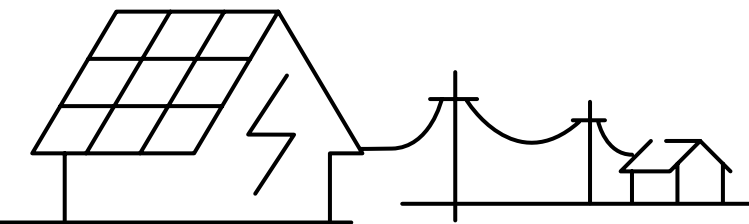


Solar Power

Know your responsibilities

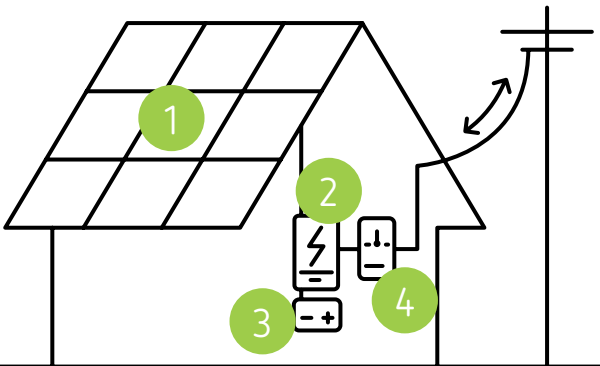


www.ausnetservices.com.au



Why did I get this brochure?

As the owner of a renewable energy system (e.g. solar or battery) connected to the AusNet Services electricity distribution network, it is your responsibility to ensure that it is operating in accordance with safety requirements.



A solar power system includes both the electrical and mounting equipment for your:

1. solar panels
2. inverter
3. battery
4. meter

YOUR RESPONSIBILITIES

What you need to do

Regular maintenance of your system is important to ensure that it is:

1. operating correctly and efficiently; and
2. safe for your home or business and won't endanger anyone working on the power lines e.g. our crews and emergency services.



Maintenance should be undertaken by a licensed electrician or accredited solar panel system installer. Keep a record of this work, including the date and person completing it for future reference.

Under Victoria's Electricity Distribution Code, the following obligations apply to you as the owner of the system:

- Ensure that your system complies with Victoria's Electricity Distribution Code, the Electricity Safety Act 1998 and all relevant Australian Standards. Further information on these obligations can be found at the Essential Services Commission's Website.

www.esc.vic.gov.au

- Ensure that your system is regularly maintained in a safe condition. Further information relating to maintenance can be found at the Clean Energy Regulators Website.

www.cleanenergyregulator.gov.au

ANTI-ISLANDING TESTING

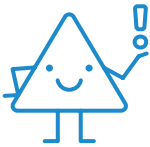
This is an important safety test outlined in the Australian Standards (AS 4777).

Why you need to do it

If network power is lost, your inverter should shut off in order to stop the flow of electricity to the grid so crews can safely repair the fault.

What you need to do

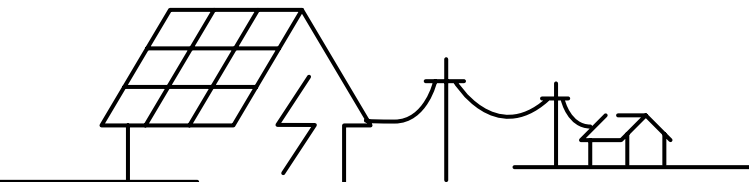
The 'anti-islanding' test should be performed annually to ensure your inverter operates correctly in the event of a network power outage



The test can be conducted by a licenced electrician or Clean Energy Council-accredited solar panel system installer, unless you have been trained by a professional such as your solar installer, and are confident to undertake the test yourself.

Remember to keep safe

In these difficult times, the safety of our customers is our highest priority. If you do need to organise work at your property, please remember to protect yourself and others by keeping 1.5 metres away, avoiding physical greetings, and using tap and go instead of cash.





