



Grant Opportunity Guidelines

Energy Efficient Communities Program - Community Energy Efficiency and Solar Grants 2020

Opening date:	2 April 2020
Closing date and time:	5.00PM Australian Eastern Standard Time on 18 May 2020 Please take account of time zone differences when submitting your application.
Commonwealth policy entity:	Department of Industry, Science, Energy and Resources
Administering entity	Department of Industry, Science, Energy and Resources
Enquiries:	If you have any questions, contact us on 13 28 46.
Date guidelines released:	2 April 2020
Type of grant opportunity:	Demand driven

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1. Energy Efficient Communities Program - Community Energy Efficiency and Solar Grants 2020 processes

The Energy Efficient Communities Program is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program, which contributes to the Department of Industry, Science, Energy and Resources's (DISER) Outcome 2: Reduce Australia's greenhouse gas emissions, contribute to effective global action on climate change, and support technological innovation in clean and renewable energy, through developing and implementing a national response to climate change; and Outcome 3: Support the affordable, reliable, secure and competitive operation of energy markets for the long term benefit of the Australian community through improving Australia's energy supply, efficiency, quality, performance and productivity. DISER works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



The grant opportunity opens

We publish the grant guidelines on business.gov.au and GrantConnect.



You complete and submit a grant application

You complete the application form addressing all the eligibility criteria.



We assess all grant applications

We review the applications against the eligibility criteria.



We make grant recommendations

We provide advice to the decision maker on the eligibility of each application.



Grant decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application.



We enter into a grant agreement

We will enter into a grant agreement with successful applicants.
The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement.
We manage the grant by working with you, monitoring your progress and making payment.



Evaluation of the Energy Efficient Communities program

We evaluate the specific grant activity and the Energy Efficient Communities program as a whole.
We base this on information you provide to us and that we collect from various sources.

2. About the grant program

The Energy Efficient Communities Program (the program) will run over 4 years from 2019-20 to 2022-23. The program will assist businesses and community organisations to improve energy efficiency practices and technologies, and to better manage energy consumption to reduce their power bills.

The objectives of the program are to:

- reduce greenhouse gas emissions
- improve energy efficiency practices
- increase the uptake of energy efficient technologies.

The intended outcomes of the program are:

- energy savings and reduced power bills for business and community organisations
- emissions reductions.

There are two streams to the program:

- Community Organisations Stream to help community organisations save energy through:
 - energy generation and storage systems
 - equipment upgrades that reduce energy consumption
 - energy audits.
- Business Stream to help businesses save energy through:
 - equipment upgrades that reduce energy consumption, excluding energy generation equipment such as solar photovoltaic panels
 - energy and emissions monitoring and management systems to better manage energy use
 - energy audits.

We will announce grant opportunities under each stream as part of this program. We will publish the opening and closing dates and any other relevant information on business.gov.au and GrantConnect.

We administer the program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs)¹.

2.1. About the Community Energy Efficiency and Solar Grants 2020

These guidelines contain information about the Community Energy Efficiency and Solar Grants 2020.

The objective of this grant opportunity is to support community organisations across Australia to:

- reduce greenhouse gas emissions
- improve energy efficient practices
- increase use of energy efficient technologies.

The intended outcomes of the grant opportunity are:

- energy savings and lower power bills for community organisations
- emissions reductions.

¹ <https://www.finance.gov.au/sites/default/files/2019-11/commonwealth-grants-rules-and-guidelines.pdf>

Community organisations encouraged to apply under this grant opportunity include but are not limited to:

- community sporting clubs
- scout or guide groups
- Aboriginal and Torres Strait Islander community groups
- surf lifesaving clubs
- community owned kindergartens
- welfare centres
- men's sheds
- community centres
- women's associations
- community owned childcare centres
- rural fire services, country fire authority, or other state/territory equivalent.

If your organisation lodged an expression of interest for an Energy Efficient Communities Program project in 2019 with your local Member of Parliament, you will still need to submit an application under the terms of these guidelines when the grant opportunity opens.

The Department of Industry, Science, Energy and Resources (we/the department) is responsible for administering this grant opportunity.

This document sets out:

- the eligibility criteria
- how we consider and assess grant applications
- how we notify applicants and enter into grant agreements with grantees
- how we monitor and evaluate grantees' performance
- responsibilities and expectations in relation to the opportunity.

We have defined key terms used in these guidelines in section 13 Glossary.

You should read this document carefully before you fill out an application.

