



Solar
Victoria

Victoria's Solar Homes program 2019/20

Stan Krpan, CEO, Solar Victoria

Thursday, 20 June 2019



The big picture

Solar Victoria is:

- delivering energy savings for Victorians on fixed, low and medium incomes
- introducing new systems to make our processes simpler and faster for customers, retailers and installers
- promoting the need for long-lasting quality products, increased service and installation standards across industry
- monitoring industry through safety inspections at the time of installation and after
- creating jobs and delivering environmental benefits for all Victorians



Solar Homes Program overview

770,000 Victorian homes taking part over 10 years:

- Solar PV for **650,000** homes
- Solar PV for **50,000** rental properties
- Battery systems for **10,000** homes
- Solar hot water for **60,000** homes

Program impact:

- Creating up to **5,500 jobs**;
- Electricity bill savings of up to **\$890** per year for a typical household; and
- Carbon emissions reduction of more than **4 million tonnes** annually once the program is fully rolled out in 2028.



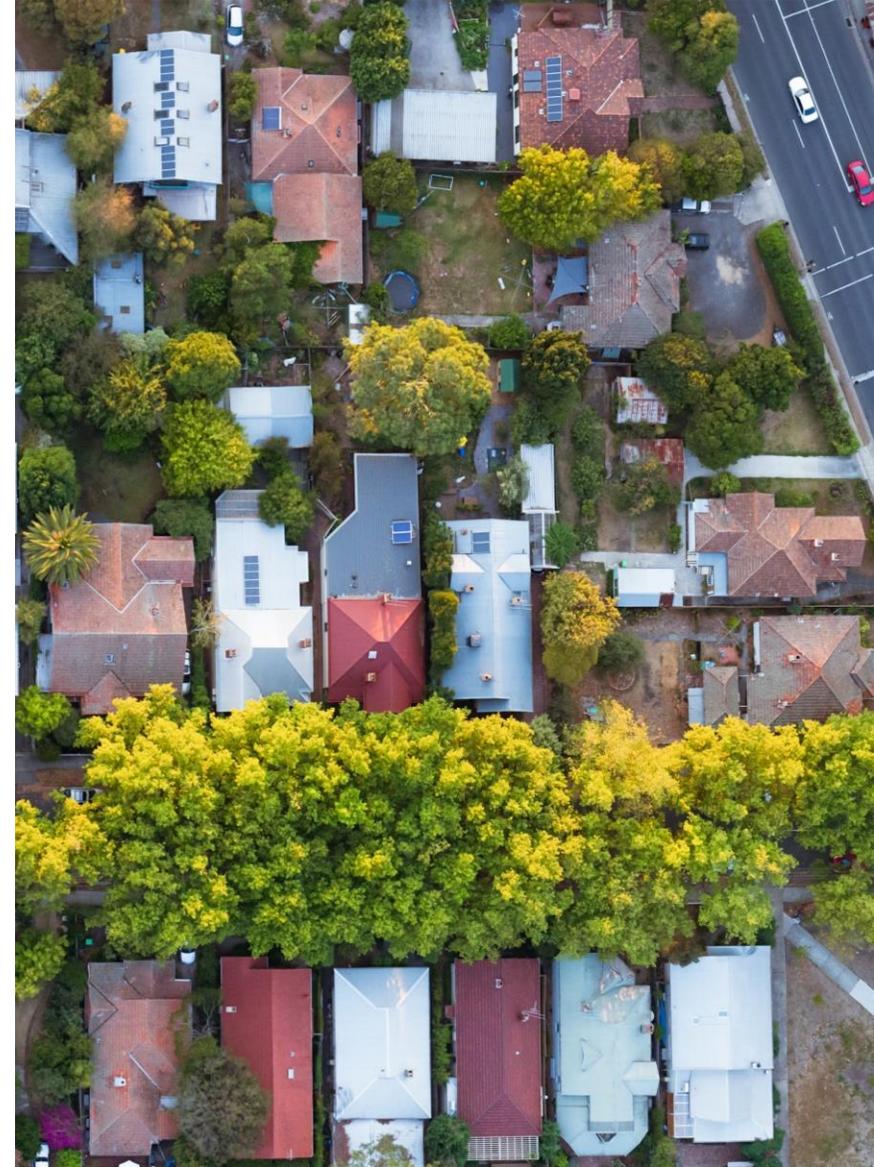
Program update

Solar PV rebates to date:

- **32,000+** solar PV rebate applications received
- Opened applications for people who didn't have material lodged by 12 April when program capacity was reached
- Pipeline of **9,000** outstanding eligible installations

Managing future program demand:

- PV rebates will be released monthly providing clarity for consumers and industry across the year.
- Supporting industry to plan ahead by regular updates on rebate uptake with briefings in Melbourne (underway now) and regional areas.

