



Solar panels – What you need to know!

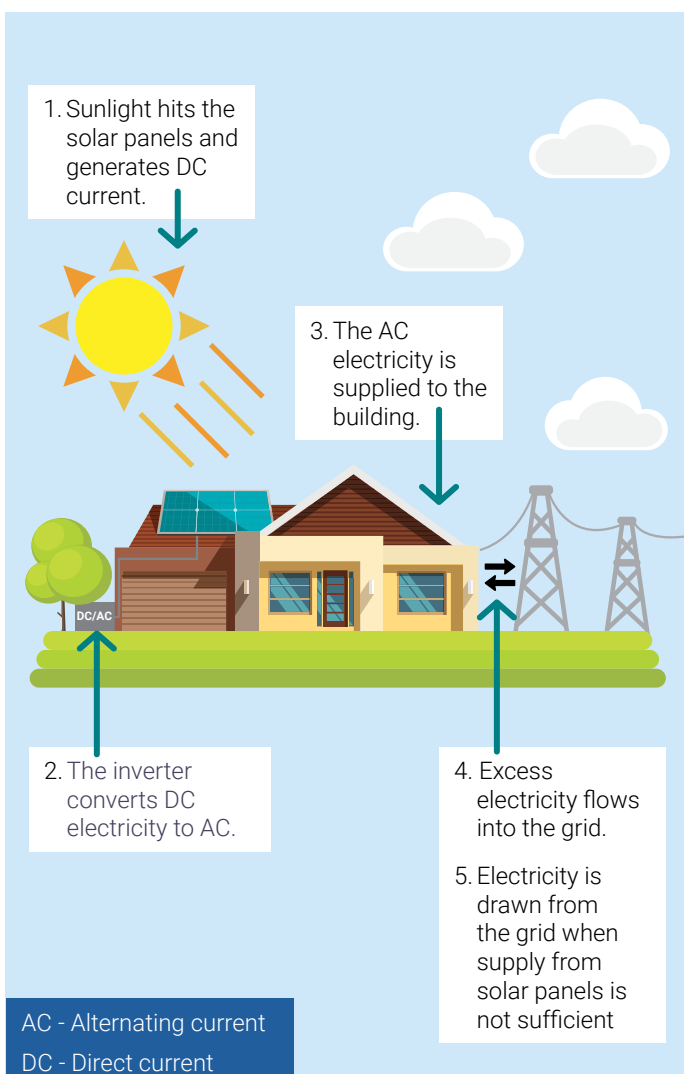
With the rising cost of electricity and desire to use greener energy options many homebuyers are choosing to install a solar photovoltaic (PV) system (solar panels). Some consumers have reported poor quality parts, companies going broke and pushy sales tactics.

Before you sign a contract it is important to do your research. Know what you are buying, who from and the reasons for choosing those particular solar panels.

There is a lot of information out there about solar panels and it can get confusing. There are four main questions you should ask yourself:

- How do solar panels work?
- Are solar panels suitable for my needs?
- How do I choose an installer or retailer?
- What else do I need to know?

How do solar panels work?



Are solar panels suitable for my needs?

These questions will help you choose the most suitable solar panels for your situation.



What is your main reason for buying solar panels?

- save money on your electricity bills
- reduce your carbon footprint



When do you use the most electricity?

- during the day
- in the evenings
- on the weekends



How well do you know your roof?

- orientation and shading
- pitch
- type of roof e.g. tin, tile, concrete



How much will it cost?

- cost of panels and inverter
- installation costs
- accessibility of the roof



Are you eligible for any rebates?

- [WA Government Energy Assistance Program](#)
- [Australian Government small-scale Renewable Energy Scheme](#)
- [Household renewable energy overview - Energy Policy WA](#)

For guides and information to help change to your decision to purchase solar and battery storage systems visit the [Clean Energy Council website](#).

How do I choose an installer or retailer?

- Choose a retailer that is approved by the [Clean Energy Council of Australia](#)
- Get multiple quotes from installers who are accredited by [Clean Energy Council of Australia](#)
- Ask for a roof inspection as part of the quote process.
- Remember to allow for site preparation/upgrades (for example extra wiring, roof restoration).
- Ask around for recommendations and search for online reviews
- Check electricians are [licensed](#)




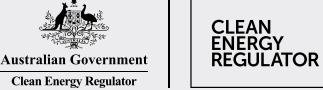



- Consider if you need battery storage. [Clean Energy Council of Australia](#) has a helpful guide for consumers.
- Read the contract before signing anything and ask for more detail if unsure.
- Consider component warranties (such as panels, inverter).
- Ask about [Small-scale Technology Certificate \(STC\)](#) eligibility.



What else do I need to know?

- Check your electricity bill history before installation to see how much power you use.

Need more help or advice?

	<p>Consumer Protection consumerprotection.wa.gov.au 1300 304 054</p> <p>Advice and complaints about failures, terms and conditions, warranties and misleading advertising, your rights under Australian Consumer Law and you're unsure about warranties.</p>
 Department of Mines, Industry Regulation and Safety	<p>Building and Energy commerce.wa.gov.au/building-and-energy 1300 489 099</p> <p>Information on the safety and electrical compliance of your system. Check if your electricians are licensed.</p>
	<p>Clean Energy Council cleanenergycouncil.org.au (03) 9929 4100</p> <p>Find approved solar retailers and accredited installers. Information on buying solar, buying battery storage and reducing emissions.</p>
	<p>Clean Energy Regulator cleanenergyregulator.gov.au 1300 553 542</p> <p>Verify panels are genuine using the Solar Panel Validation Initiative. Find out about small-scale technology certificates.</p>
	<p>Your solar retailer Solutions for product failures, performance issues and certain warranty claims.</p>
	<p>The manufacturer If the retailer has gone out of business and for certain warranty claims contact the manufacturer.</p>
 Energy Policy WA	<p>Energy Policy WA www.wa.gov.au/organisation/energy-policy-wa (08) 6551 4600</p> <p>Information on feed-in tariffs and the Renewable Energy Buyback Scheme.</p>

Read our [Solar panel systems](#) for more information.

For free and independent information or advice on consumer protection issues, contact **Consumer Protection** by calling **1300 304 054**, emailing consumer@dmirs.wa.gov.au or visiting our website at www.consumerprotection.wa.gov.au