3. Grant amount and grant period

There is an estimated \$3.8 million available for this grant opportunity.

You can submit an application at any time while the grant opportunity remains open.

There will be a maximum of two projects funded per electorate, with the first two eligible projects per electorate funded.

We expect that there will be a high level of interest for this grant opportunity and it will likely be oversubscribed. This means an eligible application will not automatically be approved. We will decide which grants to approve taking into account submission time and date and distribution across [federal electoral divisions](#)².

² <https://www.aec.gov.au/profiles/>

3.1. Grants available

The grant amount will be up to 100 per cent of eligible project costs (grant percentage).

- The minimum grant amount is \$1,000.
- The maximum grant amount is \$12,500.

We will not award multiple Energy Efficient Communities program grants for the same site.

Eligible project costs are the total cost of your equipment and installation, less the value of any small-scale technology certificates created for the project. For more information on eligible expenditure and associated system and equipment requirements see section 5.2 and Appendix A.

If your total budget costs are greater than the maximum grant amount of \$12,500 you will have to meet the additional project costs yourself.

If you enter into an agreement under the Community Energy Efficiency and Solar Grants 2020 grant opportunity, you can only receive other grants for this project from other Commonwealth, State or Territory granting programs if the total value of all grants remains below or equal to the total value of the project.

You cannot use funds from the Community Energy Efficiency and Solar Grants 2020 grant opportunity to meet any co-funding requirements imposed by other grant programs.

3.2. Project period

The project period is a maximum of 12 months from the date you execute a grant agreement with the Commonwealth.

4. Eligibility criteria

We cannot consider your application if you do not satisfy all eligibility criteria.

4.1. Who is eligible?

To be eligible you must:

- have an Australian Business Number (ABN)
- be an incorporated not-for-profit organisation.

You are also eligible if you are a rural fire service, country fire authority or other state/territory equivalent.

If applying as an incorporated not-for-profit organisation, you will be required to demonstrate your 'not for profit' status through one of the following:

- State or Territory incorporated association registration number or certificate of incorporation, e.g. clubs and other associations
- current Australian Charities and Not for profits Commission's (ACNC) registration, e.g. for organisations registered as a charity
- constitutional documents that demonstrate the not-for-profit character of the organisation
- legislation that demonstrates the not-for-profit nature of the organisation, e.g. religious organisations incorporated under legislation.

4.2. Additional eligibility requirements

We can only accept applications:

- that demonstrate that you will use an appropriately licensed and accredited installer, where this is a requirement of these guidelines (see Appendix A)
- that include a letter of consent from the building or facility owner/manager, if you are not the owner/manager (see template at Appendix B)
- that include a completed Supplier Declaration from the supplier or installer confirming that the products installations and works meet the eligibility requirements (see template at Appendix C)
- where you agree that you will obtain approval for grid connection, where relevant, prior to installing any solar photovoltaic system (if approval is not obtained, grant funding may be required to be paid back)
- that provide the relevant mandatory attachments
- that provide at least one current quote for your project that meets the requirements set out in Appendix A.

We cannot waive the eligibility criteria under any circumstances.

4.3. Who is not eligible?

You are not eligible to apply if you are:

- a for-profit entity
- a Commonwealth, State, Territory, or local government body (including government business enterprises) unless you are a rural fire service, country fire authority, or other state/territory equivalent. However, you are eligible to apply if you are an eligible entity that occupies a building or facility owned by a Commonwealth, State, Territory or local government, subject to obtaining the consent of the building owner (see template at Appendix B)
- an individual
- an educational facility such as primary, secondary schools, tertiary (universities, colleges, TAFE) and/or related entity such as P&C association
- a group that use the site primarily for gambling or the sale of alcohol
- a political party, political organisation or lobbyist
- a military service unit
- any group whose activities unnecessarily seek to exclude individuals or groups of residents by means of a form of discrimination
- a solar installation service provider or associated with a solar installation company
- a group that applies for a site that is a domestic residence (except for care facilities that are owned or occupied by community organisations)
- a trust (however, an incorporated trustee may apply on behalf of a trust)
- a non-corporate Commonwealth entity.

5. What the grant money can be used for

5.1. Eligible activities

To be eligible your project must:

- have at least \$1,000 in eligible expenditure

- include one or more of the following:
 - design, supply and installation of new solar photovoltaic generator systems
 - purchase and installation of new battery systems and battery storage systems
 - purchase and installation of new solar hot water heaters or air source hot water heat pumps, to replace existing equipment
 - purchase and installation of Light Emitting Diode (LED) lighting equipment or energy efficient lighting controls to replace existing equipment
 - design, supply and installation of high efficiency split system air conditioning units to replace existing equipment
 - energy audits
- ensure that any equipment that is replaced is removed and decommissioned and not reused.

