



# **CONSORT**

## Bruny Island Battery Trial

# Subsidy process and checklist

## Authorisations

Action	Name and title	Organisation	Date
Version 1.0 (For HAZOPS)			
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## Table of contents

Authorisations.....	1
1. Purpose.....	2
2. Background.....	3
3. Subsidy process.....	4
4. Things you should discuss with customers.....	3
5. Forms.....	6
6. Support.....	7

# 1. Purpose

The purpose of this document is to:

- Present the process for receiving a subsidy in the Bruny Battery trial; and
- Detail items that you (the installer) should include in the initial customer discussions.

This document is written for the Solar Installers who are accredited to participate in the Bruny Island distributed energy storage trial.

This document is divided into several sections:

- Section 2 details the project and what is required;
- Section 3 details the process used to obtain a subsidy;
- Section 4 lists critical items that are too be included during discussions with the customers;
- Section 5 details the forms that need to be completed with the customer; and
- Section 6 provides contact details of trial representatives that you can answer any questions.

## 1.1 Related Documents

This document is to be read with the documents listed below (links will be inserted once uploaded to website)

- Technical specification
- Quote template
- Subsidy application form
- Social Sciences consent form
- Installer authority to act form
- Homeowner consent form
- Commissioning checklist
- Participation agreement
- GridCredits agreement
- Subsidy assignment form

## 2. Background

As part of an ARENA<sup>1</sup> supported research project we (The CONSORT project) are subsidising the installation of batteries and solar generation in customer properties on Bruny Island. These batteries will be used for several purposes during the trial. The batteries and solar installations will be used:

- to reduce load on the cable supplying Bruny Island during peak times;
- as part of a research project investigating innovative new ways of using them to benefit both the customer and the network; and
- by the customer to manage the customer's own energy use.

Approximately 40 battery systems will be installed as part of this trial. This will vary depending on the sort of system each customer installs. The subsidy is designed to procure approximately 150 kW of battery capacity. We will share the learnings we have during this process.

This document describes the process you and the customer must follow to receive the subsidy. It also lists the forms that the installer and customer will need to submit.

This document should be read in conjunction with the technical specification. This specification describes what hardware and installation standard is required for us to pay a subsidy.

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<sup>1</sup> Australian Renewable Energy Agency

### 3. Subsidy process

This section details the subsidy process around a “normal” installation.

The overall process for this project is shown in Figure 1.

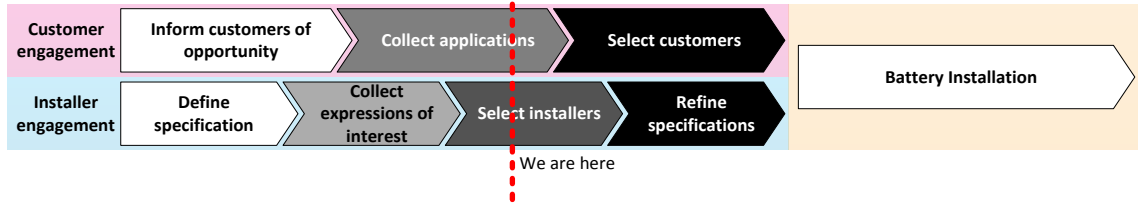


Figure 1 Overall process

Currently we are running two processes in parallel: the customer engagement process and the installer engagement process.

The customer engagement process (the top line above) is how we are selecting customers to participate in the trial. Applications are currently open for customers and will remain open until the 26 August. After the application period has closed we will select customers. This will also likely include a ballot. This is expected to be completed by early September.

The installer engagement process (the bottom line above) is about defining the technical specification and selecting installers. We have selected installers and are currently refining the technical specification. This should be completed by early September.

During September:

- We will select customers;
- We will notify customers whether they were successful; and
- Successful customers will begin to contact you to arrange quotes.

Selected customers will have an approval letter. It is important that you check whether a customer is approved before quoting under this subsidy.

From the point where the customer contacts theyou to arrange a quote the process is expected to be similar to what would normally occur in the “real world”. You will design a system with the customer and provide them a quote. The customer can decide whether to proceed. Customers may also get quotes from multiple installers in deciding what to install.

