

Victoria's Emergency Backstop

Retailer and Installer Webinar
Wednesday 11 September 2024

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Integration, Energy Group*

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and Policy, Solar Victoria*

Victorian *Distributed Network Service Providers*



Agenda


- Welcome and introductions – **Solar Victoria**
- Overview and key messages – **DEECA Energy**
- What is happening and what do you need to do – **Victorian distribution businesses**
- Q&A – **moderated by Solar Victoria**
- Close – **Solar Victoria**

Introductions

Victorian Government	Role	Organisation
Claire Maries	a/Director Networks and DER Integration	Department of Energy, Environment and Climate Action
Paul Corkill	Executive Programs Industry and Policy	Solar Victoria

Victoria distribution businesses	Organisational Representatives	Role
Jemena	Christopher Masson	Customer Development Manager – Electricity Distribution
AusNet	Mary Masters	DER Integration Engagement
CitiPower, PowerCor and United Energy	Andrew Bailey	Head of Network Program Management

Victoria is introducing an emergency backstop for rooftop solar

 The emergency backstop will make sure that solar exports can be safely managed and enable more households to get the benefits and annual bill savings associated with solar.

Why do we need an emergency backstop?

Occasionally on mild, sunny days when there is low demand for electricity, more solar is exported to the grid than we can use.

This can lead to:



unstable electricity supply



local voltage issues



possible outages

Using the emergency backstop is a last resort. It will not affect the supply of electricity to your home.

What this means for solar customers?

If you are installing or upgrading your rooftop solar system **after 1 October 2024**, your installer must ensure it is emergency backstop enabled.

From 1 October 2024, new and replacement solar systems will need:



a compatible inverter









a reliable internet connection*

*unless exceptions apply

Key changes across the solar installation journey and supporting resources

Represents a typical household solar system installation process **for a solar installers/retailers**

<p>Pre-sale</p>  <p>Key Changes</p> <p>1. Check updated product lists to ensure solar systems you are selling are compliant.</p>	<p>Apply</p>  <p>Key Changes</p> <p>2. Check that compliant inverters have been onboarded with the DNSPs servers and portals to appear in the solar application process.</p>	<p>Pre-install</p>  <p>Key Changes</p> <p>3. Complete any new technical training and be aware of technical guidance changes.</p>	<p>Install and test</p>  <p>Key Changes</p> <p>4. Complete commissioning process on site using an internet connection.</p>	<p>Post-install</p>  <p>Key Changes</p> <p>5. Complete safety inspection as per normal and follow the commissioning guides provided by DNSPs and solar manufacturers.</p>	<p>Close out</p>  <p>Key Changes</p> <p>6. Provide consumer factsheet if required</p>
<p>Helpful information</p> <p>Solar Victoria Product List (updated) CEC Approved SCC Product List (updated)</p> <p>Victoria's Emergency Backstop Customer Factsheet (new)</p>	<p>DNSPs onboarded solar manufacturers list: PowerCor & CitiPower United Energy AusNet Jemena (new)</p> <p>DNSPs solar application portals:</p> <ul style="list-style-type: none"> CitiPower & Powercor United Energy: AusNet Jemena <p>(updates coming soon)</p>	<p>Solar Victoria NTM Requirements (new) Free CDP Solar Installer Training (new) Solar Victoria Installer Guides Information (new)</p> <p>DNSP/OEM Installer Training (underway)</p>	<p>Energy Victoria Supporting Industry Guidance (new)</p> <p>DNSP/OEM Installation Commissioning Support Guides (updates coming soon)</p>	<p>ESV Certificate of Electrical Safety</p> <p>DNSPs solar installation portals:</p> <ul style="list-style-type: none"> CitiPower & PowerCor United Energy AusNet Jemena <p>(updates coming soon)</p>	<p>Victoria's Emergency Backstop Customer Factsheet (new)</p>

Key information

Victorian Government helpful resources and training:

Supporting industry guidance

Customer fact sheet

Free online, self-paced eLearning for installers and industry (20 CPD pts)

Visit: www.energy.vic.gov.au/emergency-backstop-solar **OR**
<https://www.solar.vic.gov.au/emergency-backstop-training>

Now available

Victorian distribution businesses resources and training:

