

Claim process guide

This document explains the process of claiming your rebate. Included with this guide:

1. *Application form, with the supplier section already completed by your supplier and with an original Eskom barcode affixed.*
2. *Self addressed envelope.*

Your supplier should provide you with:

3. *Copy of invoice with original bar code sticker affixed on the front. (This invoice should display your banking details, the full retail price charged by the supplier and the rebate amount the system qualifies for).*

Step one – Confirm system qualifies for rebate

Before the installation or purchasing of your solar water heater ensure that the system qualifies for a rebate and complies with the terms and conditions of the programme. (You can check this by browsing www.eskom.co.za/dsm - click on solar water heating link - or calling the DSM Help Desk on (011) 800-4744 during office hours). The rebate amount displayed on the supplier invoice should correspond to the rebate amount for the system on the website.

Step two – Complete the application form

Fill in the customer section of the application form. (Read and sign the declaration on page 4 affirming your adherence to the terms and conditions).

Please note: The bank account details as per your application form must correspond to the bank details provided to the supplier for inclusion on the final invoice. This is the account into which the rebate will be paid.

Step three – Enclose with your claim

Submit with this form:

- Copy of your ID book
- Copy of a utility bill to prove residential address
- Proof of payment to solar system supplier (i.e. receipt)
- Copy of electricity bill or prepaid electricity box connection number. (In the case of a new development, an occupation certificate).

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Step four – Post or drop off

Return the completed application form with supporting documentation mentioned in step 3, within 6 months of installation date, to the facilitating auditors (Deloitte) either by using the self addressed envelope or by dropping it at one of the following drop off points:

<i>Deloitte Cape Town 11 Lansdowne Road Claremont 7708</i>	<i>Deloitte Johannesburg: Building 1 Woodlands Office Park cnr Kelvin & Woodmead Drive Woodmead Johannesburg</i>	<i>Deloitte Durban Deloitte Place 2 Pencarrow Crescent Pencarrow Park La Lucia Ridge Office Estate La Lucia</i>
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Postal address:

*Attention: Eskom Solar Project
Deloitte & Touche
PO Box 829
Cape Town
8000*

Step five - Track your payment

You will be notified via SMS:

- 1. When Deloitte receives your application*
- 2. When your application is processed and queued for electronic funds transfer or if your application is incomplete and has been returned to your postal address*

Note: *It is advised that you keep copies of your submission for your records. Applications will be processed within 8 weeks of receipt.*

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Customer information

Full name										
Residential Address										
Postal Address										
Telephone – Home										
Telephone – Work										
Telephone – Cell										
Fax Number										
E-mail										
Bank details into which rebate must be paid	ACCOUNT holder									
	BANK									
	BRANCH NAME									
	BRANCH CODE									
	ACCOUNT NO									
Customer number, installation number or account number (found on electricity/utility bill) In case of pre-paid provide metre number	Electricity service provider									
	ACCOUNT NO									
Number of persons in household										

FOR OFFICE USE ONLY	Date	Responsible	Comments
Application recd			
Application checked			
Application incomplete and returned			
Bar code / system validity checked			
Bank details validated			
Application approved for payment			
Payment made			

Customer declaration

I _____, ID number _____, hereby declare that

1.	I have inspected my solar installation and timer and am satisfied that it has been installed as per my requirements.
2.	I acknowledge that the timer has been set up and is operating, and that I will use it in accordance with the programme.
3.	I acknowledge that it is my responsibility to obtain a Certificate of Compliance for the installation.
4.	I have received a guarantee certificate providing a 5 year guarantee on the collector and the vessel.
5.	The installer has explained all aspects of my solar system and its correct usage and has provided me with an Operations and Maintenance Manual
6.	If my electrical geyser has not been used in a pre-feed/heat configuration, it has been either removed and destroyed or left in my roof with both the wiring and the plumbing pipe work disconnected. I am aware that if it is found to be re-connected I am liable to pay back the full rebate amount.
7.	I acknowledge that the onus for the selection of a suitable system and the responsibility for ensuring that the installation has been conducted to my satisfaction is my sole responsibility and that Eskom and its agents will not be held responsible for the quality of the system or the installation
8.	All the information I have provided above is correct and complete, and provided of my own free will.

Signed

Date

CONDITIONS OF THE PROGRAMME REBATE

1. All the requirements and attachments as stipulated in this application must be completed in full in order to qualify for rebate payment.
2. It is the customer's responsibility to ensure the supplier as well as the system is accredited on the solar programme at the time of installation.
3. The system installed must be a system that has been registered and accredited as part of the Eskom solar program.
4. The system must be supplied and installed by an accredited supplier/ installer of the solar program.
5. The original Eskom solar programme bar code label from the supplier must be attached to the customer invoice.
6. The customer is responsible for ensuring that the solar system has been installed in accordance with his/her requirements.
7. Eskom and its agents will not be held responsible in any way for the quality of the system or the installation.

For information please refer to: www.eskom.co.za/dsm or DSM Help Desk: 011 800 4744

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Supplier section

Name of Supplier (company name)			
Supplier Program Accreditation Number			
Name of Installer			
Installer Program ID Number			
Date of final invoice			
Model Installed			
Orientation of solar collector		N / NE / E / W / NW	
Percentage of shade collector exposed to during the day			
Does the hot water system have an electrical element after installation?			
If yes, is the element in the electrical geyser or the solar geyser?			
Size and number of electrical system/s removed			
The old geyser was: (please tick the appropriate block)		Used in a pre-feed configuration	Removed from my roof and destroyed
		All water and electrical connections disconnected	
ESKOM BAR CODE ATTACHED HERE			
Name		Date	
Signed			
I, the registered installer, hereby declare that all the information I have provided above is correct and complete, and provided of my own free will. I further declare that I have completed the installation at the stated address as per all relevant installation standards. I have adhered to all necessary South African quality standards, those required by Eskom and the product specifications.			
A timer has been installed	YES	NO	Times the timer has been set to
Electrician name			ECB registration number
Signed			Date

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