



## Notes

### Cost

This quote has been prepared following a site visit and is based on us being able to install your system as described without interruption. If circumstances beyond our control mean we have to do the work in stages that involves us in additional time, we reserve the right to charge for that additional time. If you request changes to the specification that involves additional cost, or there are exceptional circumstances that we could not reasonably have foreseen that mean additional works are required, we will provide you with a revised quote. Any additional charges will be based on the installers hourly or daily rate of £[insert].

You can pay by BACS bank transfer, debit or credit card to [insert company details].

### Terms of Business

We enclose a copy of [company name's] terms of business/ contract with this quote. Please read this carefully.

### Timetable for Works

We will agree installation dates with you in writing after the order has been confirmed and we have received your deposit, if we have asked you for one. It usually takes [company to insert no. of] days to install a system, including the erection and removal of scaffolding. Your installation will usually take place within [company to insert no. of] weeks of receiving your order, subject to work load and availability of materials.

[Company to add in details of any known delay likely to affect the timetable e.g. availability of equipment or customer's building programme.]

### To place an order

To confirm your order please read our terms of business carefully. These terms form the basis of your contract with us. If you wish to proceed, complete the **Order Form** and return it to [insert company details] together with your deposit payment. When we have received your deposit we will contact you to arrange delivery and installation dates.

### Cancellation Rights

After signing this contract you have a Cooling Off Period of seven working days during which you may cancel the contract without penalty. If you cancel within this time, we will return any deposit you may have paid in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel. You must cancel in writing, by post or email, to us at the above address. We have provided a cancellation form with this quotation.

We do not normally start any work until the end of your 7 working day cooling off period. But if you want us to start work sooner, you must ask for this in writing. If you later decide to cancel the contract within what would otherwise have been your cooling-off period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel.

### REAL Assurance Scheme Consumer Code

[Company name] is a member of the REAL Assurance Scheme, member no. [insert REAL membership no. here] and this document is prepared in accordance with its Consumer Code.

A leaflet describing the REAL Consumer Code is enclosed with this quote. The Code can be viewed in full at <http://www.realassurance.org.uk/scheme/consumer-code>.

## Predicted System Performance for Solar PV Installations

The UK Microgeneration Certification Scheme requires all certified companies to give an assessment of system performance using a standardised approach based on the Government's Standard Assessment Procedure (SAP) [*insert SAP year here*]<sup>1</sup>.

**The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the Government's standard assessment procedure for energy rating of buildings (SAP) and is given as guidance only. It should not be considered as a guarantee of performance.**

The estimate is the product of:

- the size of your system, and
- how much solar radiation it is estimated to get (the 'solar radiation input factor'). This depends partly on the pitch (or tilt) of your roof and its aspect (the way it faces), and
- how much shading there is on the system (the 'overshading factor'), such as from surrounding trees, chimneys, shadow from nearby buildings).

The calculation we do is:

**0.8 x size of system kWp x solar radiation input factor x overshading factor**

<b>Estimated system performance using SAP [<i>insert SAP year here</i>]</b>	
Energy supplied annually by a solar system – 'Solar Input'	kWh

*[Company to explain source of calculations, assumptions made and if specific to property or based on averages]*

*[Optional: under current MCS standards, you may include another performance estimate using an alternative calculation. This is in ADDITION TO, not instead of, the SAP calculation.*

*If you opt to include an additional estimate, you must NOT give this greater prominence than the SAP estimate and you must also include in writing here:*

- any assumptions you have made to arrive at that estimate and;
- a credible explanation of any differences between the results.

[An additional estimate using alternative calculation methods is also provided:

<b>Estimated system performance using [xxxxxxx ]</b>	
Energy Supplied annually by solar system – Solar Input	kWh

*[If this alternative estimate is significantly greater than the result using MCS standard methodology, you must include the following warning:*

***This estimate has been produced using a methodology /assumptions that differ from the Government's standard assessment procedure for energy rating of buildings. You should consider both estimates together.]***

<sup>1</sup>SAP 2009 applies to the production of Energy Performance Certificates from 17 April 2011. This applies to all countries and to new and existing dwellings.

