



NATIONAL SOLAR REGISTRATION ASSOCIATION (NSRA)

NSRA MEMBERSHIP AGREEMENT

1. PARTIES TO THIS AGREEMENT

1.1

This Membership Agreement (“Agreement”) is entered into between:

NATIONAL SOLAR REGISTRATION ASSOCIATION (NSRA)

(“NSRA”, “we”, “our”, or “us”)

Business Registration: 2022/684063/07 BE GREEN PROJECTS t/a NSRA

and

The Member / Client completing the online signup process

(“Member”, “Client”, “you”, or “your”).

1.2

The Effective Date of this Agreement shall be the date upon which the Member completes the online signup process and electronically accepts this Agreement.



2. PURPOSE OF THIS AGREEMENT

2.1

The purpose of this Agreement is to regulate the terms and conditions relating to the Member's subscription to the NSRA Protection Membership and all related support, advisory, optimisation, monitoring, administrative, facilitation, representation, and SSEG-related services provided by NSRA.

2.2

The Member acknowledges that NSRA provides support and facilitation services only and does not guarantee any municipal, Eskom, regulatory, technical, engineering, electrical, legal, financial, or compliance outcomes.

3. MEMBERSHIP PLAN

3.1

The Member subscribes to the NSRA Protection Membership at a fee of R199.00 (One Hundred and Ninety-Nine Rand) per month.

3.2

An initial upfront payment of R199.00 shall be payable immediately upon signup.

3.3

Thereafter, the monthly membership fee shall be collected via debit order or approved recurring payment method on the 1st day of each calendar month.

3.4

This Agreement is concluded for a fixed minimum term of twenty-four (24) months.

3.5

The Member acknowledges that the 24-month minimum term exists due to NSRA waiving an upfront SSEG facilitation and onboarding value estimated at approximately R1,999.00.



3.6

The Member agrees that the monthly membership fee remains payable regardless of:

3.6.1

Whether municipal approval is granted;

3.6.2

Whether Eskom approval is granted;

3.6.3

Whether the system is ultimately compliant;

3.6.4

Whether additional corrective work is required;

3.6.5

Whether third parties delay processes;

3.6.6

Whether the Member elects not to proceed with recommendations;

3.6.7

Whether municipalities amend their requirements;

3.6.8

Whether NSRA is awaiting documentation or cooperation from the Member.

4. MEMBERSHIP BENEFITS

4.1 SSEG REGISTRATION SUPPORT

4.1.1

The Membership includes facilitation and support relating to SSEG registration submissions with the relevant municipality or Eskom Direct.



4.1.2

The Member acknowledges and agrees that:

4.1.2.1

NSRA acts on a best-effort basis only;

4.1.2.2

NSRA cannot guarantee approval;

4.1.2.3

NSRA cannot guarantee turnaround times;

4.1.2.4

NSRA cannot guarantee responses from municipalities or Eskom;

4.1.2.5

Municipalities and Eskom operate independently from NSRA;

4.1.2.6

Municipalities and Eskom may change requirements at any time;

4.1.2.7

Municipalities and Eskom may reject applications for any reason;

4.1.2.8

Additional tariffs, penalties, compliance upgrades, engineering requirements, inspections, or modifications may be required;

4.1.2.9

Estates, body corporates, landlords, or managing agents may require separate approvals or submissions;

4.1.2.10

Some estates or sectional title schemes may only permit direct submissions by the estate or body corporate;



4.1.2.11

NSRA shall not be liable for delays caused by estates, municipalities, Eskom, installers, engineers, electricians, or any third parties.

4.1.3

NSRA does not guarantee:

4.1.3.1

Successful registration;

4.1.3.2

Legalisation of the system;

4.1.3.3

Exemption from fines;

4.1.3.4

Exemption from disconnection;

4.1.3.5

Exemption from municipal enforcement action;

4.1.3.6

Exemption from future tariff changes or compliance obligations.

4.2 FULL SYSTEM OPTIMISATION

4.2.1

NSRA may review system settings, usage trends, battery settings, inverter settings, monitoring data, and system configuration information in order to provide optimisation recommendations.

4.2.2

The Member acknowledges that:



4.2.2.1

Optimisation recommendations are advisory only;

4.2.2.2

Settings may affect performance differently across environments;

4.2.2.3

Optimisation outcomes may vary;

4.2.2.4

NSRA cannot guarantee savings, battery lifespan, uptime, production output, or financial benefit;

4.2.2.5

NSRA is not liable for degradation, firmware issues, manufacturer defects, incompatibility issues, or hardware failures.

4.3 APP MONITORING ACCESS

4.3.1

Where reasonably possible, NSRA may assist with configuring or recommending monitoring applications or platforms.

4.3.2

The Member acknowledges that:

4.3.2.1

Third-party applications remain the responsibility of the relevant provider;

4.3.2.2

NSRA is not responsible for outages, application failures, cyber incidents, login issues, API limitations, internet failures, or data inaccuracies;

4.3.2.3

Internet connectivity remains the Member's responsibility;



4.3.2.4

Monitoring functionality may be limited by hardware capability or manufacturer restrictions.

