

PV INDUSTRY ALERT

This alert sets out important changes we have made to make the application process easier and faster. It also covers some of the key issues we seek your cooperation with.

New Solar Support Team

We recognise that solar is a specialist field and the application process can sometimes be complicated. That's why we have established the new Solar Support Team.

This dedicated team within our National Contact Centre is available to assist you and your customers with any questions about connections of solar PV systems and other inverter energy systems.

You can call the team on **1300 553 924**, 8:00am to 5:00pm, Monday to Friday, or email energysystems@ergon.com.au

You can also direct your *Application for Network Connection of an Inverter Energy System* form to the team at:

- energysystems@ergon.com.au
- Fax: 1300 554 029
- Post: (as normal) PO Box 308, ROCKHAMPTON QLD 4700

A new Application form, reflecting these changes, will be released soon. We'll advise you when it's available.

Industry Information Sessions

We remind you that we are hosting a series of information sessions for the PV industry across the state. All solar PV retailers, installers and other industry participants are invited to attend.

The sessions will provide critical information about how Ergon Energy works with customers and industry participants to connect PV systems. You'll also have the opportunity to ask questions of Ergon Energy staff.

If you haven't already received an invitation to the following sessions or if you would like more information, contact solarsessions@ergon.com.au

Information Sessions

Bundaberg, Gladstone, Rockhampton, Mackay – all complete

Mon 22 Aug – Cairns

Tues 23 Aug – Townsville

Wed 24 Aug – Hervey Bay

Thurs 25 Aug – Sunshine Coast

Mon 29 Aug – Toowoomba

Tues 30 Aug – Brisbane

Wed 7 Sept – Mt Isa

For venues and times, email solarsessions@ergon.com.au

IMPORTANT: PV systems must be approved before installation

It is a requirement under the *Electricity Regulation 2006* that inverter energy systems (IESs) are approved by the distributor before they are installed. Installing a system without approval puts your customer in breach of the regulation and is a risk to the proper functioning of the network.

If we find that a system has been installed without approval, Ergon Energy may instruct the customer to immediately disconnect it until a suitable agreement is in place.

Based on the technical assessment of the system's suitability for connection at that point of the network, some customers may need to install a smaller inverter before approval is granted.

Exported electricity payment

Eligibility for payment for electricity exported to the grid from an IES depends in part on the size of the inverter system, as per the following:

- Systems with inverters of 5kW or less are eligible for the Queensland Government's Solar Bonus Scheme.

- Systems with inverters rated 5.1kW to 200kW are currently not eligible for any form of payment or credit from the Queensland Government or Ergon Energy Queensland (the retailer).
- Systems with inverters of greater than 200kW may or may not attract a viable Power Purchase Agreement. Customers can contact Ergon Energy on 13 10 46 to discuss this.

For inverters rated 5.1kW to 200kW, Ergon Energy Queensland continues to monitor the commercial viability of payment for electricity exported to the grid and will communicate its position if it changes.

Notify change to inverter size

If the inverter installed is of a different capacity to that notified in the Application, we may not be able to install the required meter.

If you need to install a different inverter, please inform Ergon Energy immediately so we can amend the Agreement. Be aware that a larger inverter may trigger our technical assessment process and delay the meter installation.

IMPORTANT: Checking maximum voltage trip points

Installers must check that the maximum voltage trip point is no greater than 255V for a single-phase system, or 440V for a three-phase system.

This is a condition of all Ergon Energy IES Agreements with customers. If voltage fluctuations from a non-compliant inverter cause unacceptable distortions on our network, Ergon Energy may disconnect the system until the issue is resolved.

If you have any questions, please contact Ergon Energy's Solar Support Team on 1300 553 924, 8:00am to 5:00pm, Monday to Friday, or email energysystems@ergon.com.au