

Net Zero for Communities Report

Healesville CoRE Solar Bulk Buy Survey

December 2018



By Angus Kennedy, Helen Mok and Lachlan Maclean

Net Zero for Communities

(Green Steps Consultancy Project)

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1. INTRODUCTION

1.1 ABOUT THIS PROJECT

This report was prepared for Healesville Community Renewable Energy (Healesville CoRE) by Angus Kennedy, Helen Mok and Lachlan Maclean, the Net Zero For Communities Team from Monash University's 2018 Green Steps program. Their work was undertaken as part of the Green Steps sustainability leadership program that facilitated this Consultancy Project with the Monash University Buildings and Property Division. The outcomes of their work included establishing a community survey about the current attitudes towards solar.

This survey was designed to inform the decisions and strategies of Healesville CoRE as they try to implement a transition towards a net zero future for Healesville. In particular, it is hoped that the survey results will direct their approaches to community engagement as the first step on their journey, a proposed solar bulk buy with Mondo Power, is undertaken in early 2019.

1.2 ABOUT THE SURVEY

The survey was conducted through Qualtrics, an online surveying website. It opened on Friday 22 November 2018 and closed at 9am on Monday 3 December 2018. During this time it received 144 responses. The survey was available solely online, which may have prevented some of the relevant target group participating, however the response rate was still highly encouraging and provides valuable data to work with.

The survey was promoted via:

- Healesville CoRE's social media (Facebook)
- E-mail database of Healesville CoRE
- Healesville's community newspaper notice
- Media release, resulting in a printed article

Respondents were asked a series of questions about:

- Their level of concern about energy prices
- Understanding of electricity charges and awareness of energy reduction measures
- Actions to change energy retailers or reduce energy costs
- Views about the importance of pursuing renewable energy for the region and priorities for the future.

The data for this report is displayed with a relevant data set/table, visual graph, or list of responses, (sometimes a combination of two of these). When applicable, a key summarising sentence was written in bold above the data to make it easy to find useful information in the report.

1.3 SURVEY HIGHLIGHTS:

Most of the responses should be encouraging for Healesville CoRE, indicating a very motivated local populace that are highly interested in participating in a solar bulk buy. Responses also indicated some areas that could be addressed by CoRE to assist the community in making decisions.

The highlights include:

- Cost saving, energy self sufficiency and reducing household carbon footprint were frequently listed as 'extremely important' or 'very important' considerations for installing solar. These three components should be featured regularly in any information sharing strategies with the community, as they are likely to garner the most support.
- The majority of respondents were at least 'slightly interested' in increasing or upgrading the solar panels on their roofs, with 44.29% 'extremely interested.'
- Factors preventing the installation of solar panels varied, however cost was clearly the main one, with over 79% of responses listing cost as 'very' or 'extremely' important considerations.
- Electronic communication is clearly the most preferred means of communication, particularly via email or online newsletter. Community information sessions are also favored by 10.32% of respondents. Regular communication via email in conjunction with community information events throughout the year would be most beneficial based off these responses.
- BUT 61.9% of respondents with solar panels would have still installed solar without a financial rebate. This indicates that rebates are not the dominant factor making community members satisfied with their solar systems. 67.67% of respondents would self finance a new solar system or upgrade, also good news for CoRE, as it shows a strong financial willingness to participate in the solar bulk buy
- The overwhelming majority (93.33%) of respondents would consider changing to a community electricity retailer that reinvested in the Healesville community, and 69.85% of respondents would be interested in a connecting to a microgrid in the future. However, 22.79% remained unsure, indicating some valuable work in educating and communicating to the community about a future micro grid could convince or encourage these people who are still unsure.
- Over 64% of respondents were at least 'moderately interested' in installing a monitoring device.

The responses to the survey indicate that there is a large portion of the community interested in participating in the solar bulk buys with Mondo Power. However, it should be noted that the attitudes of the remainder of the Healesville community is unknown, as many respondents may have been discounted by the purely online survey that was only available for a limited period of time. Also, the sample of those willing to complete the survey may have been strongly biased by those that are already very interested in purchasing solar. In any case, the responses should be useful to CoRE and provide insight into the experiences with solar and motivations of individuals in acquiring solar power for their homes or businesses.

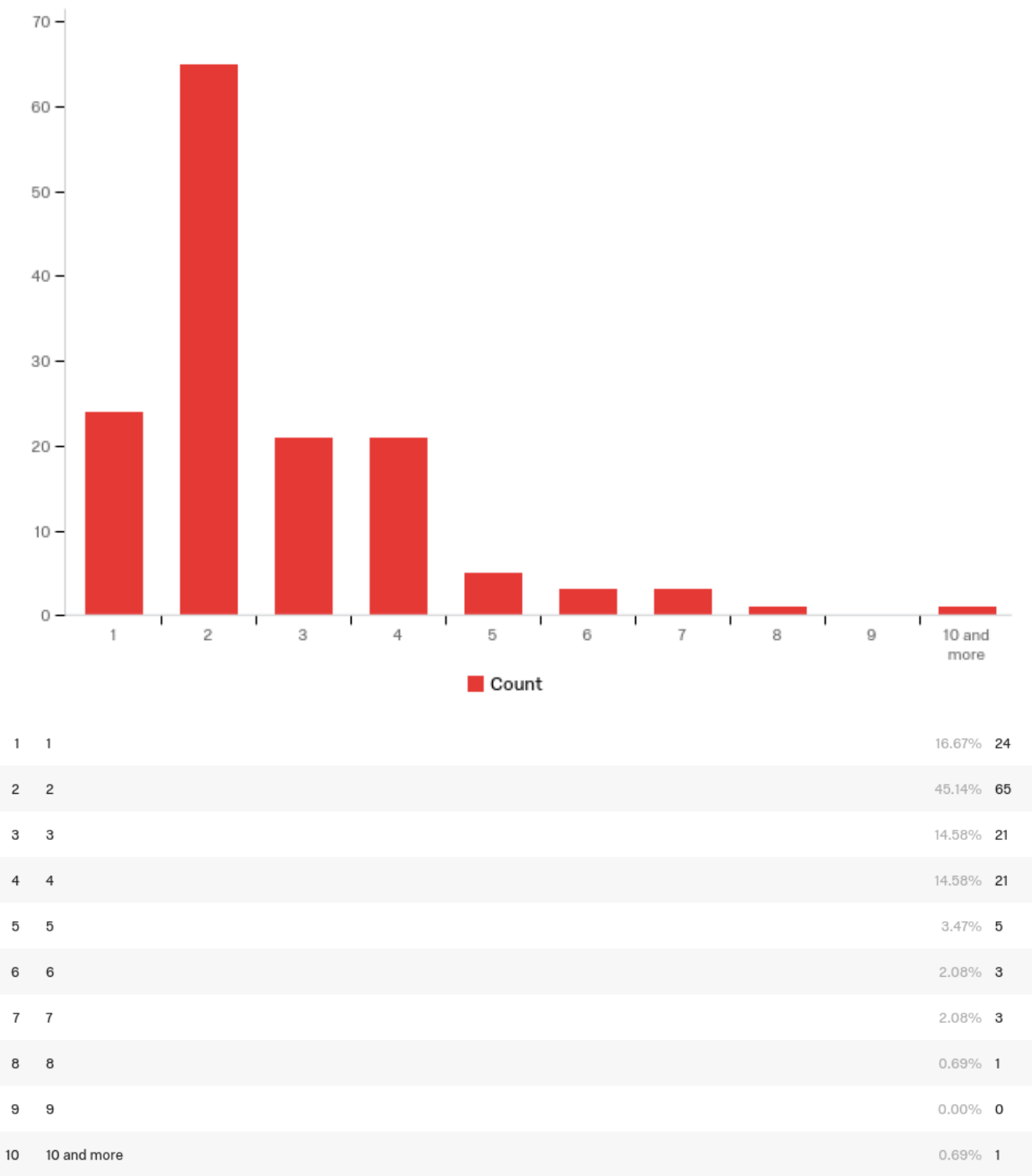
As CoRE progress and continue to work on their net zero future, it is strongly advised that they return to the comments provided by community members whose responses were not analyzed in this report and should be read carefully by CoRE committee members to direct their progress.

2. SURVEY RESULTS

2.1 DEMOGRAPHICS QUESTIONS

There are a large number of two-person households (65/144):

Q1 - How many people live in your household?



Only two respondents to the survey came from outside of the 3777 postcode (highlighted):

Q2 - What is your postcode?

What is your postcode?

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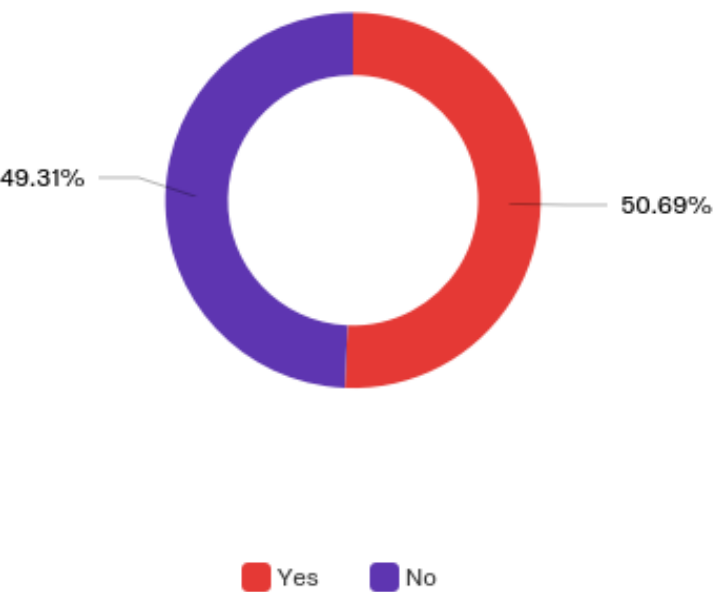
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There is an even mix of those currently with and without solar panels:

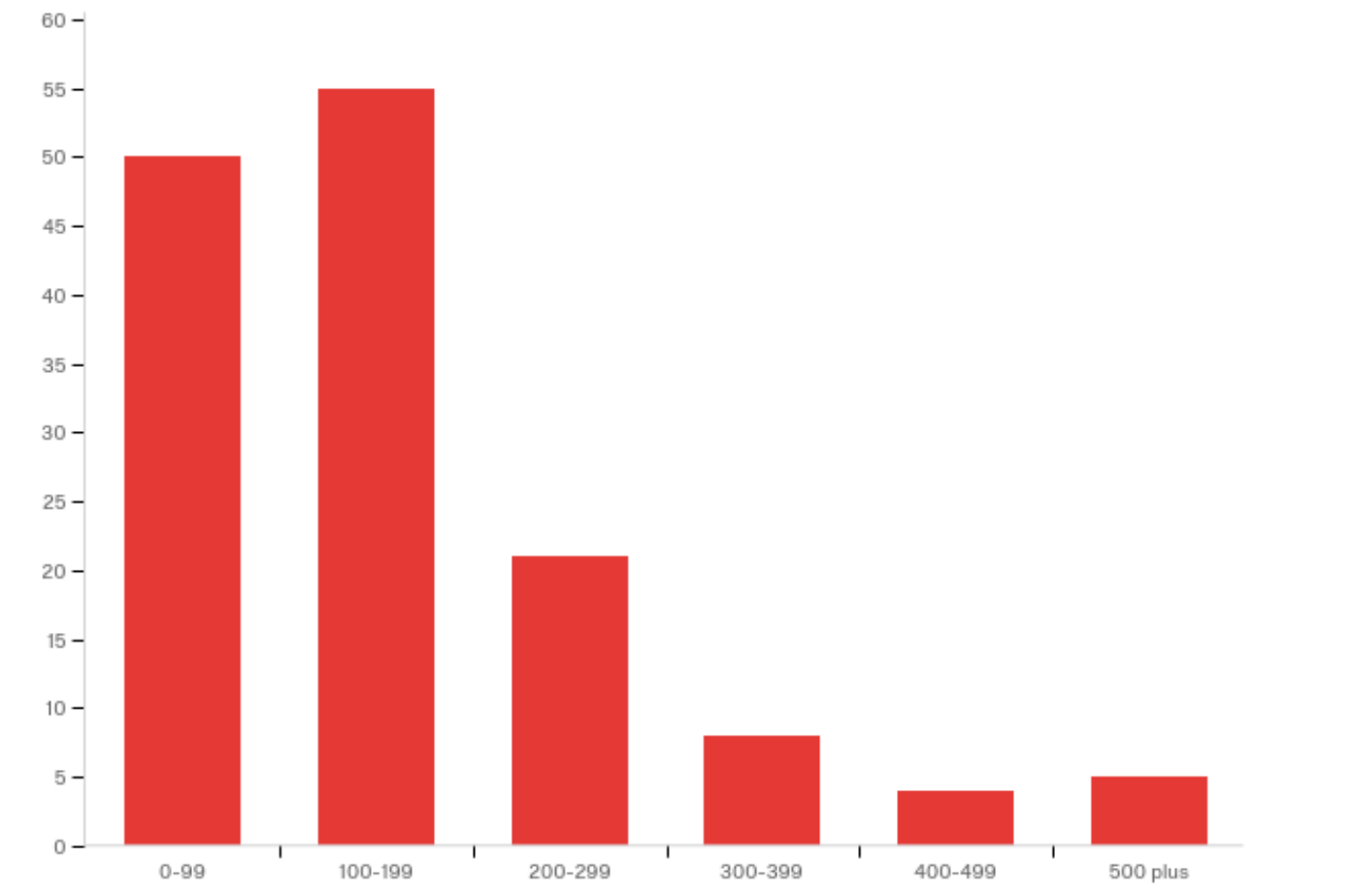
Q6 - Do you have solar panels?



