

Impacts of the Victorian Government solar rebate

Accelerating distributed energy in Victoria

Customer Forum

11 October 2018



Solar Homes Rebate – the offer

Targeting 650,000 customers

▶ Solar Panel Rebate

The Victorian Government will provide a 50 per cent rebate on the cost of a solar PV system, up to a maximum rebate of \$2,225 in 2018-19.

▶ Solar Hot Water Rebate

The Victorian Government is providing \$1,000 rebates for 6,000 households for solar hot water in 2018-19.

▶ Post election promise

Interest free loans and 10k batteries at half price.

Eligibility criteria:

- Combined household Income of less than \$180,000 per annum
- Principle place of residence only valued under \$3,000,000
- No existing system installed on property or had existing solar installer before 2009
- Uses a CEC approved product & installer
- Has had an eligible solar panel system installed on or after 19 August 2018
- Engages an installer with no significant contravention history, over past 3 years

The customer promise in market

VICTORIAN SOLAR HOMES REBATE OFFER – PAY ONLY HALF THE COST OF YOUR SOLAR PANEL SYSTEM

Thanks to its game-changing Victorian Solar Homes program, the Victorian Government will pay half the solar panel system cost for 24,000 homes.

Now is the time to install solar panels and slash your power bills!

Installed your system prior to Nov 1 2009? You are also eligible for the rebate – see below



BIGGEST EVER
6.6kW
SOLAR SYSTEM

\$4990*
21 MONTH INTEREST FREE PAYMENT PLAN*

ONE OF AUSTRALIA'S LARGEST SOLAR COMPANIES

10 YEAR INVERTER WARRANTY*
25 YEAR PERFORMANCE WARRANTY*

****THIS SYSTEM MAY BE ELIGIBLE FOR VIC GOVT SOLAR HOME REBATE UPTO \$2225****

Solar Victoria | Buy Now. Pay Later | brighte.com.au

(Ad) www.brighte.com.au/Brighte/Finance ▼

Take Advantage Of The VIC Govt. Rebate With Brighte's 0% Interest Payment Plans. 0% Risk.



THIS SYSTEM MAY BE ELIGIBLE FOR VIC GOVT SOLAR HOME REBATE UPTO \$2225 FOR AROUND 24,000 ELIGIBLE HOUSEHOLDS.**

SEE IF YOU QUALIFY NOW



“BREAKING NEWS - \$2,225 additional grant for solar power from today!

Huge news coming through from the State Government this morning.

From today, any residential solar system installed in Victoria* is eligible for an extra \$2,225 grant!

This means that you can increase your new system by 2kW for no extra cost, install a 6.5kWh battery for an extra \$4,000, or use the grant to reduce the price of your system.

Our phones will be running hot over the next 48 hours, so please message us via Facebook, or email enquiries@gippslandsolar.com.au if you have any queries regarding this program.

<http://www.solar.vic.gov.au/>

We appreciate your patience as we work through a heavy volume of enquiries.”



50% Off Your Solar System

Take Advantage of the Vic Solar Rebate
Don't Miss Out! Only 24,000 Homes Qualify*