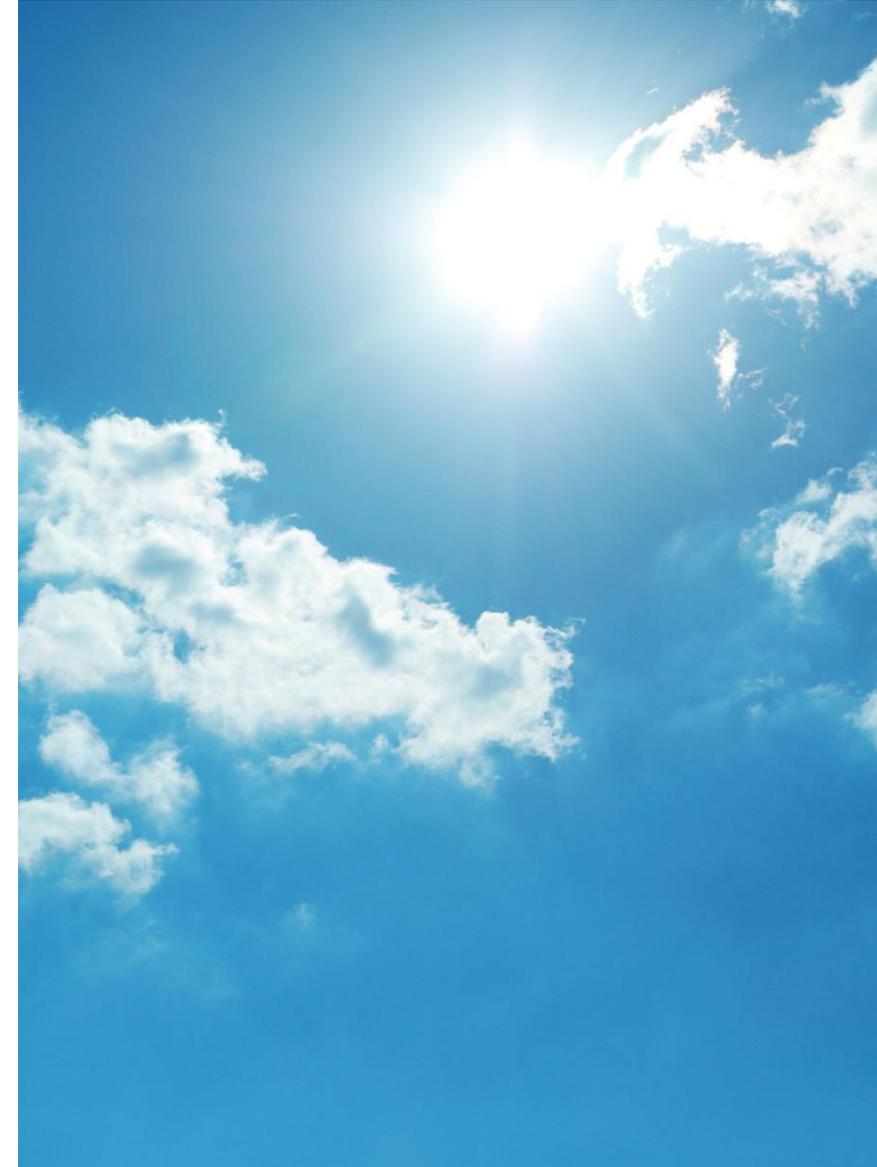


Solar PV rebates and loans for homeowners

40,000 homeowners to
be supported in 2019-20

~3,333 rebates to be
released each month in 2019-20

- Rebate program re-opens 1 July.
- Eligible home owners applying for rooftop solar panel rebates can take a no-interest loan equivalent to the rebate amount.
- Rebates/loans will be rolled-out monthly throughout the program to ensure orderly expansion of the program for consumers, industry and network infrastructure.
- Retailers cannot install systems or claim a rebate under the Solar Homes program until customer eligibility is confirmed by Solar Victoria.



