



JASMIN SOLAR

FREE SOLAR FOR YOUR HOME

Queensland Electrical Contractor's Licence No. 75214

ABN: 62 158 644 225

Warehouses 2 & 3 / 98 Spencer Road, Carrara. QLD. 4211.

Tel: 1300 591 415 Fax: (07) 5578 1177

info@jasminsolar.com

30th September, 2013

Dear Valued Jasmin Solar Customer,

I would like to congratulate you on your decision to accept the Jasmin Solar Offer and have a new solar system installed on your roof.

We are proud to have you as our partners in this exciting and unique concept, and we very much look forward to looking after you until 2028 (or until such time as you may sell your home).

The feedback we have had from the vast majority of our customers has been terrific and it thrills us to see that everything is going well. Early next year we shall be retrofitting a digital solar monitor on everyone's Inverter so that you will be able to see how much power the house is using and how much it is exporting to the Grid on any day. It is just another part of our service to you and will cost you nothing.

When we introduced this new solar system offer, Jasmin Solar, being a prudent and ethical company, applied to the Australian Consumer and Competition Commission seeking approval to require customers to use an electricity retailer (Diamond Energy) nominated by Jasmin Solar. This was necessary for complying with the Competition and Consumer Act 2010. I wish to stress that it was Jasmin Solar that contacted the ACCC, and not that the ACCC pursued Jasmin Solar for breaching the law or doing anything wrong.

The ACCC identified a number of concerns for consumers relating to certain elements of Jasmin Solar's promotions that it requested both Jasmin Solar and Diamond Energy address by entering into an Undertaking with the ACCC.

After careful consideration and application of the relevant 'public benefit test', the ACCC approved Jasmin Solar's applications to require customers to use a nominated electricity retailer, subject to the obligations contained in the Undertaking.

A copy of the Undertaking, and the ACCC's reasons for approving Jasmin Solar's applications on this basis, is available on the ACCC's website (www.accc.gov.au) by following links to the 'Authorisations & notifications registers' or by entering 'Jasmin Solar' into the search tool.

Jasmin Solar and Diamond Energy both wholeheartedly supported the ACCC's requirements as they were fair and focused on you, our valued customer.

Thus, Jasmin Solar and Diamond Energy have agreed to the following:-

1. Diamond Energy is to supply electricity to Jasmin Solar customers at prices that are reflective of those that would be available to those customers in the absence of the requirement to solely use Diamond Energy as their electricity retailer. This is to ensure that customers don't pay electricity tariffs, either now or in the future, that are higher than a reflective market bundle of tariffs that will be independently audited under the Undertaking. See point 9 below.
2. Jasmin Solar is to seek ACCC approval in the event that any other electricity retailer is nominated by Jasmin Solar to become the electricity retailer for any of its customers who are Diamond Energy customers in relation to the Jasmin Solar Offer.
3. Jasmin Solar is to ensure that any new electricity retailer nominated by Jasmin Solar for those customers must also provide to the ACCC a Market Reflective Pricing Undertaking, unless the ACCC informs Jasmin Solar that this is not needed.
4. If there is a proposal for ownership of the Jasmin Solar business to change hands, Jasmin Solar must ensure that the incoming owner provides to the ACCC a Market Reflective Pricing Undertaking, unless the ACCC informs Jasmin Solar that this is not needed.
5. Jasmin Solar is to provide a three year retail installation warranty, and to assist our customers with any other warranty claims, including those that may be outside the 10 year Inverter Warranty, and 10 year Solar Panel product warranty and 25 year Solar Panel efficiency warranty.
6. Jasmin Solar is not to require the customer to pay the Termination Amount if the Solar System fails, during the period the customer is covered by Australian Consumer Laws or rights under the manufacturer's warranty, for any reason other than wilful action, neglect or negligence by the customer.
7. Jasmin Solar is to provide an effective dispute resolution mechanism in the event of a dispute between Jasmin Solar and a customer relating to payment of a termination amount. The Queensland Civil and Administrative Tribunal (QCAT) is the official dispute resolution venue.
8. Jasmin Solar is to inform all its customers of their rights arising from the obligations contained in its Undertaking.

9. Jasmin Solar is to have this Undertaking independently audited on an annual basis to ensure compliance with the Undertaking obligations is being met. The auditor, to be approved by the ACCC, is to provide the ACCC with an annual report on compliance.

Having been personally involved during the consultation and investigation process with the ACCC, I would like to share with all our customers that it was a very fair and inclusive process, where your rights were being championed by the ACCC. The ACCC sought to understand this unique new concept and evaluate how to ensure your rights were protected between now and 2028. For me, it was refreshing to see our tax dollars being well spent by a useful, efficient, and relevant Government department.

As we will be partners in this unique concept for many more years to come, I welcome you to contact us at anytime should you require further information or have any queries concerning your solar system, or this Undertaking with the ACCC. Similarly, if you encounter any issues with Diamond Energy that remain unresolved after contacting them directly, you are entitled to contact the Energy and Water Ombudsman Queensland by phone on 1800 662 837 or by email at either complaints@ewoq.com.au or info@ewoq.com.au. Further contact details are available at their website: [www.ewoq.com.au/contact us](http://www.ewoq.com.au/contact-us).

Thanks again for supporting us, and we look forward to supporting you till 2028.

Yours sincerely,



Dr. Matthew Starr
Managing Director