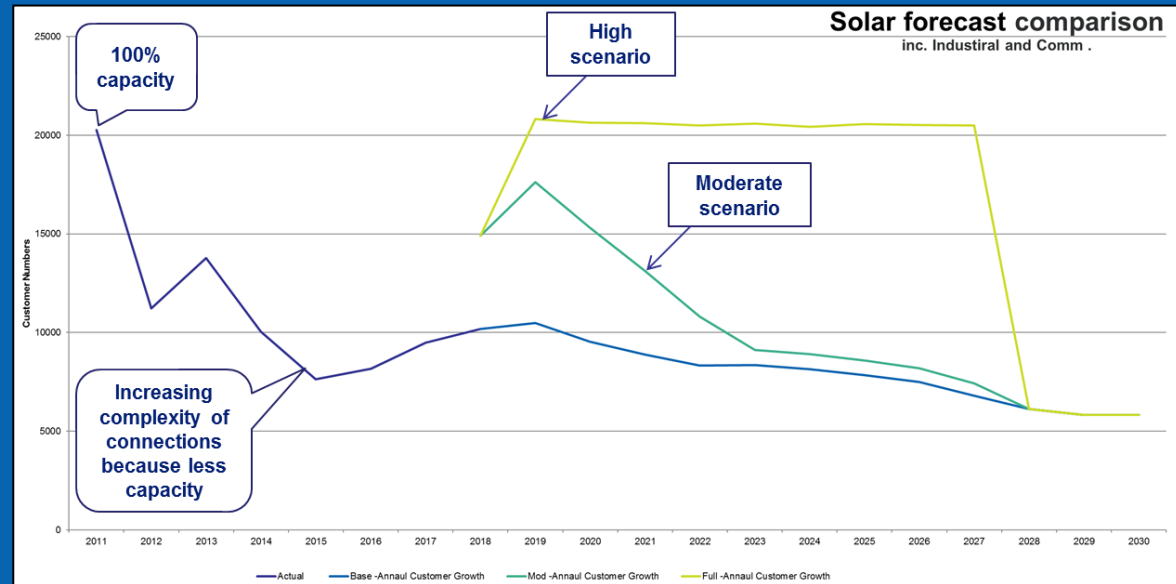
Forecast impacts for AusNet Services

33% of the enquiries to Solar Vic to date are in our patch, a lot of our customers will be eligible

The capacity to take generation across the network is decreasing, driving more complexity.

This year we estimate we will receive 10k solar connection requests as BAU. With the subsidy:

- Moderate scenario, we could expect another 7k on top of BAU. This means a total of **17k connections.**
- High scenario, we would expect 11k on top of BAU. This means a total of **21k connections.**



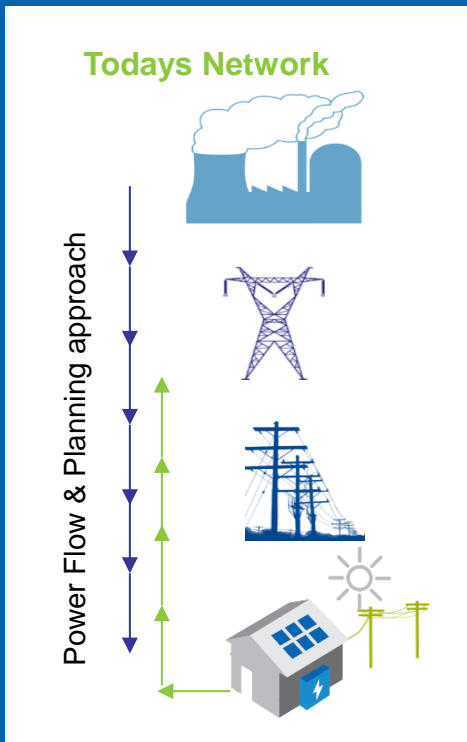
128 voltage complaints recorded from 1 January 2018



Aug-Sept 18 : 80% of connections are going through the automated process. 20% need manual intervention & this number will grow with size of systems, complexity & constraints.