Notice to Market

Part of our long-term focus on building the industry and getting better quality equipment into the market.

- better inverters from 1 July
- batteries able to be part of microgrids as part of longer-term grid development
- over time, better quality equipment that meets community needs

All PV modules installed under the program must be on CEC's Approve Module and PV Inverter and Approved Battery Lists

Solar Victoria has provided CEC with a recommended module list for installers



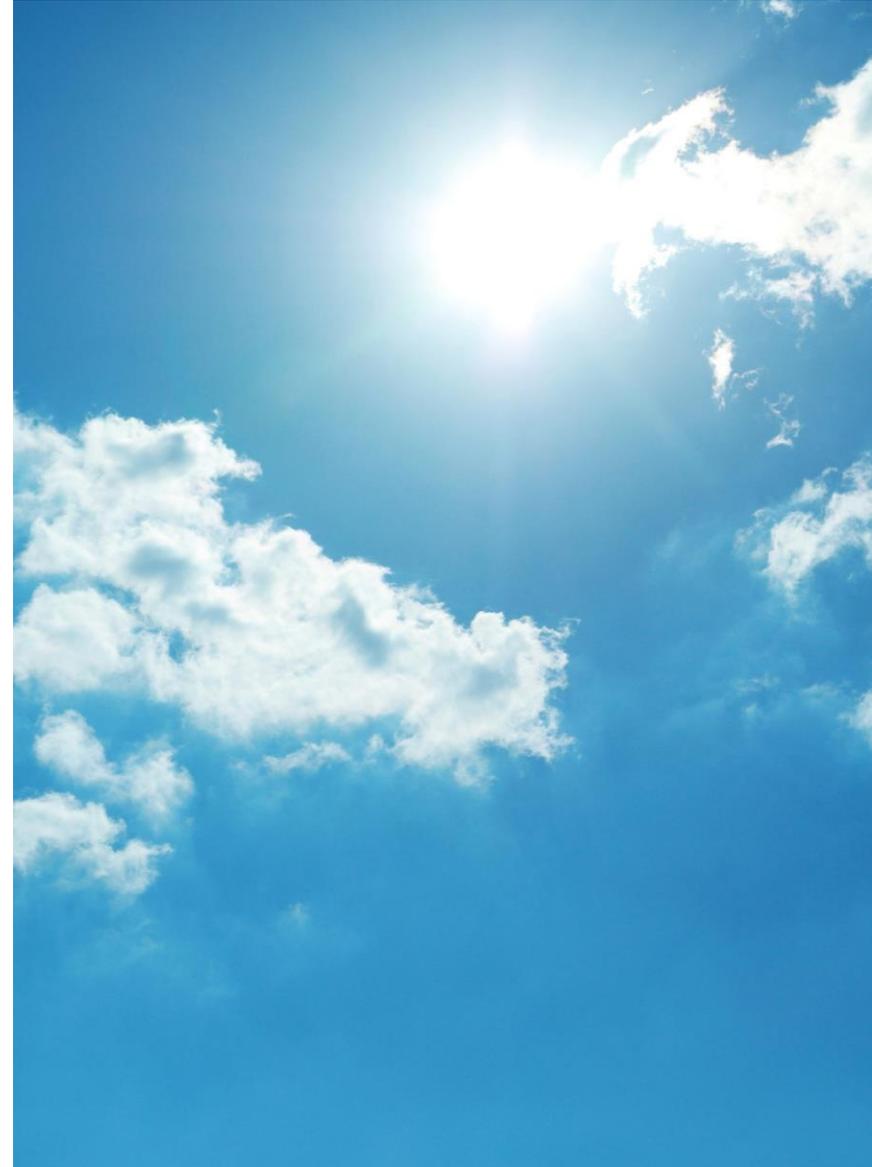
Battery systems for homeowners

Program from 1 July 2019

1,000 battery system rebates will be available for homeowners in 2019-20

200 from 1 July 2019 (pilot)
400 from 1 November 2019
400 from 1 March 2020

- Battery rebate program begins 1 July.
- Rebates will be available to households in 24 high growth postcodes with high PV penetration rate and identified by DNSPs as areas where battery installs could help meet growing electricity demand.
- Eligible householders can claim up to \$4,838 for a battery system in 2019-20.
- Only existing PV systems of 5kW or more are eligible.



