

Solar Pump Program



Frequently Asked Questions

What is a Solar Pump?

Solar pumps operate just like traditional electric pumps except that, rather than using electricity from the grid, the pump's power source is solar energy.

A solar pump system consists of solar panels, a controller and a pump. Solar panels capture solar energy and convert it into electricity which is used to power the pump when the sun is shining.

Solar water pumping systems require less maintenance once they are in operation than traditional electric pumps.

How does the Solar Pump Program work?

To be part of the program, customers must apply and meet our eligibility criteria. Once the application has been approved and an agreement is in place, participants can organise the installation of their new solar pump and the abolishment of their network connection.

To assist with the purchase and installation costs of the new solar pump, the program will pay a cashback reward **after supply abolishment has occurred.**

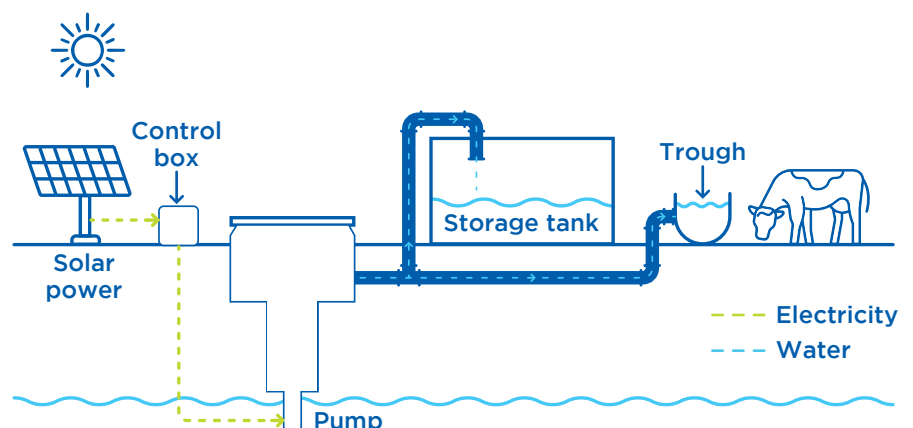
Supply Abolishment fees will be waived as part of the program.

How will I benefit from a Solar Pump?

This program presents a unique opportunity for customers to access funding to purchase new infrastructure and permanently disconnect their water pump from the electricity network, thereby removing future electricity costs. With our solar pump program, eligible customers who install a highly efficient and reliable solar pump can benefit from:

- **Real cost savings** – reduced energy costs because solar water pumps don't incur the ongoing costs of electricity or fuel. They also have fewer moving parts than traditional diesel pumps making them easier to maintain.

- **Reliable power supply** – the confidence of reliable pumping when the sun shines with paddock-proof technology. They are not affected by power outages or other network related issues like low voltage.
- **Renewable energy** – great for the environment, powered by locally generated renewable energy, means more sustainable farming practices.
- **Removal of powerlines reduces risk** – with power generated on site, redundant powerlines can be removed, eliminating the need for us to access your property for line patrols and asset inspections. It also reduces the risk of injury to people and damage to property and livestock where shared activities occur.



What does the cashback reward cover?

The Solar Pump Program reward covers some or all of your expenses to transition from a network connected pump to a suitable solar pump that meets your pumping requirements.

This can include, but is not limited to, a change of pump type, additional tanks or storage required to make a solar pump a suitable option for your property, or fencing to protect the solar pump from livestock.

Am I eligible for the Solar Pump Program?

To be considered for our Solar Pump Program:

- You must have a pump only connection which does not require 24/7 supply.
- Your pump must be situated at the end of a section of powerline.
- Your pumping needs must be able to be met during the hours in which the sun shines or you have a back-up supply or plan to meet your needs in case there are consecutive cloudy days when the solar pump may not operate.
- There must also be a cost saving and/or operational benefit to us.

We recognise that the program is not a solution for everyone. It will only be offered where there is a demonstrated customer and network benefit.

We will work with you and your supplier to explore if a solar pump is feasible and can deliver cost-saving benefits.

To confirm if this offer is right for you, simply apply to the program, providing your NMI (available on your electricity bill) and we'll determine your suitability, taking into consideration:

- The length of line your pump is on.
- Future plans that you or we may have.
- The age of the existing assets to determine their foreseeable lifespan.

It is important **not** to proceed with installation of a new solar pump under the program until you have an agreement in place signed by one of our authorised representatives.

How do I know which solar pump is right for me?

There are several solar pumps on the market that are ideal for the tough conditions of Queensland's remote and rural areas, but everyone's needs are different.

We recommend that you ask your local pump supplier for more information about a solution to meet your specific pumping needs.

What if my solar pump fails and I have disconnected from the network?

We recognise how critical reliable pumping is to our remote and regional customers and the risk that disconnecting from the network may present.

It's a great offer, but we know it's not right for everyone. That's why customers need to seek expert advice from a qualified supplier and make an informed decision about what is right for them before disconnecting from the security of the network.

If you are considering the Solar Pump Program, you should talk to your supplier and together investigate the right size and type of pump to suit your needs, as well as sound design choices, quality hardware and a supplier with an appropriate warranty.

You can also consider measures such as installing an input for a stand-by portable generator for emergency power.

What is supply abolishment?

Network supply abolishment is the removal of your connection to our poles and wires electricity network.

Once you apply for supply abolishment, we will remove the electricity service line and other electrical assets like meters and relays from your premises.

Can I reconnect to the network in the future?

Reconnection will always be an option. Should you wish to reconnect in future, this can be done under our Network Connection Policy in force at the time. Please note, charges may apply to any new connection requests.

If you think you might qualify or would like further information, please call 1300 071 169, email solarpumps@ergon.com.au, or visit our website www.ergon.com.au/solarpumpprogram



Get in touch

If you think you might qualify, or for more information, contact us at:

1300 071 169 | solarpumps@ergon.com.au | ergon.com.au/solarpumpprogram



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