Green Rewards Programme
Programme Terms and Conditions

These are the terms of the Green Rewards Programme (the "**Programme**"), run by Time Energy Sdn. Bhd. ("**Time**", "**we**", "**us**" or "**our**"). They form the complete agreement between you ("**the Customer**", "**you**" or "**your**") and us for taking part in the Programme. By joining, you confirm that you have read, understood, and agree to be bound by these Terms.

You can accept these Terms in any way we make them available including by email, through a messaging platform (such as WhatsApp), by ticking an acceptance box, or by otherwise confirming your agreement to us. Any of these methods counts as your acceptance and is binding on you.

To take part, you do need an active solar installation agreement with us (your "**Solar Contract**"), which is a separate agreement covering your solar system itself; see Section 2. We handle any personal data you give us in line with our Privacy Policy. If anything here is unclear, please ask us before you join.

We may update, pause, or end the Programme or these Terms at any time. If you keep taking part after a change, that means you accept the updated Terms.

Promotion Details - the short version

Category	Description
What it is	We turn the green value of your solar electricity into Renewable Energy Certificates (RECs), sell them, and pay you a share once a year.
Who can join	Customers with an active Solar Contract with us.
How long	5 years from when you start, and may auto-renew for another 5. You can't leave early. 5 years validity and increment of the same term is a fixed policy under the I-REC standard's rules and contractual obligations.
When you're paid	Once a year, in June, for the previous year's solar generation.
How much	Your fair share of what we earn, after costs. Amounts vary and aren't guaranteed.
What you give us	The environmental value (RECs) from your solar system, not your tax incentives or rebates.
Your main duty	Keep your internet connected so we can track your generation.
Not an investment	This is an environmental initiative, not a savings or guaranteed-return scheme.

1. What the Programme is

(a) Your solar panels make more than electricity. They also create "environmental attributes", which is the green value of producing clean energy. We gather this value, turn it into Renewable Energy Certificates (RECs), sell or retire them on your behalf, and pay you a share of what we earn once a year.

(b) A REC is a tradeable certificate representing the environmental benefit of 1 megawatt-hour (MWh) of solar electricity. Companies buy RECs to meet their sustainability (ESG) goals. This green value is separate from the electricity you actually use; which you keep using as usual.

(c) Important: this is an environmental initiative, not an investment, savings plan, or guaranteed-return product. Payouts depend entirely on the REC market and the availability of buyers, and may change from year to year. We can't promise any particular payout, or that RECs or these schemes will continue.

2. Who can join

You can join if you have an active Solar Contract with us. If your Solar Contract ends, you can no longer take part in the Programme.

3. How long it lasts

The Programme runs for 5 years from the day you start taking part, unless we extend, change, or end it earlier. You cannot leave, withdraw, or end your participation before the 5 years are up, so please join only if you're happy to stay for the full term. At the end of the 5 years, unless you inform us beforehand, your participation may be automatically extended for a further 5 years.

4. Giving us the green value

(a) To take part, you permanently transfer ("assign") to us all the environmental attributes your solar system produces, now and in the future. This lets us register, certify, sell, trade, or retire them. Once you've joined, we don't need to ask you again each time we act on them.

(b) Tax incentives, rebates, and other non-environmental financial benefits are not included, those will stay with you.

5. What we do for you

We handle the whole REC process on your behalf, including:

- registering your solar system
- collecting and verifying your generation data
- preparing and submitting the paperwork
- finding buyers and negotiating
- getting RECs audited, certified, and issued
- selling or retiring the RECs
- paying you your share, with a Green Rewards Statement

We decide which registries, certification platforms, and buyers to use, and the selling price. We don't have to reveal who the buyers are or the prices we achieve.

6. How you get paid

(a) We pay you once a year, in June, for the previous year's generation.

(b) Your payout is your fair share of the money we receive from selling RECs, after we deduct costs such as certification, registry, verification, audit, professional, platform, and admin fees.

(c) Your share is based on how much solar energy your system generated (measured in kWh), or another fair method we choose.

(d) We pay by bank transfer to the bank account of the person named on the Solar Contract and not to anyone else.

(e) Each payout comes with a Green Rewards Statement showing your contribution and payout.

(f) Payouts can change from year to year, and we can't promise a particular amount. We may delay, reduce, or hold back a payout if, for example: you don't keep your internet connection working, your system has downtime that isn't our fault, your system is tampered with, your bank details aren't verified, you have outstanding dues with us, or you break these Terms or your Solar Contract.

(g) Payouts can't be used to reduce or offset what you owe under your Solar Contract.

7. Our data is final

The Programme relies only on the generation data captured, sent, and stored by our monitoring systems. If our data ever differs from your TNB meter, a third-party app, your own device, or any other source, our data is the one that counts and is treated as final and binding.

8. Taxes

Payouts don't include any taxes, such as sales and service tax (SST), income tax, or withholding tax. If the law requires us to deduct or withhold tax, we may do so from your payout. You're responsible for any tax you owe from taking part, and we won't "gross up" (top up) payments to cover your tax.

