Submit an Alteration request (Solar)

This work instruction describes the steps for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit an Alteration request.

Things to know before starting

Once you start an application, the steps are listed on the left-hand side of the screen. As you move through each step, your progress is highlighted. Mandatory fields are marked with a red asterisk (*) and need to be completed before you can progress.

If you can't complete the alteration request, you can save a draft by moving to the bottom of the screen and selecting **Save for later**. Drafts expire after 28 days.

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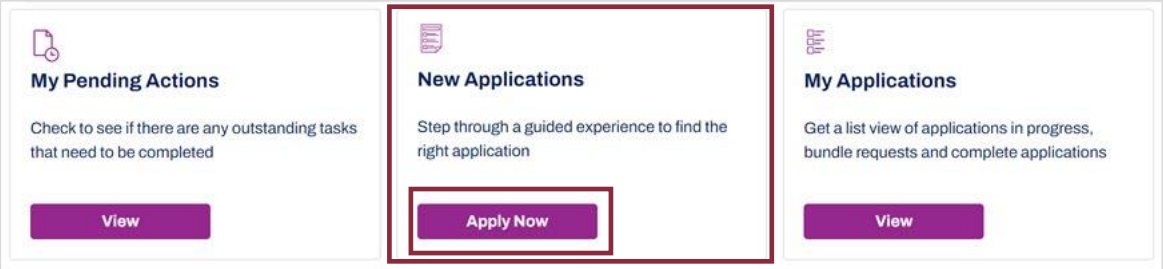
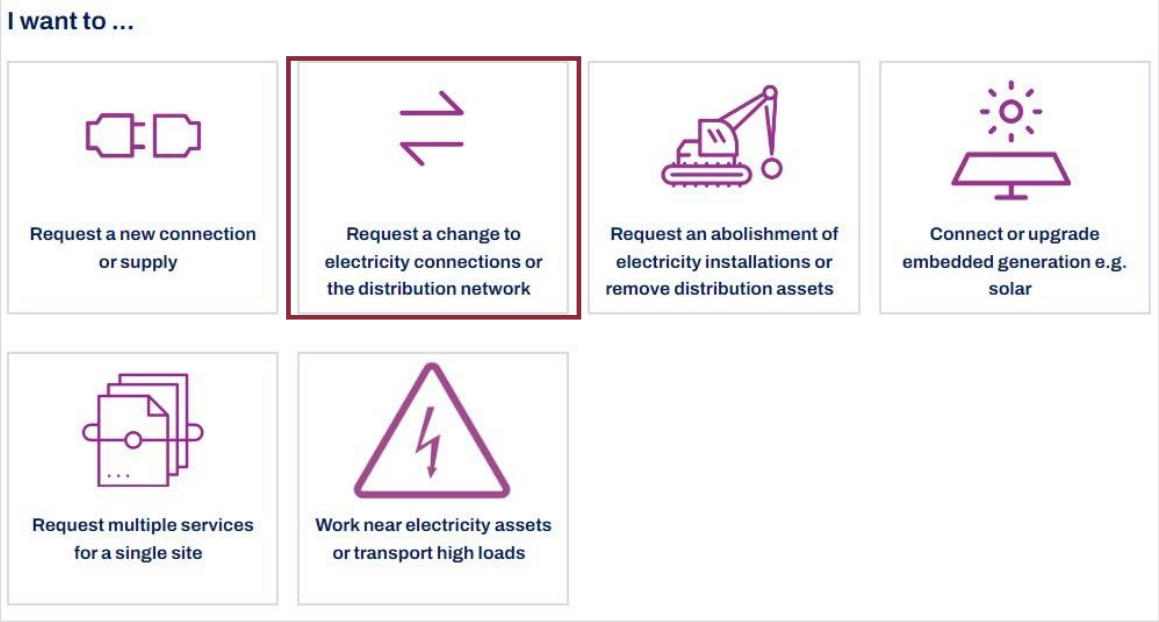
Section1: Initiate Alteration Request

Step 1 Sign in to **myEnergy**.