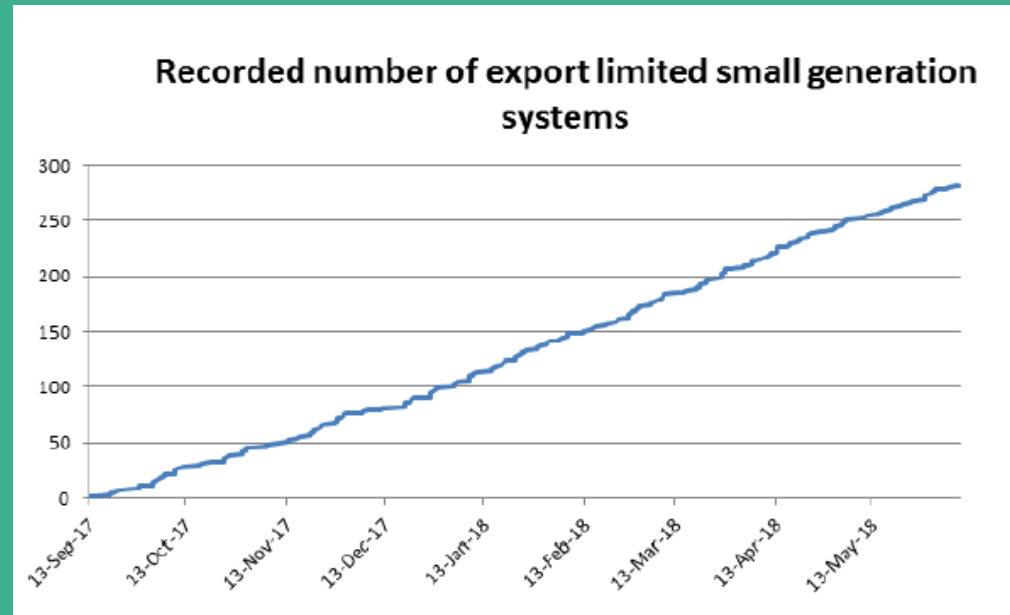
Forecast impacts for AusNet Services

Solar subsidies push us quickly into the realities of a bi-directional network...



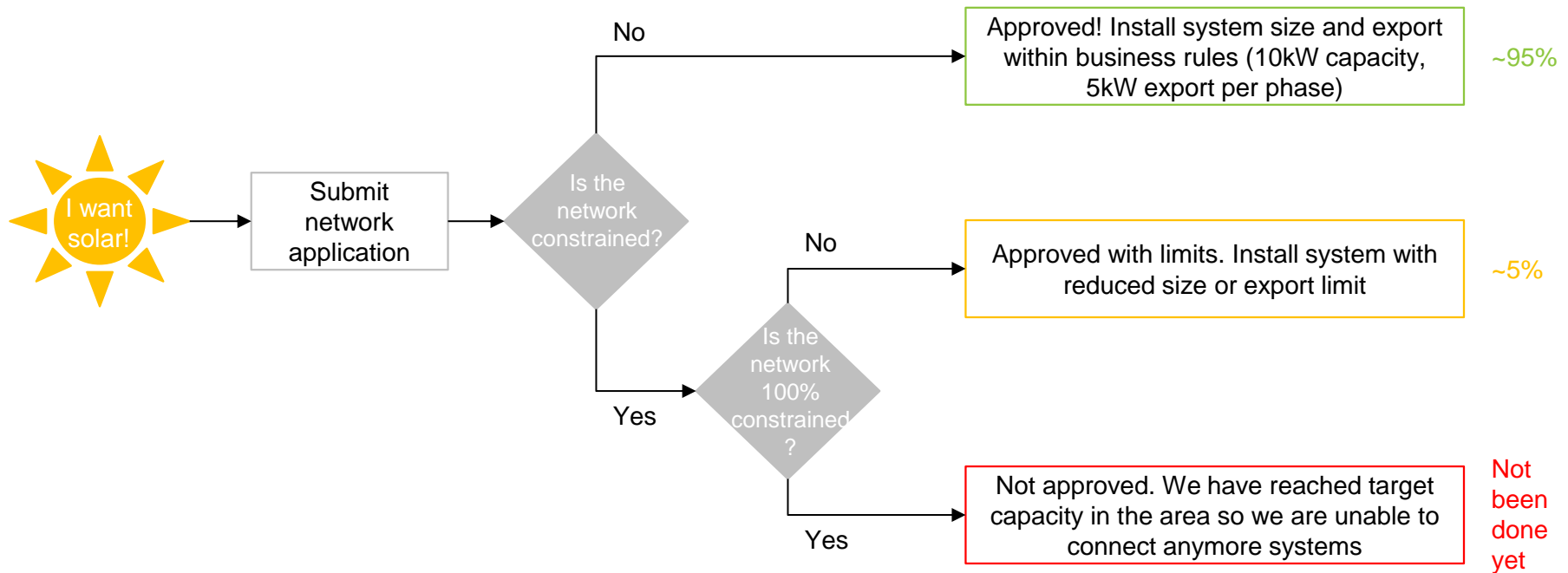
...resulting in increased voltage issues for customers

As capacity decreases, we will have to **limit the amount of energy being exported** ...this is small today but growing and is mostly rural



Over to Tom...

