

PV INDUSTRY ALERT

Solar Support Team 1300 553 924 ■ 8.00am–5.00pm Mon-Fri ■ energysystems@ergon.com.au

Welcome to alert No.12.

Form A deadline reminder for 44c FiT: 30 June 2013

For systems related to applications deemed eligible for the 44c Feed-in Tariff (FiT) rate, we remind installers that the Form A must be lodged and received by Ergon Energy by the deadline of **11.59pm Sunday 30 June 2013**. Please be aware this legislated deadline is final – **no extensions or exemptions will be permitted**. Please make sure that your Form A is complete to avoid the risk of rejection. Rejected Form As which are not followed up with a complete Form A by the deadline will result in the customer losing eligibility for the 44c FiT.

Please also be aware that the **customer must have returned their signed IES Agreement to Ergon Energy by 11.59pm Sunday 30 June 2013** to maintain eligibility for the 44c FiT. Please check that your 44c FiT-eligible customers have returned their signed IES Agreement to Ergon Energy.

If there has been a change of electricity account holder since 23 November 2012 at the premises deemed eligible for the 44c FiT, the customer may no longer be eligible for the 44c FiT.

For more information, visit the Queensland Government Department of Natural Resources, Mines and Energy website.

Don't forget....

- Energen's online portal requires that the customer must have returned their signed IES Agreement before an installer can lodge an Electrical Work Request. At Ergon Energy, signed IES Agreements should be returned before installation and received by 11.59pm Sunday 30 June 2013; however, this process is not enforced through online Form A.

- Regardless of the inverter capacity the customer has approval for, once a system is installed, even if less than the approved size, any subsequent increase in inverter capacity will see the loss of 44c FiT eligibility. Panels can be added without affecting eligibility; however, an application form must be lodged and approval granted before installation. Approval will not be unreasonably withheld.

- The significant increase in the volume of Form As being received is resulting in delays in meter installations. Please manage your customers' expectations.

- If your customer has misplaced their IES Agreement and is not sure if they've signed and returned it or not, ask them to contact the [Solar Support Team](#). You can do this on their behalf if you are an authorised third party on the application.

- Please double-check that the AC Power rating of the inverter you're installing, according to the Clean Energy Council's published list, is the same as or less than the inverter applied for. If the inverter is rated higher, eligibility for the 44c FiT will be lost. Proposed use of a different inverter brand requires a new application.

Emailed IES Agreements OK

Customers are now able to scan their signed IES Agreement to PDF and return it to Ergon Energy by email to agreement@ergon.com.au, rather than returning them by post.

Especially for 44c FiT-related customers in the lead-up to 30 June, email offers a more convenient solution and means the IES Agreement can be received and processed more quickly, in readiness for receiving the installer's Form A.

Submit your Form As online

'Form A online' is an electronic lodgement tool, accessed via the secure Electrical Contractors log-in area of the Ergon Energy website. It's a great way to lodge your Form As, especially in the lead-up to 30 June 2013, as you'll receive an email confirmation that your form has been lodged. Find out more about Ergon Energy's Form A Online.

Lodging Form As over the counter at an Ergon Energy depot is discouraged at this time, but still acceptable.

Approval essential before installation

Please remember that installing and connecting PV systems before the customer has received, signed and returned their IES Agreements places the customer in breach of the *Electricity Regulation 2006* and could create significant issues and costs for them and you.

We strongly encourage PV industry representatives to confirm with customers that they have signed their signed IES Agreements and returned one copy to Ergon Energy before installing the system. Systems found to be connected to the network without approval may be switched off.

Please be aware that a 'Downsize' letter from Ergon Energy advising the maximum size that would operate effectively doesn't constitute an approval to install a system up to that size. A new application form must be lodged and IES Agreements received, signed and returned by the customer before installation can occur.

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We also encourage installers to check that the NMI (National Metering Identifier) on the customer's application and IES Agreement match the NMI of the meter the system is being connected to. Many difficult cases are created by systems being installed on the wrong NMI.

Inverter replacement update

If you're replacing an inverter with one of the same brand, series and AC Power rating, you don't need to lodge a new application form, but you do need to lodge another Form A. A new application is only required if the replacement inverter is different to the original inverter.

Under the Queensland Government's Solar Bonus Scheme (SBS), any increase in the total inverter capacity will make the system ineligible for the 44c FiT, if relevant. Replacing the inverter with one of the same or smaller size will not affect eligibility for the FiT.

These same conditions apply when replacing a standard inverter with a storage-capable inverter. Ergon Energy has compiled a list of storage-capable inverters that have been endorsed for use on the Ergon Energy network and comply with the requirements for the SBS.

For details, refer to the 'Endorsed inverters with storage' article in [PV Industry Alert No.11](#). If there are other storage-capable inverters that you would like us to evaluate, please contact the [Solar Support Team](#).

Keep maximum voltage trip points at 255V (single phase)

We remind PV installers to maintain voltage trip points at 255V single phase (440V 3-phase). We have been alerted to an incident where an installer reset the trip point on a customer's system to around 260V in

response to customer complaints of frequent tripping. While this action reduced the frequency of tripping, voltage rises caused damage to several of the customer's electrical appliances and prompted the customer to lodge a claim against Ergon Energy. This claim was dismissed as the appliance damage could only be linked to the trip point being raised, but highlights the risks of raising or not correctly setting the maximum trip point.

If an inverter is tripping to a significant extent and the cause can't be identified within the premises, please advise the customer to lodge a Quality of Supply complaint with Ergon Energy by calling 13 10 46. We will then investigate the issue and work with the customer to find a resolution.

Meter board compliance

As part of the PV installation process, installers must ensure the customer's meter board and associated wiring is compliant with current standards. If Ergon Energy's connection officers identify a major or serious defect, they will issue a Form B to the customer and the meter will not be installed.

Serious defects may require disconnection of the PV system and even of electricity supply to the premises. Such defects must be corrected and another Form A lodged to request installation of the new meter. Relatively minor defects will still be highlighted to the customer via a Form B; however, the meter will usually be installed.

Note, if a Form B is issued to a 44c FiT-eligible customer, the date of lodgement of the original Form A will still define the date on which 44c FiT eligibility is based.

Large system connections

In Ergon Energy, applications and connections for systems up to and including 30kW are managed through our Solar Support Team. Applications for systems larger than 30kW must be directed to our Major Customers group. Contact our [Major Customer Connection](#) group for details on connecting systems larger than 30kW.

Register for PV Industry Alert

If you're not receiving PV Industry Alerts directly, please register with our Alert Subscription Service and we'll let you know via email when a new PV Industry Alert is available on our website.

It's free to register and only takes a couple of minutes, via the secure access [Alert Subscriptions](#) webpage.

Once you've confirmed your registration, you can select 'PV Industry Alert' in the 'Electrical Contractors' category, along with other notifications that you would like to subscribe to, including our RELAY newsletter for electrical contractors.

Our registration service makes it much easier for you to stay in touch with the latest PV industry news from Ergon Energy and we encourage all PV industry members to register individually.

Note: While every effort is made by Ergon Energy, we make no representation or warranty about the suitability, accuracy or completeness of content of this information for any purpose. Recipients need to make their own assessment of the matters presented herein and are advised to verify all relevant representations, statements and information. Ergon Energy will not be liable for any false, inaccurate, inappropriate or incomplete information contained herein.