Step 2 From **Connection Services** select the **New Applications** tile, and then select **Apply Now**.

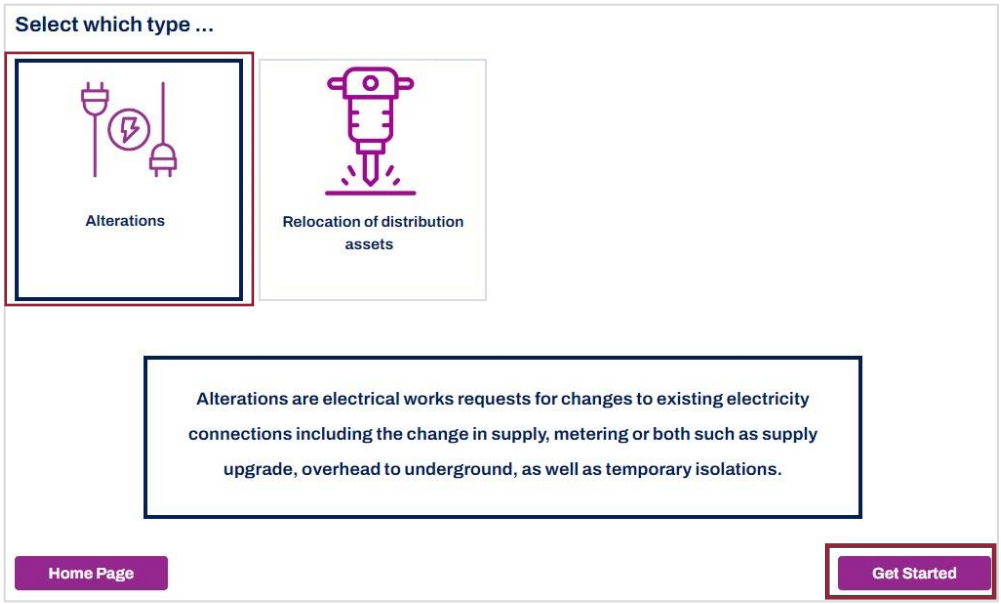


Step 3 From **I want to…**, select **Request a Change to electricity connections or the distribution network**.



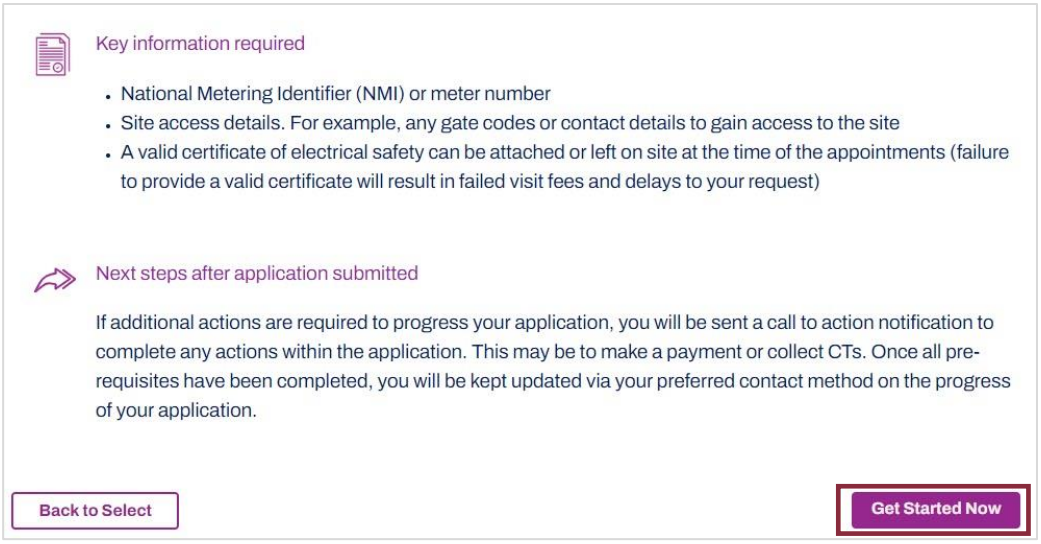
Step 4

Move down to **Select which type…,** select **Alterations,** and then select **Get Started.**



Step 5

Read the **Key information required,** and **Next steps after application submitted**, and then select **Get Started Now**.