A normal install would occur in three phases: design, install, and inspection. It will conclude when we contribute the subsidy amount.

The overall Bruny battery installation flow chart is in Figure 2. Links to forms can be found in chapter 5. Each step is described in more detail after.

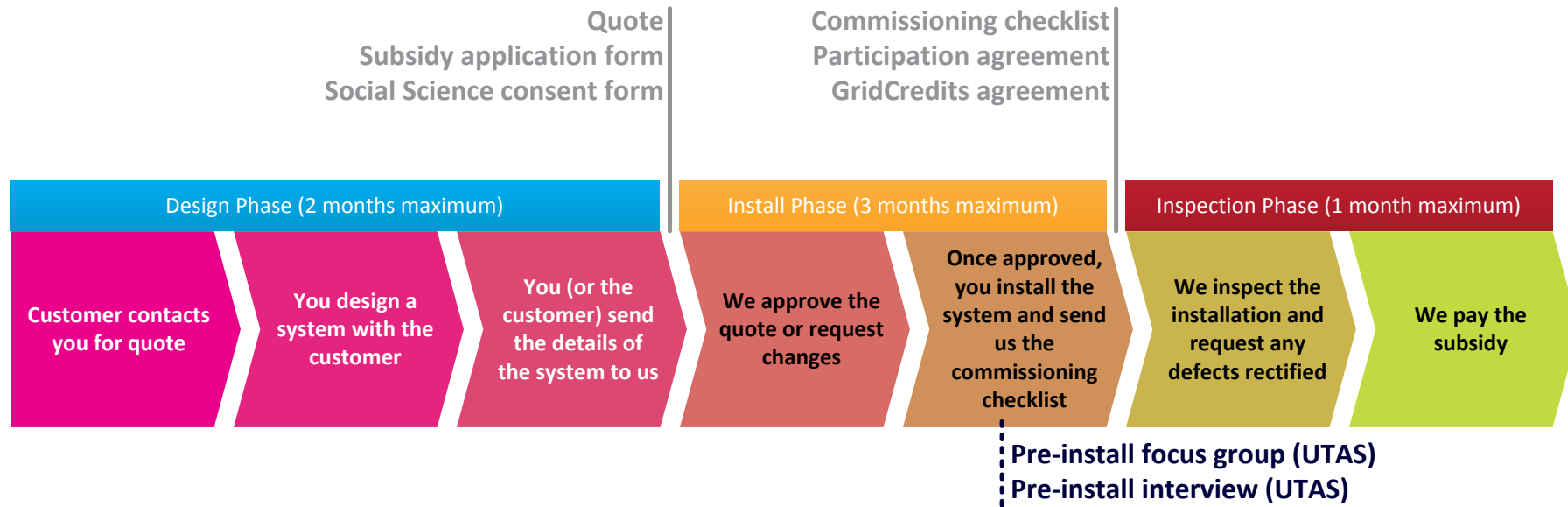


Figure 2 Installation flowchart

## 1. Design Phase

In the design phase the customer will contact you and organize a quote. The customer might get quotes from multiple installers (off the pre-approved installer list). It is your responsibility to check if the customer has a valid pre-approval letter before completing this step. In this phase you (or the customer) will submit to TasNetworks:

- A quote that complies with the technical specification;
- A completed subsidy application form; and
- The social sciences consent form.

We have provided a quote template, but you do not have to use it. You simply need to include all information we require in your quote.

The customer has two months to complete this process before the pre-approval letter expires.

When we are satisfied that the install complies with all the requirements and all required forms have been submitted, the customer will then receive a participation agreement. This agreement will include exactly what the customer requirements are to participate in the trial and what their subsidy value is. The installation must be as described in the quote that was originally submitted to us or we may not pay the subsidy.

## 2. Install Phase

In this phase you install the system as it was quoted. The system must be installed as detailed in the approved quote. If there are any changes required (that differ from the original quote) you must inform us prior to installation. If the installation is different to the quote the subsidy may not be paid.

This phase is completed once the battery and solar system is installed and you (or the customer) submits to TasNetworks:

- The commissioning checklist;
- A signed participation agreement; and
- A signed GridCredits agreement.

