



PV Industry Alert

April – Issue 18

Reminder - IESs to be left switched off

In our last [PV Industry Alert](#), we highlighted that from **30 March 2015** IESs must be left switched off at the AC isolator until inspected and metered. Ergon Energy personnel will switch the system on once it is appropriately metered.

We ask that you let your customers know of our requirement to leave the newly installed system switched off. This advice is also now contained in their approval letters.

Do not place tape over, or wire through, the AC isolator switch to deter customers, as our personnel will not remove such barriers.

Please also ensure DC isolators are left switched on.

These requirements also apply to systems with total inverter capacity above 30kVA.

What happens if the IES is left switched on?

Should the system be left switched on, we will remind the installer via email and record it. If the same installer needs to be reminded a number of times, we will work with the Clean Energy Council to address the non-compliance.

If installers receive a reminder email but believe a customer or other party has switched a system on, please reply to the email accordingly.

Online application form improvements

We've listened to your feedback on our online IES application form and have made relevant changes, as well as other improvements to allow quicker completion and faster processing.

The new online IES application form went live today and to view it you may need to clear your browser cache on the webpage – simply open the webpage and press Ctrl and F5 together.

Key changes include:

- Premises address will be automatically populated once the NMI is entered.
- Installer details will be automatically populated once the CEC accreditation number is entered.
- All accredited inverters appear in an alphabetical drop-down box.
- Parent and child inverters can be more easily defined.

- Total inverter capacity will be calculated from inverter details entered.
- Easier to define multiple inverters with the same details, making applications for micro-inverters in particular easier and quicker.
- Partly completed applications can be saved and completed at a later date.
- The sales consultant, installer details, as well as inverter details (if relevant), can be retained for additional applications during the same session.
- Changes can be easily made to the application form soon after lodgement, up until the time Ergon begins processing it (usually the next morning).
- If there has been a change or downsize, the original application form can be accessed and inverter details modified without having to do a whole new application.

Note: the hard copy form is unchanged.

We hope these changes strengthen the benefits over using the hard copy form as we are working towards the online form being the only option for IES applications, in line with the Energex offering. If you have any concerns with this course of action, you are welcome to discuss them with our Solar Support Team on 1300 553 924.

Matching installed inverters with application

We understand there can sometimes be a period of time between the application lodgement and installation of the system.

It is important to note that any time an installer is planning to install an inverter that is **different to the one applied for and approved**, another application must be lodged, even if the AC power rating is the same or lower.

If the AC power rating is the same, the customer will receive a letter from Ergon Energy confirming the change in inverter. If the rating is higher or lower, the installer must not install until the customer receives Ergon Energy's approval for that subsequent application.

To help us keep our records accurate, please also lodge a revised application for any change of array capacity between application and installation. You do not have to wait for approval in this situation.