



PV Industry Alert

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Misuse of Ergon Energy name and logo

Recently, a PV retailer operating in the Central Queensland region circulated flyers and placed newspaper advertisements in relation to the installation of PV systems up to 5kVA on our SWER network. The flyers and advertisements stated that aspects were approved by Ergon Energy, which was not the case. Further, the flyers and advertisements featured Ergon Energy's name and logo without our written consent, in breach of the *Trade Marks Act 1995* (Cth).

We communicated our concerns to the PV retailer and we have now taken appropriate action against that company.

Ergon Energy's logo or business name cannot be used in any printed or electronic communication without our written approval. We are unlikely to approve the use of our logo or business name in any commercial communications, based on our need to remain independent of any entity within the IES or wider electrical industry.

If you see marketing material that you think is misusing Ergon Energy's logo or name, please forward a copy of the material and supporting information to our Solar Support Team at energysystems@ergon.com.au

Applying for batteries

Ergon Energy requires any proposed installation of a Battery Energy Storage System, with or without a generator/array, and connected to a grid-connected tariff, either directly or via a change-over switch, to be applied for and approved before being installed.

If you have installed such a system in the past without lodging an application, we would greatly appreciate you lodging an application form now so we can maintain accurate records of the generators and storage devices connected in any way to our network.

Clarity on paperwork for inverter replacements

We have recently revised our policy and paperwork requirements for inverter replacements. Effective immediately, Ergon Energy requires an IES application form and a Form A for every inverter replacement, even when it is a same-for-same replacement under warranty. This includes replacement inverters of the same capacity but different brand, as well as inverters of a larger, or even smaller, capacity.

We appreciate that Note No.8 on Version 12 of the hard copy IES application form suggests that same-for-same inverter replacements don't require compliance checks. We've now determined that a compliance check is of value to all parties. Although the relevant IES metering will already be installed, an IES application form and a Form A must be lodged to trigger the compliance check. Generally, no metering changes are necessary. A new version of the hard copy application form will be released in the near future.

Please check for approval before installing an IES

When an IES is installed without first sighting the customer's network agreement with Ergon Energy, this can create difficulties. We strongly recommend all installers sight the customer's agreement as it confirms approved inverter capacity, and where relevant, reactive power control setting and export/non-export arrangements. This simple check could save you money and time.

Spreading PV capacity over phases

The *Connection Standard for Small Scale Parallel IESs up to 30kVA* specifies that no greater than 5kVA capacity is allowable on a single phase, and the imbalance of IES capacity between phases must not exceed 5kVA, for both export and non-export capable IES.

However, even up to 5kVA, where multiple phases exist at the premises, spreading inverter capacity as evenly as possible is highly recommended, as:

- The inverter is less likely to trip off unduly, especially in cases where Ergon Energy has not conducted a technical assessment,
- Quality of supply in the premises is less likely to be affected, and
- Phase balance on the network is less likely to be affected.

Impact of second applications

A second IES application form lodged for a premises will generally supersede the original application, regardless of who lodges it. In some cases, a member of Ergon Energy's Solar Support Team may phone a customer to clarify which application is the one they wish to proceed with. In other more straightforward cases, the second application is processed as normal and if the inverter capacity is increased, there could be a different outcome for the customer.

A good example is where a 4.6kVA application is approved without technical assessment, and then a 5kVA application is lodged. That second application is assessed, and if it is downsized or declined, the first approval and agreement is negated and the customer is bound by the outcome of the later application. We encourage applicants to be aware of the potential outcomes of second applications.