

EXPLAINING THE CHANGES TO OUR MODEL STANDING OFFER FOR GENERATORS BELOW 30 kVA

The Model Standing Offer (MSO) outlines the terms and conditions between you and CitiPower/Powercor when connecting your generator to the network.

In broad terms, the MSO applies to the type of electricity generators you might find in a household or business, like a battery or a rooftop solar system, which fall below 30 kVA. We call these devices a micro embedded generator.

We have recently made some changes to our MSO, to reflect new obligations introduced by the Victorian government in relation to solar micro embedded generators. To help you focus on a successful connection, we've prepared this document to make it easier for you to understand the changes to the MSO and what they mean for you. This document does not form part of the MSO and is provided for guidance only.

The MSO details the following key areas:

- The preconditions you must satisfy before we provide our service (i.e. when we will connect your micro embedded generator)
- The MSO applies when you or your agent submits a connection application, and we are satisfied that our 'basic connection service' is appropriate for you
- The MSO outlines the responsibilities of both you and CitiPower/Powercor for connecting and operating your generator
- The MSO includes the technical requirements and obligations for maintaining your generator over its lifetime

The MSO is a standard non-negotiable agreement which is approved by the Australian Energy Regulator (AER). All customers are subject to the same terms and treated equally under the MSO.

What are the changes?

All new, upgrading and replacement rooftop solar systems installed on our network must be emergency backstop enabled or subject to an exemption from the requirement to be emergency backstop enabled.

This is a Victorian Government requirement designed to ensure that solar exports can be safely managed. The emergency backstop mechanism allows distributors to remotely reduce solar exports when there is excess energy in the network. As a last resort, we may also need to temporarily turn off your generation.

We will only reduce your solar exports or turn off your electricity generation in limited instances, such as when we test whether your generator complies with the MSO requirements, or during a minimum demand event when instructed by the Australian Energy Market Operator (AEMO). Please see the table on page 3 for a full list of the scenarios where we may reduce your solar exports or turn off your electricity generation.

Who do the changes apply to?

Our updated MSO terms apply to customers who lodge a pre-approval application from 1 October 2024.

As per the MSO, in order for us to connect a solar micro embedded generator, you must satisfy us that it is either **emergency backstop enabled** OR **emergency backstop exempt**.

The MSO contains technical definitions of each of these terms. Your agent should be able to assist you in determining whether your solar micro embedded generator is emergency backstop enabled or emergency backstop exempt. You can also reach out to us if you would like further guidance.

At a high level, for the purposes of the MSO:

- An **emergency backstop enabled** solar micro embedded generator is one that is connected to our systems via the internet and can communicate with us via a channel that is compliant with CSIP-AUS (a technical standard published by Standards Australia). The generator must be hosted on or via one of three methods specified in the MSO
- An **emergency backstop exempt** solar micro embedded generator is one that cannot practicably be connected to our systems via the internet. Alternatively, if your micro embedded generator is in an embedded network, it can be emergency backstop exempt if we are satisfied that we can remotely reduce or turn off its generation, even if it doesn't meet the technical requirements to be emergency backstop enabled

Where we have agreed a solar micro embedded generator is emergency backstop exempt, the export limit will be set to 0kW.

What are my obligations under the new MSO?

The MSO sets out various obligations you must comply with, including:

- 1. Complete the solar pre-approval process:** Understand your export and capacity limits by submitting a pre-approval application through our portal.
- 2. Engage an accredited installer:** Confirm your installer holds a Solar Accreditation Australia accreditation to ensure your installation is safe and compliant with the MSO.
- 3. Your solar micro embedded generator must remain emergency backstop enabled or emergency backstop exempt:** If you satisfy us in your connection application that your solar micro embedded generator is emergency backstop enabled or emergency backstop exempt, it must continue to be emergency backstop enabled or emergency backstop exempt (as the case may be) throughout the length of your agreement with us. In other words, you must not materially change the capabilities of your generator after submitting your connection application, if these changes would result it in no longer meeting the technical requirements set out in the MSO.
- 4. Comply with your export limit:** Ensure your system adheres to the export limits you have agreed with us by installing a reliable export limit control function in accordance with the relevant Standard (AS4777.2).
- 5. Allow us access:** Provide safe and unobstructed access to your premises for testing, inspection, and maintenance.
- 6. Comply with the technical standards:** Ensure your micro embedded generator follows our standards for safety, voltage, and power quality – see our Network Access Standards for further details.
- 7. Ensure your micro embedded generator is appropriately inspected and maintained:** Your micro embedded generator must be inspected and maintained by a qualified person in accordance with the manufacturer's instructions.

How do the changes affect my solar exports?

The changes only permit us to reduce your solar exports or turn off your solar generation in limited circumstances. Most of the time, provided you meet your obligations under the MSO, you will be able to export your excess solar generation into the network at your agreed export limit.

We may reduce your solar exports or turn off your solar generation in the following scenarios.

Conditions	Description
We are directed by AEMO, or another person authorised by AEMO, to remotely reduce or turn off solar generation	AEMO can sometimes direct us to reduce solar exports or turn off solar generation. For example, during a 'minimum demand event' AEMO may direct us to reduce solar exports to preserve the safety and stability of the power system
To test the compliance of your solar micro embedded generator with the MSO and our technical requirements	We will briefly interrupt your solar exports when testing to confirm your solar system is compliant
If we detect your solar micro embedded generator is not compliant with the MSO or our technical requirements	If your solar micro embedded generator is not compliant with our technical requirements, we may limit your solar exports to zero until resolved
If we lose connection with your emergency backstop enabled solar micro embedded generator due to a loss of internet connectivity	If we lose connection with your emergency backstop enabled solar micro embedded generator, you will not be able to export excess generation to the network until the connection is restored We will notify you after seven days and again after fourteen days if connectivity has not been restored
If we agree another scenario with you in writing	If we agree with you in writing another scenario in which we may reduce or turn off your solar generation, we may do so in those circumstances

What happens if I do not comply?

Failure to meet your obligations may result in the imposition of a zero-export limit or disconnection from the network.

These measures are necessary to maintain network stability and allow more customers to export safely into the network. Your cooperation is essential to avoid service interruptions and to preserve your ability to export electricity.

Where can I go for support?

The complete MSO can be located at <https://www.powercor.com.au/industry-partners/solar-installers/model-standing-offer-contracts/>

If you would like more information, please contact our New Energy Services team on 1800 772 940.

This document is not legally binding and is intended for illustrative purposes only.

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