#	Answer	%	Count
1	Yes	50.69%	73
2	No	49.31%	71
	Total	100%	144

A majority (>73%) of respondents pay less than \$200 on monthly electricity bill:

Q5 - How much currently do you pay on average for your electricity bill per month (\$)?

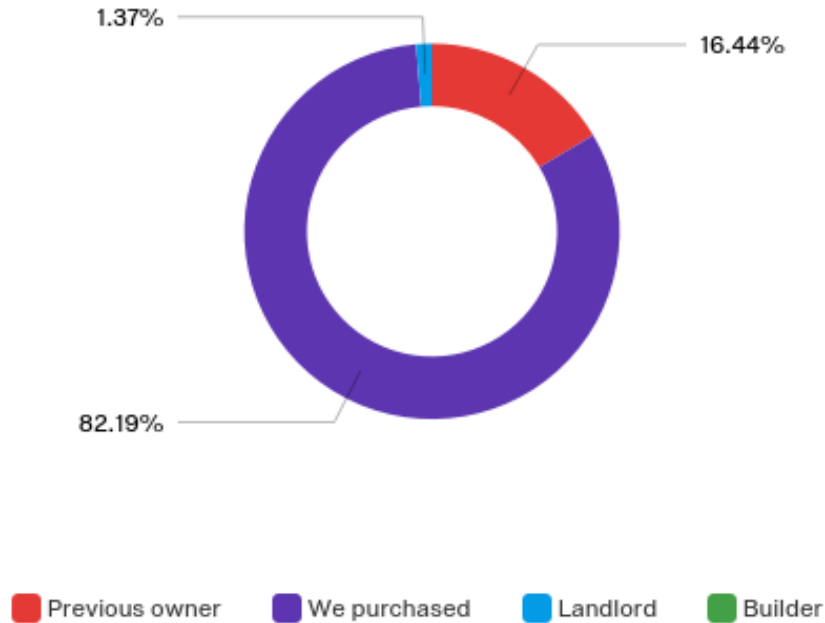


#	Answer	%	Count
1	0-99	34.97%	50
2	100-199	38.46%	55
3	200-299	14.69%	21
4	300-399	5.59%	8
5	400-499	2.80%	4
6	500 plus	3.50%	5
	Total	100%	143

2.2 RESPONDENTS WITH SOLAR PANELS ALREADY INSTALLED

Over 80% of respondents with solar panels purchased the panels themselves:

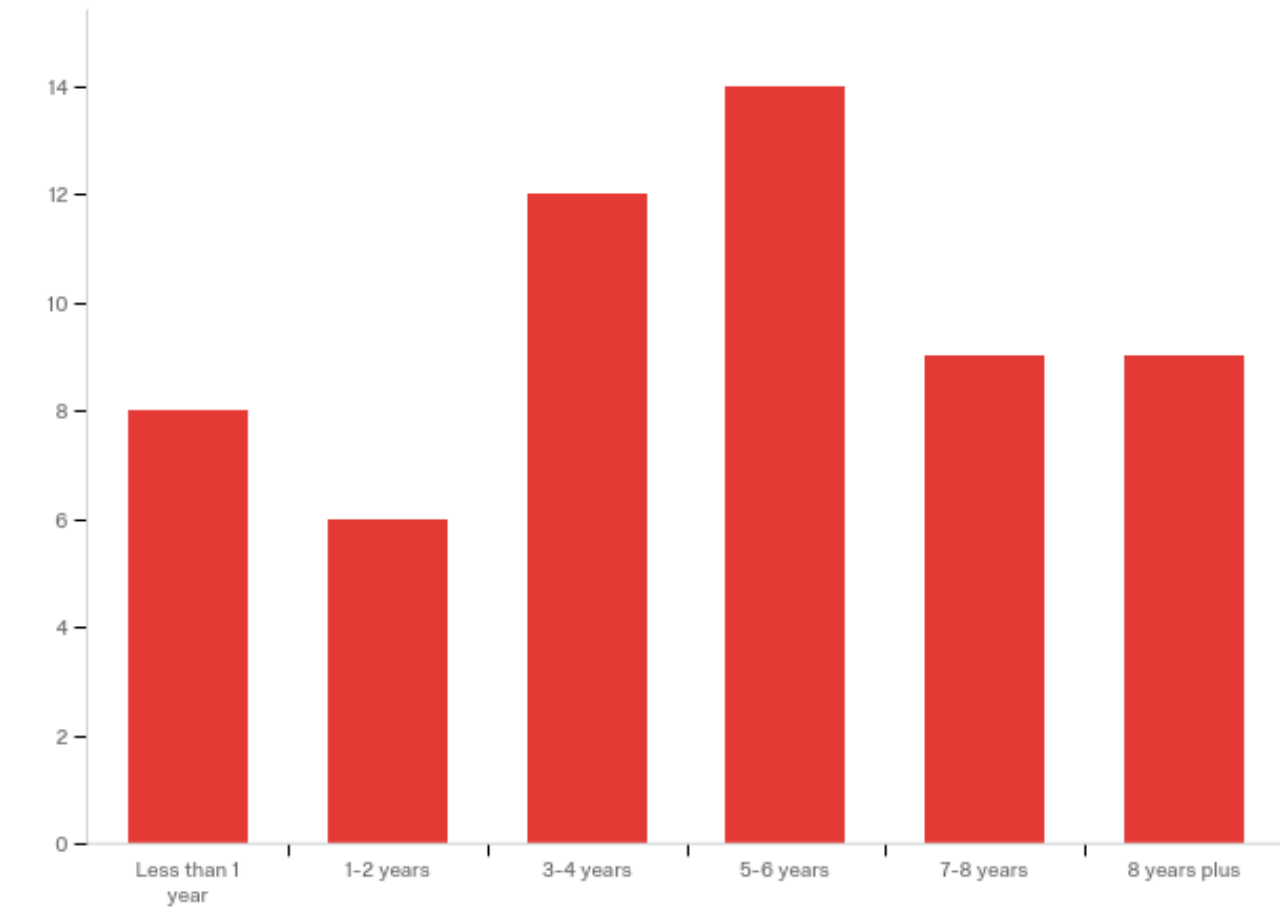
Q9 - Who purchased your solar panels?



#	Answer	%	Count
1	Previous owner	16.44%	12
2	We purchased	82.19%	60
3	Landlord	1.37%	1
4	Builder	0.00%	0
	Total	100%	73

There was wide variation in the age of inverters:

Q10 - For how long have you had your inverter?

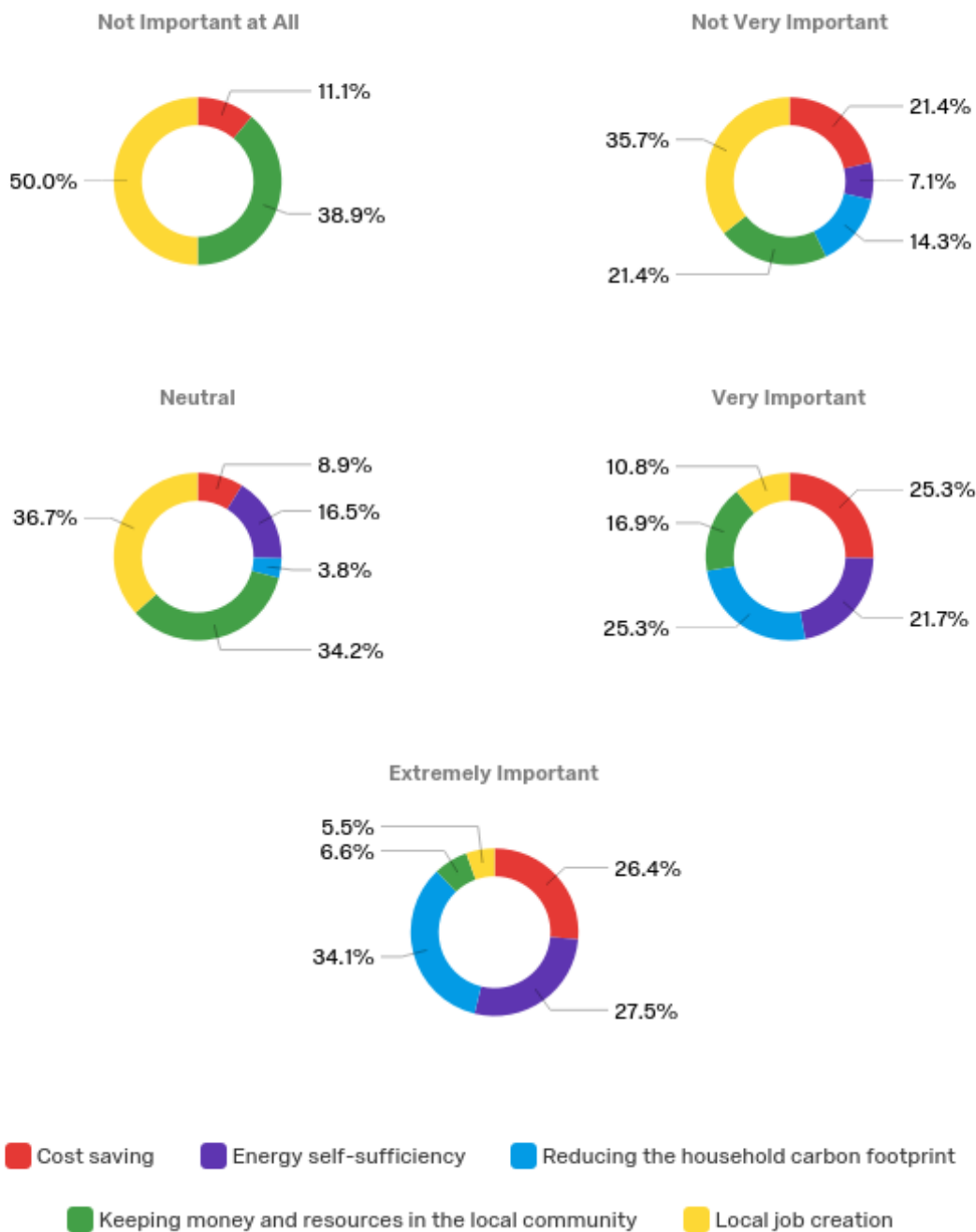


#	Answer	%	Count
1	Less than 1 year	13.79%	8
2	1-2 years	10.34%	6
3	3-4 years	20.69%	12
4	5-6 years	24.14%	14
5	7-8 years	15.52%	9
6	8 years plus	15.52%	9
	Total	100%	58

Cost saving, energy self sufficiency and reducing household carbon footprint were frequently listed as ‘extremely important’ or ‘very important’ considerations for installing solar.