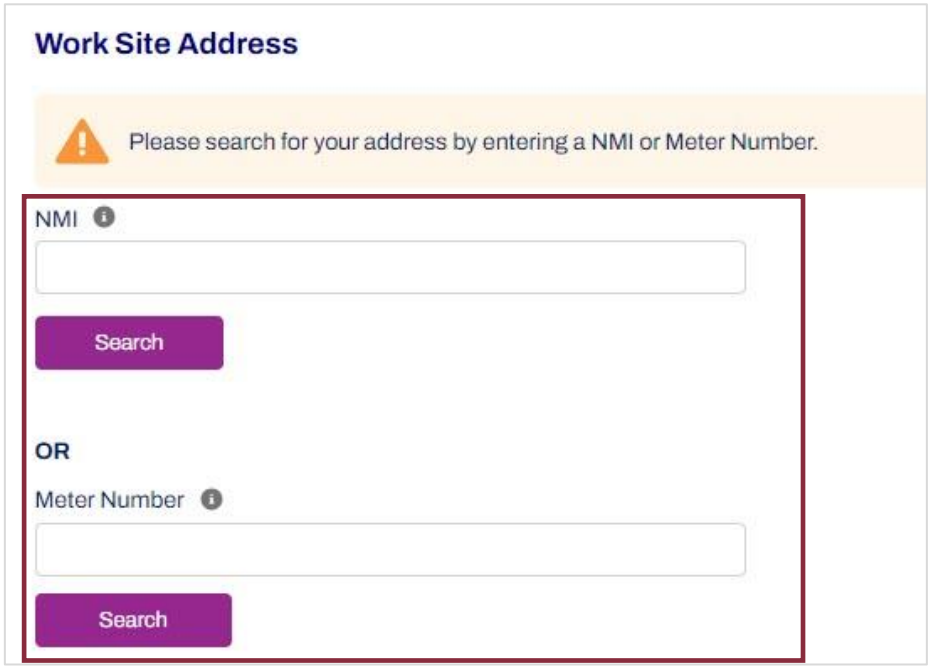


Section 2: Location Details

Step 1

Go to the **Work Site Address,** and do one of the following:

- Type the **National Metering Identifier (NMI)**, in the **NMI** box, and then select **Search**.
- Type the property **Meter Number**, in the **Meter Number** box, and then select **Search**.

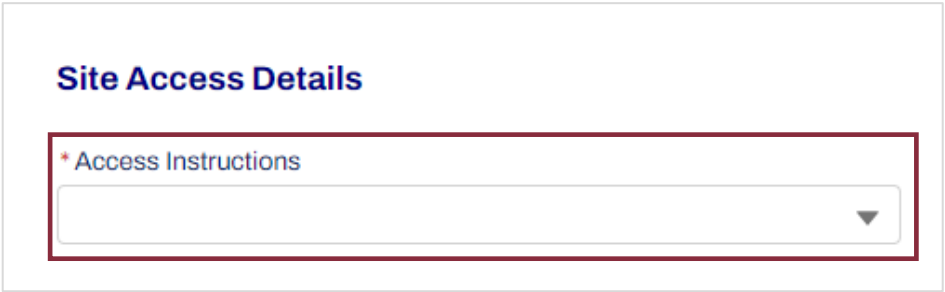


Step 2

If the displayed address is correct, select **Confirm**.