Solar PV rebates and loans for renters and homeowners



Program from 1 July 2019

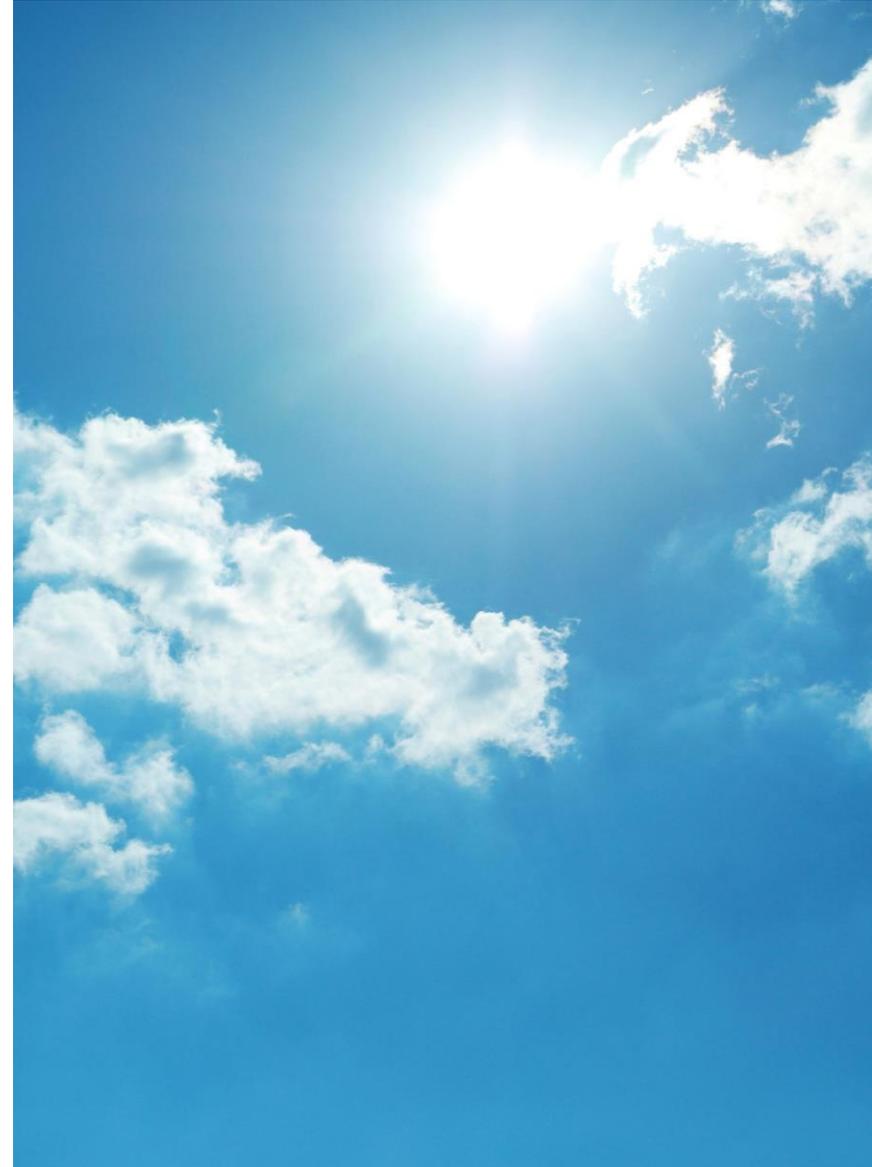
2,000 rental properties supported in 2019-20

~166 rebates to be released each month in 2019-20

- The Solar Homes Renters Program offers 50,000 rebates on rooftop solar systems for Victorian rental properties
- The Renters Program has two streams:
 - **'Stream A'**: **rebate only**, by which the homeowner can access a 50% rebate; and
 - **'Stream B'**: **rebate + loan** to start late 2019.