Note: The pie graphs for such questions indicate the % of responses within each of the ‘importance’ categories i.e. of all factors listed as ‘not important at all’, 50% of these responses were local job creation, however: only 18 responses included anything in the ‘not important at all’ category. For actual response counts, please view the data set in the table below the visual representation.

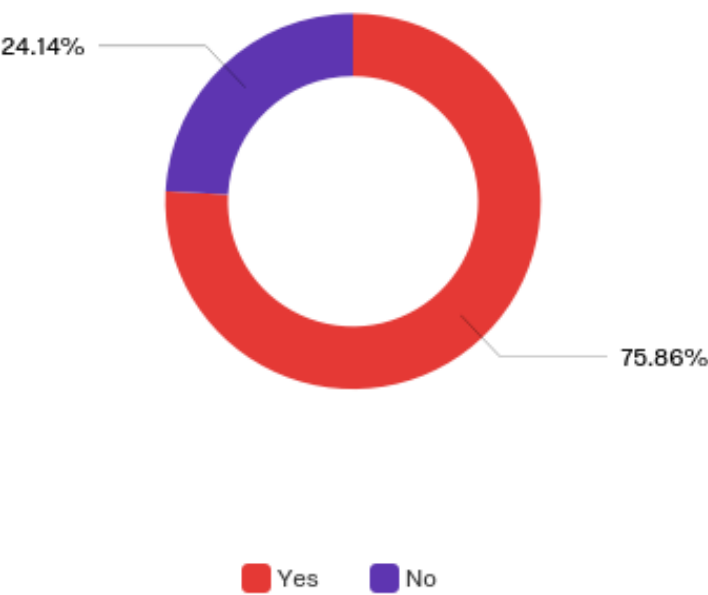
Q12 - How important were the following considerations in your decision to install solar?



#	Question	Not Important at All		Not Very Important		Neutral		Very Important		Extremely Important		Total
1	Cost saving	3.51%	2	5.26%	3	12.28%	7	36.84%	21	42.11%	24	57
2	Energy self-sufficiency	0.00%	0	1.75%	1	22.81%	13	31.58%	18	43.86%	25	57
3	Reducing the household carbon footprint	0.00%	0	3.51%	2	5.26%	3	36.84%	21	54.39%	31	57
4	Keeping money and resources in the local community	12.28%	7	5.26%	3	47.37%	27	24.56%	14	10.53%	6	57
5	Local job creation	15.79%	9	8.77%	5	50.88%	29	15.79%	9	8.77%	5	57

75.86% of respondents received a financial rebate for their solar system.

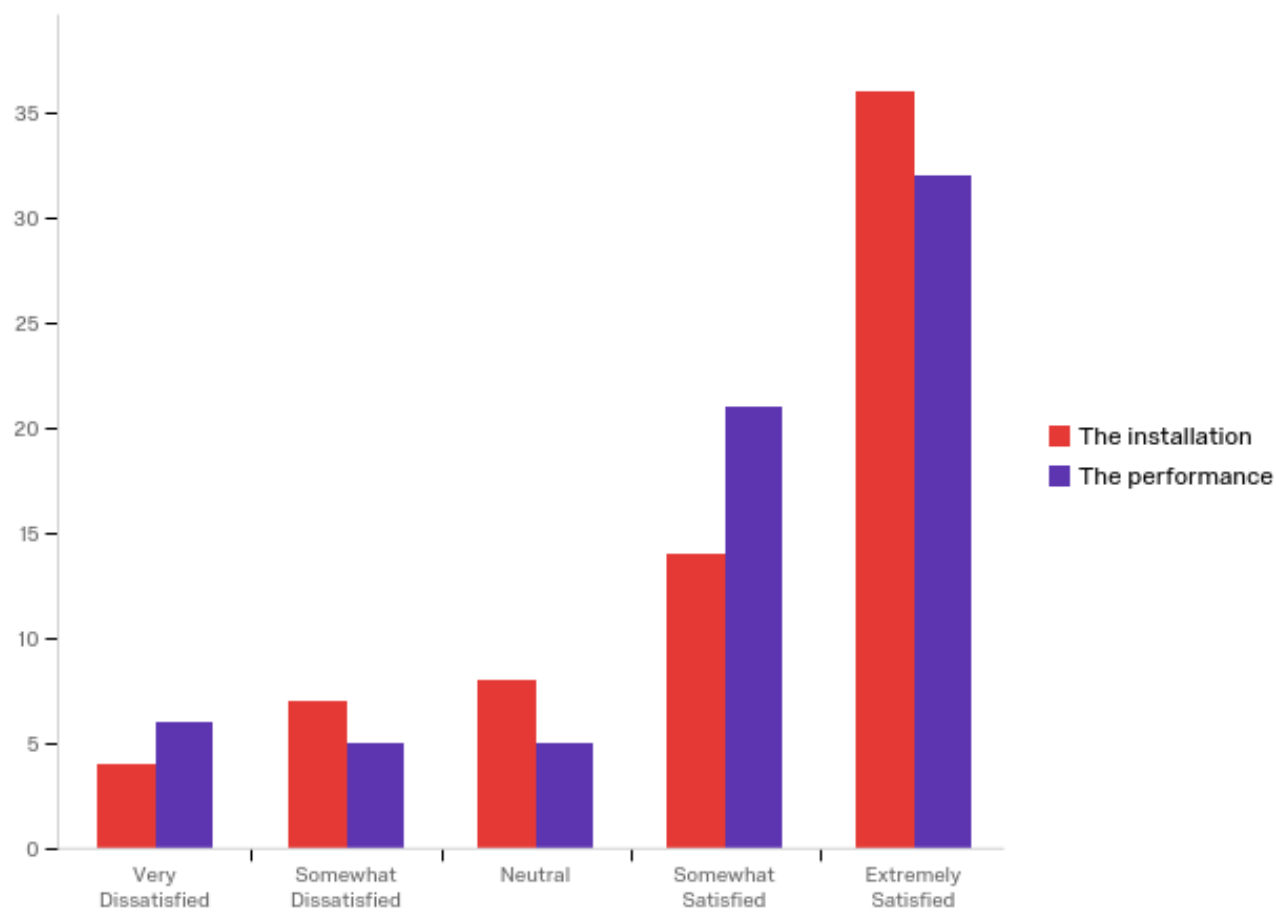
Q13 - Did you receive a financial rebate when you installed your solar system?



#	Answer	%	Count
1	Yes	75.86%	44
2	No	24.14%	14
	Total	100%	58

The majority of respondents were satisfied with their solar installation and performance since installation:

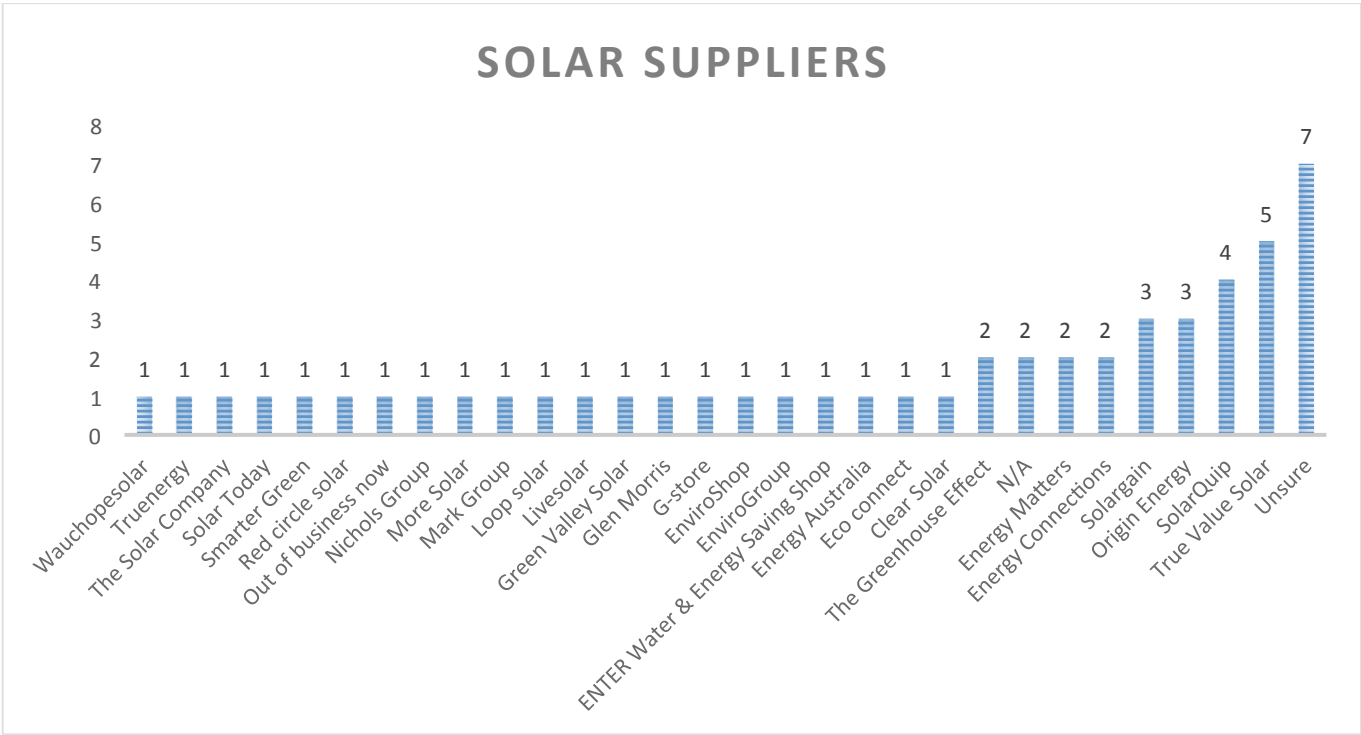
Q16 - How satisfied were you with the INSTALLATION of your solar panels and their PERFORMANCE since?



#	Question	Very Dissatisfied		Somewhat Dissatisfied		Neutral		Somewhat Satisfied		Extremely Satisfied		Total
1	The installation	5.80%	4	10.14%	7	11.59%	8	20.29%	14	52.17%	36	69
2	The performance	8.70%	6	7.25%	5	7.25%	5	30.43%	21	46.38%	32	69

There is a wide range of suppliers and installers for solar systems currently installed in Healesville:

Q15 - Who supplied and installed your solar system?



