



'Statement of Services' from the Managing Director

Service related issues for Modern Solar are now directed to a centralised national headquarters to guarantee quality control and consistent delivery of information to our valuable customer base - this is an advisory service.

A fully trained team of Customer Service Operators (CSOs) advise customers on a range of queries and all calls are monitored for training purposes. Once the CSO ascertains what the concerns are they log details into our database and resolve most issues whilst the client is on the phone. Many of our clients order more solar panels, this being a testament to the quality of our service to the end user.

All service information is logged in our database and is available for future reference. If it is an output issue we will send an installer to the premises to check the meter and measure the system performance. To date, all our systems are performing in accordance with manufacturer guarantees. We send the client a letter on the outcome and offer advice to improve electricity consumption, see www.modernsolar.com.au for energy saving tips.

Of note is the recently introduced Net Feed in Tariff (NFIT) which is difficult for clients to understand due to the nature of only 'excess electricity' fed into the grid being subject to multiples of credit. Quite simply, this means if a household consumes more electricity during the day than the solar system generates these particular home owners receive no benefit whatsoever.

Modern Solar believes the only true way to measure a feed in tariff is using a gross system (GFIT) and this makes it clear for everyone including utility suppliers as it pays a multiple credit for every unit of electricity a solar system generates. For example, if a client generates 6 kWh per day and the feed in tariff is 1:3 they get 18 kWh credit. Under a NFIT if they generate 6 kWh but consume these 6 kWh they receive no feed in tariff even though this particular home is less reliant on the grid and therefore reducing their impact on the environment.

Modern Solar does not offer advice on meters but after media attention of late we find some of the results particularly disappointing and will be investigating further with some of our clients. We understand the angst clients go through when they invest tens of thousands of dollars on systems then receive a paltry reduction on their energy bills. As above, education on electricity consumption is only part of this issue.

Modern Solar uses only the highest quality components. As we are part of a manufacturing group of companies, millions of dollars was invested in research and development before approving suppliers. Quality control and quality assurance along with appropriate accreditations are mandatory. Our suppliers are what we consider A grade Chinese and European suppliers and all Chinese suppliers have been visited personally by our Managing Director and Head of Engineering. Our German suppliers offer high quality goods and our installers are all accredited and comply with company standard operating procedures.

With regards to quality control for each installation, all of our tradesmen are licensed electrical contractors, and also accredited by the BCSE for installation of Solar Photovoltaics. Each installer is instructed to provide photos of all parts of the installation, which are forwarded to the Greenhouse Office in Canberra for approval by the Australian Government.

Every installation completed is also checked by Energex, or relevant territory electrical authority, during the meter installation after relevant meter request forms are submitted after installation. With each installation anything found that is not within specifications will result in a default notice by the electrical authority which deems necessary rectification by the installer generally within 5 business days.

It should be noted that Modern Solar educates our clients on reducing green house gases. Solar energy PV on your roof is not just about saving money on your electricity bills. It is more important to do your bit for the environment and reduce your carbon foot print for future generations.

Thanks and regards,

Ron Bayley
Managing Director