5.1.1. Due diligence

It is your responsibility to plan your project and undertake your own due diligence on any contractors and equipment used to complete the project.

This could include:

- ensuring the timeframes to complete your project are realistic, taking into consideration external dependencies such as availability of products and installers
- ensuring you have considered the structural integrity of the building for the size and design of any equipment to be installed as you may need additional building or electrical works to accommodate the equipment. Where possible your quote for works of a structural nature should be based on a site visit from a licensed and accredited installer – however, please do this only where practical and safe under the circumstances
- ensuring all relevant building codes and regulations and timeframes to comply are taken into consideration
- ensuring any contractors, including tradespeople, working on your project are appropriately licensed
- ensuring you have appropriate insurance to cover people working on your property, including any contractors and tradespeople
- for solar installations, discussing connection to the grid (if applicable) early with your energy distributor.

We recommend that you obtain more than one quote to provide a comparison of approved products and service offering, including warranties, to inform your decision-making.

5.2. Eligible expenditure

You can only spend grant funds on eligible expenditure you have incurred on an agreed project as defined in your grant agreement.

Eligible expenditure must meet the specific requirements detailed in Appendix A.

Eligible expenditure items are:

- purchase of eligible:
 - new solar photovoltaic generator systems
 - new battery systems and battery energy storage systems
 - new solar hot water heaters or air source hot water heat pumps to replace existing systems
 - new LED lighting equipment to replace existing non-LED lighting

- new energy efficient lighting controls
- new high efficiency split system air conditioning units to replace existing split system, packaged or window-wall air conditioning units.
- an energy audit of your project site
- installation and grid connection costs of eligible solar photovoltaic generation and storage systems. Connection costs include installation of appropriate metering (e.g. time of use metering) and connection to a grid at a site that already has an existing connection to that grid. Grant funds cannot be used to upgrade existing grid connections to three-phase power
- design and installation costs of eligible equipment
- frames supporting solar panels
- building permits to install equipment, where required
- bollards or smoke detectors that are required as part of any installation.

You can use grant funds for one or more eligible expenditure items. If you incur extra costs, you must meet them yourself.

Not all expenditure on your project may be eligible for grant funding. The program delegate makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required. Examples of expenses that would not be eligible include structural modifications to the building to accommodate equipment, and grid connection of a building that was not previously grid connected, or the installation of air conditioning in a space that was not previously air conditioned.

To be eligible, expenditure must be a direct cost of the project.

You must incur the project expenditure between the project start and end date for it to be eligible.

You must not commence your project until you execute a grant agreement with the Commonwealth. You must not accept a quote or enter an agreement with a service provider or supplier on the assumption that your grant application will be approved, unless you have the ability and the intention to cover the project costs in another way. You cannot apply for a grant retrospectively for work that is already under contract or already complete.

6. How to apply

Before applying, you should read and understand these guidelines and the [sample grant agreement](#) published on business.gov.au and GrantConnect.

To apply, you must:

- complete the [online application form](#) on business.gov.au
- provide all the information requested
- address all eligibility criteria
- include all necessary attachments as specified in 6.1.

You will receive confirmation when you submit your application. You should retain a copy of your application for your own records.

You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code Act 1995* (Cth). If we consider that you have provided false or misleading information we may not progress your application. If you find an error in your application after submitting it, you should call us immediately on 13 28 46.

If we find an error or information that is missing, we may ask for clarification or additional information.

If you need further guidance around the application process, or if you are unable to submit an application online, [contact us](#) at business.gov.au or by calling 13 28 46.

6.1. Attachments to the application

You must provide the following documents with your application:

- evidence of your not-for-profit status, unless you are a rural fire services, country fire authorities, or equivalent (refer to section 4.1)
- At least one quote(s) to validate your project costs. Quote(s) must be current and include details required in Appendix A)
- letter of consent from the building or facility owner/manager (where applicable) (Appendix B)
- completed Supplier Declaration from your designer/installer/retailer (Appendix C)
- trust deed (where applicable)
- evidence to support your source(s) of funding if the total budget costs are greater than the maximum grant amount of \$12,500.

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents. We will not consider information in attachments that we do not request.

