AusNet

Solar emergency backstop

What's changing?

From 1 October 2024, new and upgraded solar systems must be internet-enabled (preferably ethernet rather than Wi-Fi) and connected to our server. This is to meet the Victorian government's new mandate — the solar emergency backstop.
For details, visit: ausnetservices.com.au/solar-emergency-backstop

We are testing all Common Smart Inverter Protocol Australia (CSIP-Aus) certified software communication clients to ensure they can communicate with our server.

Only AusNet-approved devices can be installed in our network. To check our list of approved CSIP-Aus compliant inverters and software communication client combinations, visit: ausnetservices.com.au/approved-inverters

If you're upgrading or replacing an existing system, the entire system must be emergency backstop enabled. You will need to uninstall any devices that don't comply with CSIP-Aus.

If you're only installing a battery and not making any changes to the inverter, the entire system must be AS/NZS 4777.2:2020 compliant, but does not need to be emergency backstop enabled.

What do installers need to do?

1. Before starting an installation, apply for pre-approval through our customer portal. First-time users of our portal will need to register and set up an account before applying for pre-approval.

2. Install an AusNet-approved CSIP-Aus inverter and gate meter. Apply 'Australia A' settings and configure the low default export.

3. Check the manufacturer's guides and instructions for updated installation steps — devices can be registered in-band or out-of-band.

4. Connect to the internet (preferably ethernet as it's a stronger signal).

5. Commission the software communication client to AusNet's server.

6. Refer to AusNet's Commissioning Checklist.

Solar emergency backstop: ausnetservices.com/solar-emergency-backstop

Customer portal: portal.ausnetservices.com.au

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How to commission the device

1. Check if the device is an in-band or out-of-band registration – refer to the manufacturer's instructions.

2. Start post-installation commissioning through our portal.

3. Connect the system to the customer's internet.

4. Ensure the software communication client is communicating with AusNet's server and successfully complete all tests.

In-band registration process

1. Register the device through the manufacturer's portal or platform, enter the NMI and any other details as required.

2. Follow the manufacturer's instructions to commission the device.

3. The commissioning process involves a series of capability tests, which takes around 30 minutes to complete in ideal weather conditions. If load and generation conditions are not met, the capability tests will continue to cycle for up to a week before providing a result.

4. Login to our portal. After submitting the post-installation form, go to 'check status' to confirm if commissioning has been successful and to get notifications when the process is complete.

Out-of-band registration process

1. Generate the 40-digit Long Form Device Identifier (LFDI). Read the manufacturer's instructions on how to do this.

2. Register the device through our portal. Select the software communication client. Enter the LFDI correctly.

3. Click the initial commission check button to register the LFDI and establish a connection between the hardware and our utility server.

4. Click on 'check connectivity' to see the status of the commissioning test.

5. If the device fails the initial connectivity test, the response should be immediate. The common reasons it may fail are faulty internet connection, incorrect LFDI or basic wiring issues. Read the manufacturer's installation instructions or contact the manufacturer for support. The full commissioning process involves a series of capability tests, which takes around 30 minutes to complete in ideal weather conditions. If load and generation conditions are not met, the capability tests will continue to cycle for up to a week before returning a result.

6. If you receive an error message, click on 'view status' to get a result. The error message will have suggestions on how to fix the issue.

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Completing installation

Submit a post-installation application through the portal. The installation must pass commissioning tests before you can complete the application.

The meter reconfiguration process is the same. You will receive a post-installation output form after you complete the AusNet application. You can give this to the customer's electricity retailer if meter reconfiguration is required.

More information

If you have any issues commissioning the device, call AusNet's Installer Support Desk on:

- 1300 360 795 (Mon – Fri, 8am – 5pm).

Available from 1 October 2024.

For installation support, questions about CSIP-Aus compatibility or the inverter, contact the relevant manufacturer.

Information to give customers

Once a new solar system is successfully installed, commissioned and completed, it becomes the customer's responsibility to maintain connectivity and compliance. Make sure you explain to the customer how to monitor their connection, consumption, generation and export.

Give your customer troubleshooting instructions so they can fix basic issues themselves.

Show the customer how to:

- reconnect the inverter to their internet if it loses connectivity

- update their Wi-Fi password so their solar system remains connected to the internet (an ethernet connection should remove this issue).

Give your customer appropriate user guides for future reference.

Give your customer contact details for their solar retailer, inverter manufacturer, and AusNet. You may need to explain when to contact each party in case they have any questions after installation.

AusNet may contact the customer if their system becomes non-compliant, if they need to test their device, or during an emergency backstop event.