Supplier

Wauchopesolar

Unsure

Unknown

truenergy

True Value Solar

True Value Solar

True Value

True Value

True Value

The Solar Company

The Greenhouse Effect

The Green House Effect

SolarQuip

Solarquip
SolarQuip
Solargain
Solargain
Solar Today
Solar quip
Solar Gain
Smarter Green
Red circle solar
Out of business now
Origin Energy
Origin Energy
Origin
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Nichols Group
N/A
N/A
More Solar
Mark Group
Loop solar
livesolar
Green Valley Solar
Glen Morris
G-store
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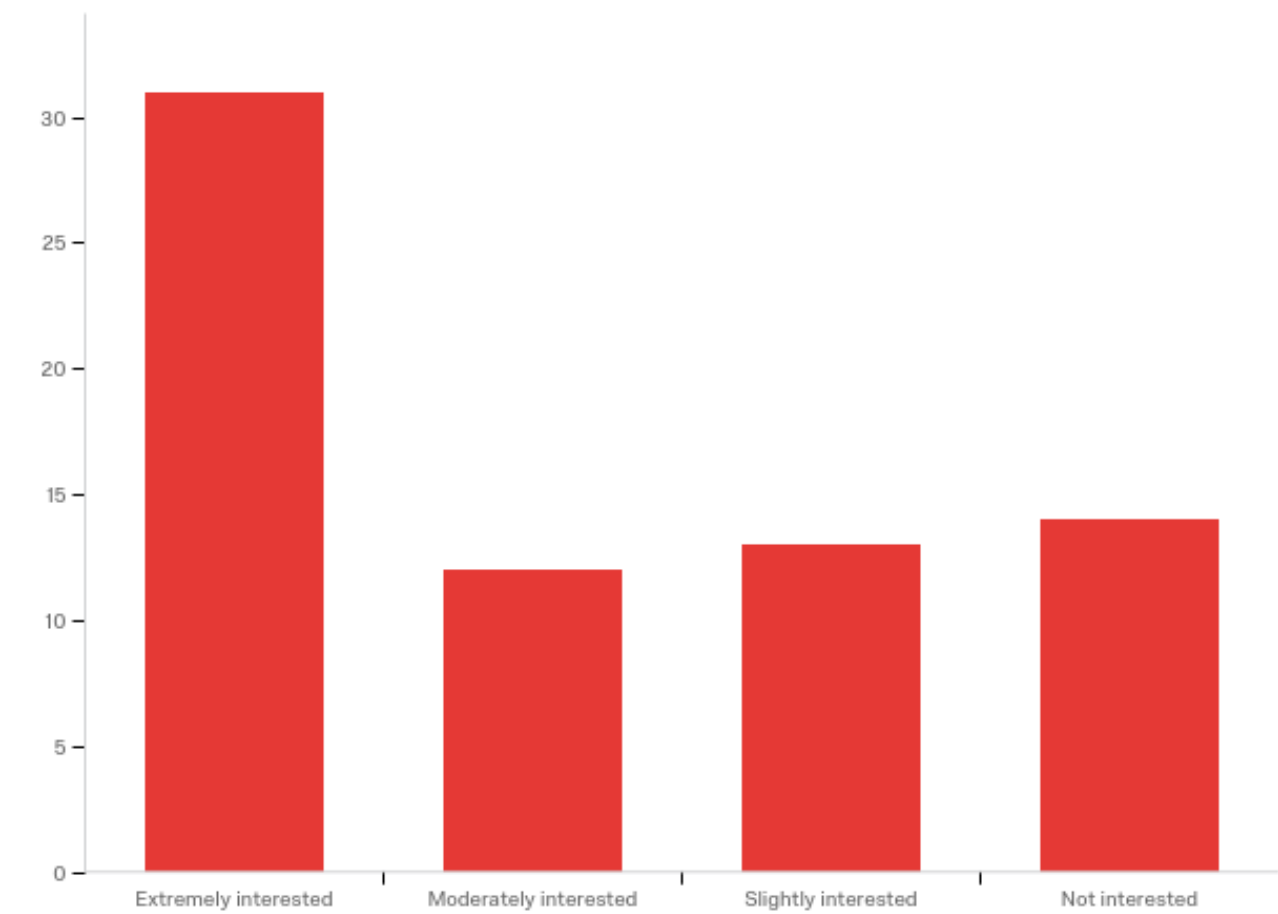
Can't recall

Can't remember

Q17 - If you weren't satisfied with your supplier or with your installation, would you like Healesville CoRE to arrange for an electrician to come for a small fee to look at your system and provide advice? If so, please provide your details below (optional):

The majority of respondents were at least ‘slightly interested’ in increasing or upgrading the solar panels on their roofs, with 44.29% ‘extremely interested.’

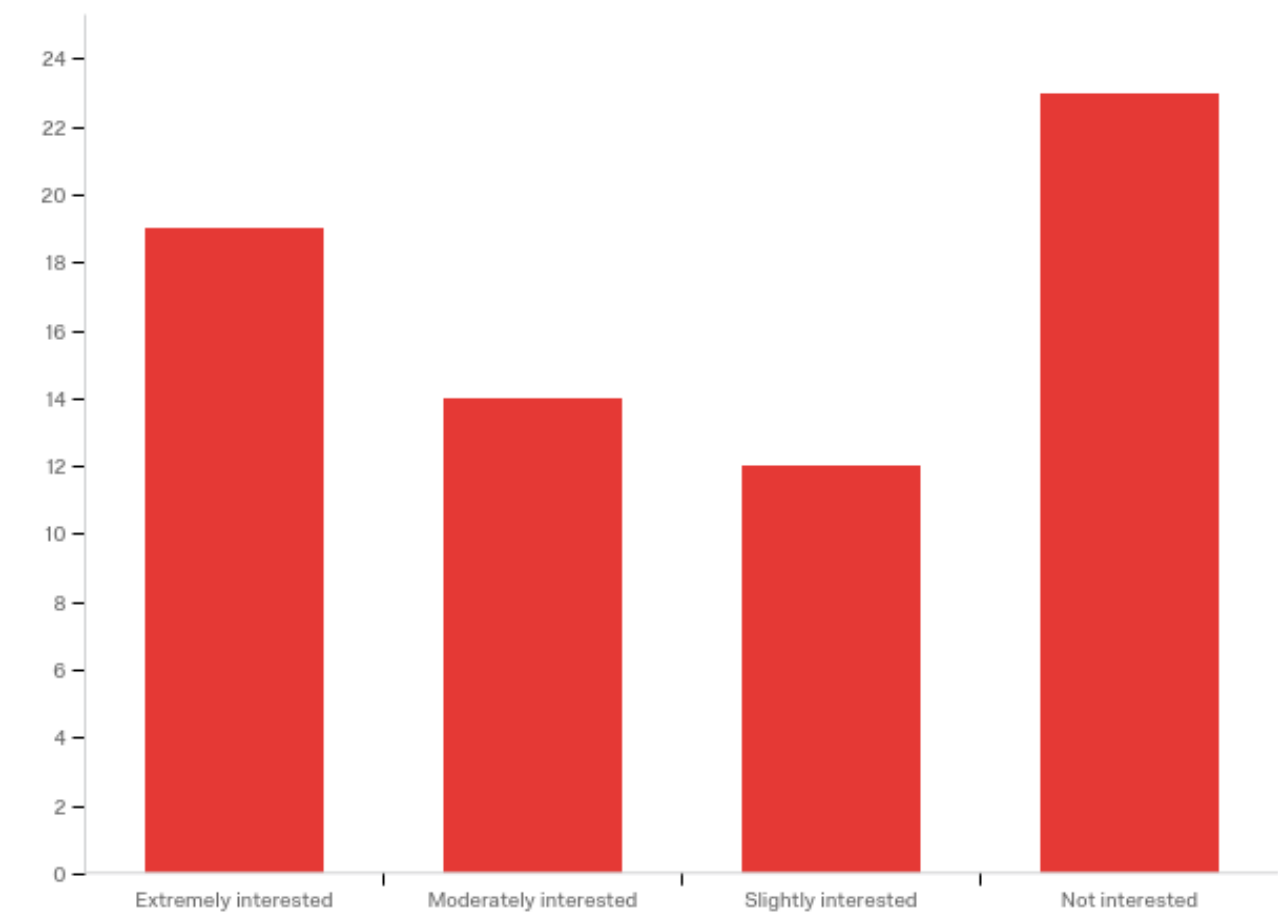
Q18 - Are you interested in increasing or upgrading the number of solar panels on your roof?



#	Answer	%	Count
1	Extremely interested	44.29%	31
2	Moderately interested	17.14%	12
3	Slightly interested	18.57%	13
4	Not interested	20.00%	14
	Total	100%	70

27.94% of respondents were ‘extremely interested’ in upgrading their inverter, while 33.82% were ‘not interested’ at all.

Q21 - Are you interested in upgrading your inverter?



#	Answer	%	Count
1	Extremely interested	27.94%	19
2	Moderately interested	20.59%	14
3	Slightly interested	17.65%	12
4	Not interested	33.82%	23
	Total	100%	68

Q22 - When you purchased your house, did the presence of solar panels add incentive?

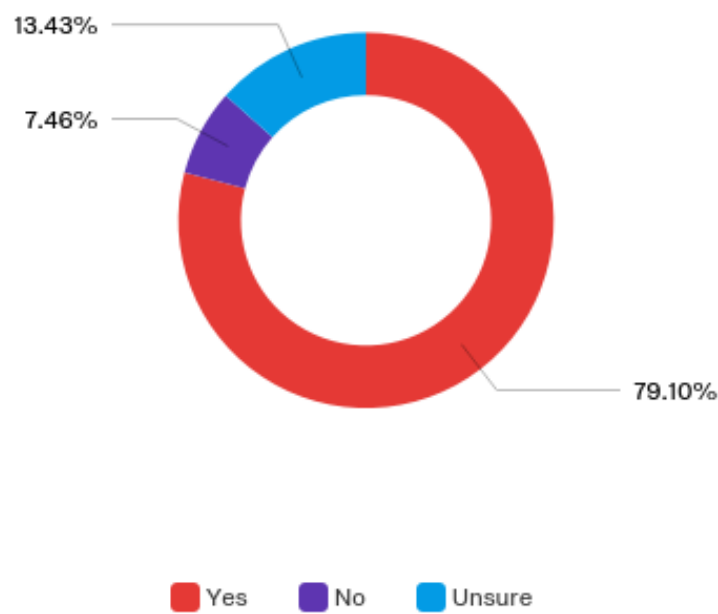
NO RESPONSES.



2.3 RESPONDENTS WITH NO SOLAR PANELS CURRENTLY INSTALLED

The vast majority (79.1%) of respondents were interested in purchasing/installing solar panels, while 13.43% were unsure.

Q23 - Are you interested in installing solar panels?