6.2. Timing of grant opportunity

You can only submit an application between the published opening and closing dates. We cannot accept late applications.

You can expect to hear whether your grant has been successful within approximately 15 weeks after you submit your application.

If you are successful we expect you will be able to commence your project around June 2020.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	4 weeks
Approval of outcomes of selection process	8 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	June 2020
End date of grant commitment	June 2023

7. The grant selection process

We review your application against the eligibility criteria.

We will then review all eligible applications taking into account submission time and date and distribution across [federal electoral divisions](#)³.

There will be a maximum of two projects funded per electorate, with the first two eligible project per electorate funded.

If the selection process identifies unintentional errors in your application, we may contact you to correct or clarify the errors, but you cannot make any material alteration or addition.

7.1. Who will approve grants?

The Program Delegate, who is an AusIndustry manager with responsibility for the program, decides which grants to approve taking into account the recommendations.

The delegate's decision is final in all matters, including:

- the grant approval
- the grant funding to be awarded
- any conditions attached to the offer of funding.

The Program Delegate will not approve funding if there is insufficient program funds available across relevant financial years for the program.

8. Notification of application outcomes

We will advise you of the outcome of your application in writing. If you are successful, we advise you of any specific conditions attached to the grant.

9. Successful grant applications

9.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. The grant agreement has general terms and conditions that cannot be changed. A sample [grant agreement](#) is available on business.gov.au and GrantConnect.

We will use an exchange of letters grant agreement. We will send you a letter of offer advising that your application has been successful. You accept the offer by signing and returning to us. We consider the agreement to be executed from the date we receive your signed document. You will have 30 days from the date of our letter to sign and return to us otherwise the offer may lapse.

We must execute a grant agreement with you before we can make any payments. Execute means you have signed and returned the agreement. You must not start any Community Energy Efficiency and Solar Grants 2020 activities until a grant agreement is executed.

The approval of your grant may have specific conditions determined by the assessment process or other considerations made by the Program Delegate. We will identify these in the offer of funding.

If you enter an agreement under the Community Energy Efficiency and Solar Grants 2020 grant opportunity, you can only receive other grants for this project from other Commonwealth, State or Territory granting programs if the total value of all grants remains below or equal to the total value of the project. You cannot use funds from the Community Energy Efficiency and Solar Grants 2020 grant opportunity to meet any co-funding requirements imposed by other granting programs.

³ <https://www.aec.gov.au/profiles/>

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

9.2. Project specific legislation, policies and industry standards

You must comply with all relevant laws and regulations in undertaking your project. You must also comply with the specific legislation/policies/industry standards that follow. It is a condition of the grant funding that you meet these requirements.

In particular, you will be required to comply with:

- State/Territory legislation in relation to working with children
- relevant Commonwealth, State, Territory and local authority, environmental, heritage and planning laws and policies, including the National Code of Practice for the Construction Industry.

9.3. How we pay the grant

The grant agreement will state the maximum grant amount we will pay.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

If your application is successful, we will collect your nominated bank details to arrange payment.

We will pay 100 per cent of the grant on execution of the grant agreement.

9.4. Tax obligations

If you are registered for the Goods and Services Tax (GST), where applicable we will add GST to your grant payment and provide you with a recipient created tax invoice. You are required to notify us if your GST registration status changes during the project period. GST does not apply to grant payments to government related entities⁴.

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on tax.

10. Announcement of grants

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the *Commonwealth Grants Rules and Guidelines* unless otherwise prohibited by law. We may also publish this information on business.gov.au. This information may include:

- name of your organisation
- title of the project
- description of the project and its aims
- amount of grant funding awarded
- Australian Business Number
- business location
- your organisation's industry sector.

⁴ See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au

11. How we monitor your project

11.1. Keeping us informed

You should let us know if anything is likely to affect your project or organisation.

We need to know of any key changes to your organisation or its activities, particularly if they affect your ability to complete your project and pay debts due.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a breach of terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your project and provide an opportunity for the Minister or their representative to attend.

11.2. Reporting

You must submit reports in line with the grant agreement. We will provide sample questions for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress and completion of your agreed project
- project expenditure, including expenditure of grant funds.

We will monitor the progress of your project by assessing reports you submit and may conduct site visits to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

11.2.1. Progress report

When your project period is greater than 6 months, you must submit a progress report to demonstrate that your project is on track for completion by the project end date.

11.2.2. End of project report

When you complete the project, you must submit an end of project report.

