

PV INDUSTRY ALERT

Special Issue

Ergon Energy has released a new *Application for Network Connection of an Inverter Energy System* form. The document incorporates feedback from customers, industry representatives and Ergon Energy employees. It records the information required by Ergon Energy to deliver the best service to the industry and customers.

Below is a summary of the changes with, in some cases, an explanation of the modifications and benefits created.

General

- Fax and email details changed for lodgement of forms, via the Solar Support Team.
- Instructions strengthened to complete all fields of the form. Some fields are not being filled out and all incomplete forms are rejected.
- Clarification provided that all account holders must sign the form. If only one account holder signs, or a non-account holder, the form will be rejected.

Part 1

- Tick boxes have been added to define if:
 - premises is owned or rented by the applicant.
 - an existing system is being upgraded. (Note: New and total sizes of inverter and arrays should be entered in Part 3, e.g. '2kW existing, now 4kW')
 - this is a revised application.
- 'Nature of premises - Domestic, etc.' field removed.

Part 2

- Further clarity provided that Ergon Energy requires details of the system sales consultant and the installer. If the installer is not licensed, details of the electrical contractor must be provided.
- The 'CEC Accreditation No.' is no longer required on the application; however, Ergon Energy continues to encourage its customers to seek a CEC-accredited installer.
- Postal address of electrical contractor or installer no longer required.

Part 3

- 'Inverter rated AC power' requested to minimise ambiguity. Note added to outline that the Clean Energy Council's (CEC's) online list of AS4777-accredited inverters is the only reference point for inverter ratings. This will be used in all Ergon Energy categorisation and technical assessments.
- 'Inverter series' field added. Refer to the CEC's list if necessary.
- Phase tick boxes added to help our technical assessors provide all available options to the customer.
- SWER (Single Wire Earth Return) tick boxes added.
- Field provided for consultant or installer to add information about the customer's connection if deemed relevant to a potential technical assessment. This will assist in delivering more accurate technical assessment outcomes and ensure the maximum allowable inverter size is approved, up to the size applied for.
- Notes added to remind electrical contractors and installers about the need for customers to have received network approval before connecting, and the importance of resetting inverter maximum voltage trip points.

Part 4

No changes

Part 5

Industry representatives have requested the ability to liaise with Ergon Energy to gain knowledge about the status of a customer's application. In response, Ergon Energy has created an option for customers to authorise either the system sales consultant or electrical contractor/installer listed on Page 1 to liaise with Ergon Energy on their behalf during the application and connection process.

Only the person listed and approved by the customer will be given any information related to the IES application. If there is a need to change that person, the customer must call the Solar Support Team on **1300 553 924** to advise the name and company name of the new authorised person.

Your feedback on these changes is encouraged, via energysystems@ergon.com.au