

PV INDUSTRY ALERT

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

Welcome to alert No. 10.

Volumes break all records

The accompanying graph (right) shows the number of PV applications received by Ergon Energy to the end of July. The impact of the Queensland Government's announcement of changes to the Solar Bonus Scheme (SBS) is clearly evident.

The last of the applications received before the deadline have been processed and approvals or letters should be with customers, or will be soon.

Requesting re-assessments

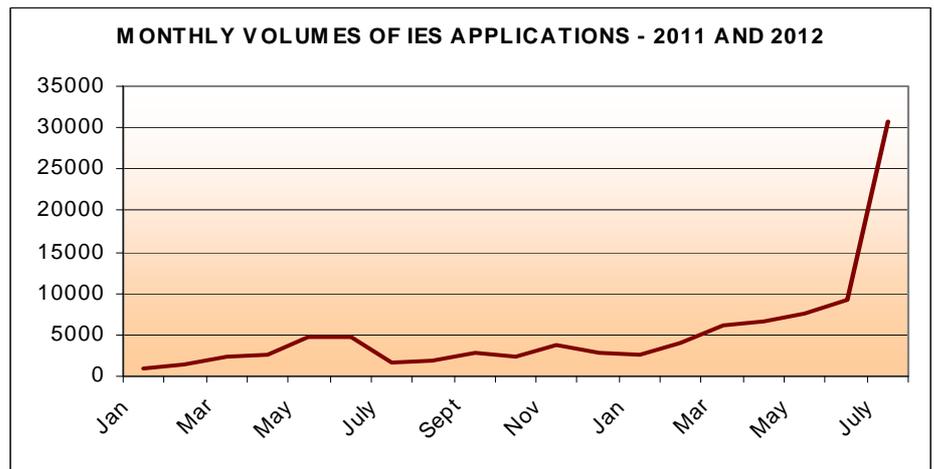
We reiterate that if an application has been downsized or declined and you believe the premises and local network can support the desired inverter, Ergon Energy will only conduct a re-assessment if an industry member or customer can supply valid information about the premises or local network to support their request.

Once a re-assessment has been done, the outcome is final.

Impact of volumes on meter installations

The large volume of applications received in the lead-up to the SBS deadline will lead to longer delays in meter installations.

We are doing all we can to minimise delays and ask for your support in giving customers a realistic understanding of the situation.



Gated communities

Specific technical considerations apply to the assessment of IES applications from customers in gated communities, such as retirement villages, or any other sites where customers' premises are connected to Ergon Energy's network via a shared consumer mains.

We strongly encourage any PV industry member who is liaising with customers in a gated community to contact the Solar Support Team on 1300 553 924. They can arrange for one of our engineers to work with you to define any potential technical issues and what is required to create the best outcome for all parties.

Inverters on multi-phase premises

For a 3-phase premises, Ergon Energy recommends either a 3-phase inverter or three single phase inverters are used.

Spreading PV capacity maintains phase balance within the premises, minimising the potential of electrical issues for your customer.

If you are applying for a 3-phase inverter, or two or three single phase inverters, please indicate this on the application form as this could enhance the likelihood of approval of the full inverter capacity.

Non-standard inverters

A variety of PV-related technologies are entering the Queensland market, such as battery systems, micro-inverters and reverse power relays. The Clean Energy Council lists some as having AS4777 certification. However, this doesn't mean they are automatically allowed to be connected to Ergon Energy's network or are SBS compliant.

Please call the Solar Support Team on 1300 553 924 to check the status of a new technology.