End of project reports must:

- include a summary of the project undertaken
- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred for the project, including expenditure of grant funds
- include a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money
- be submitted by the report due date
- be in the format provided in the grant agreement.

11.2.3. Ad-hoc report

We may ask you for ad-hoc reports on your project. This may be to provide an update on progress, or any significant delays or difficulties in completing the project.

11.3. Compliance visits

We will undertake detailed compliance checks on a random sample of projects. We may visit you during the project period, or at the completion of your project to review your compliance with the grant agreement, or to inspect the safety and quality of the installation. We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

11.4. Grant agreement variations

We recognise that unexpected events may affect project progress. For example, you may need to change the retailer, products or installer. You must obtain approval before proceeding.

In these circumstances, you can request a variation to your grant agreement, including:

- changing the project start date or end date
- changing project activities.

Note the program will not allow for an increase of grant funds.

If you want to propose changes to the grant agreement, you must put them in writing before the grant agreement end date. We can provide you with a variation request template.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome
- consistency with the program policy objective, grant opportunity guidelines and any relevant policies of the department.

11.5. Evaluation

We will evaluate the grant program to measure how well the outcomes and objectives have been achieved. We may use information from your application and project reports for this purpose. We may also interview you, or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to two years after you finish your project for more information to assist with this evaluation.

11.6. Grant acknowledgement

If you make a public statement about a project funded under the program, including in a brochure or publication, you must acknowledge the grant by using the following:

‘This project received grant funding from the Australian Government.’

If you erect signage in relation to the project, the signage must contain an acknowledgement of the grant.

12. Probity

We will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

12.1. Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if our staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/ grant opportunity.

As part of your application, we will ask you to declare any perceived or existing conflicts of interests or confirm that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform us in writing immediately.

Conflicts of interest for Australian Government staff are handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)](#)⁵ of the [Public Service Act 1999 \(Cth\)](#)⁶. Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the department's [website](#)⁷.

12.2. How we use your information

Unless the information you provide to us is:

- confidential information as per 12.2.1, or
- personal information as per 12.2.3,

we may share the information with other government agencies for a relevant Commonwealth purpose such as:

- to improve the effective administration, monitoring and evaluation of Australian Government programs
- for research
- to announce the awarding of grants.

⁵ https://www.legislation.gov.au/Details/C2017C00270/Html/Text#_Toc491767030

⁶ <https://www.legislation.gov.au/Details/C2017C00270>

⁷ <https://www.industry.gov.au/sites/g/files/net3906/f/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf>

12.2.1. How we handle your confidential information

We will treat the information you give us as sensitive and therefore confidential if it meets all of the following conditions:

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- disclosing the information would cause unreasonable harm to you or someone else
- you provide the information with an understanding that it will stay confidential.

12.2.2. When we may disclose confidential information

We may disclose confidential information:

- to our Commonwealth employees and contractors, to help us manage the program effectively
- to the Auditor-General, Ombudsman or Privacy Commissioner
- to the responsible Minister or Assistant Minister
- to a House or a Committee of the Australian Parliament.

We may also disclose confidential information if

- we are required or authorised by law to disclose it
- you agree to the information being disclosed, or
- someone other than us has made the confidential information public.

12.2.3. How we use your personal information

We must treat your personal information according to the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth). This includes letting you know:

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

We may give the personal information we collect from you to our employees and contractors, and other Commonwealth employees and contractors, so we can:

- manage the program
- research, assess, monitor and analyse our programs and activities.

We, or the Minister, may:

- announce the names of successful applicants to the public
- publish personal information on the department's websites.

You may read our [Privacy Policy](#)⁸ on the department's website for more information on:

- what is personal information
- how we collect, use, disclose and store your personal information
- how you can access and correct your personal information.

⁸ <https://www.industry.gov.au/data-and-publications/privacy-policy>

12.2.4. Freedom of information

All documents in the possession of the Australian Government, including those about the program, are subject to the *Freedom of Information Act 1982* (Cth) (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

If someone requests a document under the FOI Act, we will release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

12.3. Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by [web chat](#) or through our [online enquiry form](#) on business.gov.au.

We may publish answers to your questions on our website as Frequently Asked Questions.

Our [Customer Service Charter](#) is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

If you have a complaint, call us on 13 28 46. We will refer your complaint to the appropriate manager.

