

WORK INSTRUCTION

Submit an Alteration Request (Solar).

<Document Id.>

Purpose	This work instruction describes the steps for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit an Alteration request.
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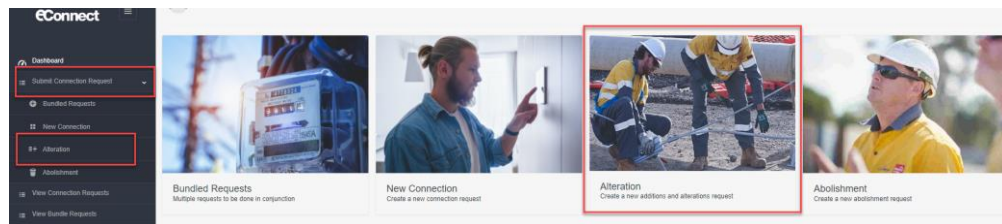
Contents	Section 1: Initiate Alteration Request Section 2: Location Details Section 3: Work Requirement Section 4: DER Register Information Section 5: DER Communication Device Section 6: DER Communication Capability Test Section 7: Contact Details Section 8: Attachment Section 9: Confirmation
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Task Detail: Submit an Alteration Request (Solar).

Section 1: Initiate Alteration Request

Step 1 Sign in to **eConnect**.

Step 2 On the **Dashboard**, select **Submit Connection request**, and then select **Alteration**. Alternatively select 'Alteration' from the photo menu.



Step 3 Select **Metering**, and then select **Continue**.

Step 4 Select **Solar and alternative generation installation**, and then select **Continue**.

The image shows a form titled 'Metering' with several checkboxes. The first checkbox, 'Solar and alternative generation installation', is checked and highlighted with a red box. Other checkboxes include 'Change to group metering panel', 'Move meter to new position', 'Replace meter panel', 'Upgrade phase', 'Install controlled load', and 'Remove controlled load'. At the bottom right of the form are two buttons: 'Back' and 'Continue'. The 'Continue' button is highlighted with a red box.

Step 5 On the **Confirm Tasks** pop-up window, select **Continue**.

Section 2: Location Details

- Step 1** From the **Location Details** tab, in the **Please nominate the property** box, do one of the following:
- Type the National Metering Identifier (NMI), in the **NMI** box.
 - Type the property Meter Number, in the **Meter Number** box.

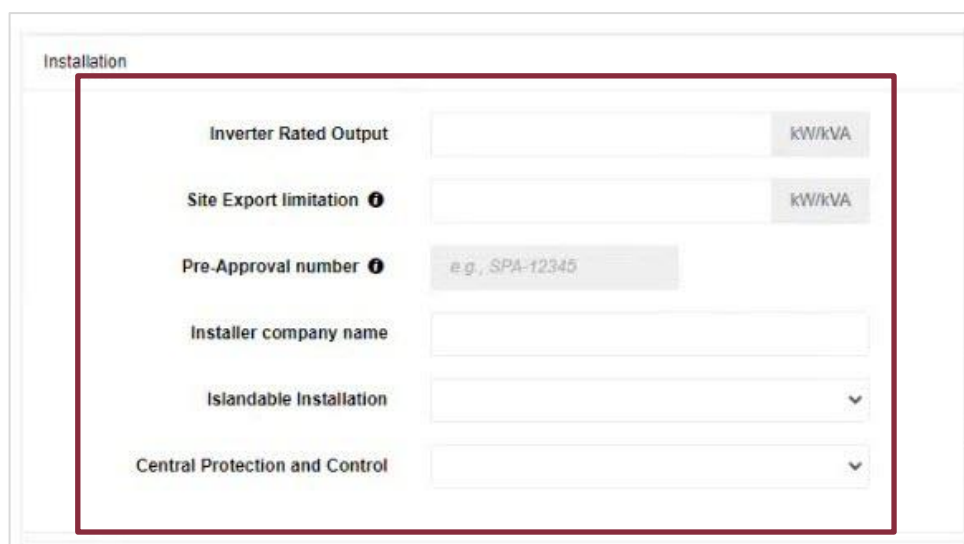
The screenshot shows a web form titled 'Location Details' with a location pin icon and a yellow square icon in the top right corner. Below the title is a section labeled 'Please nominate the property'. Inside this section, there are three input options, each highlighted with a red rectangular box. The first box contains the label 'NMI' with an information icon and a text input field with a search icon. Below this is the word 'OR'. The second box contains the label 'Meter Number' with an information icon and a text input field with a search icon. Below this is the word 'OR'. The third option is a text input field labeled 'Search for Address'.