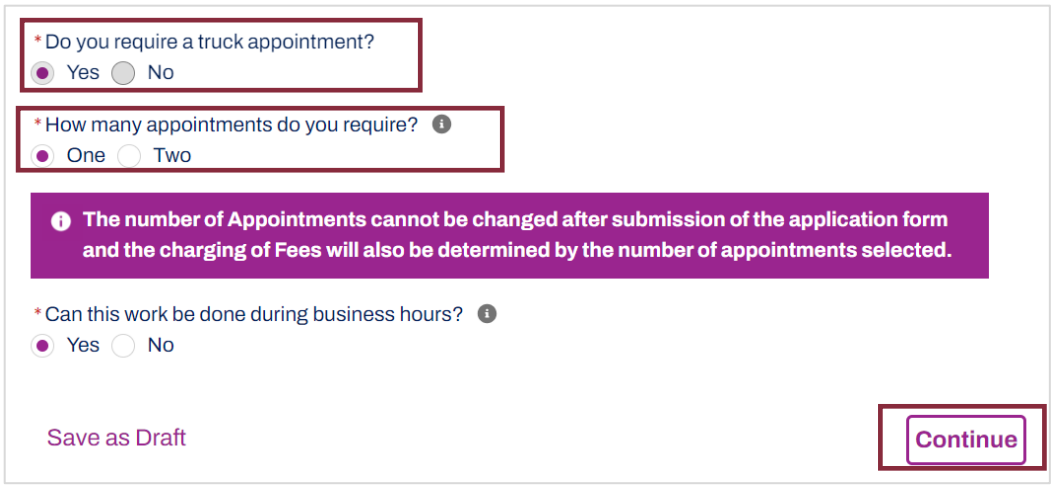
Step 3

Under **Site Access Details**, pick the **Access instructions** from the options in the dropdown list.