Jemena training website

AusNet training website

PowerCor & CitiPower training website

United Energy training website

Now available

DNSPs consumer, installer and retailer industry readiness engagements
(in progress)

DNSPs solar connection portal updates

Coming soon

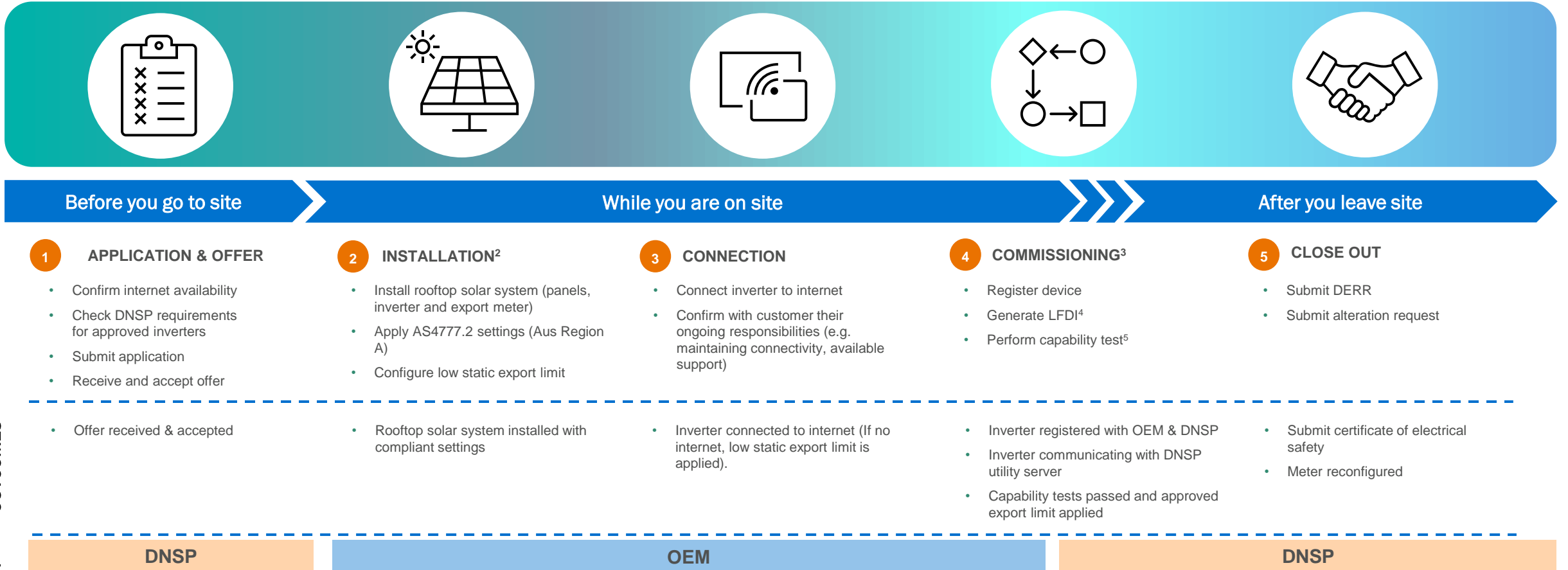
Emergency backstop mechanism

Victorian DNSPs update



The Installer Connection Journey

This diagram provides a high-level overview of the end-to-end connection journey for installers for basic connections (1-30kVA)¹ when connecting a system using a CSIP-Aus compliant inverter. The end-to-end process is aligned across DNSPs, however there will be steps specific to each distributor throughout the process.



1. Similar Emergency Backstop connection process applies for negotiated connections (30-200kVA), however there are extra steps throughout.
 2. If the internet is not available at a site, then once installation is completed, check with the OEM or DNSP regarding registration of the device, then proceed to close out
 3. Commissioning is completed with the OEM and with the DNSP. The device needs to be registered with the OEM and a LFDI generated, then registered with the DNSP and successfully tested.
 4. The process for generating and inputting the LFDI will vary across DNSPs
 5. Depending on the DNSP and weather conditions, the capability test can be completed by the installer while on site, or remotely at a later date (assuming the internet connection has been successfully established).