If you are not satisfied with the way we handle your complaint, you can contact:

Head of Division
AusIndustry - Support for Business
Department of Industry, Science, Energy and Resources
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You can also contact the [Commonwealth Ombudsman](#)⁹ with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁹ <http://www.ombudsman.gov.au/>

13. Glossary

Term	Definition
Application form	The document issued by the program delegate that applicants use to apply for funding under the program.
AusIndustry	The division of the same name within the department.
Commonwealth Grants Rules and Guidelines (CGRGs)	The Commonwealth grants policy framework that contain the key legislative and policy requirements, and explain the better practice principles of grants administration.
Department	Department of Industry, Science, Energy and Resources
Demand-driven	A 'first-in first-served' selection process where applications that satisfy stated eligibility criteria receive funding, up to the limit of available funds for the grant opportunity.
Eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 5.1.
Eligible application	An application for grant funding under the program that the program delegate has determined is eligible for assessment in accordance with these guidelines.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.2 .
Grant agreement	A legally binding contract between the Commonwealth and a grantee for the grant funding.
Grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
Grantee	The recipient of grant funding under a grant agreement.
Guidelines	Guidelines that the Minister gives to the department to provide the framework for the administration of the program, as in force from time to time.
Minister	The Commonwealth Minister for Energy and Emissions Reduction.

Term	Definition
Personal information	<p>Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:</p> <p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ol style="list-style-type: none"> a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.
Program delegate	An AusIndustry Manager within the department with responsibility for the program.
Program funding or Program funds	The funding made available by the Commonwealth for the program.
Project	A project described in an application for grant funding under the program.

Appendix A. Additional requirements

Your eligible expenditure items are subject to additional requirements. These are outlined below.

All eligible expenditure must be itemised on your quote.

A.1 Solar photovoltaic generator system requirements

To be eligible:

- your solar photovoltaic generator system retailer, products and installer must be approved by the Clean Energy Council (CEC). You can find details on their website following the links below:
 - approved [retailers](#)¹⁰
 - approved [products](#)¹¹
 - accredited [installers](#)¹².
- your solar photovoltaic panels must not be replacing existing solar photovoltaic panels. You can supplement existing panels or replace an existing inverter to accommodate more panels or a battery-connected system, provided that Clean Energy Council approved retailers and products are used and installed by an accredited installer
- your installation must be used to create small-scale technology certificates (STCs) under the Small Scale Renewable Energy Scheme
- you will obtain approval for grid connection, where relevant, prior to installing any solar photovoltaic system (if approval is not obtained, grant funding may be required to be paid back).

You will need to provide:

- a current quote from your retailer/installer, including:
 - the total number and capacity of proposed panels to be installed and export capacity of the proposed inverter
 - the number of small-scale technology certificates (STCs) that are expected to be created for the project
- product description, including panel and inverter names and model numbers and number of units
- the name, business name and location of your CEC-accredited installer, as listed on the CEC website.

Refer to the Additional Information document on business.gov.au for further guidance on selecting products and installers that are participating in the Solar Panel Validation Initiative.

¹⁰ <https://www.cleanenergycouncil.org.au/consumers/buying-solar/find-an-approved-solar-retailer>

¹¹ <https://www.cleanenergycouncil.org.au/industry/products>

¹² <https://www.cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer>

A.2 Battery requirements

To be eligible:

- your system designer/installer must be accredited for battery storage by the Clean Energy Council. You can find a list of accredited installers on the Clean Energy Council [website](#)¹³.
- if you are using products that contain lithium ion batteries, your products must be approved by the Clean Energy Council. You can find a list of approved batteries on their website¹⁴.

Your installer will be required to certify that batteries will be installed in accordance with AS/NZS 5139: Electrical installations - Safety of battery systems for use with power conversion equipment.

You will need to provide:

- a current quote from your retailer/installer
- brand and manufacturer name of your battery, and model name and number
- the name, business name and location of your CEC-accredited installer, as listed on the CEC website.

A.3 Solar hot water heater or air source hot water heat pump requirements

To be eligible, your new solar hot water heater or air source hot water heater must:

- be replacing an existing, working system
- be of similar, or smaller capacity than the system it is replacing
- be listed on the Clean Energy Regulator [website](#)¹⁵
- be installed by a licensed tradesperson
- be used to create small-scale technology certificates (STCs) under the Small Scale Renewable Energy Scheme.

Your installer will be required to certify that your existing system will be decommissioned and not reused.

You will need to provide:

- a current quote from your retailer, including:
 - decommissioning/disposal/recycling costs for your existing system
 - the number of small-scale technology certificates (STCs) that are expected to be created
- the name, brand, size (in litres) and model of the new system being installed.