- Step 2** On the **Display Property Panel**, if the address is correct, select **Confirm**. Or, if the address is incorrect, select **Search Again**.

Section 3: Work Requirements

Step 1 From the **Work Requirements** tab, in the **Installation** box, complete the following fields:

Field	Instruction
Inverter Rated Output	Type the inverter rated output. Note: Ensure the output value does not exceed the proposed total system capacity from your solar pre-approval. If you are increasing system size, type the inverter rated output after the increase. For example, if the current system is 5kva and you're adding 10kva the inverter rated output is 15kva.
Site Export limitation	Type the site export limitation as per the approved solar pre-approval export value.
Pre-Approval number	Type your solar pre-approval number.
Installer company name	Type the installer company name (optional).
Islandable Installation	Pick from the options in the dropdown list. Note: To indicate installation of small generating units designed with the ability to operate in an island mode.
Central Protection and Control	Pick from the options in the dropdown list. Note: If site export limitation is less than inverter rated output, Central Protection and Control must be Yes to indicate appropriate export limit device installed.



The screenshot shows a web form titled 'Installation'. A red rectangular box highlights the following fields:

- Inverter Rated Output**: A text input field with a 'kW/kVA' unit selector.
- Site Export limitation**: A text input field with a 'kW/kVA' unit selector and an information icon.
- Pre-Approval number**: A text input field with an information icon and a placeholder example 'e.g., SPA-12345'.
- Installer company name**: A text input field.
- Islandable Installation**: A dropdown menu.
- Central Protection and Control**: A dropdown menu.

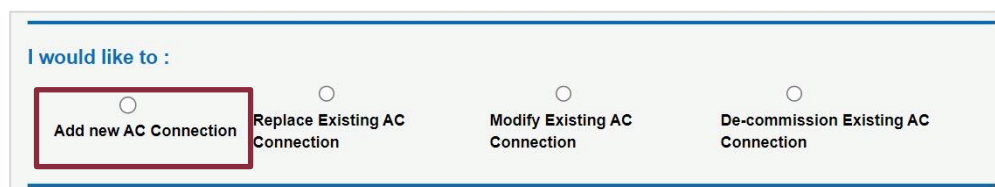
Section 4: DER Register Information

Step 1 Go to the **DER Register Information** tab, and select **Fill DERR Information**.



The screenshot shows a web interface with a tab labeled 'DER Register Information'. Below the tab, there is a button labeled 'Fill DERR Information' with an information icon (i) to its right. The button is highlighted with a red rectangular box.

Step 2 From **I would like to**, select **Add new AC Connection**.



The screenshot shows a section titled 'I would like to :'. Below the title, there are four radio button options: 'Add new AC Connection', 'Replace Existing AC Connection', 'Modify Existing AC Connection', and 'De-commission Existing AC Connection'. The 'Add new AC Connection' option is highlighted with a red rectangular box.

Note: If you select any other option you will have additional actions to 'Edit' or 'Decommission' existing AC Connections.

Step 3 Move down the page and select **Add new AC connection**. In the **AC Connection Information** box, complete the following fields:

Field	Instruction
AC Equipment Type	Pick from the options in the dropdown list.
Number of AC connections	Type the number of AC connections.
Inverter – Demand Response Enabling Device Interaction	Pick from the options in the dropdown list. Note: To indicate installation of small generating units designed with the ability to operate in an island mode.
Inverter Manufacturer	Type the name of the inverter manufacturer. Note: For a list of all approved devices see Approved devices for solar installers webpage.
Inverter Series	Pick from the options in the dropdown list.
Inverter Model Number	Pick from the options in the dropdown list.