9. Keep your internet connected

We measure your solar generation through your system's internet connection. You must keep a stable, working internet connection at the installation site at all times, at your own cost, so we can track and report your generation. If your data is missing, incomplete, or inaccurate for any reason, including internet problems, that generation may not count towards your payout. Please tell us if you change your internet provider or user ID.

10. Your responsibilities

(a) Follow these Terms and your Solar Contract.

(b) Give us accurate personal and bank details, and tell us promptly if anything changes.

(c) Tell us within 48 hours if your solar system breaks down or stops working properly.

(d) Don't manipulate your generation data or interfere with the meters or monitoring devices.

(e) Keep your email, phone number, and bank details valid and reachable. If we can't reach you, or you don't respond to our verification or payout requests in time, we may delay, hold back, or forfeit that period's payout.

11. No tampering, and no double-claiming

(a) Don't tamper with, move, adjust, remove, replace, or interfere with your solar system, smart meter, monitoring device, CT clamps, cables, or router or anything that affects the flow of data. If you do, you may be disqualified from the Programme for the affected period. We have full discretion to decide whether tampering has happened.

(b) Because you've given the green value to us, you can't also claim it. So you must not:

- (i) tell anyone that you own, control, have bought, have retired, or are entitled to the environmental attributes or RECs from your system;
- (ii) make your own carbon, sustainability, energy-offset, or similar claims about your solar electricity; or
- (iii) register, trade, sell, or try to monetise these attributes yourself or through anyone else.

12. If you sell or transfer your home

Taking part in the Programme doesn't automatically pass to a new owner or occupant. If you sell or transfer the property where the solar system is installed:

(a) tell us in writing at least 3 months in advance;

(b) we decide, at our discretion, whether to approve transferring your participation;

(c) if we don't approve it, your participation ends immediately; and

(d) generation after the ownership change may be excluded from the Programme.

13. Changes, pauses, and ending of the Programme

(a) We may change, pause, suspend, or end the Programme or these Terms at any time, for any reason. If REC schemes, platforms, or regulations are changed, restricted, replaced, or stop working, we may adjust the Programme, switch to a replacement scheme, pause payouts, or end it without needing your consent.

(b) If the Programme ends, we may make a final payout (if any) based on what we reasonably decide. We aren't responsible for any losses or reduced payouts caused by these changes. We may also suspend the Programme for operational reasons such as registry downtime, outages, data issues, or events beyond our control, and we aren't liable for losses from such a suspension.

14. Things outside our control

(a) Taking part is voluntary and at your own risk. We aren't responsible for losses caused by things like:

- (i) internet outages;
- (ii) your solar system's performance or inverter faults;
- (iii) third-party registry downtime; or

(iv) force majeure i.e. events beyond our reasonable control, such as natural disasters, war, riots, strikes, system failures, or human error.

(b) Because of how RECs work, the Programme depends heavily on third parties at almost every step, including registering the RECs, getting them verified, and finding buyers to purchase them. We make no representation that these third-party structures will continue to operate in the future. If they change, become unavailable, or stop, it may become harder, or impossible, to monetise (sell) the RECs.

(c) We try to sell all your RECs throughout the Programme, but we can't guarantee they'll all sell, or sell at any particular price because that depends on the market. You're paid only for the RECs we actually sell, at the price we secure at the time.

15. Our liability

We, including our officers, employees, agents, and partners, aren't liable for any indirect or knock-on losses, such as lost profit, lost business opportunity, or lost data. The most we can ever be liable for is the total amount we've actually paid you under the Programme.

16. Your privacy and how we contact you

(a) You agree to us collecting, using, storing, and processing your personal data to run the Programme for administration, verification, publicity, reporting, and compliance in line with our Privacy Policy. We may also use aggregated, anonymised, or system-level environmental data for reporting, marketing, and sustainability purposes.

(b) We may contact you by email, WhatsApp, our customer portal, or other channels. Please check these regularly so you don't miss Programme updates.

17. Co-operating with checks

Please give us and any auditors, verification bodies, or REC registries the documents, access, and help we reasonably need for verification, audits, or compliance. If you don't, we may suspend or remove you from the Programme.

18. Our relationship

Taking part doesn't make us business partners, agents, employees, or anything similar, and it doesn't create any profit-sharing or fiduciary relationship. It's simply a voluntary environmental initiative.

19. We can transfer the Programme

We may assign, transfer, or novate our rights and obligations under the Programme to another party without needing your prior consent.

20. The legal bits

(a) These Terms are the entire agreement between you and us about the Programme, and they replace any earlier discussions, summaries, or understandings about it.

(b) These Terms are governed by the laws of Malaysia, and the Malaysian courts have exclusive jurisdiction.

(c) If we don't enforce one of our rights straight away, we don't lose that right.

(d) If any part of these Terms turns out to be invalid, the rest still applies in full.

(e) If there's any dispute, disagreement, or uncertainty about the Programme, we have sole discretion to make the final decision and that decision is final, conclusive, and binding. Anything not covered here is also decided by us.