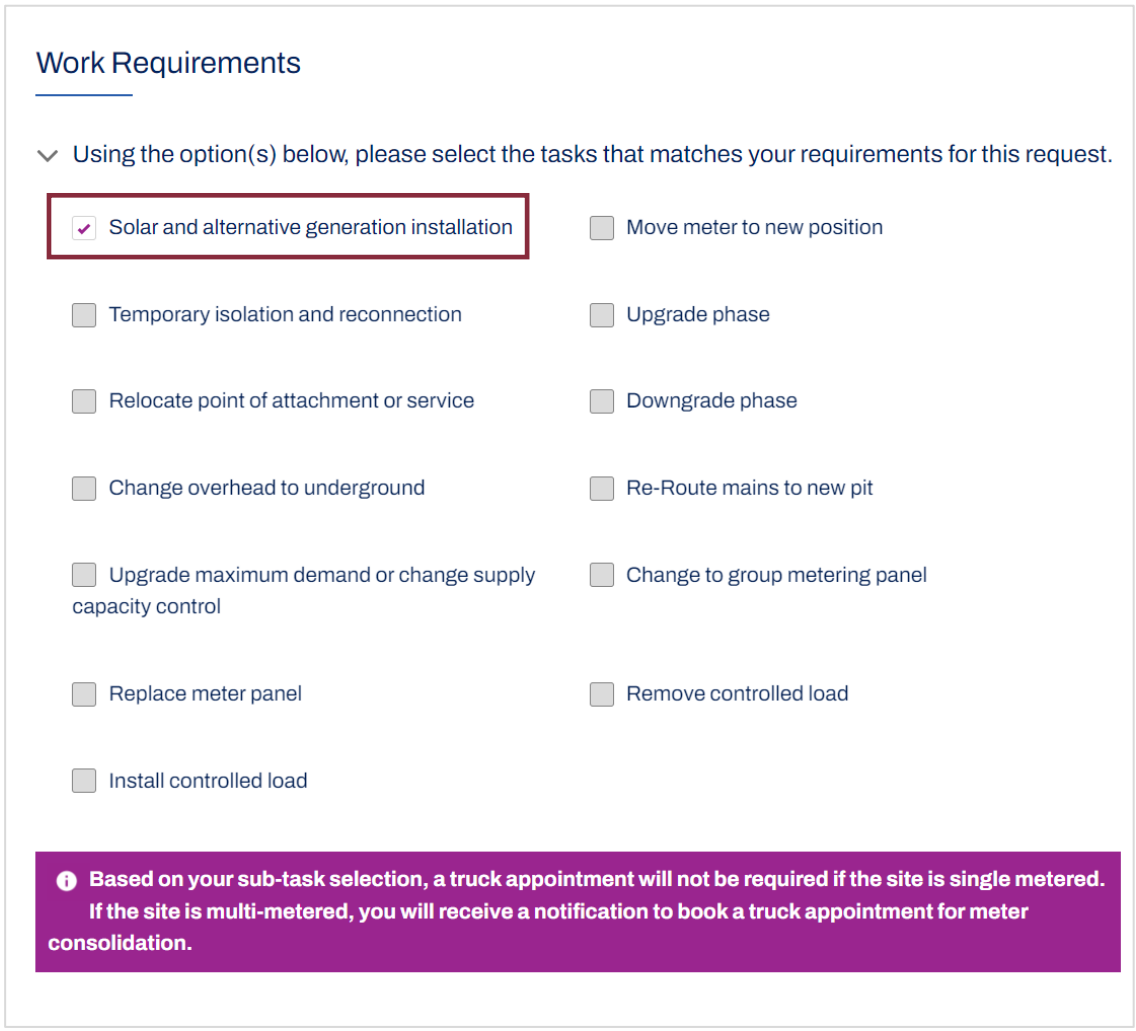
Step 4

Under **Do you require a truck appointment?** select **Yes** and under **How many appointment so you require?** select **One.** Then select **Continue.**



Section 3: Work Requirements

Step 1 Under **Work Requirements**, select the **Solar and alternative installation** checkbox**.**



Note: After selecting **Solar and alternative generation installation** the truck appointment will be cancelled if the site is single metered.

Step 2 Under **Work Requirements**, complete the following fields:

Field	Instruction
Inverter Rated Output (kVA)	Type the inverter rated output. **Note:** Ensure the output value does not exceed the proposed total system capacity from your solar pre-approval. If you are increasing system size, type the inverter rated output after the increase. For example, if the current system is 5kva and you're adding 10kva the inverter rated output is 15kva.
Pre-Approval Number	Type your solar pre-approval number.
Installed Export Limitation (kW)	Type the site export limitation as per the approved solar pre-approval export value.
Islandable Installation	Pick from the options in the dropdown list. **Note:** To indicate installation of small generating units designed with the ability to operate in an island mode.
Central Protection and Control	Pick from the options in the dropdown list. **Note:** If stie export limitation is less than inverter rated output, Central Protection and Control must be **Yes** to indicate appropriate export limit device installed.

Step 3 Select **Continue.**

Section 4: DERR Details

Step 1 Move down the page and select **Add new AC Connection**.



Step 2 Pick from the options in the **AC Equipment Type** box.

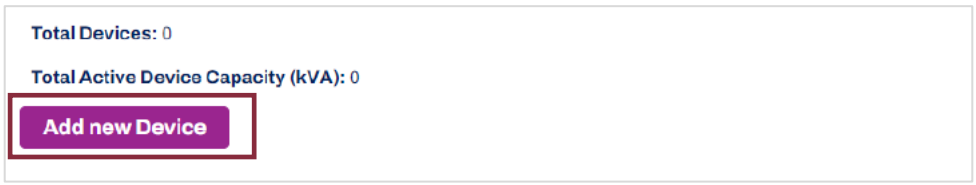


Step 3 Under **AC Connection Information**, complete the following fields:

Field	Instruction
Number of AC Connections	Type the number of AC connections.
Inverter – DRED Interaction	Pick from the options in the dropdown list. **Note:** To indicate installation of small generating units designed with the ability to operate in an island mode.
Inverter Model Number	Pick from the options in the dropdown list.
Serial Number	Type the serial number. **Note:** If more than one serial number, press enter after each number. The number of AC Connections should match the number of serial numbers entered.
Applied the above inverter settings?	Pick from the options in the dropdown list. **Note:** To verify and confirm all inverter setting adhere to compliance standards.

Step 4 Select **Save.**

Step 5 Move down the page and select **Add new Device.**



Step 6 Use the **AC Connection box** to search for, and then select the AC Connection.