Differences table

Issue/topic	AusNet	Jemena	CitiPower / PowerCor / United Energy
Approved inverters	Only allow tested 'AusNet Approved' devices to be installed and connected to our network. Compatible equipment will be published on website.	<ol style="list-style-type: none"> 1. Allowing 'CEC Approved' devices to be installed and connected, with a low static export limit (<30kVA). 2. For full export or systems >30kVA, they must be on the Jemena Approved List. 	Must be CEC-approved. To be eligible for full export, must be onboarded with us (refer to our website for list of approved devices).
In-band and out-of-band registrations	In-band and out of band registrations supported from 1/10/24	<ol style="list-style-type: none"> 1. Out of band registrations supported from 1/10/24. 2. In-band registrations coming shortly after (1-2months). 	Support both in-band and out of band registrations.
Default/Exempt export limits	1kW low static export	0.5kVA low static export (per site)	Zero export if not emergency-backstop enabled (< 30kVA only) or if comms drop out
Capability testing conditions	1kVA export + 500W load Passing commissioning test takes approx. 30 minutes to complete but is weather and site dependent: commissioning test will run for up to 7 days.	<ol style="list-style-type: none"> 1. 5kVA export (per phase) if Emergency Backstop is Enabled (<30kVA). 2. Passing commissioning test is weather and site dependent: commissioning test will run for up to 7 days. 	1kW generation required. Ideally testing is successfully completed while on site, however the testing can be initiated remotely. Capability tests take approximately 5-10 minutes to complete.

Responsibilities

It's imperative that everyone understands we all have a role to play in implementing the emergency backstop mechanism

DNSPs



OEM onboarding

Input into Industry-led messaging and sessions.

Educate and support installers on the steps that are specific to the DNSPs end-to-end connection process.

Ongoing support to OEMs, installers and customers.

OEMs



Provide installers with information and support (including documentation) on registering their device – including in-band / out-of-band registration (LFDI/NMI), establishing internet connection, supporting installers / customers with guides.

Make references to DNSPs' websites for specific instructions.

Customer support in reconnecting inverters to internet.

Aggregators / SCC providers



Maintain CSIP-Aus compliance

Align compatibility with DNSPs

Support high levels of customer connectivity

Coordinate with DNSPs during MSL events

Plan for future connection loads

Installers



Installs CSIP-Aus inverter according to manufacturer's instructions and DNSPs requirements.

Obtains and supplies (if necessary) LFDI/NMI info to support capability/commissioning by DNSP.

Rectifies installation issues.

Supports customers

Completing CPD training re: EB

Customers



Maintain internet connectivity to inverter.

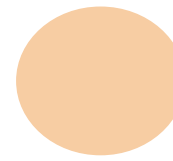
Maintain current contact information.

Electricity Retailers



Support customers with questions before, during and post installation as well as when moving house / new builds. MSL event information

Developers



Aware of EMB requirements and the possible need for installer to revisit premises to complete commissioning.

Solar Retailers



Communicate EMB requirements to customers and include in estimates.

Key messages

The important takeaways regarding Victoria's emergency backstop mechanism for rooftop solar



The Emergency Backstop Mechanism is a government mandate all Victorian Distributors must implement.

CSIP-Aus compatibility is required for new, upgraded, or replacement solar systems <30kW in Victoria on pre-approvals submitted from 1 October 2024.



Dynamic solar connections won't hinder solar uptake: it will allow distributors to safely connect more rooftop solar.

The Emergency Backstop is not a Flexible Export connection, but CSIP-Aus will enable Flexible Exports in the future.

Amendments or replacements of legacy systems require full backstop compliance, except like-for-like replacements.



This solar industry transition is essential for networks to safely manage increasing solar export.



Battery-only installations or additions (not hybrid inverters) need to meet AS/NZS4777.2:2020 standards.