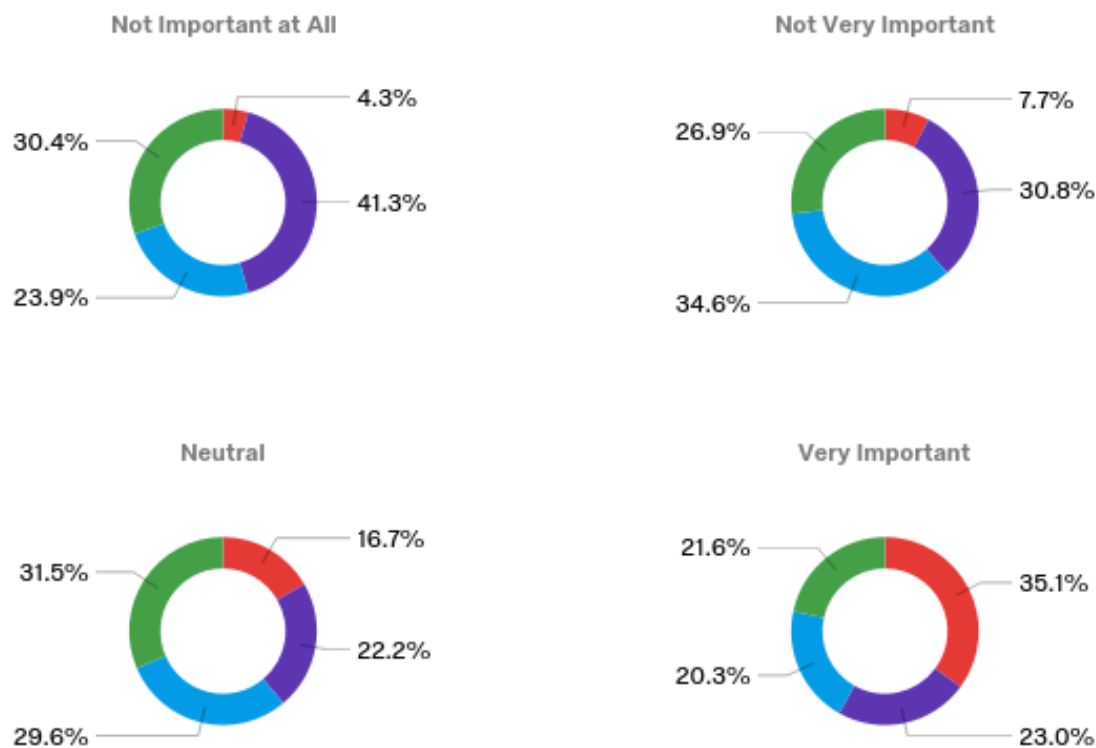


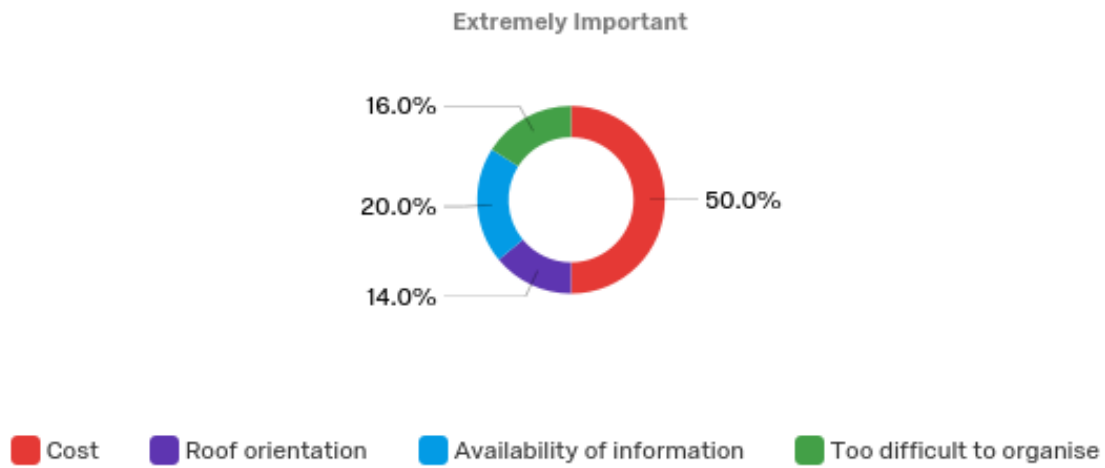
#	Answer	%	Count
1	Yes	79.10%	53
2	No	7.46%	5
3	Unsure	13.43%	9
	Total	100%	67

Many factors were preventing the installation of solar panels, however cost was clearly the main one, accounting for 50% of ‘extremely important’ listings, and 35.1% of ‘very important.’

Note: The pie graphs for such questions indicate the % of responses within each of the ‘importance’ categories

Q24 - How important were the following factors in preventing you from installing solar panels previously?





#	Question	Not Important at All		Not Very Important		Neutral		Very Important		Extremely Important		Total
1	Cost	3.13%	2	3.13%	2	14.06%	9	40.63%	26	39.06%	25	64
2	Roof orientation	30.16%	19	12.70%	8	19.05%	12	26.98%	17	11.11%	7	63
3	Availability of information	18.03%	11	14.75%	9	26.23%	16	24.59%	15	16.39%	10	61
4	Too difficult to organise	22.58%	14	11.29%	7	27.42%	17	25.81%	16	12.90%	8	62

Likewise, factors that would encourage people to install solar also varied among respondents, however cost saving and reducing household carbon footprint were most frequently listed as ‘extremely important.’ *Note: The pie graphs for such questions indicate the % of responses within each of the ‘importance’ categories*

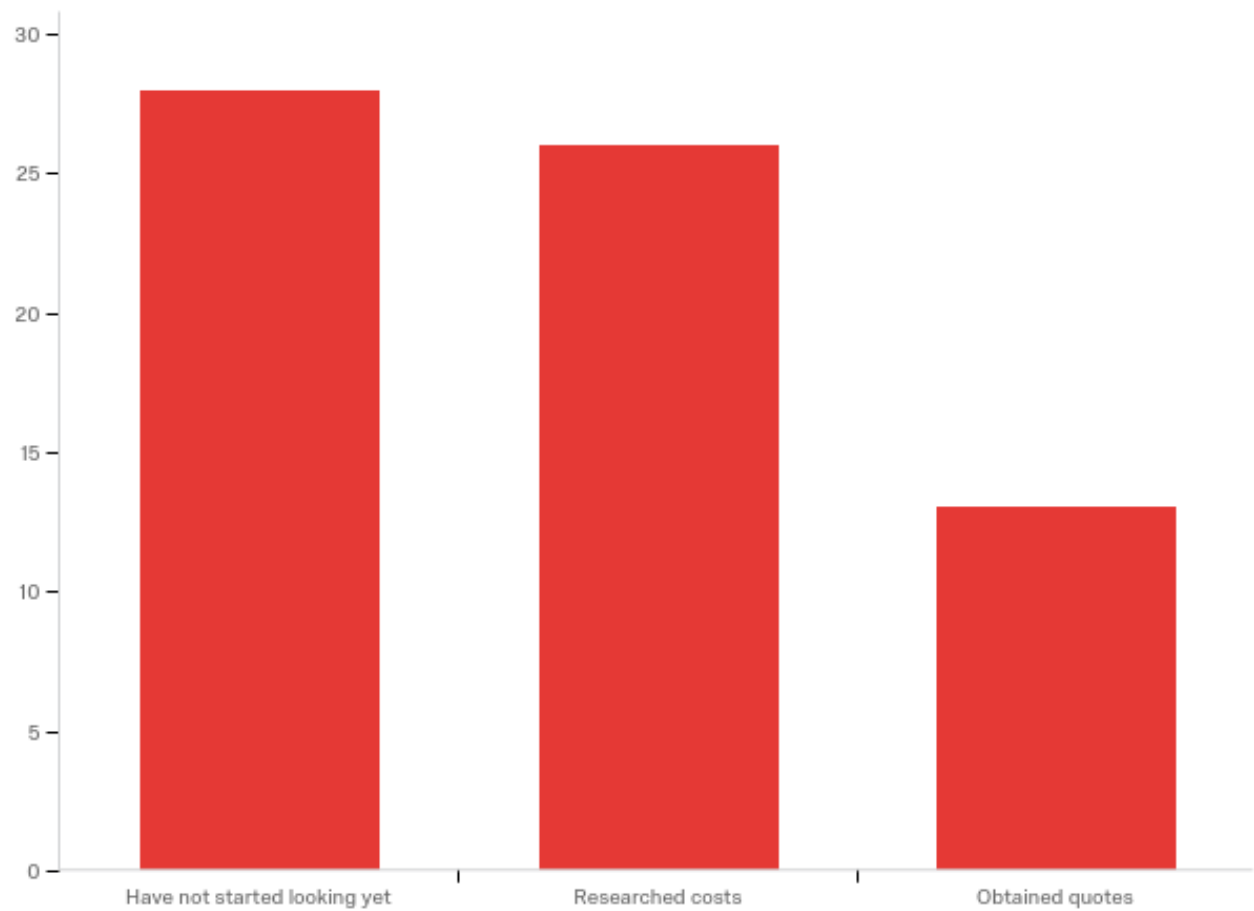
Q25 - How important would the following factors be in your decision to install solar panels on your property?



#	Question	Not Important at All		Not Very Important		Neutral		Very Important		Extremely Important		Total
1	Cost saving	0.00%	0	4.55%	3	6.06%	4	33.33%	22	56.06%	37	66
2	Energy self-sufficiency	3.08%	2	1.54%	1	4.62%	3	40.00%	26	50.77%	33	65
3	Reducing the household carbon footprint	4.55%	3	0.00%	0	10.61%	7	24.24%	16	60.61%	40	66
4	Keeping money and resources in the local community	1.54%	1	4.62%	3	7.69%	5	36.92%	24	49.23%	32	65
5	Local job creation	1.54%	1	6.15%	4	10.77%	7	40.00%	26	41.54%	27	65

41.79% of respondents interested in solar have not yet started looking into solar panels, while 19.4% have already obtained quotes and 38.81% have researched costs.

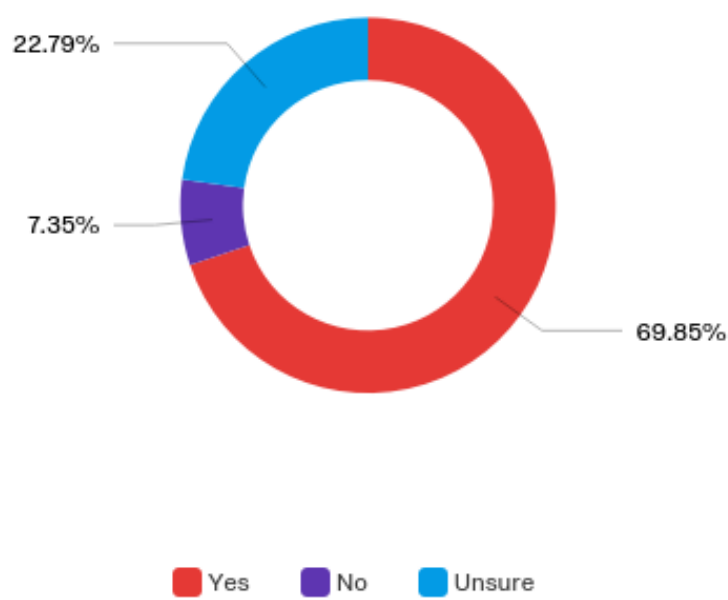
Q26 - How far have you progressed towards purchasing solar panels?



#	Answer	%	Count
3	Have not started looking yet	41.79%	28
2	Researched costs	38.81%	26
1	Obtained quotes	19.40%	13
	Total	100%	67

69.85% of respondents would be interested in a connecting to a mircogrid in the future. However, 22.79% remained unsure.

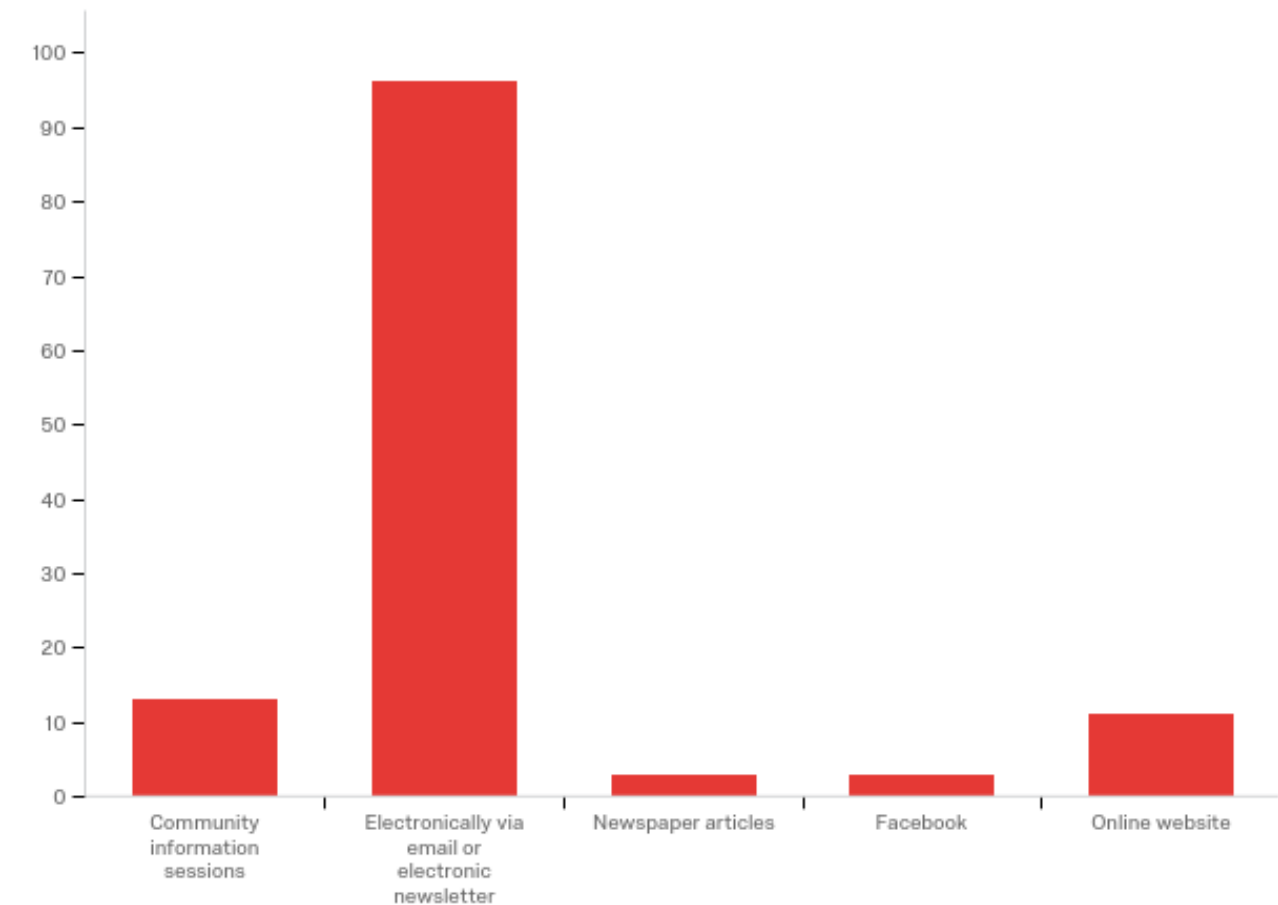
Q28 - Would you be interested in connecting to a local microgrid in the future? A microgrid is a grid that sits behind the main grid but you still remain connected to the grid. It enables those within the microgrid system to trade energy with each other using a cooperative energy retailer and an appropriate monitoring device purchased for a small cost by each participant within the microgrid. You can also donate your excess solar production to others who are in need.