Note: To display all available AC Connections select the **search dropdown box** then select the **Spacebar** on the keyboard.

Step 7 Under **Device Information**, complete the following fields:

Field	Instruction
Device Type	Pick from the options in the dropdown list.
Device Sub Type	Pick from the options in the dropdown list.
Number of devices	Type the number of devices.
Device Model	Type the device model.
Device Manufacturer	Pick from the options in the dropdown list.

Step 8 Select **Continue.**

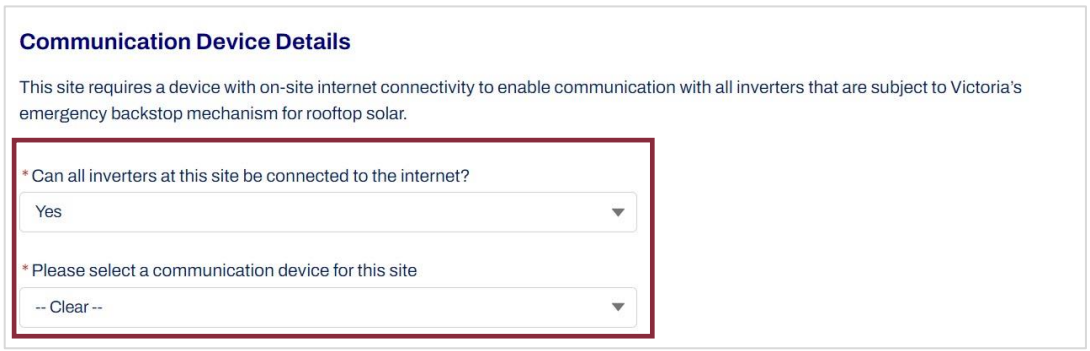
Section 5: DER Communication Device

Before a **DER Communication Device** can be connected to our network it must be registered with the manufacturer. Download the relevant app and register the device before commencing.

Note: If you selected Generator Monitoring Meter, the Communication Device Details box, will not display. Go to, **Section 6: DER Communication Capability Test**.

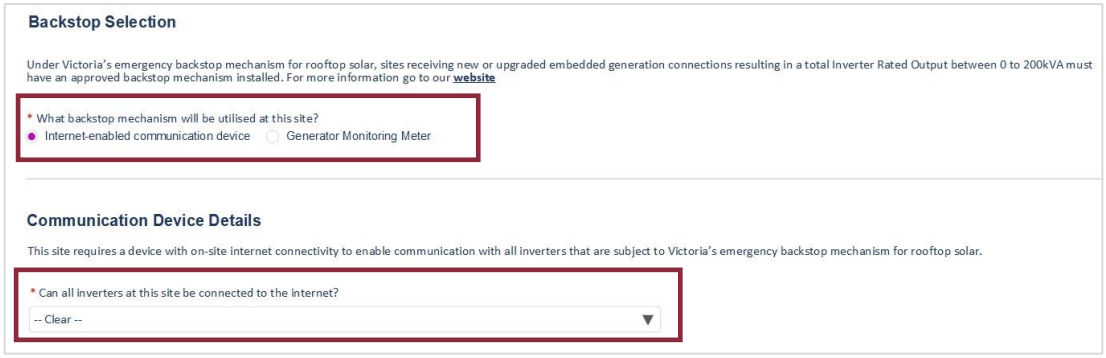
Step1

For rooftop solar systems 0-30kVA: From the **Communication Device Details** box, pick from the options in the **Can all inverters at this site be connected to the internet?** dropdown list. Then from the **Please select a communication device for this site** box, pick from the options.



Note: Sites where all inverters can't be connected to the internet, and with a total Inverter Rated Output between 0-30kVA, are to be configured for zero export.

For rooftop solar systems 31-200kVA: From the **Backstop Selection** box, pick from the **What backstop mechanism will be utilized at this site?** options. Then from the **Communication Device Details** box, pick from the options in the **Can all inverters at this site be connected to the internet?** dropdown list.