Field	Instruction
Serial number	Type the serial number. Note: If more than one serial number, press enter after each number. The number of AC Connections should match the number of serial numbers entered.
I have applied the above inverting settings	Pick from the options in the dropdown list. Note: To verify and confirm all inverter setting adhere to compliance standards.

Then select **Save**.

Step 4 Move down the page and select **Add new device**. In the **AC Device Information** box, complete the following fields:

Field	Instruction
AC Connection	Pick from the options in the dropdown list.
Device Type	Pick from the options in the dropdown list.
Device Sub type	Pick from the options in the dropdown list.
Number of devices	Type the number of devices.
Manufacturer	Type the manufacturer
Status	Pick from the options in the dropdown list
Nominal rated capacity (kVA)	Type the kVA

Then select **Save**.

Device Information

AC Connection :

Device Type :

Device Sub type:

-- select a device type above --

Number of devices :

Manufacturer :

Status :

Active

Nominal rated capacity (kVA) :

Cancel

Save

Step 5 Select **Back to Alteration request**.

Section 5: DER Communication Device

Step 1 Go to the **DER Communication Device** tab.

Note: If a notification displays advising that the site is not subject to Victoria's emergency backstop mechanism for rooftop solar, go to **Section 7: Contact Details**.

Before a **DER Communication Device** can be connected to our network it must be registered with the manufacturer. Download the relevant app and register the device before commencing.

Step 2 **For rooftop solar systems 0-30kVA:** From the **Communication Device Details** box, pick from the options in the **Can all inverters at this site be connected to the internet?** dropdown list.



Communication Device Details

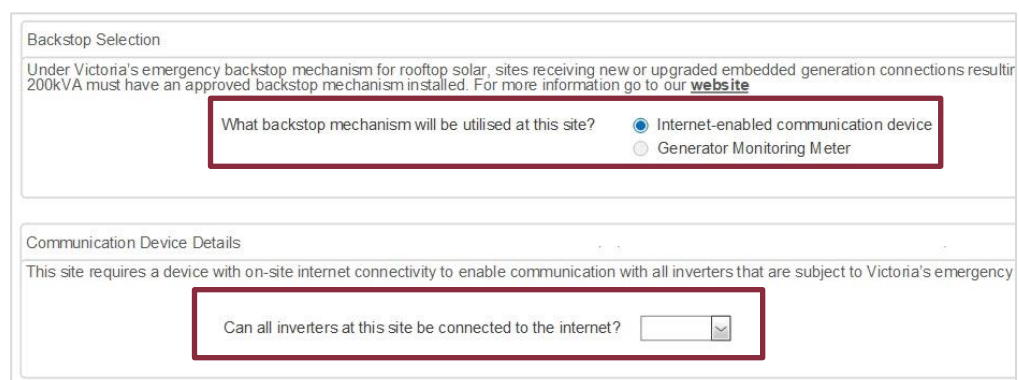
This site requires a device with on-site internet connectivity to enable communication with all inverters that

Can all inverters at this site be connected to the internet?

Note: Sites without internet connectivity, and with a total Inverter Rated Output between 0-30kVA, are to be configured for zero export.

For rooftop solar systems 31-200kVA: From the **Backstop Selection** box, pick from the **What backstop mechanism will be utilized at this site?** options.

Then from the **Communication Device Details** box, pick from the options in the **Can all inverters at this site be connected to the internet?** dropdown list.



Backstop Selection

Under Victoria's emergency backstop mechanism for rooftop solar, sites receiving new or upgraded embedded generation connections resulting in a total Inverter Rated Output (IRO) greater than 200kVA must have an approved backstop mechanism installed. For more information go to our [website](#)

What backstop mechanism will be utilised at this site? ☒ Internet-enabled communication device ☐ Generator Monitoring Meter

Communication Device Details

This site requires a device with on-site internet connectivity to enable communication with all inverters that are subject to Victoria's emergency

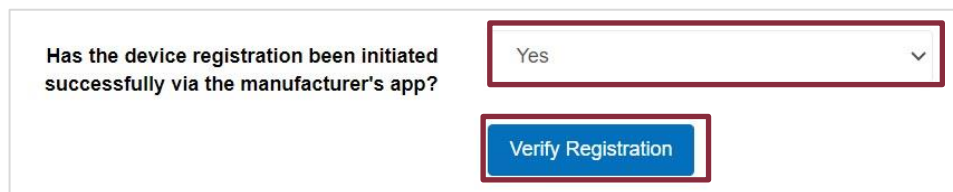
Can all inverters at this site be connected to the internet?

