energy Regulator of SA (II) I have been informed that I may receive a phone call to verify the installation of my solar system and I agree to allow a technical audit team on-site if requested (III) I agree to allow a Measurement and Verification team onto my property to install a data logging system to validate energy savings (this system will not affect the solar or electricity usage) (IV) I have verified and confirmed by calling (011) 800 4744, e-mailing solar@eskom.co.za or via the website www.eskom.co.za/idm that the installed system was registered on the Eskom Rebate Programme on the date of installation and therefore qualifies for a rebate.

Signed (Customer)

Date

Installer section

Name of installation company					
Name of Installer					
PIRB No (if applicable)					
Signed (Installer)		Date			
<i>I, the registered installer, hereby declare that all the information I have provided above is correct and complete, and provided of my own free will. I further declare that I have completed the installation at the stated address as per all relevant installation standards. I have adhered to all necessary South African quality standards, those required by Eskom and the product specifications.</i>					
Date of final invoice					
Model/s installed		Serial No. plate		Serial No. plate	Serial No. tank
Model/s installed		Serial No. plate		Serial No. plate	Serial No. tank
Model/s installed		Serial No. plate		Serial No. plate	Serial No. tank
If making use of Eskom bar codes, please detail the model/s installed and place the bar code in the serial number space provided.					
PIRB CoC number (if applicable)		GPS Co-ordinates Latitude (Format is ddmss.000S e.g. 23.3729440S) Longitude (Format is ddmss.000E e.g. 30.7146390E)			
Orientation of solar collector (circle)		N / NE / E / W / NW		Inclination (if known)	
Average percentage of shade the solar collector is exposed to during the day					
Does the hot water system have an electrical element after installation?	YES		NO		Element size
Size and number of electrical system/s removed					
The old geyser was: (please tick the appropriate block)	All water and electrical connections disconnected	Removed from the roof and destroyed	Used in a pre-feed configuration	Used in a retro-fit configuration	New Build
Comments					

Electrician section

A timer/s have been installed	YES		NO (no electrical back up/connection)	
Times the timer has been set to (when is the element on?)				
Electrician name		ECB registration number		
Electrical CoC number				
Signed (Electrician)		Date		