

Pre-installation – before you get to the site

- Check if the location where the inverter will be installed at the customer's address can be connected to the internet. Ethernet, not Wi-Fi, is always preferred.
- Apply for pre-approval through our customer portal. The auto pre-approval application is free. If your system is too large, we'll ask you to apply and pay for a manual pre-approval, which involves a technical review.
- If no internet is available at the site, you must apply for an exemption to the emergency backstop and the site will be limited to 1kW export.
- If you are replacing an inverter like-for-like, or only installing a battery, you don't need to make the entire system solar emergency backstop compliant. Refer to [AusNet's website](https://ausnetservices.com.au/solar-emergency-backstop) (ausnetservices.com.au/solar-emergency-backstop).
- Make sure your hardware (inverter and/or gateway devices and export limiting meter device) meets Common Smart Inverter Profile Australia (CSIP-Aus) standards and is on our [approved inverter list](https://ausnetservices.com.au/solar/ausnet-approved-inverter-list): ausnetservices.com.au/solar/ausnet-approved-inverter-list. Contact the inverter manufacturer if your device isn't on the list.
- Read and understand the installation and commissioning process by reading the manufacturer guides and technical briefs.
- Check whether any additional hardware or wires are required, including ethernet cables if installing a LAN connection.
- Before starting the installation, refer to the offer letter and contract terms to confirm our approved capacity, export limit and inverter settings.
- Try to commission the device on site during peak solar hours. You need to have sufficient load and generation for a minimum of 30 minutes to complete the commissioning tests. If you are installing a battery, you may need to manually override storage while performing the test.

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Installation – when you are onsite

- Install the inverter/gateway according to the manufacturer's installation and commissioning procedures and guidelines.
- Hardwire the device to the internet with an ethernet cable – this gives the customer a more stable connection than Wi-Fi.
- If you submitted an emergency backstop exemption but find internet is available when you get to site, check if the customer wants you to connect the device. If they say yes, you'll need to complete a new pre-approval application through our portal.
- If you submitted pre-approval with internet commissioning but find there is no internet available when you arrive onsite, or the internet is too unstable to support the connection, you will need to request an emergency backstop exemption by completing a new pre-approval application through our portal.
- Ensure you meet all technical and regulatory requirements, including correctly configuring the default export limit to 1kW and inverter settings to 'Region A/Australia A'.
- Energise the system and connect it to the internet following the manufacturer's guidelines.
- If there are multiple CSIP-Aus compliant inverters at one NMI, ensure there's a single software communication client to the utility server. Refer to the manufacturer's guidelines for technical support.
- Remove any existing non-CSIP-Aus inverters – unless you're only replacing the battery.
- Install and connect the new CSIP-Aus compliant system. Make sure the inverter(s) have only one point of centralised network connection for each NMI.
- Configure inverter / device settings.
- Update the firmware if required by the manufacturer. This may be needed for both new and legacy equipment to ensure commissioning capability.

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Commissioning – when the sun is shining

- Submit a post-installation application through our portal.
 - If the application was created by another installer, it will not appear in the portal under your name. You will need to contact us so we can reassign the application to you.
 - If the application was created by an authorised representative or the customer, they will need to provide you with the application details (application reference number, NMI and applicant's email address) so you can add these details to your portal account and complete the post-installation steps.
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- For **in-band registration** use the manufacturer's platform or app and enter the NMI or other details as directed. Follow the manufacturer's instructions to commission the device.
 - Login to the post-installation form in the portal and go to 'check connection' to confirm if commissioning has been successful.
 - After you login to the post-installation form in the portal, you will receive notifications when the process is complete.
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- For **out-of-band registration**, use the manufacturer's platform or app to find or generate a long form device identifier (LFDI).
 - Login to the portal, enter the LFDI number and start the initial connectivity check to ensure communication between the hardware and our server.
 - At any point during the commissioning test, you can 'check connection' to confirm if commissioning has been successful or is still underway.
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- If connectivity or capability checks fail, 'check connection' in the post-installation form in the portal to review the error messages and address the issues. After the checks are successful, the system status will change to successful.

Post-installation – before you leave the site

- Show the customer how to reconnect their inverter to the internet (including how to update their Wi-Fi password) if it loses connection.
- Give your customer appropriate manufacturer user guides for future reference.
- Give your customer contact details for their solar retailer, inverter manufacturer and us. Explain the situations they may need to contact each party in case they have any questions after installation.

Post-installation – before you leave the site (continued)

- Show your customer how to monitor their solar generation, consumption and export and confirm they know how to check that their device is connected to the internet.
- We may contact the customer if their system becomes non-compliant, if we need to test the their device, and if an emergency backstop event occurs.

Completing the application – when you are offsite

- Complete the post-installation paperwork in our portal by uploading the Certificate of Electrical Safety (CES) and Electrical Works Request (EWR) in the post- installation form.
- After you receive post-installation approval, if required, you can submit the meter reconfiguration request to the customer's electricity retailer.
- We will complete the meter reconfiguration once the service order is received from the electricity retailer. After the meter is reconfigured, the application will be marked as completed and the applicant and the customer will receive a final email from us.
- Switch the inverter on.

**Solar emergency
backstop information?**



AusnetServices.com.au/solar-emergency-backstop

AusNet Customer Support



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