A.4 Air conditioning systems requirements

To be eligible, your replacement unit must:

- be replacing an existing, working air conditioning system that is a split system unit, a packaged unit or a window-wall unit
- be installed by a licensed air conditioning technician
- be a split system unit. It may be ducted or non-ducted unit and may be of a single split or multi-split type

¹³ <https://www.cleanenergycouncil.org.au/consumers/buying-solar/find-an-installer>

¹⁴ <https://www.cleanenergycouncil.org.au/industry/products/batteries/approved-batteries>

¹⁵ <http://www.cleanenergyregulator.gov.au/RET/Scheme-participants-and-industry/Agents-and-installers/Small-scale-systems-eligible-for-certificates/Register-of-solar-water-heaters>

- have a similar or smaller cooling capacity than the unit(s) it is replacing. Your installer will need to verify this
- not be a package unit, window-wall unit, portable unit or an evaporative cooler.

Your installer will be required to certify that your existing system will be decommissioned and not reused.

You will need to provide:

- a current quote from your installer, including decommissioning/disposal/recycling costs for your existing system
- product brand, model and cooling capacity of your replacement system

Refer to the Additional Information document on [business.gov.au](https://www.business.gov.au) for further guidance on choosing an energy efficient unit that is appropriate for your needs and the local climate.

A.5 Lighting Upgrades requirements

To be eligible you must:

- be replacing existing non-LED (Light Emitting Diode) lighting with LED lighting and/or installing energy saving lighting controls such as motion sensors and timers
- use light bulbs that have an efficiency of at least 120 lumens per Watt for LED tubes or 90 lumens per Watt for other (non-linear) bulbs
- use light bulbs, light fittings, drivers or transformers that carry the Australian Regulatory Compliance Mark

Figure 1: Regulatory Compliance Mark



- ensure all work is carried out by a licensed electrician
- when requesting a quote, stipulate that the pricing should not allow for any certificates or other financial incentives that would normally be created if the project was subject to a State or Territory energy retailer obligation scheme (such as the NSW Energy Savings Scheme, the Victorian Energy Efficiency Target scheme, the ACT Energy Efficiency Improvement Scheme or the SA Retailer Energy Efficiency Scheme).

You will need to provide:

- a current quote from your installer, including:
 - the total wattage per fitting for new LED fittings, the lamp wattage and number of lamps per fitting for LED retrofits to existing fittings and number of fittings or lamps to be installed
 - confirmation that pricing excludes any certificates or other financial incentives that would normally be created if the project was subject to a State or Territory energy retailer obligation scheme.
- a brief description of any proposed changes to lighting control arrangements
- product brand, model and wattage of your replacement equipment.

Refer to the Additional Information document on [business.gov.au](https://www.business.gov.au) for further guidance on choosing safe and suitable lighting for your needs.

A.6 Energy audit requirements

To be eligible:

- the audit type must meet current Australian [Energy Audit Standards \(AS/NZS 3598\)](#)¹⁶.

You need to provide:

- a current quote that states that the audit will be conducted to the relevant Australian Standard referenced above.

Refer to the Additional Information document on [business.gov.au](#) for further guidance on securing an energy auditor with relevant experience, and securing funding to implement the recommendations.

¹⁶ <http://www.eec.org.au/for-energy-efficiency-providers/information-resources/energy-audit-standards#/energy-audit-standards>

Appendix B. Letter of consent from building or facility owner/ manager

Name of building/ facility owner or manager providing consent	
Street address of building or facility	
Name of applicant organisation	
Name of system(s) being installed or replaced	
Name of witness to this letter of consent	

I am the authorised building or facility owner/representative of the above building/facility.

This letter confirms my support for the grant application from the above mentioned applicant organisation who occupies the building/facility and is seeking financial assistance under the Community Energy Efficiency and Solar Grants 2020 to install new energy efficient equipment at the building.

I endorse the grant application from this applicant organisation for the installation of the system described above being installed or replaced.

I note that the applicant organisation will enter into a grant agreement with the Commonwealth Government in relation to this grant.

I have, or will request, all necessary Commonwealth, State, Territory and local planning permits and approvals required to undertake the project.

I acknowledge that, as the building/facility owner/manager, I am responsible for obtaining advice on, and being satisfied as to, the suitability of the energy efficient or solar generation/storage system for the building.

I agree to work with the applicant organisation to manage the installation of the system identified according to product specifications. I acknowledge that I will take on all rights and responsibilities for the ownership and ongoing maintenance, including costs and insurance obligations of the assets, including the system, installed.

