

# Distributed Energy Resource Compliance

Your important role and responsibilities as a solar retailer or installer.

## Why are we talking about compliance now?

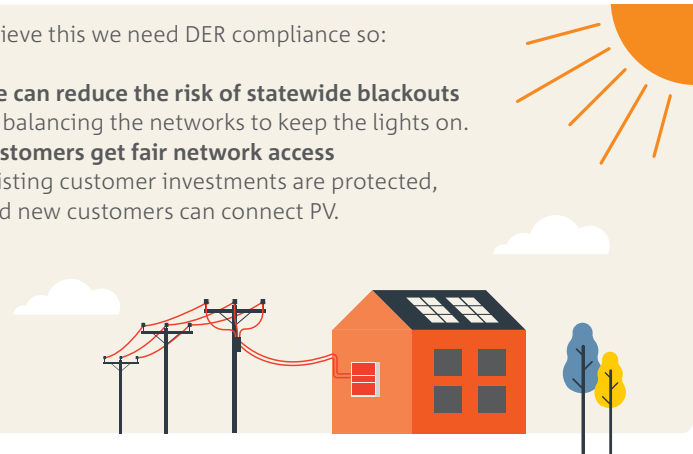
A transformation is underway in how we make and use electricity. South Australia is leading the world in the adoption of Distributed Energy Resources (DER) such as rooftop solar and home batteries. This offers a great opportunity to deliver significant value to the community and the solar industry.

We are committed to empowering the distributed energy transition. We are working to double the amount of solar we can accommodate on our network and preparing for the next wave of emerging technologies, including home batteries, electric vehicles, virtual power plants and community energy.

## Our Goal: To double the amount of Solar on our network by 2025

To achieve this we need DER compliance so:

- ✓ **We can reduce the risk of statewide blackouts**  
By balancing the networks to keep the lights on.
- ✓ **Customers get fair network access**  
Existing customer investments are protected, and new customers can connect PV.



## Why act now?

The rise of solar PV has already resulted in a fundamental shift in the way that energy is generated and consumed, resulting in periods where the whole state is now powered by solar.

In order to continue connecting DER to the network, DER are now required to be 'smart' and able to interact with the energy system. This is driving changes to standards and the connections process, requiring new capabilities from the solar industry and increasing the importance of compliance to these standards.

Getting this right means:

- A sustainable transition to renewable energy.
- Reduced risk of blackouts in South Australia.
- Customers get fair access to the network for new DER connections.
- Continued growth and prosperity of the solar industry in South Australia.
- We'll be able to better plan and operate the network to enable this future.

## What can you do to ensure systems sold and installed are compliant?

Achieving compliance is a shared outcome and something we all need to contribute to. We need your help by completing these steps:



### Sales

Ensure options quoted to your customer meet all regulations and requirements. Get instant approval using *SmartApply*.



### Pre-install

Familiarise yourself with installation requirements from equipment providers. Utilise guides and instructions available on [our website](#).



### Install

Inverters and devices need to comply with all connection standards, including SA Power Networks' technical standards.



### Commission

Use the manufacturer's App or portal to commission the system. **Ensuring the system is connected to the internet or a smart-meter capable of disconnecting in the system emergency.**



### Close out

Close out all equipment using the *SmartInstall* web app. **Your installation isn't compliant until this step is completed.**

## Important links and reminders to assist you

- Ensure that the systems you're selling and installing are compliant with the latest Australian Standards, in particular the new AS4777.2:2020. [The Clean Energy Council maintains a list of compliant inverters.](#)
- Take the time to understand your customer's circumstances at point of sale. Site internet connectivity and the location of home internet from the system install point are important to discuss with your customer.
- Familiarise yourself with active SA Government Smarter Homes regulations, including:
  - [Relevant Agent Remote disconnection and reconnection requirements](#). Every new or upgraded exporting system from 28 September 2020 must have a Relevant Agent and be capable of being remotely disconnected and reconnected by the Relevant Agent. You can nominate a Relevant Agent at time of network connection using SmartApply and this must be configured and working correctly at time of installation. If the nomination changes, you can contact us to update it.
  - [Smart Meter wiring requirements](#). A meter installed at a connection point must be capable of separately measuring and controlling an electricity generating plant and controllable load from the essential load.
  - From 1 July 2023, SA Government [Dynamic Export Limits](#) requirements will apply. This means that all exporting generation systems need to comply with the Office of the Technical Regulator's remote updating methods and export limiting methods guidelines.
- **SA Power Networks SmartInstall close out web application is a requirement for all DER installations. A qualified installer needs to use SmartInstall onsite at the time of installation.**
- Understand the approved export limit arrangement and have a plan for the installation.
- In partnership with the Clean Energy Council, we have developed free course SAPN embedded generation compliance (30 Core CPD points), available by logging into the [Clean Energy Council's Learning Hub](#). To enrol, enter the enrolment key 'ThanksSAPN'.

## What are we doing to support the solar industry?

SA Power Networks' role is to make sure that systems connected to the network are compliant with relevant regulations and technical standards, ensuring they will operate within the technical limits of the energy system.

Our dedicated New Energy Services Team has been set up to engage with, train and provide tailored, ongoing support to solar retailers and installers, so that we can work together to meet compliance goals.

From January 2022, this team will proactively start working with solar retailers and installers to ensure systems you are selling and installing are compliant. The process includes six stages and follows a traffic light system of escalation if non compliant.

- 1**
  - SAPN to engage solar retailers and installers.
  - SAPN to build awareness of obligations.
  - Together, establish remediation plans.
- 2**
  - Retailers/installers to report on plans.
  - SAPN to monitor progress.
- 3**
  - SAPN to issue a formal warning.
  - SAPN to notify SA Gov OTR, CEC, CER.
- 4**
  - Retailers/installers to report on plans.
  - SAPN to monitor progress.
- 5**
  - SAPN to block SmartApply instant approval.
  - SAPN to monitor progress.
- 6**
  - SAPN to block new SmartApply applications.
  - SAPN to notify SA Gov OTR, CEC, CER.

If we identify any issues with compliance, we will contact you to explore how we can work together to improve your compliance.

However, if compliance levels do not improve, we will begin taking further steps as outlined in the 'amber' section and subsequent 'red' section.

At each stage of the process, we will provide an opportunity for you to engage and determine a pathway to compliance, and our intention will always be to work with you to bring you back into the 'green'.

Working with solar retailers and installers so far shows that with the right level of understanding around obligations, and commitment to make changes, staying in the 'green' is straightforward.

## What can you do next?

- Familiarise yourself with this Compliance Brochure
- Use SmartApply to check which sites are not closed-out
- Ask New Energy Services for a **Compliance Health Check**

### Compliance Health Check - How it works

- 1 Request a Compliance Health Check**  
Contact [newenergyservices@sapowernetworks.com.au](mailto:newenergyservices@sapowernetworks.com.au) requesting a Compliance Health check
- 2 We'll supply a snapshot of your compliance**  
Information such as lists of any non-compliant sites and advice on how to remediate will be provided as appropriate.
- 3 Take action**  
Using the information provided, take the necessary steps to fix any non-compliances. We're here to help with this step too.

## Get in touch

Our team is available to answer your enquiries.

### New Energy Services

✉ [newenergyservices@sapowernetworks.com.au](mailto:newenergyservices@sapowernetworks.com.au)  
📞 13 12 61 – select option 2