#	Answer	%	Count
1	Yes	69.85%	95
2	No	7.35%	10
3	Unsure	22.79%	31
	Total	100%	136

Electronic communication is clearly the most preferred means of communication, particularly via email or online newsletter. Community information sessions are also favoured by 10.32% of respondents.

Q31 - How would you like Healesville CoRE to provide renewable energy information to you?



#	Answer	%	Count
1	Community information sessions	10.32%	13
3	Electronically via email or electronic newsletter	76.19%	96
4	Newspaper articles	2.38%	3
7	Facebook	2.38%	3
8	Online website	8.73%	11
	Total	100%	126

2.4. COMMENTS FOR HEALESVILLE CoRE

Q32 - Please provide any further comments you would like to make to Healesville CoRE.

Please provide any further comments you would like to make to Healesville CoRE.

I am very grateful for all the good work that Healesville CoRE is doing to prepare our township and communities for the future.

Our house has too much tree shade for solar panels, but I'm still interested in microgrid, or new tech that helps make our house more environmentally friendly.

Click all of the above information sources.

I'm not connected to the grid for 40 yrs do a mixed system evolved over many yrs.

An initial & well timed community info session would be a good starting point

need confidence to move forward

Fantastic organisation

I live completely off grid so would not qualify to pay excess power into a grid unless it was extended form a neighbouring property. Would look at micro grid if that was relevant but again may not be due to location. I already receive Core emails etc

I am currently looking at getting quotes from solar suppliers to upgrade our system to 5 kw. I realize that means an upgrade of the inverter as well, so far no-one has emailed me back

Good on you Healesville CoRE!

congratulations to all who have contributed to this vision and those that will support its enactment asap

Doing very good work. Keep it up!

I would like the community to invest in solar panels and sell power back to us or wind

Have previously had solar panels on a much larger house, was worth it as we used solar power during the day but not sure of savings now as not here during the day, maybe with a battery would be better. Costs could outweigh savings.

WE currently receive 66 cents/Kw for energy generated to the grid. We would like to maintain that return for as long as possible.

This survey might not be aimed at us as we're off grid on mount toolebewong. Really interested in more battery storage. Thought I'd come polete it anyway. Good luck with the project - sounds fantastic!

And you so much for starting this group. I'd also like information about battery storage & purchasing batteries, particularly if we can retro fit batteries to our existing inverter.

The solar grid already is overloaded according to energy companies. There is too much bullshit spread by would be greenies. Volcanoes cause drought not global warming. Global warming causes more rain from humidity. Since all the volcanoes stopped in August ,Australia has had heaps of rain starting in October.

I would prefer a new Hele coal power station ... CO2 and water vapour are essential for life and none are pollutants. CO2 cannot heat the Earth and only slow cooling to a point and human effect is lost in natural variation. Yes i did Applied GeoPhysics Bsc. I am interested in renewables but the idea that it is net zero makes me chuckle, thanks.

We have a couple of large trees that shade the house, more so in winter so not sure if we have enough sunlight. for solar

You will need to convince many residents of Healesville who have been burnt by the experience of early solar installations, that they will achieve a return in a relatively short period!

I would really like to upgrade, however because we aren't eligible for further rebates under the current system, I don't know if we will be able to afford it.

I'm looking to upgrade my solar system from its present 3.5Kw to 6+ Kilowatts

Healesville Tennis Club is also interested but clubhouse roof within Queens Park pretty shaded - possibly unfeasible? Need advice Contact Kathleen Cameron Ph: 5962 3639 Similarly Badger Creek Hall Roof - in part shade - how can we assess feasibility? Contact Badger Creek Hall Committee of Management Secretary: Kathleen Cameron Ph: 5962 3639

You're doing a great job! Thank you!!!

Am off grid, wouldnt be any other way now

Keep up the good work!

We are not in the Healesville township exactly. Would this community grid extend to other addresses on the towns perimeter?

We are off grid

I hope Healesville CoRE keeps up the good work and is one day able to expand into influencing other areas of sustainability.

I only had my solar panels installed 4 weeks ago so could not answer some questions. My system already has a Wi-Fi energy monitor which has yet to work. I am very supportive of getting off the grid

Looking forward to the bulk buy in February.

Current solar panels & inverter only installed 2 years ago (2016) after an earlier installation (2009) broke down completely. Previous FIT of 60cents + GST will continue to apply for another 6 years as long as we don't increase the capacity of the original system. So happy to stay with current system while receiving 66c FIT. Will then be looking for other options.

no comment so far

More info on solar hot water

You are doing a fantastic job on behalf of the community

Investigate/co-ordinate bulk purchase of energy for as many residents willing to unite as possible who purchase power from the grid.

We could not answer all qns. Eg We would have to do some research before a decision re how to finance additional solar panels. The 3 choices available in the multiple choice answer did not cover this.

Force AusNet to keep the grid-voltage at a level where the inverter does not constantly disconnect. Our average grid voltage is between 258V and 262V since AusNet 'upgraded the infrastructure with new transformers. Complaints just don't work! Our inverter is 'ON' only at 30% of the day! No grid-feedback at 66c/kWh!

Hi there, some of these questions were not relevant to me as we are at Moora Moora Coop and entirely off grid- we already monitor our power and cannot connect to a microgrid off the property, but we are next to a cluster micro grid.

You are a wonderful community organisation.

I appreciate all the hard work CORE members have doing. I was disappointed that at the last community meeting, the most important advertised item I came along to hear about....understanding your Electricity Bill....was not covered. I have been discussing with friends & family etc. who have Solar Panels, the benefits of them. All have said their savings were small. Disappointing, but not enough to turn me off completely. We could probably pay outright for a Solar System, but are just not confident in our knowledge of the subject, to go ahead. We have

learned some useful information from friends etc. & CORE, BUT had hoped for more help from CORE. We are just investigating Solar Hot water at the moment. Thank you

Have asked about solar panels for our property but have been told there is insufficient sunlight for these to be effective due to the number of trees around the property.

We have only installed our system in the last month so don't have any current electricity bills to go off. We have applied for the government rebate but are still waiting for a response. Our inverter comes with an app so we can monitor power generated by our panels. I would like to install further panels down the track & hopefully battery storage will also become more affordable in the future.

i would be interested in multiple systems up to 20kw if suitable for my roof.

I have based my answers on my existing house that i have lived in for past 30 years. I am about to start building a new house in Healesville so was unsure if I should have based my answers around this.

It was difficult to respond to this survey. Would love to have solar panels and expect to one day, however my house and roof are in a poor state of repair and I plan to move. Ultimately the house will need to be demolished or renovated at which time alternative energy sources will be more feasible.

I can't have an opinion yet. The solar panels were installed in August this year. But the connections with my electricity supplier were not completed until the end of October! I have not yet received an invoice which will reflect the savings, if any.

re the question about purchasing panels, I asked 2 companies about installing solar panels on my house about 5 years ago. They said there was not enough northern sunshine to make it economical as I have large trees casting shade in winter and a flat roof. I might need a small loan from the bank depending upon costs, too, if I don't have enough savings.

I would be interested in battery storage options as our system shuts down when the grid gets beyond intake capacity

Keep going

Future advice and articles must appear in Mountain Views Mails as well as electronically.

Bring it on. I'm too confused and/or possibly too lazy to research a. which existing energy supplier offers the best deal and b. which is the best solar panel deal for our requirements.

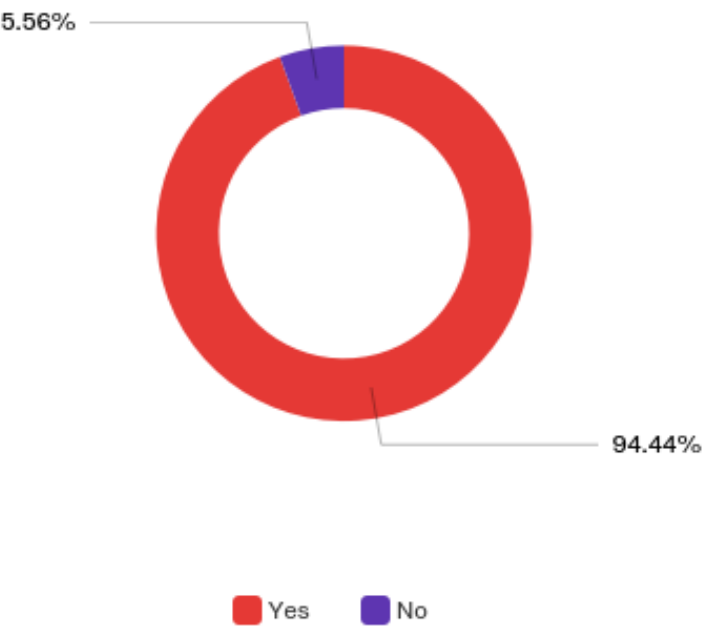
Interested in a battery but ONLY if it provided back up power during grid blackouts.

I am 110% in favour of CoRe objectives and think a microgrid or stand alone community solar array with suitable storage (preferably super capacitors) is the ONLY way to go. However I am totally opposed to wireless monitoring of any sort. I don't have a (not so) smart meter and while I would love wireless to be completely harmless because of its convenience, there is mounting evidence that this is not the case, particularly for children. If our less than useless, pathetic excuse of a federal government had have installed optical fibre to all households instead of the wire to the node failure then we would have the ideal monitoring system.

