



## Solar PV System information

### Important details

**Ergon Energy Retail, we, us, our** means Ergon Energy Queensland Pty Limited, 420 Flinders Street Townsville QLD 4810, ABN 11 121 177 802.

### 1 About the trial

In partnership with the Department of Housing and Public Works, we installed a solar PV system (System) at this supply address as part of the Sunny Savers trial (Trial).

This System remains the property of Ergon Energy Retail. The Trial does not change the terms of your tenancy agreement.

We understand you chose not to join the Trial and enter into a Market Retail Contract for Grid and Solar Supply.

The following information explains your and Ergon Energy Retail's rights and obligations regarding the System at your Supply Address.

### 2 About the solar PV system

We own the System at all times or lease the Works from a related body corporate. You must not tamper with, or obscure, any markings or identifying tags or notices that identify the System as our property.

### 3 Damage to the solar PV system

You must not:

- Remove, damage or interfere with any of the Works or cause the operation of a System to be adversely affected; or
- Do anything that hinders or obstructs communications between the System, the Metering Works, Connection Works and our meter data systems.

### 4 Faults and maintenance

For faults or loss of supply call 13 22 96.

For life threatening emergencies only call triple zero (000) or 13 16 70.

Both services are available 24 hours a day, 7 days a week.

If you notice damage to the System or meter please report it immediately to Ergon Energy Network on 13 22 96 (24 hours a day, 7 days a week).

Do not attempt repairs to the System or meter. Attempts to bypass, tamper or repair the System or meter could cause serious injury or death from electric shock.

Please report any damage to the property to the Department of Housing and Public Works on 1800 808 107.

For maintenance issues with your property contact the Department of Housing and Public Works on 1800 808 107 to discuss.