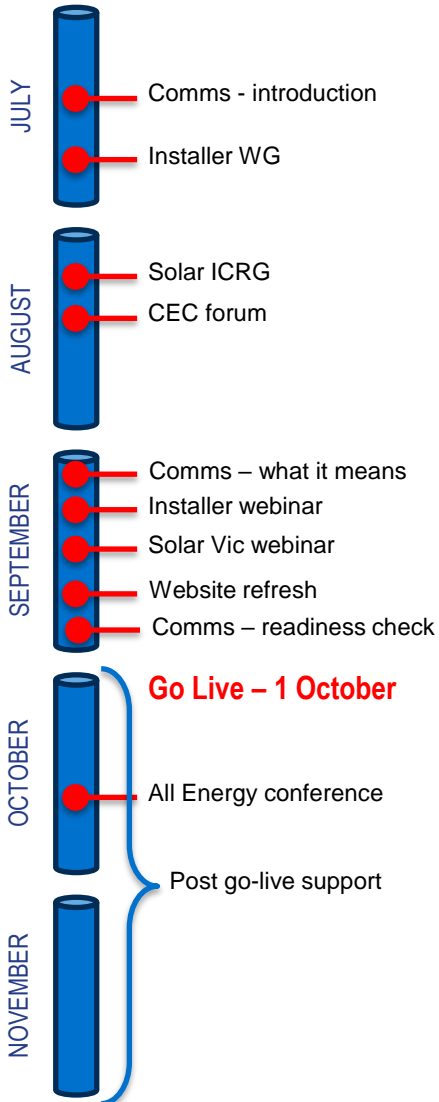
Backstop exemptions can be requested for sites unable to connect to internet: system must still be backstop compliant (future proofing for when internet becomes available); exempted connections are constrained to fixed low export.

If your preferred inverters are not yet Emergency Backstop 'approved' please speak to the manufacturer.




Reliable internet (preferably ethernet) is critical to avoid commissioning failures and/or disconnection after installation.


CitiPower, Powercor and United Energy



KEY SOURCES OF INFORMATION TO HELP YOU PREPARE FOR 1 OCTOBER




- Webinar recording
- Installer Videos
- Customer animation




- Installation checklist
- Questions to ask your installer

WHERE ARE THEY LOCATED?




Emergency backstop for minimum demand events | CitiPower & Powercor
Emergency backstop for minimum demand events - United Energy


AFTER 1 OCTOBER, WHERE CAN I GO FOR HELP?



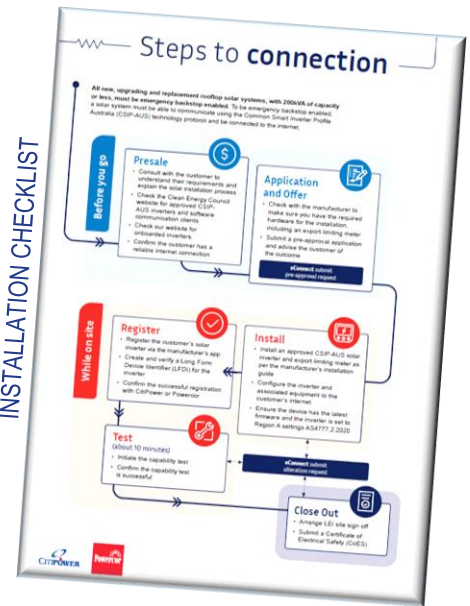
New Energy Services team
 1800 772 940
 (M-F 8am-4pm)



Our websites



newenergyservices@powercor.com.au
newenergyservices@unitedenergy.com.au



INSTALLATION CHECKLIST

SOLAR INSTALLER'S WEBSITE PAGE

EXPLORE THIS PAGE Emergency backstop Steps to connection Contacts, policies and resources

While on site

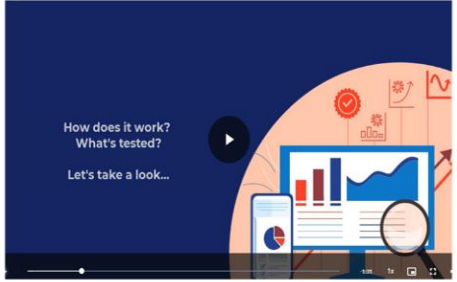
Register

- Register solar inverter via device manufacturer app
- Create and verify Long Form Device Identifier (LFDI) for the inverter
- Confirm successful registration with CPPALUE

Install

- Install approved CSIP-AUS solar inverter and export limiting meter as per the manufacturer's installation guide
- Configure the inverter and associated equipment to the customer's internet
- Ensure the device has the latest firmware and inverter is set to Region A settings AS4777.2.2020