Under 'Stream B' property owners can access a 50% rebate and a no-interest loan on a PV system to the value of the rebate applicable at the time of approval.

- Further Stream B details will be provided later in 2019.





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Simpler, faster – the Solar Victoria Portal

Lyn Bowring, **Solar Victoria**

Wednesday, 19 June 2019



The Solar Victoria Portal

A secure one-stop portal for consumers, retailers and installers to easily manage eligibility and rebate claims under the program.

- Customers lodge details for eligibility
- Retailers lodge business/banking details and confirm eligibility to be part of the program (CEC approved retailer details), customer quotes, take value of rebate from final bill and are reimbursed
- Installers confirm their qualifications and that work has been done



Benefits of using the Portal – simpler and faster

May 2019

July 2019



Customer

- ✓ One-stop portal for eligibility assessment:
 - ✓ Rebates and no-interest loans for solar PV
 - ✓ Rebates for battery systems
 - ✓ Renter-landlord rebates



Industry

- ✓ Online registration
- ✓ Reduced paperwork: Once off data entry (bank details, installer details, business details)
- ✓ Assign multiple account users

- ✓ Online rebate claims and payments
- ✓ Weekly rebate payment schedule
- ✓ Payment claim status visibility
- ✓ No longer submitting job paperwork to customer for rebate claims
- ✓ Audit result visibility (September)



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- ✓ Dedicated portal support team for industry

- ✓ Improved tools and processes to streamline eligibility & payment claims
- ✓ Webchat/online support for Portal

How does the Solar Victoria Portal (SVP) work?



REGISTRATION PROCESS

POINT OF SALE PROCESS

1



2



3

SVP REGISTRATION (#1)



Solar Retailer registers on the portal to become an authorised Solar Retailer under the Solar Homes program.

SVP REGISTRATION (#2)



Solar Retailer provides required company information and accepts the terms and conditions of the Solar Homes program.

CONFIRMATION



Solar Retailer registration is confirmed by Solar Victoria.

How does the Portal work?

REGISTRATION PROCESS

POINT OF SALE PROCESS

4

CUSTOMER ELIGIBILITY #1



Solar Retailer logs into portal and uploads details of customer proposal into online solar provider statement.

5

CUSTOMER ELIGIBILITY #2



Customer logs into portal to upload personal eligibility and identity verification information.

6

CUSTOMER CONFIRMATION



Portal confirms customer eligibility.

7

CONTRACT & INSTALLATION



a) Customer contracts **Solar Retailer**.
b) **Solar Retailer** organises installation
c) Installation completed; **Solar Retailer** uploads payment claim info into portal.

8

PAYMENT



Solar Retailer takes the value of the rebate from invoice, claims the rebate payment via the portal.



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Solar Homes safety program

Safety and audit

- To drive a credible system, workplace and householder safety is the priority
- We're taking the temperature of the industry and reminding employers, installers and workers that they are responsible for site safety and safe installations
- Maximising voluntary compliance and supporting enforcement of existing regulatory framework through a risk-based approach
- 1600 and 200 installed solar hot water systems audited across Victoria to assess safety and quality by September 2019
- WorkSafe, Energy Safe, Victorian Building Authority doing 'installation day' site visits. Contracted auditors for post-installation inspections.



How you can help



Promote Solar Homes' objectives to colleagues and stakeholders

Look at the long-term objectives of the program and develop better quality

Contact us



Phone

Call 1300 363 744 on Monday to Friday from 8:30am – 5:00pm (except public holidays).



Email

enquiries@solar.vic.gov.au



Postal address

You can post electronic, scanned or photographic copies of documents to support your application to:

Solar Victoria
PO Box 104
Morwell, 3840

Social media

Follow us on social media for the latest news on the Solar Homes Program, including our rebates programs and industry, quality and safety updates. We monitor these accounts from 9:00 am to 5:00 pm Monday to Friday (except public holidays).

- Facebook: facebook.com/SolarVictoriaAU
- Twitter: twitter.com/SolarVictoriaAU
- LinkedIn: linkedin.com/company/SolarVictoria

Media enquiries

Media enquiries can be submitted by email to comms@solar.vic.gov.au.



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Panel Q&A