2.5. QUESTIONS RELATING TO COMMUNITY ENERGY

94.44% of respondents have reliable Internet of mobile phone coverage on their property:

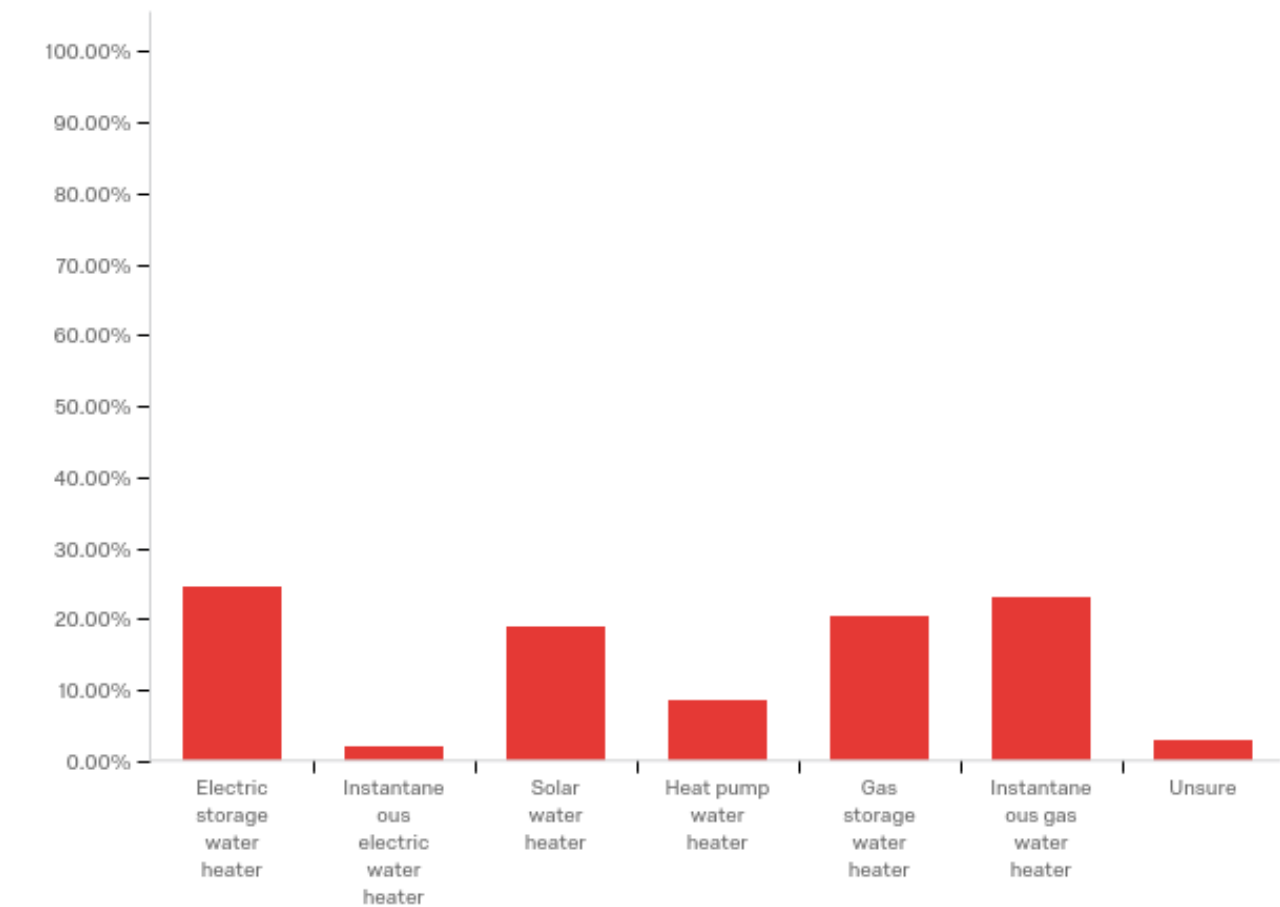
Q3 - Do you have reliable internet/ mobile phone coverage on your property?



#	Answer	%	Count
1	Yes	94.44%	136
2	No	5.56%	8
	Total	100%	144

There are a wide variety of hot water systems in Healesville:

Q4 - What type of hot water system do you have?



#	Answer	%	Count
1	Electric storage water heater	24.48%	35
2	Instantaneous electric water heater	2.10%	3
4	Solar water heater	18.88%	27
6	Heat pump water heater	8.39%	12
5	Gas storage water heater	20.28%	29
7	Instantaneous gas water heater	23.08%	33
8	Unsure	2.80%	4
	Total	100%	143

System size also varied considerably:

Q7 - What is your system size (kW)? If unsure, please write N/A

What is your system size (kW)? If unsure, please write N/A

6.5

unsure

Na

N/A

3kW

5.5kw

Min grid for 5 houses 5kws

2 kw

5

6

4kw

3

>10kW

5 kw

3kw

3.2

4.5 kw

2.5

N/A

5

2 systems

4.68

750w

4

Unsure

1kw
5kw
3
3.5 kw
3
3.5Kw
18 panels
1.5
2.5
12kw
3kW
1.5
1.6
N/A
16 panels about 10 yrs old
N/A
2160
1.6
N/A
5.2 Kw
3.1 kW
3.5
3
4
4.5kw
1
3.45 Kw
2 kw
3.2 Kw
4.5 kW

15

4.5 kW

5

4.9

1.8 KW

4.9

3?

3.5Kwh

N/A

5

3.5

1 kw

3

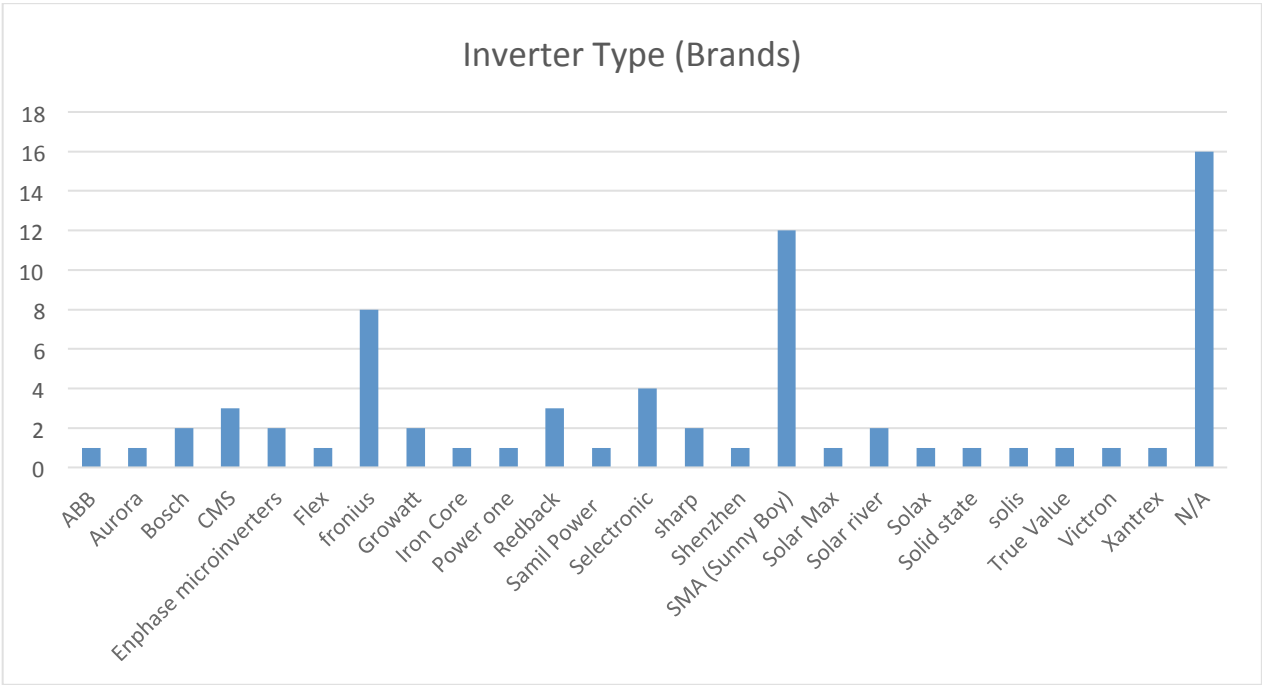
1.5 KVA

2

4.6kW

There are also a variety of inverter brands being used, with many respondents also unsure of their brand:

Q8 - What is your inverter type (brand)?



What is your inverter type (brand)?

Redback

unsure

Na

Selectronic

Not sure... Canadian I think...

Sma and enphase

7 kw

?? Installed only 2-3 years ago

fronius

Redback

Selectronics

sma

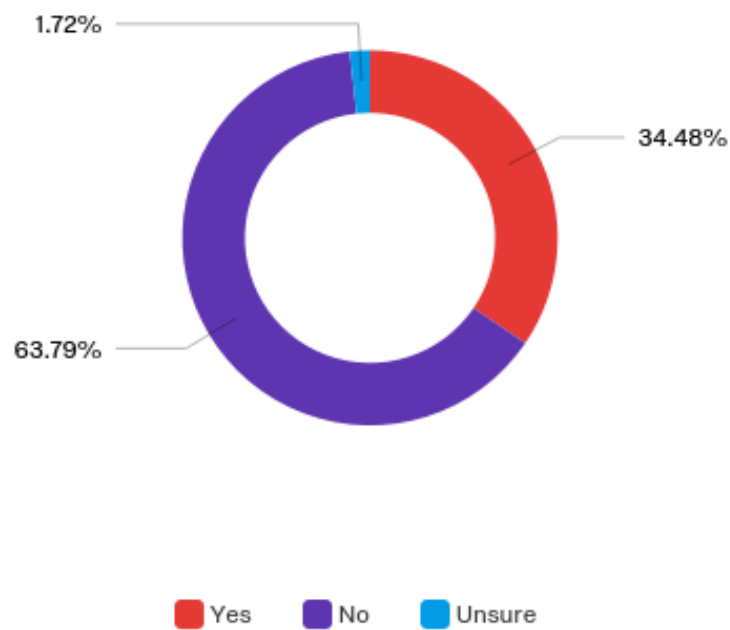
Multiple inverters

solis
SMA
Enphase microinverters
sunny
True Value
SMA
CSM 2000 and a GROWATT Sungold 3000
ABB
Victron
SMA Sunny boy?
Don't know. I'm away so can't look at it
Not sure
Fronius
Solar river
Sunny boy
SMA
Fronius
sharp
don't know
N/A
Selectronic SP Pro
Xantrex
Sharp
CMS
N/A
N/A
Flex
N/A
N/A
Samil Power Solar River 5200 TL-D

Fronius Primo
Solar Max
Fronius
SMA
SMA Sunnyboy
Unsure - installed by Tru Value Solar
Sunny Boy 5000
Growatt
Fronius
Aurora
selectronic
Power one
Fronius
Bosch
SMA Sunny Boy
Bosch
redback
Fronius
one is solid state the other iron core type
N/A
Shenzhen
Solax
CMS 2000
unsure

34.48% of respondents received a premium feed-in tariff on their solar installation.

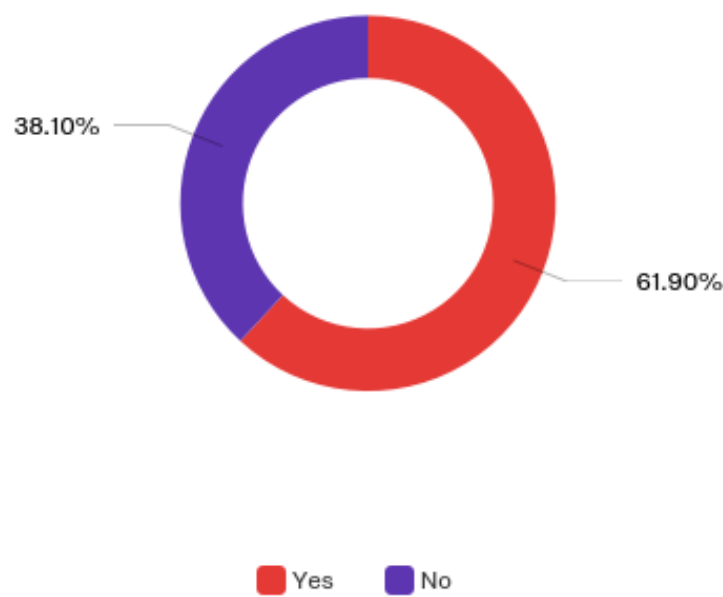
Q11 - Do you receive a premium feed-in tariff? The premium feed-in tariff scheme started in 2009 and closed in 2011, it is a guarantee of at least 60 cents per kilowatt-hour of excess electricity fed back into the grid.