The customer has three months to complete this step. If there are circumstances beyond their control which means the installation is delayed (for instance supply issues) it is their responsibility (or you on their behalf) to contact TasNetworks and arrange for an extension.



### 3. Inspection Phase

In the inspection phase we will inspect the system to check if it was installed as per the original quote and the commissioning checklist. This inspection is additional to the one that TechSafe would normally do. We will inspect within a month of receiving the commissioning checklist.

If the install does not comply with the original quote or commissioning checklist then we will notify the installer (and the customer) to rectify the issue.

Once we are satisfied that the install is completed to an acceptable standard then we will pay the subsidy.

We expect that the installers will follow the processes and standards in the Clean Energy Council's [solar retailer's code of conduct](#). In particular this means the installer will need to offer a 5 year warranty on the whole system.

## 4. Discussion points with customers

You are an important source of information for the customer, and also the main way we can collect information on participants. There are some critical pieces of information that we require you to collect so that we can assess if a customer is suitable to participate in the trial.

The key things that we request you discuss with the customer are listed below. This is not an exhaustive list and is on top of the standard discussions you would normally have with a customer. All of these items will also be listed in datasheets that we will make available to both you and the customer.

The items listed below are on the checklist you will fill out with the customer.

### **Internet**

Customers need a 'permanent, always on' internet connection to participate in the trial. In real terms this means that customers should have an internet connection that:

- Is always on in their home, even when they are away; and
- Has enough download quota.

We would not consider shared internet connections from mobile phones, or pocket Wi-Fi type devices to meet the requirements. If a customer wishes to use a mobile phone type internet connection they need to either:

- Place their SIM card in a permanent plug in router; or
- Use a Reposit supported 3G dongle plugged directly into the Reposit box

Most mobile data providers will supply an additional SIM that shares the same data cap as their existing device for a relatively low cost.

Most other types of internet connection are acceptable, these would include:

- NBN connection (fixed wireless or satellite);
- Satellite connection to the old IPSTAR network; and
- DSL connection.

The Reposit hardware will consume around 1G of data per month. Customers should consider if this will cause excess usage charges on their account. This is particularly true for customers on a 3G data connection. The customer's ISP will be able to tell them what their historic data usage is.

We ask you (as part of the checklist) to determine what sort of internet connection a customer has and provide this information to us. If you are unsure, Reposit Power will be able to assist. We would prefer if you attach a picture of the customer's router.

If a customer has applied for an NBN connection but has not yet been connected, this is considered an acceptable internet connection, provided they have evidence they have applied.

As internet is a major requirement for trial participation we have asked several internet related questions in the subsidy application form. We will contact the customer if there are concerns about the customer's internet connection.