Signature

Date

Signature of witness

Date

Appendix C. Supplier declaration

I, as the product or service supplier/ installer have read and understood Appendix A of the Community Energy Efficiency and Solar Grants 2020 Grant Opportunity Guidelines. I confirm that, to the best of my knowledge, at the time of quoting, all products, installations and works for this project as selected below meet the eligibility requirements as set out in the guidelines.

- Solar photovoltaic generator system requirements**
 - the solar photovoltaic products are approved by the Clean Energy Council (CEC)
 - the installer is a registered installer and/or retailer with the CEC
- Battery system requirements**
 - the designer/installer is a registered installer and/or retailer with the CEC
 - the battery storage equipment is approved by the CEC
- Solar hot water heater or air source hot water heat pump requirements**
 - works will be completed by licensed tradesperson(s)
 - the unit is of similar, or smaller capacity than the unit it is replacing
 - the new solar hot water heater or air source hot water heat pump is listed on the Clean Energy Regulator website
 - the existing system will be disposed of, decommissioned or recycled in accordance with appropriate regulations
- Air conditioning requirements**
 - works will be completed by a licensed ARC air conditioning technician with an ARC refrigerant handling license
 - the unit is of similar, or smaller capacity than the unit it is replacing
 - the replacement unit is a single or multi-split unit
 - the replacement unit is not a package unit, window-wall unit, portable unit or an evaporative cooler
 - the existing system will be disposed of, decommissioned or recycled in accordance with appropriate regulations
- Lighting upgrades requirements**
 - all works will be carried out by a licensed electrician
 - the new lighting equipment is LED, replacing a non-LED system
 - replacement lightbulbs have an efficiency of at least 120 lumens per Watt for LED tubes or 90 lumens per Watt for other (non-linear) bulbs
 - all replacement light bulbs, light fittings, drivers or transformers that carry the Australian Regulatory Compliance Mark
- Energy audit requirements**
 - the audit meets current Energy Efficiency Council [Energy Audit Standards](#) of at least type 1

To the best of my knowledge at the time of quotation, I understand that the products, systems and works carried out on this project will comply with all relevant state, territory and national standards and legislation.

I understand that I will be required to complete a report regarding works carried out in order to assist with reporting of estimated emissions reductions for this project.

Name of supplier/ installer organisation

Name of supplier/ installer

Signature Date

SAMPLE

Appendix D. Supplier report form

As the supplier or installer, you are requested to complete this report at the end of the installation. The grantee will submit this report as an attachment to their end of project report.

Complete this report to the best of your knowledge regarding the work you carried out under the [Energy Efficient Communities Program - Community Energy Efficiency and Solar Grants Program 2020](#). Select all systems that apply to the work you carried out, and complete the reporting requirements for that system.

Solar photovoltaic installation

What is the total capacity of the panels that were installed, in Watts?

What is the export capacity of inverter?

How many small scale technology certificates (STCs) were created by the installation?

Battery system

What is brand name, model name and number of the installed battery?

Solar hot water heater or air source hot water heat pump replacement

What type of original hot water system was replaced (gas, solar etc)?

What was the make and model of the new hot water system?

What was the size (in litres) of the new hot water system?

How many small scale technology certificates (STCs) were created by the installation?

Air conditioning system replacement

What is the make and model of the unit that was replaced?

What is the approximate age of the unit that was replaced?

What is the make and model of the replacement unit?

What is the capacity of the replacement unit?

Lighting upgrades

What was the predominant original lamp technology (e.g. halogen, compact fluorescent, linear fluorescent T5/ T12/ T8, HID)?

What was the predominant original lamp wattage, if known?

What was the number of original lamps (globes) removed, if known? If the original light fittings contained more than one lamp (globe) per fitting, ensure that total number of lamps removed is recorded.

If the original lamp wattage and number of original lamps is unknown, report the approximate breakdown of the space where the lighting was upgraded into the following categories: auditorium or public hall / office / classroom / toilet or change room / store / other (specify).

If the lighting upgrade is for a lighting controls project only (with no changes to the light fittings themselves), provide an estimate of the energy savings (kWh per year).

How many small scale technology certificates (STCs) were created by the installation?

Energy audit

Provide a summary of the energy audit, including the top three recommendations given. Outline how much energy (in kWh or GJ) could be achieved from each recommendation.

SAMPLE

Name of supplier/ installer organisation

Name of supplier/ installer

Signature Date