#	Answer	%	Count
1	Yes	34.48%	20
2	No	63.79%	37
4	Unsure	1.72%	1
	Total	100%	58

61.9% of respondents would have still installed solar without a financial rebate.

Q14 - Would you have installed your solar system without a financial rebate?



#	Answer	%	Count
1	Yes	61.90%	26
2	No	38.10%	16
	Total	100%	42

Most respondents would like to install between 4 – 8 new panels, but many are unsure and would rather respond in kW.

Q19 - If so, please advise how many additional solar panels you would like?

If so, please advise how many additional solar panels you would like?

Whatever the subsidy will support

Not sure if I need more or a battery

2kW

10

6kws

Double present - 8 to 12 more

unsure

I'm on pfit, so I can't. If I could, I'd upgrade to around 6-8 Kw

another 5 kw or anotrherb 11 panels in our case

8 panels

10?

Not sure.

Would like them checked and cleaned

unsure - depends on advice

6 (we have 3 - this is all we have space for)

Not sure, I would seek advice

6

8

2 kw

7 kw

8-12

12

4

don't know

As many as possible

Another 3kw

Wrong question - How many more kilowatts? Answer - 7kW

7

I'd like to up the system to kw (not sure how many panels tath would be)

8

up to 10

8-10

8

3.5KW

Unsure what would fit

8

4 when the feed in tariff expires

4.5Kw - but i'm limited by network constraints

24

8

increase to 5Kw

5kW

6

Unsure

18

Unsure

approx 6

4

7

3kw

24 to 30

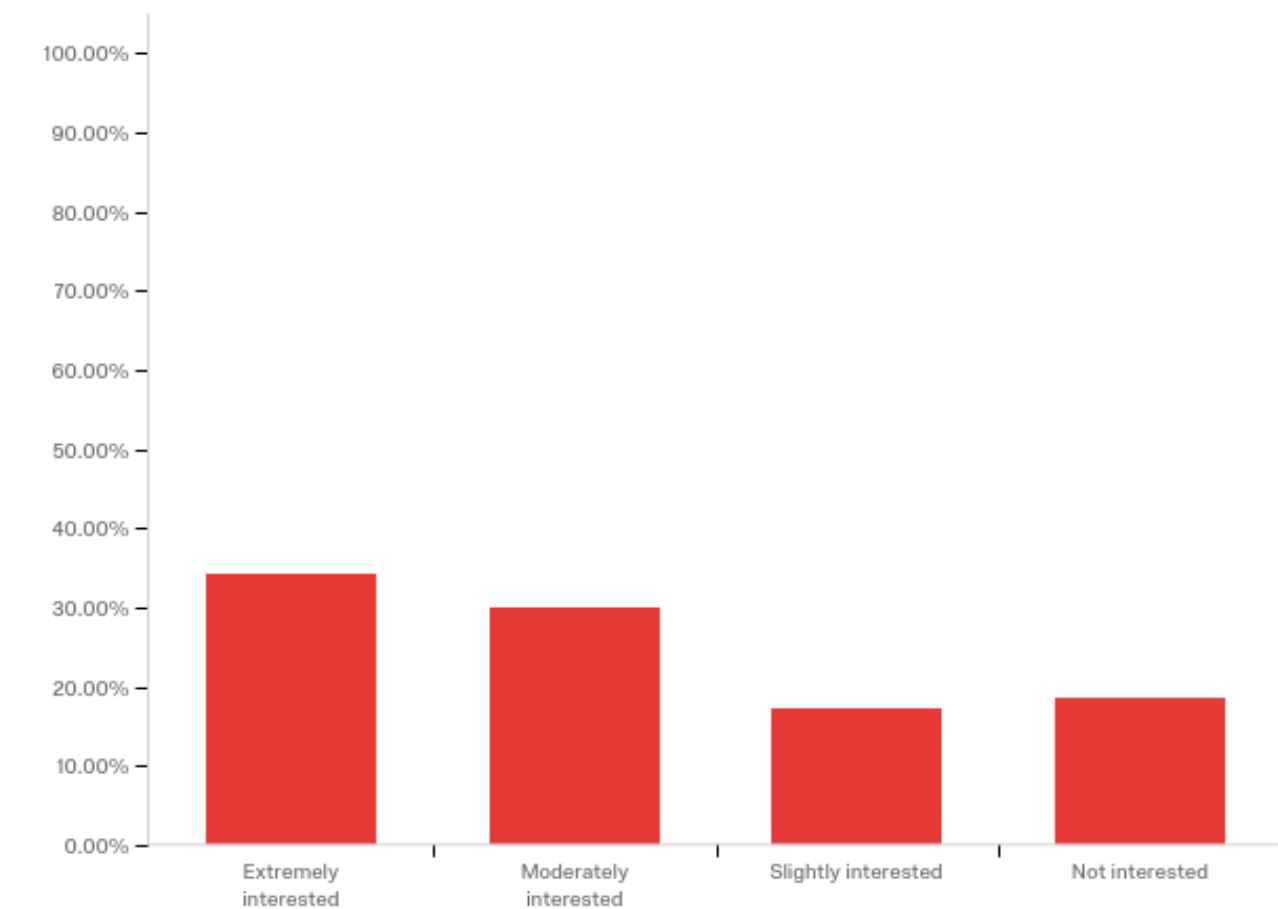
5

To 4.5 KVA

10+

Over 64% of respondents were at least ‘moderately interested’ in installing a monitoring device:

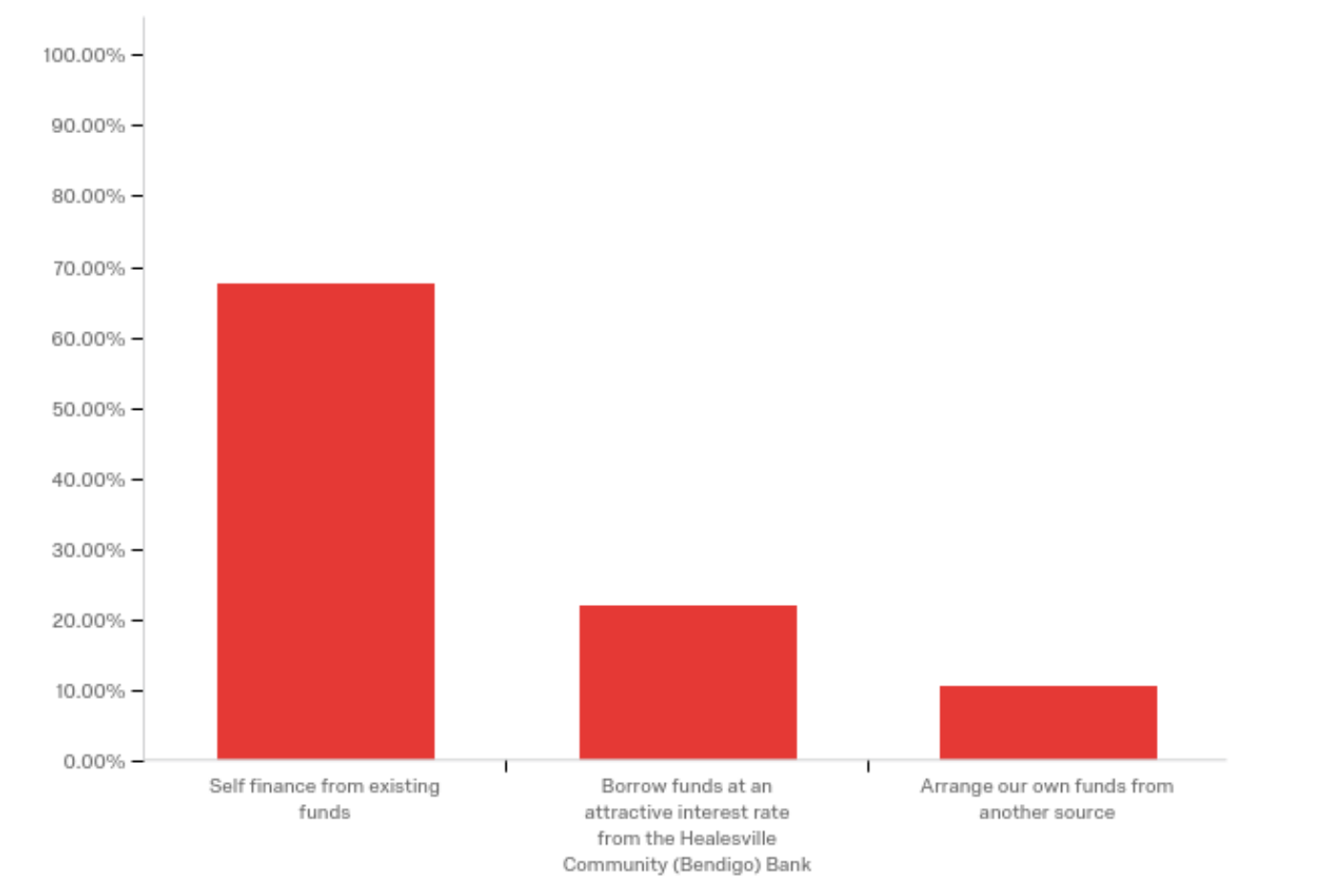
Q20 - Are you interested in installing a device to monitor your electricity, solar usage and efficiency for a small fee?



#	Answer	%	Count
1	Extremely interested	34.29%	24
2	Moderately interested	30.00%	21
3	Slightly interested	17.14%	12
4	Not interested	18.57%	13
	Total	100%	70

Two thirds of respondents would self finance a new solar system or upgrade:

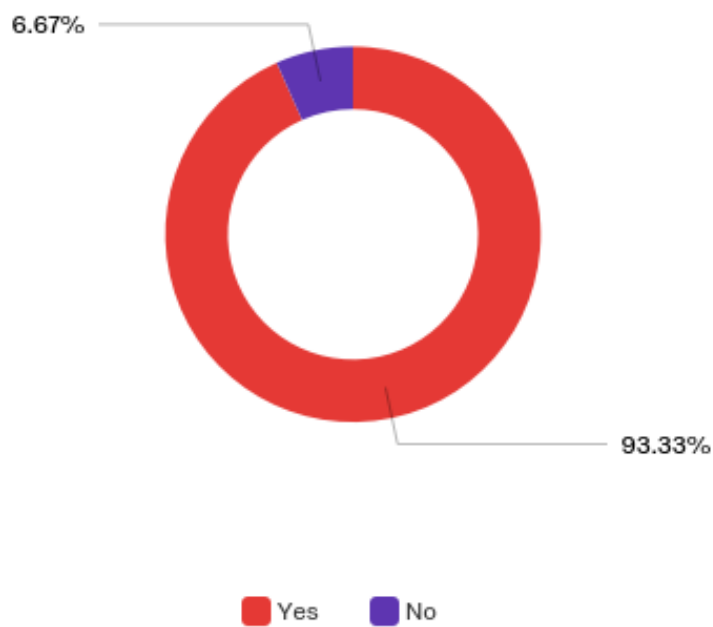
Q27 - If you were to purchase a new solar system or were to upgrade your existing system, how would you finance it?



#	Answer	%	Count
1	Self finance from existing funds	67.67%	90
2	Borrow funds at an attractive interest rate from the Healesville Community (Bendigo) Bank	21.80%	29
3	Arrange our own funds from another source	10.53%	14
	Total	100%	133

The overwhelming majority (93.33%) of respondents would consider changing to a community electricity retailer that reinvested in the Healesville community:

Q29 - Would you consider changing your electricity retailer to a community retailer that reinvested in the Healesville community?



#	Answer	%	Count
1	Yes	93.33%	126
2	No	6.67%	9
	Total	100%	135