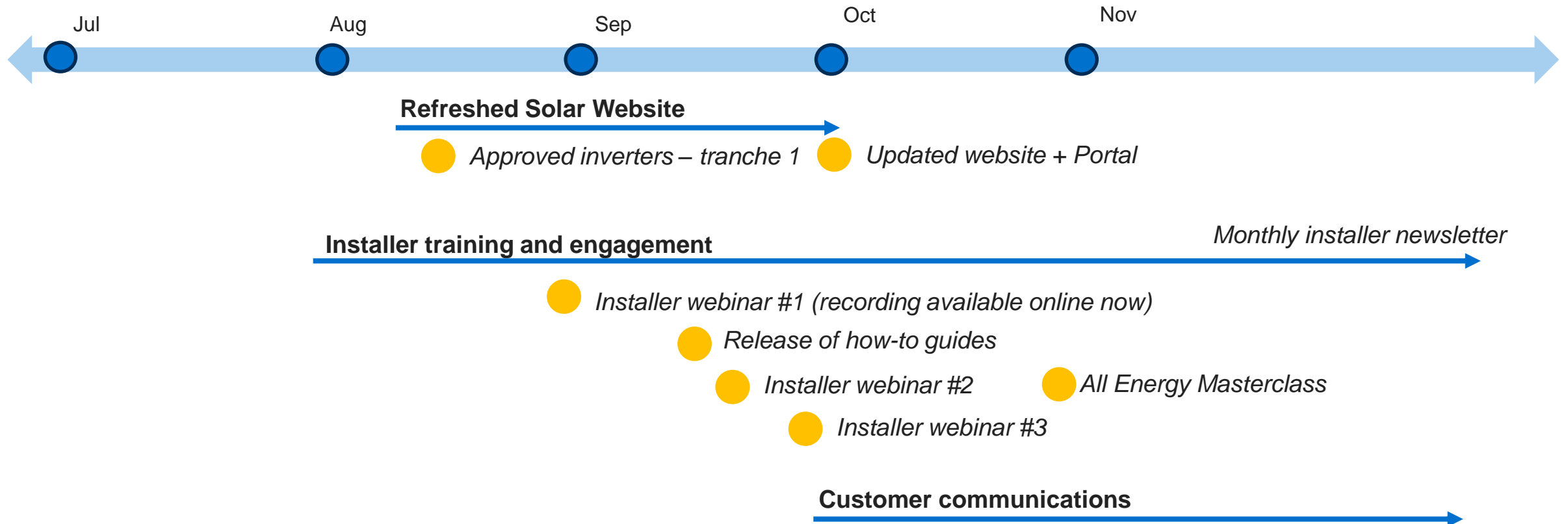
How does it work?
What's tested?
Let's take a look...