## Feed-in Tariff and Payback

All products and installers must be MCS certified for you to qualify for payments under the Feed-In tariff (FiT) scheme. Under this scheme, you will receive:

a) tax-free generation payments from your electricity supplier for every kilowatt hour (kWh) of electricity your system generates, whether you use it or not. For installations of up to 4 kWh carried out from 1st April 2012, you will receive 21p/ kWh if the property has an EPC Band D or above and 9p / kWh if the property cannot achieve EPC Band D.

b) an 'export payment' for any of the electricity your system generates that you feed back into the grid at a rate of *[insert current rate here]* per kWh. Currently you will receive this payment on the basis that you export 50% of what you generate (export is 'deemed' to be 50%).

These rates will go up with inflation (they are 'index-linked' so will increase each April by the same rate as the Retail Price Index).

If you use some of the electricity that you generate, you will also save on your electricity bill.<sup>1</sup>

To work out how much you might get, we have estimated how many kWh your system will produce, we have assumed that you will export 50% of this, and that you will use 50% at home.

### System Size & Output

Installed system size	<i>[insert]</i> kWp
Estimated annual system output using SAP <i>[insert year of SAP]</i>	<i>[insert]</i> kWh

### Income / benefits

A. Feed-in Tariff, calculated at <i>[insert current rate here]</i> pence x <i>[insert]</i> kWh	£
B. Exported to grid (50% x <i>[insert output]</i> kWh x <i>[insert export tariff here]</i>	£
C. Electricity savings 50% x <i>[insert output]</i> kWh x <i>[insert average electricity tariff]</i>	£
D. Estimated annual total system benefit [A + B + C =]	£

### Payback

To estimate how long the system will take to 'pay for itself' ('payback'), we compare what you pay for the system with our estimate of how much you will get and save each year.(D above). (We have assumed that there is no inflation and no increase in electricity prices or export tariffs).

Fully installed cost (inc VAT)	£ <i>[insert figure]</i>
System benefit (each year)	£ <i>[insert figure]</i>
Payback (cost / benefit)	<i>[insert cost / benefit]</i> years

### More information

You can read more about the Feed-in Tariffs and use Solar Energy Calculator on Energy Saving Trust's website: <http://www.energysavingtrust.org.uk/Generate-your-own-energy/Solar-panels-PV/Solar-Energy-Calculator>

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<sup>1</sup> FiT rates vary according to the technology, size of installation and whether it is a new build or existing property



## Important Notes for our customers

### Deposit and Advance Payments

*Company name* requires a deposit payment of a maximum of 25% of the contract price, including VAT, on confirmation of the order. We may require a further advance payment 14 days prior to installation. We will never ask you for more than 60% up-front, including the deposit.

Your deposit is insured with [*insert insurance scheme name here*] so that you can get your money back if we cannot deliver your equipment because we have gone out of business. Any money you give us up-front will be placed in a separate client account and only transferred to our main business account to pay for goods and services associated with your contract.

[*For members signing up to the REAL Deposit and Advance Payment Insurance Scheme:*]

When you confirm the order and we receive your deposit, we will register your name and address and total value of the contract with the Insurance Scheme Administrator, QANW. You will be sent insurance policy documents directly. A leaflet explaining the scheme is enclosed. If you are not content for us to register your details in this way, please let us know.

*For members not using the REAL Scheme:*

*Company name* will use deposit protection insurance from [*insert details of insurance here eg Consumer Protection Association deposit protection / Independent Warranty Association deposit and guarantee insurance / HVCA / Home Pro Insurance*]

### Planning Permission and Building Control

If your property is a listed building or you are in a conservation area you may need planning permission. You are responsible for contacting your local planning authority to obtain confirmation that planning permission is not required. *Company name* cannot be held responsible for any installations carried out where planning permission was required but not obtained and no refunds will be offered.

*If applicable: Company name* will complete a Building Notice application and submit it to your local authority building control service.

### Roof Structure (if applicable)

You may want to obtain an independent opinion on the condition of your roof for the proposed installation and it is recommended that you pay for a Structural Engineers Report.

### Insurance

It is recommended that you inform your property insurers about the proposed installation to check if it will increase your buildings insurance premium.

As members of the REAL Assurance Scheme, [*insert company name*] must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities in supplying a small-scale energy generator to you.

