

November 2015

Replacement of your solar panels

Following a recent call to you from the Clean Energy Regulator, I am writing to confirm that non-genuine solar panels have been installed on the roof of your property and provide advice about how you can have your panels replaced, at no cost to you.

The Clean Energy Regulator is the Australian Government agency that administers the Renewable Energy Target, which offers financial incentives for the installation of solar panel systems.

Part of our role is to check paperwork submitted by scheme participants to ensure that government incentives have been allocated properly. During this process we identified that the solar panels installed on the roof of your property are not genuine Canadian Solar Pty Ltd panels.

A company that deals with our agency regarding the paperwork for government incentives has offered to replace your existing panels with genuine Canadian Solar panels, at no cost to you.

This company, Greenbank Environmental, was **not** responsible for your system being installed with non-genuine panels. It is the company that submitted the paperwork to receive the government incentive for your system. Greenbank Environmental has voluntarily agreed to take on the role of replacing your panels.

If you agree to take up the offer to remove your existing panels and replace them with genuine Canadian Solar panels, a licenced electrician accredited by the Clean Energy Council will carry out the work. The Clean Energy Council is the accreditation body for installers and key system components under the Renewable Energy Target.

To arrange to have your panels replaced, please contact Greenbank Environmental. You can visit the Greenbank Environmental dedicated website www.replacemypanels.com.au or call their hotline during business hours on (03) 9845 3030, or after hours on 0497 573 708 or 0484 601 968.

You must respond to Greenbank Environmental by **15 December 2015** in order to take up this offer.

The work to replace your panels will be arranged by Canadian Solar on behalf of Greenbank Environmental, and the panels will come with the manufacturer's full 25 year warranty¹. The warranty will start from the date of the new installation. The Clean Energy Regulator acknowledges the positive response by Greenbank Environmental in reaching this outcome.

Replacing your existing non-genuine panels will ensure that you receive the panels you expected, which are recognised by the Clean Energy Council and have met the appropriate Australian standards for quality.

Should you decide to not have your panels replaced, it is important to notify Greenbank Environmental through their website www.replacemypanels.com.au.

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The Clean Energy Regulator is not a consumer protection agency. However, we have negotiated this outcome with your interests as the consumer front of mind while ensuring the integrity of the Renewable Energy Target. We have informed relevant consumer protection organisations of this issue.

As solar panels are an electrical product, it is important that you do not inspect your own system. Any inspection of your solar panel system must be undertaken by a licenced electrician.

Should you have any questions regarding this letter, you can find more information on our website at www.cleanenergyregulator.gov.au/RET/greenbank or you can contact us on 1300 553 542.

Yours sincerely



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What do I need to do?

- Read this letter thoroughly and review further information available on the Clean Energy Regulator website www.cleanenergyregulator.gov.au/RET/greenbank or call us on 1300 553 542.
- Visit the Greenbank Environmental dedicated website www.replacemypanels.com.au or call their hotline during business hours on (03) 9845 3030 or after hours on 0497 573 708 or 0484 601 968 for information on how to get your panels replaced.
- Make sure you respond to Greenbank Environmental by **15 December 2015**.

ⁱ Information regarding the Canadian Solar warranty is available from www.replacemypanels.com.au