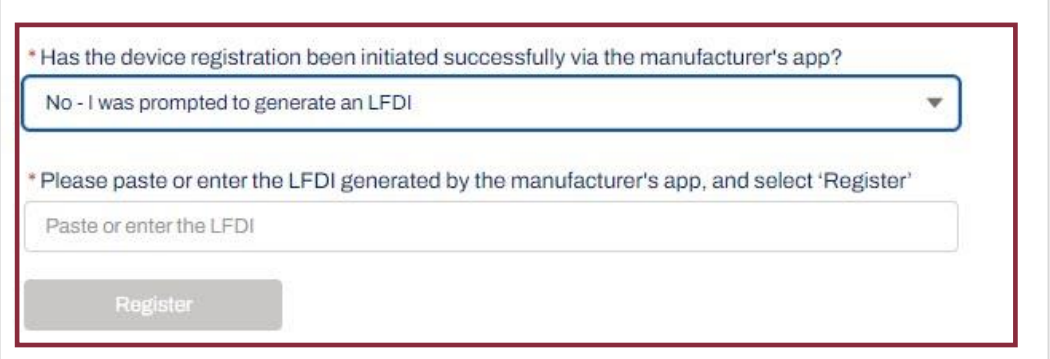
Step 2 Select **Continue.**

Step 3 From the **Communication Device Details** box, go to the **Has the device registration been initiated successfully via the manufacturer's app?** dropdown list. Do one of the following:

- Select **Yes**, and then select **Verify Registration**.



- Select **No,** and then enter the LFDI in the **Please paste or enter the LFDI generated by the manufacturer's app** box, and then **select Register**.



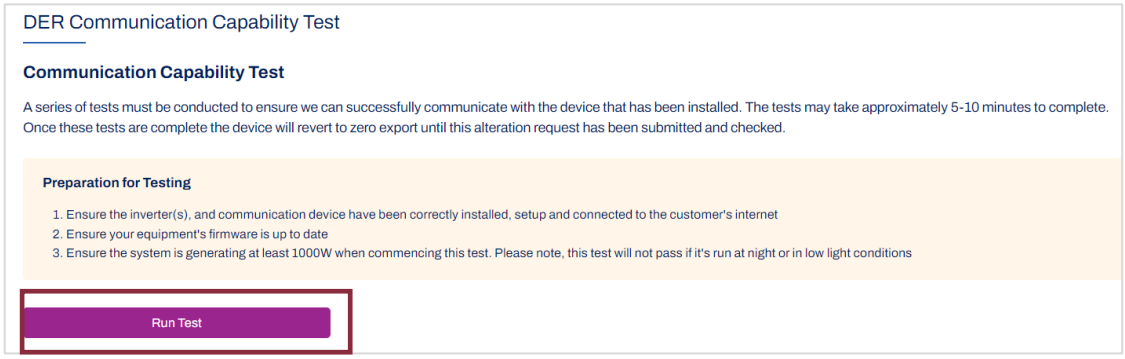
Step 4 Select **Continue.**

Tips for successful registration:

- Confirm that your inverter or software communication client is successfully connected to the internet.
- Ensure that your installation is completed as per the manufacturer's installation guide, including the installation of an export limiting meter.
- Confirm that the inverter or software communication client is updated with the latest firmware.
- If registration attempt continues to fail, please contact the manufacturer to confirm setup and LFDI generation.
- If the problem persists after troubleshooting please contact our New Energy Service team on 1800 772 940.

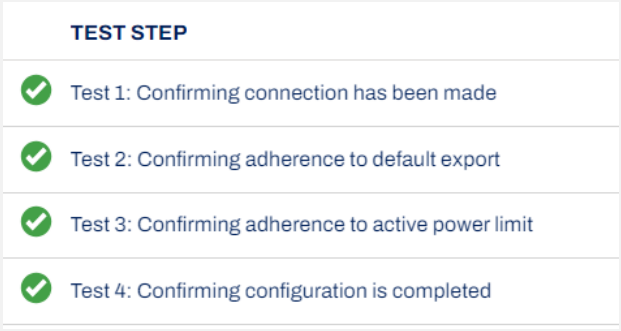
Section 6: DER Communication Capability Test

Step 1 From the **Communication Capability Test** box, select **Run Test.**



Result: There are four different tests. Each test is completed one at a time and is updated with a pass or fail result.