### Sub Contracting installation Works (if applicable)

[*Company name*] will subcontract [*insert details of works*] to [*name of contractor*]. In accordance with the REAL Assurance Scheme Consumer Code, [*company name*] is responsible for ensuring that all sub-contracted works are carried out to standards required by MCS and REAL.

### Guarantees

Your equipment is guaranteed by its manufacturer but you should contact us in the first instance if anything appears to be wrong. The guarantees are:

[*number of years*] for solar panels – product defect

[number of years] for solar panels – performance  
[number of years] for the inverter

Any products damaged during installation shall be replaced free of charge.

We guarantee our workmanship for *[insert number of]* years from date of install (REAL suggests a minimum of 2 years Workmanship Warranty). This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

### **Workmanship warranty insurance**

As members of the REAL Assurance Scheme, we are required to have arrangements in place so that your workmanship warranty from us will still be honoured if we should we go out of business during the warranty period.

*[For members using the REAL insurance scheme]*

Please see your policy for details of workmanship warranty insurance.

*[Delete if not applicable].*

*[For others]*

Your workmanship warranty is insured under the *[insert deposit protection scheme name]*.

### **Commissioning the system**

The solar PV system will be commissioned according to MCS installation standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements and is operating correctly in accordance with the system design. Following the testing and commissioning of the system, a detailed operating manual will be provided to you within 7 days.

### **Registering for FiT's**

We will register your installation on the MCS Installation database and send you the MCS Certificate. You must send your MCS certificate to your chosen licensed electricity supplier in order to receive FiT payments.

### **After Sales Support and Maintenance**

If the system does not appear to be operating correctly, please refer to the operating manual and go through the procedures discussed at the commissioning handover. If you are still unsure about the operation or you are without heating or hot water please contact *insert company details* immediately.

*[Company name]* will *[insert any maintenance requirements for specified technology]*.

*[If applicable]* *[Company name]* provides optional servicing and/or maintenance contracts at additional cost.

### **Data Protection**

*[Company name]* will keep information about individuals in accordance with data protection legislation. We will not pass information to any third party without your permission.

## Summary of Key Responsibilities for Installation Company & Consumer

Summary of works to be undertaken	Who is responsible? <i>(amend as required)</i>
<b>Pre-Installation</b>	
Design PV system in accordance with DTI Guide Photovoltaics In Buildings – Guide to the Installation of PV Systems, 2 <sup>nd</sup> Edition, 2006	Installer
Provide property specific system diagram showing the location of main components	Installer for approval by consumer
Obtain confirmation that planning permission is not required or obtain planning permission for listed buildings or properties in conservation areas	Consumer or Installer
Submit Building Notice to Local Authority Building Control Service	Installer or Consumer
Pay building control fee	Consumer
Commission independent Structural Engineers Report	Consumer or Installer
Pay for Structural Engineers Report	Consumer
Initial contact with District Network Operator.	Installer
<b>Site Preparation</b>	
Provide scaffolding	Installer / sub contractor
Provide secure storage if equipment is delivered to site prior to installation and ensure equipment is insured	Consumer
Ensure any site preparation works finished by agreed date on which installation is due to start.	Consumer
<b>Installation</b>	
Provide easy access within the property where the installation will take place Provide water, toilet facilities and electricity supply	Consumer
Install roof anchors and module mounting rails	Installer
Install solar panel array as <i>2 rows of 5 panels in portrait</i>	Installer
Install Inverter in <i>insert location</i> and DC ancillaries, programme inverter	Installer
Install DC cabling between array and inverter	Installer
Install AC spur cabling from a spare way on consumer unit to location of inverter	Installer
Install AC isolator at inverter and connection to AC spur.	Installer
<b>Testing, Commissioning and Handover</b>	
Carry out testing and commissioning in accordance with MCS installer standards	Installer
Provide handover packs with operating instructions and manufacturers guarantee and installers warranty within 7 days of commissioning	Installer
Register installation using online MCS Installation database and send consumer MCS Certificate within 10 working days of commissioning date	Installer
Provide MCS certificate to electricity supplier to register for Clean Energy Cash Back Incentives (Feed-in-Tariff)	Consumer
Notify the Distribution Network Operator (DNO) of installation within 28 days of commissioning and provide information to comply with G83/1-1 within 30 days of commissioning.	Installer