



Retail ESG FAQ's – Climate awareness

Be eco-friendly (going green): Why and How?

1. What is energy conservation?

Energy conservation means reducing your consumption of energy, especially wasteful energy to ensure future availability. For example, you can save energy by turning off and unplugging appliances that are not in use.

2. Why should I consider alternative energy solutions?

Switching to alternative energy solutions provides you with the following benefits:

- Better control over your utility bills as eco-friendly solutions help you monitor and reduce your energy consumption
- Access to alternative, reliable power sources during load shedding
- Reduced carbon emissions

3. Why is it important to know how much energy I consume?

When you understand your energy consumption, you can make positive efforts to reduce the amount of energy you consume, reducing your monthly electricity bill and conserving energy for a sustainable planet.

4. Are Eco-Friendly solutions affordable ?

Yes. The Eco Home solutions category on the eBucks shop offers affordable solutions that can be purchased with eBucks or cash.

In additional, below are tips on how you can be more eco-friendly without spending a dime:

1. Walk, cycle or take public transport
2. Decrease your meat consumption
3. Consider your travel
4. Throw away less food
5. Reduce, reuse, repair & recycle
6. Purchase items with less packaging
7. Turn off lights and electronics when not in use
8. Reduce your water usage

5. What options are available if I live in an apartment building?

If you are unable to install larger eco-friendly solutions, these are some options you can consider:

- LED light bulbs
- Water flow restrictors
- Geyser blankets
- Geyser timers
- Energy-efficient appliances

Visit the eBucks store to see what utility-saving products could work for you.



6. **What device can I use to measure my daily energy consumption?**

You can purchase a smart meter to monitor your energy consumption and assist with conserving energy in your home.

7. **What does an Inverter do?**

An Inverter is a component that is paired with your solar system and converts Direct current to Alternate current. Alternate current is the current that utility providers supply through the grid, and it's what your home appliances most likely use.

8. **What is a UPS system?**

An Uninterrupted Power Supply (UPS) System is a backup system that uses batteries to provide power during power outages.

9. **What are the steps I can take to get off the grid?**

- Step 1: Determine what you need: Know how much energy you require and what you would like to get out of your renewable energy solution
- Step 2: Consult an expert: Speak to an accredited installer to help you design your system (if you do not have a supplier, we can recommend one however this relationship is between you and the supplier)
- Step 3: Finance your solution: Choose between cash, eBucks, alternative energy finance solutions or a combination of all three
- Step 4: Purchase your solution and install

10. **Are there affordable solutions that I can install to reduce my energy and water consumption?**

Reduce the amount of water and energy you consume by investing in the following low-cost gadgets:

- LED light bulbs
- Solar-powered floodlights
- Water flow restrictors
- Geyser timers
- Geyser blankets
- Heat Pump

(Available on the eBucks store under the Eco Home solutions category)

11. **Are there any legislative processes that need to be followed before I install eco-friendly solutions such as a solar PV system?**

Kindly consult with your trusted installer.

12. **Where can I find energy and water efficient solutions?**

Visit the eBucks shop under the eco-home solutions category.

13. **Can I use my eBucks to shop for eco-friendly energy solutions?**

Yes, all solutions available under the Eco Home solutions category on the eBucks store can be purchased with eBucks.



Understanding solar PV solutions

14. Grid-tied system vs off-grid system

Off Grid solar PV systems are completely independent of the local electricity network. This means that you will experience no disruptions in your power supply when there are power outages. However, they are more a costly investment as off-grid solar PV systems require more batteries to store energy.

A grid-tied solar PV systems is a more affordable option with less reliance on the grid. However, it has the potential to disrupt your power supply during power outages if your system does not include batteries. Using this system can reduce your electricity bill as it reduces reliance on the grid.

15. What after-sales support should I consider when choosing a solar provider?

During the lifecycle of your solar panels, you may need to maintain or repair them. Please ensure you ask your solar provider about maintenance and warranty.

16. What are the components that make up a solar PV system?

Your solar PV system typically comprises solar panels to generate energy, an inverter, and batteries. There are other combinations of equipment available based on your needs and budget. Speak to a trusted provider for more information.

17. What is the difference between lithium-ion and lead acid batteries?

Lithium-ion batteries are the more expensive alternative with a longer life span, while lead acid batteries are more affordable and have a shorter life expectancy.

Understanding financing solutions

18. How can I finance my eco-friendly energy solution?

FNB has various financing options to choose from if you qualify, these include:

- **Future Use Facility** - Select a Future Use facility when taking up a new home loan to get access to funds that can be used for your solutions
- **Re-advance** - Utilize funds already paid into your home loan to cover the costs of your alternative eco-home solutions
- **Home loan Switch** - Switch your home loan to FNB and unlock equity to use towards alternative energy solutions
- **Unbonded properties** - use your property as collateral to access funds from R200 000
- **Personal loans**: Take out a personal loan of up to R300 000 for your eco-home and pay it back over a term of up to 60 months
- **Revolving facility**: Utilize a revolving facility of up to R250 000.



Solar Energy Loan: Apply for a loan of up to 15% of your property value to fund the of a solar energy system with a new home loan application, Home loan switch application or a readvance facility.

19. **Can I use these financing options for my business as well?**

FNB has sustainable financing solutions for businesses. Contact your relationship manager to find out more.

General

20. **What should I do if my solution is defective?**

Contact your installer/provider immediately.

21. **Will I earn eBucks if I purchase my solution for cash on the eBucks shop?**

No, you will not. You can, however use your eBucks to make purchases on the eBucks store, where you can also qualify for discounts of up to 20% on certain products.

22. **Do all insurers cover eco-friendly energy solutions?**

Taking building insurance through FNB Short Term Insurance will cover your solar panel solution, but it is the client's responsibility to verify whether any eco energy solutions are covered with their insurance provider.