

# Installer Alert Solar PV

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## Important Information about the Queensland Government Solar Bonus Scheme changes



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### Applications

Energex has received an overwhelming response to the announced Solar Bonus Scheme changes. In the last 9 days since the announcement we have received 14,544 applications.

Included in this high volume of applications are many duplicates for the same premises. We believe each installer that is approached by the customer for a quote is submitting their own application.

For most efficient approval, the following process is recommended:

1. Installers use the Energex Electrical Partner (EP) Portal to submit their Online MEG Application which will issue a MEG reference number for tracking the status of the application. Once this is done, there is no need to submit a faxed copy of the application. Doing so will only delay the processing of the application;
2. Installers should advise their customer that an application has been lodged and provide the customer with the MEG reference number. This may be used as proof of lodgement prior to the cut-off midnight Monday 9 July 2012. Provided their application meets the Solar Bonus Scheme eligibility criteria and passes the network technical assessment, they will be able to access the 44 cent feed-in tariff. Please note the system needs to be installed by 30 June 2013;
3. Installers, when quoting please ask customers whether they already have a MEG reference number.

**If so, there is no need to resubmit an application.** Energex will permit a change of installer or change of inverter brand/type (with no increase in inverter capacity) at any time after 10 July 2012 without affecting the application date eligibility for the feed-in tariff;

4. Changing address, customer name or increase in inverter capacity requires a new application, at which time the feed-in tariff applicable at the time of application will apply for the entire system;
5. Customers can expect to receive the Network Connection Agreement via post approximately 10 business days after submission of the application. This document signifies technical approval to connect the solar PV system to the Energex network; and
6. The Network Connection Agreement provides technical approval to connect a solar PV system to the network. This agreement expires 12 months from the date of the agreement if no system is installed. It is a requirement to have the solar PV system installed and the meter changed within that time.

### Requests for confirmation of receipt of application

Energex is receiving a significant number of requests to confirm receipt of applications. With the increased number of enquiries we are currently receiving, it is not possible for Energex to respond to these requests.

If you continue to submit applications via fax, Energex suggests you keep a record of the fax transmission as confirmation of the submission.

### Check your online MEG Application status

Not only can you [check the status](#) of your previously submitted online MEG applications when logged into the EP Portal, you or your customer can also check the status of the online MEG Application via the [eStatus](#) page which does not require a log in. (<https://www.energex.com.au/epp/public/estatus>).

When searching via the eStatus page, enter the MEG reference number to receive the current status. **Please note**, you will only receive a status update if the online MEG Application is submitted via the EP Portal.

### Timeframes to complete changes to metering

Whilst Energex has increased resources to assist with processing the increased workload we are experiencing slightly extended timeframes to complete changes to metering for the installation of solar PV:

- ⇒ For general meter changes, Energex is completing most work within 10 business days. Your customer will be contacted if we are not able to complete the changes within this timeframe; and
- ⇒ For appointments, Energex is currently booking work 4 weeks in advance.

During this time when we are receiving an extraordinary number of applications, we ask assistance from installers in advising customers of these timeframes. Thank you for your understanding and patience.

Energex will provide further information as it becomes available.

### Contact Energex for more information

Please call the Solar PV Installer Line on 1300 366 846 or email [domesticsolarpv@energex.com.au](mailto:domesticsolarpv@energex.com.au)

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