4.4 FREE YEARLY REMOTE SOLAR REVIEW

4.4.1

After twelve (12) consecutive months of active membership, the Member becomes eligible for one remote annual system review per 12-month cycle.

4.4.2

This review may include:

4.4.2.1

Review of system performance;

4.4.2.2

Review of production trends;

4.4.2.3

Review of battery performance;

4.4.2.4

Review of inverter alerts;

4.4.2.5

High-level compliance observations.

4.4.3

The Member acknowledges that:

4.4.3.1

Remote reviews are dependent on monitoring connectivity;

4.4.3.2

Remote reviews are not engineering inspections;



4.4.3.3

Hidden faults may not be detectable remotely;

4.4.3.4

Recommendations remain advisory only.

4.5 FULL ANNUAL SOLAR MAINTENANCE

4.5.1

After twelve (12) consecutive months of active membership, the Member may access annual physical maintenance services at a discounted rate of R799.00, subject to availability and location.

4.5.2

Maintenance may include:

4.5.2.1

Solar panel cleaning;

4.5.2.2

Basic visual inspection;

4.5.2.3

Inverter review;

4.5.2.4

Battery review;

4.5.2.5

Fuse and breaker review;

4.5.2.6

Basic wiring observations;

4.5.2.7



Basic compliance observations.

4.5.3

The Member acknowledges that:

4.5.3.1

Maintenance is not a guarantee of system safety or compliance;

4.5.3.2

NSRA is not responsible for pre-existing faults;

4.5.3.3

NSRA is not responsible for latent or hidden defects;

4.5.3.4

NSRA does not warrant the installation;

4.5.3.5

NSRA is not liable for failures occurring before, during, or after inspections or maintenance;

4.5.3.6

Electrical faults may exist outside visible inspection areas;

4.5.3.7

NSRA is not responsible for household wiring defects;

4.5.3.8

NSRA is not responsible for DB board defects;

4.5.3.9

NSRA is not responsible for roof defects, leaks, corrosion, surge damage, lightning damage, or environmental damage;

4.5.3.10

Recommendations made by NSRA do not constitute engineering certification.



4.6 SOLAR SPECIALIST SUPPORT HELPDESK

4.6.1

Members shall receive access to remote support during business hours as communicated on NSRA's website from time to time.

4.6.2

The Member acknowledges that:

4.6.2.1

Support channels may change;

4.6.2.2

Response times are not guaranteed;

4.6.2.3

Emergency support is not provided;

4.6.2.4

Physical callouts remain separately chargeable.

4.7 INDUSTRY DISPUTE REPRESENTATION

4.7.1

After six (6) consecutive months of active membership, Members may request administrative assistance regarding disputes or escalations.

4.7.2

The Member acknowledges that:

4.7.2.1

NSRA is not a law firm;

4.7.2.2



NSRA does not provide legal advice;

4.7.2.3

NSRA does not institute legal proceedings;

4.7.2.4

NSRA does not guarantee dispute outcomes;

4.7.2.5

NSRA acts only upon explicit instruction;

4.7.2.6

Additional authorisation documents may be required;

4.7.2.7

NSRA may decline representation at its discretion.

4.7.3

Representation is limited to administrative assistance relating to:

4.7.3.1

Municipalities;

4.7.3.2

Eskom-related engagement;

4.7.3.3

Installers;

4.7.3.4

Service providers;

4.7.3.5

SSEG-related processes.



5. SERVICE LIMITATIONS

5.1

NSRA acts solely in an advisory, facilitation, optimisation, monitoring, administrative, and support capacity.

5.2

NSRA is not:

5.2.1

A law firm;

5.2.2

An attorney practice;

5.2.3

An advocate practice;

5.2.4

A municipality;

5.2.5

Eskom;

5.2.6

A regulator;

5.2.7

An engineering firm;

5.2.8

An accredited inspection authority;

5.2.9

An electrical contractor;



5.2.10

An insurer;

5.2.11

A warranty provider;

5.2.12

The original installer.

5.3

NSRA does not guarantee:

5.3.1

Municipal approval;

5.3.2

Eskom approval;

5.3.3

Legal compliance;

5.3.4

System legality;

5.3.5

Engineering acceptance;

5.3.6

Electrical safety;

5.3.7

Operational continuity;

5.3.8

Energy savings;



5.3.9

Tariff outcomes;

5.3.10

Insurance approval;

5.3.11

Financing approval;

5.3.12

Technical performance;

5.3.13

Production output;

5.3.14

Battery lifespan;

5.3.15

Inverter lifespan;

5.3.16

Uninterrupted electricity supply.

5.4

The Member acknowledges that all services are rendered on a best-effort basis only.

6. CLIENT RESPONSIBILITIES

6.1

The Member agrees and undertakes to:

6.1.1



Provide accurate information at all times;

6.1.2

Provide documentation timeously;

6.1.3

Provide access where required;

6.1.4

Maintain internet connectivity;

6.1.5

Maintain monitoring access credentials;

6.1.6

Cooperate fully with requests;

6.1.7

Disclose known faults or modifications;

6.1.8

Ensure safe site access;

6.1.9

Ensure pets or hazards are secured;

6.1.10

Comply with municipal requirements;

6.1.11

Comply with installer instructions;

6.1.12

Ensure payment obligations are met;

6.1.13



Refrain from unauthorised system modifications;

6.1.14

Obtain landlord or body corporate consent where applicable.

