

## Frequently Asked Questions ...

### **How do I know if I'm a good candidate for Ingenero solar energy services?**

Ingenero offers solar energy services to businesses, corporations, government bodies, and utility companies, who own or have a long term lease on the proposed site for the solar system. Ingenero will conduct a feasibility assessment to gauge your suitability for our solar energy services.

### **How do I know if my facilities are appropriate for an Ingenero installation?**

Ingenero will carry out a feasibility assessment with you. We assess the orientation and pitch of your roof as well as other structural features to ensure that your solar solution is designed to suit your location, site, budget and environmental goals.

### **Where are Ingenero solar energy services available?**

Ingenero provides solar energy services across Australia.

### **What types of solar panel configurations does Ingenero offer?**

Ingenero offers roof-mounted systems, parking lot systems, fixed or tracking ground mount systems and custom built applications. We have solar system designers and state of the art systems that ensure your solar installation is the perfect fit for your business.

### **How do I know if my location receives enough solar power?**

We conduct a complete sunlight and shade analysis of your location and facility to determine if our solar energy services will be beneficial to you.

### **How do Ingenero's solar services differ from other solar offers?**

We offer solar energy services, as well as equipment purchase and installation. We offer to finance, develop, install, own, operate, monitor and maintain the solar power plants. You benefit from predictable green energy without paying high initial capital outlays – this means you can invest in your business whilst we invest in your environmental credentials. However, if you choose to pay for your system outright with our Turnkey solution we can also provide the most suitable solar solution for you.

### **How much does it cost to implement an Ingenero solar solution?**

With the Ingenero Risk Free solution - nothing. Because there is no capital outlay, your costs to initiate a solar project are non-existent. Our business model offers solar energy services, and you pay only for the electricity we generate. Since we only make money on the kilowatt-hours produced, we have a strong incentive to install highly efficient and reliable systems. If you choose the Ingenero Turnkey solar solution then we will provide a quote for your business based on your requirements.

### **How do I know what technology is best for my facility?**

Our engineers take care of that for you. We research the best technologies and engineer each and every system to optimize solar energy production. Ingenero has state of the art performance monitoring and solar innovations which are world class.

### **How does Ingenero charge for the solar energy?**

We provide our customers with 2 options. You can choose to own your system and pay upfront – the Ingenero Turnkey solution. Or you can choose our low risk and no upfront capital product – the Ingenero Risk Free solution. With the Ingenero Risk Free product you pay for the solar energy produced and not the system.

## **What is a Power Purchase Agreement (PPA)?**

A Power Purchase Agreement or PPA is an agreement between Ingenero and the customer whereby the customer agrees to buy the power that is generated by the distributed solar generation unit for an agreed price per kWh. To find out more information on the PPA go to our PPA Fact Sheet.

## **Who owns the systems?**

With the Ingenero Turnkey solution – you own the system outright, including all the risk and maintenance costs. With the Ingenero Risk free solar solution, Ingenero owns the system and takes full responsibility for the performance and ongoing maintenance of the solar generation system.

## **Who is responsible for servicing the system?**

With the Ingenero Risk Free Solution - Ingenero is responsible for servicing the system on a regular basis. Ingenero also takes the responsibility for any warranty work that may be needed over the life of your contract. With the Ingenero Turnkey solution - you are responsible for service of the system. However, Ingenero can offer their EcoWatt service monitoring or maintenance as separate packages.

## **How do we know if there is a problem with the system?**

Via our nationwide EcoWatt online monitoring service Ingenero has visibility of the solar systems 24 hours a day. As a result we know when there is a performance issue before you do and we will have it rectified immediately. Customers will receive the EcoWatt online monitoring service with the Risk Free solar solution. Customers who choose the Ingenero Turnkey solution can apply to subscribe to EcoWatt online monitoring service.

## **How do we know how much energy is being produced and what emissions are being saved?**

With the Ingenero Risk Free solar solution, Ingenero will provide a regular monthly report with your energy bill reporting on total energy produced and the greenhouse gas emissions saved. You will also have access to EcoWatt via the Internet, allowing you to track the output of your solar solution on a daily/hourly basis. If you purchase the Ingenero Turnkey solution, Ingenero will price this option for you upon application.

## **What is the EcoWatt online monitoring service?**

Ingenero provides continuous centralised monitoring of all systems. This includes the ability to:

- Remotely monitor, diagnose & manage all remote sites
- Receive an alert from systems to provide an early warning mechanism
- Improve customer service, support and satisfaction

This also allows Ingenero customers to have web access to data;

- Allowing commitment to renewable energy to be highlighted and
- Visibility of the system for your staff, clients and suppliers.

## **What happens if there is a need to shift my site during the term of the contract?**

Ingenero's PPA covers this eventuality and allows time for this to occur.

## **How do I get started?**

- Phone us: **07-33711666**
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