Possible customer outcomes for solar connections - today



In summary, the consequences for customers could be...



1. **Customer solar connection processes could be stressed** – longer lead-times for customers, internal resource overloads.
2. **Decrease in customer satisfaction** – more voltage spikes, more appliance issues, more export limits, refusals based on size of installations, more illegal generation, customer complaints and adverse media activity.
3. **Less ability to make the most of their DER investment** – More “passive” installations will be connected leading to a loss of ability to coordinate the flows to support future distributed energy markets, the network etc.
4. **Additional cost driven by reactive augmentation** to overcome the above. Today all customers will pay, is this equitable?

What have we done?

1. **Established ‘solar subsidies’ working group**
2. **Met with Solar Victoria and the Victorian Government** to discuss implications and a path forward for successful implementation
3. **Implemented a webpage** on our website to address the announcement
4. **Assessed short term resources to manage increasing volume of customer enquiries**
(Call centre, New Conns & Customer & Community).
5. **Set up weekly tracking of the number of DER applications** & the % going through the automated vs. manual process.
6. **Finalised the new online approval tool designs** and initiated planning for development
7. **Conducted a workshop on the manual pre-approval process** to look for opportunities to reduce assessment times
8. **Draft new flexible connection agreements** with our customers to enable us to maximise renewable energy generation for all customers, using smart inverter functionality

What do we need to do next?

1. **Finalise the DER customer journey** remaining recommendations e.g. improving invoicing, standardising paperwork
2. **Finalise and implement new flexible connection agreements** with our customers to enable us to maximise renewable energy generation for all customers, using smart inverter functionality
3. **Define our policy for augmenting the network , how do we charge for that?** Joint DB decisions needed on pricing & connections policy.
4. **Continue the modelling of the hosting capacity of the network** so we can truly understand how much generation we can take today.
5. **Communicate** our response strongly to govt & stakeholders
6. Actively engage with **solar installers**.
7. Reflect on the impacts to our **gas and transmission businesses**.

Online approval tool designs – example screens



Please tell us the NMI and Meter Number

These can be found on a recent electricity bill for the property.

Enter your NMI (National Meter Identifier)

This is an 11-digit number, usually on page two of your electricity bill

Enter your Meter Number

This is a 7-digit number found on your meter or also on page two of your electricity bill
This is the meter number for the meter you plan to connect your system to.

Enter the email address of the person managing this grid application

your pre-approval will be sent to this address

I'm a captcha

It looks like you already have an installation.

Please let us know if you plan to completely replace or add to it

- Adding to your existing system is when you're leaving everything that's there already and then putting some new parts on top as well.
- Replacing is when you're taking everything that's there away and adding a completely new installation.

ADDING **REPLACING**

Please let us know the total existing inverter capacity:

Please let us know the total existing export rating:

Next

go back

Based on our network assessment you are eligible for:

- 10kW inverter capacity per phase
- 5kW export per phase

It looks like this is a 3 phase property

Please tell us about your installation

Are you installing a solar generation system?

YES NO

What solar inverter do you plan to use?

Solar inverter model

Solar inverter manufacturer

CEC Approved NEC 9980 Inverter

Which phase will this inverter go on? Quantity

A

You can export-limit inverters

This inverter has an export rating of Please tell us what you'll export on this inverter.

6kW

Your export and system summary

System summary

Your systems predetermined export is 4.5kW
Your systems predetermined capacity is 6kW

NMI: 1767863
Meter Number: 999888999

Phase	Total Capacity	Total Export
A	1.5kW 2.5kW available	1kW 1.5kW available
B	1kW 0.5kW available	1kW 0.5kW available
Total	2.5kW	2kW

You can proceed to get approval for this installation.

The approval is valid for the inverter capacity and export shown or less.

Click below to get approval emailed to you.

Get Approval

go back