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20 April 2011

Dear Installer

With the increasing popularity of solar photovoltaic systems, Ergon Energy is experiencing a significant rise in the number of applications to connect Inverter Energy Systems (IES) to the network. We are keen to work closely with installers to manage impacts to Ergon Energy's network and to customers.

We are streamlining our processes and have committed extra resources to speed up assessments of IES connection applications. We stress that an IES must not be connected without network approval as this could present a risk to the network, the customer's premises and potentially to other customers' premises on the network. Customers have an obligation under the *Electricity Regulation 2006* to have network approval prior to installing an IES.

We aim to process applications for systems with inverters of less than 5kW within two weeks of receiving the application. It will take longer to assess systems with inverters of 5kW and over as they require more extensive assessment of potential network impacts. If we identify an adverse impact to the network, we may require the capacity to be reduced, connection may be refused, or a financial contribution may be required to upgrade the network.

Ergon Energy's *Application for Network Connection of an IES* can be downloaded by visiting ergon.com.au and searching for 'inverter application'. Alternatively, call Ergon Energy on 13 10 46, 7.00am–6.30pm, Monday to Friday.

Once we have established that a system will not adversely impact the network, we will post to the customer two *IES Network Agreement Forms* and an approval letter permitting installation and connection of the IES. The customer should sign and return both copies of the agreement before the installer connects the IES.

After connection, the installer should submit a Form A to Ergon Energy requesting a meter change (similar to a Form 2 for ENERGEX). This can be done online at ergon.com.au

Please assist us by lodging applications as soon as possible. We will make every effort to process applications as quickly as possible, but we cannot guarantee approval to allow connection before 1 July 2011, when the Federal Government's Solar Credits Multiplier will be reduced.

We also ask that you ensure your customers are aware of the requirement to have network approval before installing an IES. Connection without approval could result in disconnection of the IES or of the premises, or in very serious cases, legal action.

Unapproved systems

If we receive a Form A for a system we have not approved, we will contact the customer to arrange completion of an application. We will then conduct an assessment before the meter is changed. If we identify an adverse impact to the network, the system will need to be disconnected until alternative solutions are explored. In some cases, the connection may be refused.

Ergon Energy supports renewable energy and we thank you for your cooperation on these important matters. If you have any questions, please contact one of Ergon Energy's Customer Service Team on 13 10 46.

Regards

The Customer Service Team