<b>Trial Participation</b>	<p>Customers who participate in the trial need:</p> <ul style="list-style-type: none"> <li>• To keep their solar/storage system installed at the address it was originally installed at;</li> <li>• Maintain their energy storage system as per the manufacturer’s directions;</li> <li>• Maintain an internet connection; and</li> <li>• Participate in the social science research.</li> </ul> <p>Until 1 April 2019.</p> <p>If they do not meet these conditions we may require them to repay their subsidy. Customers should notify us of anything that may impact their trial participation. You should discuss the return the customer should expect to get on their system.</p>
<b>Expected payback/return</b>	
<b>Backup power</b>	<p>You should discuss with the customer about whether they require backup power and how that may impact the quote.</p>
<b>Insurance</b>	<p>Customers should consider if a battery installation is covered by their insurance. We recommend that customers contact their insurance company and discuss this with them. We do not offer any insurance or accept any liability for issues caused to or by the customer’s solar/battery installation.</p>
<b>Warranty</b>	<p>Customers should be aware that the warranty on their system lies with the retailer who sold them the system. In most cases this will be you. As per the CEC solar retailer’s code of conduct the warranty is at least 5 years.</p>
<b>Maintenance</b>	<p>The customer should be aware of what sort of maintenance they need to do on their battery and who must do it. Maintenance is the customer’s responsibility.</p>
<b>End of life disposal</b>	<p>The installer should notify the customer of what they need to do with the battery when it reaches the end of its life. We want to ensure (as much as possible) that they are not disposed of improperly.</p>
<b>Safety/fire</b>	<p>Customers need to be aware of what to do if there is a fire and how they stay safe around the battery. Generally we expect that you will leave the safety data sheet of the battery with the customer.</p>
<b>Customer contribution</b>	<p>We are responsible for calculating the subsidy for each system installed. The amount of subsidy is fixed for each battery type however (as detailed in the technical specification). For a non-standard system an expected subsidy can be easily calculated using the battery’s capacity (as defined in the technical specification). Note that for a non-standard battery it is your responsibility to get confirmation from Reposit Power that the configuration will work before the quote is submitted to TasNetworks.</p>
<b>Switched loads</b>	<p>Customers may opt to control some of their major ‘direct wired’ loads such as:</p> <ul style="list-style-type: none"> <li>• Hot water cylinders;</li> <li>• Some heating (such as off-peak heaters or AS4755 compliant heat pumps); and</li> <li>• Other large loads which they are happy to have off at times</li> </ul> <p>These loads are controlled:</p> <ul style="list-style-type: none"> <li>• To manage their energy consumption (particularly on the new time of use energy tariff); and</li> <li>• To increase their network support payments.</li> </ul> <p>We do not require the customer to install any controlled loads. Controlled loads may be used to contribute to network support payments later in the trial, but not initially.</p>

<b>Feed in tariffs</b>	<p>If the customer is on the legacy feed-in tariff, then you should discuss with the customer the impacts of participation. Generally:</p> <ul style="list-style-type: none"><li>• If the customer increases their solar generation capacity they will revert to the current feed in tariff. The battery will reduce their feed in significantly though.</li><li>• If the customer does not increase their solar generation capacity they may retain the legacy feed in tariff but the battery will not give them any return until the legacy tariff expires on 31 December 2018.</li></ul> <p>A customer must also remain on the general light &amp; power tariff (tariff 31) to retain their premium feed in tariff.</p>
<b>Usage tariffs</b>	<p>A battery works best when it has a time varying price to optimize. Customers participating in this trial should consider the residential time of use tariff. This will allow customers to store energy to reduce their peak time energy use. Also it will allow the solar to offset against their general usage and hot water and heating demand.</p>
<b>Social science research</b>	<p>Part of this trial involves the customer participating in social science research. This will involve:</p> <ul style="list-style-type: none"><li>• 4 interviews (2 via phone, 2 face to face);</li><li>• Completing an energy diary for two weeks; and</li><li>• Possibly participation in focus groups.</li></ul> <p>This will be done by the University of Tasmania. The customer must sign the consent form.</p>
<b>Home ownership</b>	<p>If the customer does not own their home they will need to get the home owner's consent to participate. The battery must stay in the location it was originally installed for the length of the trial.</p>

## 5. Forms

There are several forms that the you need to provide to us during the process. These will be provided to you prior to commencing.

These forms can be completed and submitted by the customer or the installer on their behalf to [brunybattery@tasnetworks.com.au](mailto:brunybattery@tasnetworks.com.au). Alternatively the forms can be posted to TasNetworks at:

**TasNetworks ATTN: Derek Jones**

**PO Box 606**

**MOONAH TAS 7009**

The forms/items that must submit to us are as follows:

- A quote that complies with the technical specification;
- A completed subsidy application form; and
- The social sciences consent form.

- The commissioning checklist;
- A signed participation agreement;
- A signed GridCredits agreement; and
- A subsidy assignment form if the customer wants us to pay the subsidy to you

## 6. Support

There are several lines of support available if you have any questions:

### **Subsidy**

Derek Jones (TasNetworks)

(03) 6274 3262

[brunybattery@tasnetworks.com.au](mailto:brunybattery@tasnetworks.com.au)

### **Technical and Internet**

Reposit Power info line

(02) 6162 0277

[info@repositpower.com.au](mailto:info@repositpower.com.au)

### **Social science research:**

Phillipa Watson (UTAS)

(03) 6226 7228

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### **Other research:**

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