The tests take approximately 5-10 minutes to complete.



Tips for successful communication capability test:

- Ensure that the system is generating at least 1000W.
- Refer to the failure message to assist in troubleshooting the issue.
- If capability test continues to fail, please contact the manufacturer to confirm if they can identify the issue.
- If the problem persists after troubleshooting please contact our New Energy Service team on 1800 772 940.

Section 7: Contact Details

Step 1

Under **Customer Details**, do the following:

- Type the **customer's first name**, in the **Frist Name** box.
- Type the **customer's last name**, in the **Last Name** box.
- Type the **customer's mobile or phone number**, in the **Mobile No. or Phone No** box.
- Type the **customer's email address**, in the **Email** box.
- Pick the customer's **preferred contact method** from the options.

Optional: Update your Licensed Electrical Inspector (LEI), Details, Licensed Electrical Worker (LEW) Details or Registered Electrical Contract (REC) Details.

Step 2

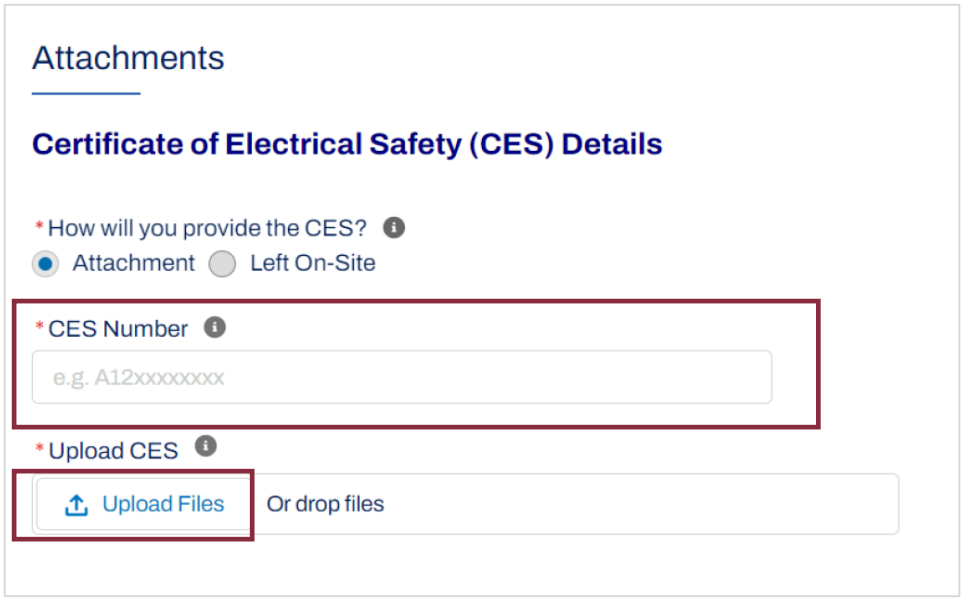
Select **Continue**.

Section 8: Attachments

Step 1

Under **Certificate of Electrical Safety (CES) Details**, do the following:

- Type Certificate of Electrical Safety number, in the **CES number** box.
- Select **Upload Files**, choose the file you want to upload, and then select **Open.**



Note: You can upload multiple photos or documents. For further information on acceptable forms of Commissioning Documentation go to the Smart inverter settings - United Energy website.

Step 2

Select **Continue**.

Section 9: Confirmation

Step 1

Move down to read the **Terms and Conditions**. If you accept, select the checkbox next to **I accept the Terms and Conditions**. Then select **Submit**.

Result: A **Your Application has been received** pop-up window displays with your UECR number. Select **My Applications** to view draft, submitted and completed applications.

You will receive a notification (email, SMS or both) that the application has been submitted, as will the **Property Owner**, using the **Contact Details** you supplied.

