

REC/Installer FAQs for Solar Pre-Approvals

Why do I need a Solar Pre-Approval to connect solar or battery?

It is important to obtain pre-approval to install solar or batteries on your premises, as we need to check the network to ensure the area has enough capacity to safely connect. We use smart meter data to understand the power quality in the area. This includes the level of solar penetration in the area, the impact that additional export will have on the power quality in the neighbourhood, and the capacity of existing assets. We aim to enable most customers to export the amount of excess solar they are looking for. Sometimes, this is not possible due to the capacity of the network in your neighbourhood.

How do I get a Preliminary Assessment for capacity $\geq 1\text{MVA}$?

Please submit the preliminary assessment form via the [online connection application service](#).

I have received the results of the Preliminary Assessment. Does it mean that I can install now?

No. You still need to submit an application via the [online connection application service](#). Once the technical review has been completed, we will issue an agreement. Ideally, you can commence installing once the agreement is executed.

How do I connect solar or a battery to a customer's home or business?

The first step is to raise a Solar Pre-Approval (SPA) via the [online connection application service](#). This is necessary to approve the customer's intended system size and assess the export available to the customer.

When the installation and inspection has been completed, you will be required to submit an Alteration request with United Energy via the [online connection application service](#) to reconfigure the meter and update the DERR register.

My assessment has an outcome of "0.0kW export". What does this mean?

This means that you can connect your embedded generation for self-consumption; however, the network cannot accommodate export of excess generation in your area at this time. It is important that you factor this into your decision when choosing the size of the system you wish to install.

What if I am not happy with the Preliminary Assessment outcome?

You can still submit the application via the online connection application service. We will get back to you during the technical and planning assessments if we can allow greater export. This may involve additional cost for network augmentation.

Do I have to balance a system across phases?

For inverter system sizes greater than 5kVA, the output should be balanced across multiple phases. No more than 5kVA unbalance between any phase is allowed. This requirement is applicable to 3 wire single phase (new standard: 230/460V, old standard: 240/480V) and three phase supplies (new standard: 230/400V, old standard: 240/415V).

Do I need to complete injection testing?

Injection testing is not required for systems under 30kVA. If the installation is above 30kVA, injection testing is mandatory to ensure compliance to AS4777.1 installation requirements and additional anti islanding protection to prevent the generator from operating and feeding back to the grid when the grid supply is lost.

Do I need to maintain 2% voltage rise if my application was not approved to export?

Yes – as per AS 4777.1:2016 3.3.3 guidelines voltage rise must be less than 2% from the point of supply to the AC terminals of the inverter.

When do I require a Single Line Diagram (SLD)?

When the system is over 30kVA you must submit an SLD and associated documentation as part of your application submission.

Why do I require a Generator Agreement?

Systems up to 10kVA, with 5kVA export on a single-phase site or 30kVA with 15kVA export on a three-phase site are covered by the Model Standing Offer (MSO) which is available on our website and approved by the Australian Energy Regulator (AER).

Systems larger than these limits must follow a negotiated connection services process which requires a Generator Agreement to be signed for the site. The Generator Agreement is signed by the customer.

I am trying to submit the alteration request through the online connection applications service, and it is saying the Solar Pre-Approval (SPA) is invalid, but it hasn't expired yet. What does it mean?

The SPA may not be finalised as we have not received the Generator Deed or SLD. This can be uploaded to the SPA via the [online connection application service](#). Alternatively, the documents provided may not be valid. If this is the case, you will have an outstanding 'Pending Action' in the [online connection application service](#).