6.2

The Member acknowledges that delays, failures, or non-compliance resulting from the Member's conduct may negatively impact services and outcomes.

7. ADDITIONAL COSTS

7.1

The Member acknowledges that additional services may attract separate charges including but not limited to:

7.1.1

Standard callout fee: From R499.00;

7.1.2

Initial Electrical COC: From R2,500.00;

7.1.3

Supplementary COC: From R1,999.00;

7.1.4

SLD Drawing: From R3,000.00;

7.1.5

Engineering Sign-Off: From R2,500.00;

7.1.6

Combo Package: From R5,999.00.

7.2

Prices may vary based on:



7.2.1

Location;

7.2.2

System size;

7.2.3

Complexity;

7.2.4

Municipality;

7.2.5

Condition of installation.

7.3

All additional services are payable upfront before work commences.

8. PAYMENTS, BREACH & CANCELLATION

8.1

This Agreement is binding immediately upon electronic acceptance.

8.2

Cancellation requires thirty (30) days written notice.

8.3

The remaining balance of the 24-month term becomes immediately due and payable upon cancellation before expiry of the minimum term.

8.4

No refunds shall apply:

8.4.1



After onboarding review;

8.4.2

After services commence;

8.4.3

After work has been actioned;

8.4.4

After documentation has been reviewed;

8.4.5

After engagement with third parties has commenced.

8.5

NSRA reserves the right to suspend services for non-payment.

9. LIMITATION OF LIABILITY

9.1

To the fullest extent permitted by South African law, NSRA shall not be liable for:

9.1.1

Municipal penalties;

9.1.2

Disconnections;

9.1.3

Rejected applications;

9.1.4

Delayed applications;

9.1.5



Tariff increases;

9.1.6

Power interruptions;

9.1.7

System failures;

9.1.8

Installation defects;

9.1.9

Engineering defects;

9.1.10

Electrical faults;

9.1.11

Fire damage;

9.1.12

Lightning damage;

9.1.13

Surge damage;

9.1.14

Inverter failures;

9.1.15

Battery failures;

9.1.16

Roof damage;

9.1.17



Water ingress;

9.1.18

Wiring failures;

9.1.19

Loss of income;

9.1.20

Loss of savings;

9.1.21

Indirect damages;

9.1.22

Consequential damages;

9.1.23

Third-party conduct;

9.1.24

Contractor negligence;

9.1.25

Municipal conduct;

9.1.26

Eskom conduct;

9.1.27

Software failures;

9.1.28

Cyber incidents;

9.1.29



Internet failures;

9.1.30

Monitoring failures.

9.2

NSRA shall further not be liable for:

9.2.1

Pre-existing defects;

9.2.2

Hidden defects;

9.2.3

Future failures;

9.2.4

Non-visible defects;

9.2.5

Deterioration over time;

9.2.6

Defective workmanship performed by third parties.

9.3

The Member indemnifies NSRA against all claims arising from:

9.3.1

Existing installations;

9.3.2

Installer workmanship;

9.3.3



Municipal action;

9.3.4

Eskom action;

9.3.5

Electrical failures;

9.3.6

Non-compliance;

9.3.7

Third-party conduct.

10. POPIA CONSENT

10.1

The Member consents to NSRA collecting, storing, processing, and sharing information reasonably necessary for:

10.1.1

Service delivery;

10.1.2

Administration;

10.1.3

Support;

10.1.4

Compliance facilitation;

10.1.5

Monitoring;

10.1.6



Municipal engagement.

11. ELECTRONIC ACCEPTANCE

11.1

The Member acknowledges and agrees that this Agreement becomes fully binding once:

11.1.1

The signup form is submitted;

11.1.2

The checkbox confirming acceptance is selected;

11.1.3

The Member types their full legal name as an electronic signature;

11.1.4

Electronic records are stored by NSRA.

11.2

The Member acknowledges that:

11.2.1

Electronic signatures are valid;

11.2.2

Electronic acceptance is binding;

11.2.3

IP records, timestamps, browser records, email records, and submission logs may be retained as proof of acceptance.

12. GENERAL

12.1



This Agreement constitutes the full agreement between the parties.

12.2

No waiver or amendment shall be valid unless reduced to writing by NSRA.

12.3

South African law shall govern this Agreement.

12.4

If any clause is found unenforceable, the remaining clauses shall remain enforceable.

13. MEMBER ELECTRONIC ACCEPTANCE

13.1

I confirm that:

13.1.1

I have read and understood this Agreement;

13.1.2

I agree to the terms and conditions;

13.1.3

I understand the service limitations;

13.1.4

I authorise NSRA to act in an administrative capacity on my behalf where required.

Full Legal Name: _____

Electronic Signature: _____

Date: _____