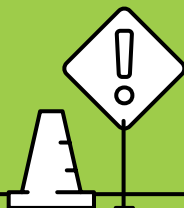
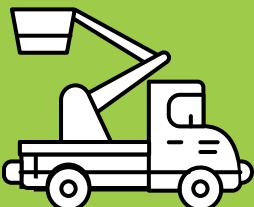
AVOID BEING DISCONNECTED

Failure to meet your obligations will result in your system being disconnected from the network

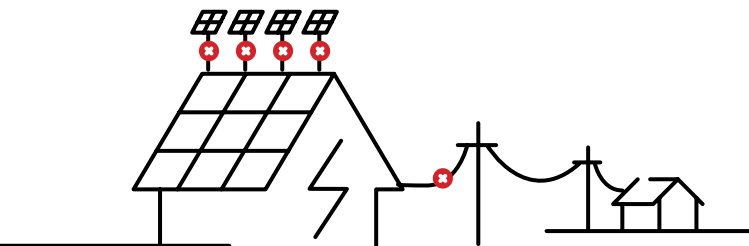
If your system no longer complies with the Electricity Distribution Code, Australian Standards, or is in breach of the Electricity Safety Act or other safety regulations, then your system will need to be taken off the network. Once the issue has been rectified, we will approve you to reconnect your system safely.

You can read more about your obligations under Victoria's Electricity Distribution Code (section 7) at the Essential Services Commission's website.

www.esc.vic.gov.au.



UPGRADES



Changing your system?

If you want to upgrade or make some changes, you will need to apply for approval from us. Changes to a system could include:

- Increasing the size or adding panels.
- Adding a battery.
- Replacing the existing system if it's getting old.

Why we do this

We do this to ensure there is enough capacity in the network to safely support the system and reduce impacts to neighbouring customers.

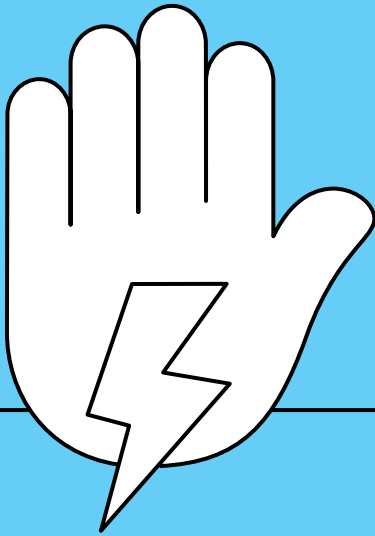
Unauthorised generation

Any changes made to your system without an approval can be detected by us. In the event that this has happened we will contact you to apply for approval from us. Whilst this approval is being processed your generation system will need to be switched off.

If you suspect there have been changes made to your system that have not been approved, please get in touch with us to help you resolve this.



You can check out the approval process on the [AusNet Services website](http://www.ausnetservices.com.au)
www.ausnetservices.com.au



Getting the most out of your solar system

- Be aware that you are dealing with electricity and take all safety precautions necessary.
- Always treat the solar unit as 'live', regardless of whether or not you have turned switches to the 'off' position.
- Always follow the manufacturer's instructions and procedures.
- Clean your solar panels as required in order to maximise performance.
- Never touch or turn off the solar system in a flood situation.

REMOVING YOUR SYSTEM?



If you have removed or wish to remove your system from the network, please access our 'Decommissioning form' online

www.ausnetservices.com.au

About Ausnet Services

We are your energy delivery service, we own and operate the electricity network that supplies power to you. Put simply, we move energy from where it is made, to around 1.3 million homes and businesses. We are dedicated to bringing you safe, efficient and reliable energy.

Our aim is to continue to maximise the number and capacity of customers who can connect generation sources to our grid, within technical and economic constraints, to benefit all Victorians.

Where do we operate?

There are five Victorian electricity distributors, each operating in a specific geographical area. AusNet Services covers the north and east of Victoria.

Customer enquiries: 1300 360 795
8am – 5pm, Monday to Friday

Electricity faults and emergencies: 13 17 99
24 hours a day, 7 days a week

General queries, email:
customersupport@ausnetservices.com.au

Embedded generation connection applications,
email: preapprovals@ausnetservices.com.au

www.ausnetservices.com.au



@AusNetServices



AusNet Services



We speak your language. If you need an interpreter, please call 13 14 50