AusNet timeline

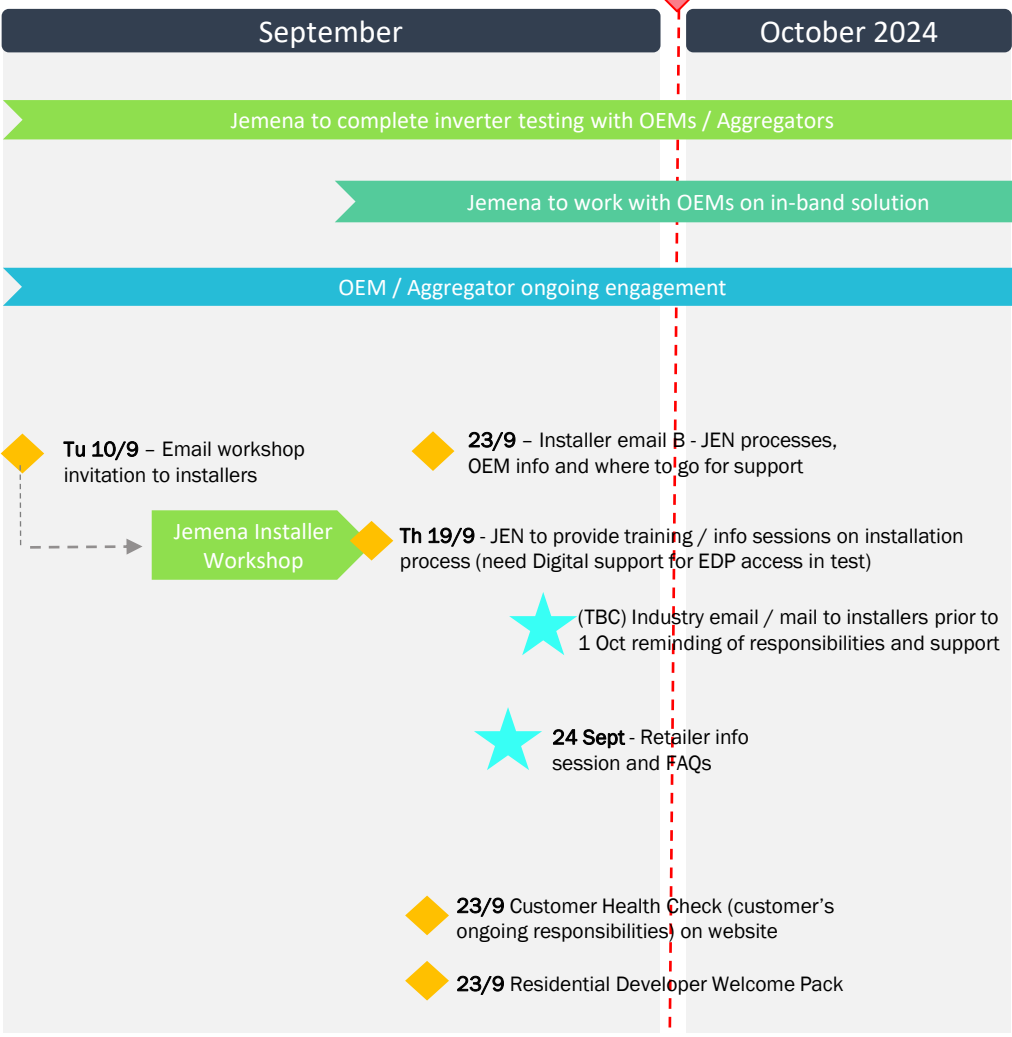
1 October 2024 go live

- Updated pre-approval tool and portal
- Updated website
- Updated Model Standing Offer
- Installer Support Desk ready for queries via 1300
- Further information: www.ausnetservices.com.au/solar-emergency-backstop
- Email us: Solarbackstop@ausnetservices.com.au



Jemena - High-level roadmap

Go Live



Solar and Other Technologies



If you're keen to join the growing number of Victorian households lowering their energy bills and carbon footprint with solar and other technologies, we're here to guide you through the process.

5 Steps to Solar Success

- Choose your installer**
 - Do your research on your electricity usage.
 - Review a list of compliant inverters.
 - Find accredited installers and get a quote.
 - Check that the equipment quoted, including inverters, is compliant.
- Pre-approval**
 - Submit a pre-approval application to Jemena.
 - Provide your contact details.
 - Read pre-approval offer carefully.
- Installation and commissioning**
 - Your solar installer will install the system.
 - Allow time for inverter commissioning tests by Jemena to ensure it works (~7-10 days).
 - Ensure internet connectivity.
- Notify your retailer**
 - Notify your retailer about your solar Feed-in-Tariff.
 - Once Jemena receives the request from your retailer, Jemena will reconfigure your meter typically within a few days.
- Ongoing compliance**
 - Ensure internet connection maintained for inverter.
 - Check solar export credits on your electricity bill.
 - Jemena must conduct periodic compliance tests (annually).

Victoria's Emergency Backstop Mechanism

The Victorian Government has introduced changes that require Distribution Businesses, such as Jemena, to remotely turn down (reduce) or switch off solar generation during an emergency, such as when we have a supply and demand imbalance within the electricity network. This temporary action will be taken at the direction of AEMO to protect the stability of the network.

The final stage of changes, which come into effect from 1 October 2024, will impact households and small businesses installing a new, replacement or upgraded system.

[Read more](#)

Key Supporting Information:

- [Jemena Website](#)
- [Emergency Backstop page](#)

Questions

Please raise your hand digitally via the Team's function.

When selected by the moderator, please unmute yourself, turn on your camera, and ask your question.