Note: If you selected Generator Monitoring Meter, the Communication Device Details box will not display. Go to, **Section 6: DER Communication Capability Test.**

Step 3

From the **Device Communication Registration** box, go to the **Has the device registration been initiated successfully via the manufacturer's app?** dropdown list. Do one of the following:

- Select **Yes**, and then select **Verify Registration**.

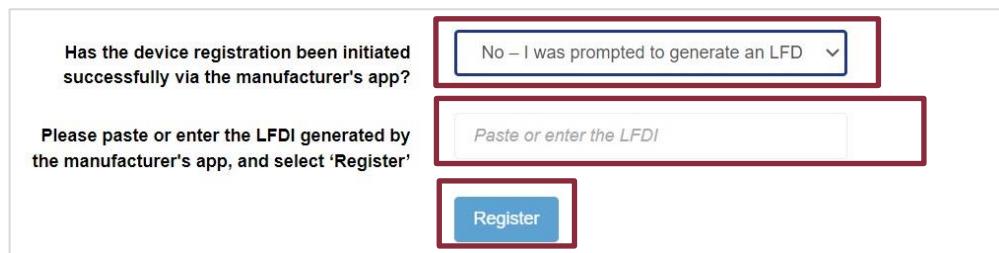


Has the device registration been initiated successfully via the manufacturer's app?

Yes

Verify Registration

- Select **No**, and then enter the LFDI in the **Please paste or enter the LFDI generated by the manufacturer's app** box, and then select **Register**.



Has the device registration been initiated successfully via the manufacturer's app?

No – I was prompted to generate an LFD

Please paste or enter the LFDI generated by the manufacturer's app, and select 'Register'

Paste or enter the LFDI

Register

Tips for successful registration:

- Confirm that your inverter or software communication client is successfully connected to the internet.
- Ensure that your installation is completed as per the manufacturer's installation guide, including the installation of an export limiting meter.
- Confirm that the inverter or software communication client is updated with the latest firmware.
- If registration attempt continues to fail, please contact the manufacturer to confirm setup and LFDI generation.
- If the problem persists after troubleshooting please contact our New Energy Service team on 1800 772 940.

Section 6: DER Communication Capability Test

Important: The **DER Communication Capability Test** tab displays if device registration was successful.

Step 1 Go to the **DER Communication Capability Test** tab. From the **Communication Capability Test** box, select **Run Test**.

DER Communication Capability Test

Communication Capability Test

A series of tests must be conducted to ensure we can successfully communicate with the device that has been installed. The tests may take approximately 5-10 minutes to complete.

Once these tests are complete the device will revert to zero export until this alteration request has been submitted and checked.

Preparation for Testing

1. Ensure the inverter(s), and communication device have been correctly installed, setup and connected to the customer's internet
2. Ensure your equipment's firmware is up to date
3. Ensure the system is generating at least 1000W when commencing this test. Please note, this test will not pass if it's run at night or in low light conditions

Run Test

Result: There are four different tests. Each test is completed one at a time and is updated with a pass or fail result.

The tests take approximately 5-10 minutes to complete.

	TEST STEP
✓	Test 1: Confirming connection has been made
✓	Test 2: Confirming adherence to default export
✓	Test 3: Confirming adherence to active power limit
✓	Test 4: Confirming configuration is completed

Tips for successful communication capability test:

- Ensure that the system is generating at least 1000W.
- Refer to the failure message to assist in troubleshooting the issue.
- If capability test continues to fail, please contact the manufacturer to confirm if they can identify the issue.
- If the problem persists after troubleshooting please contact our New Energy Service team on 1800 772 940.

Section 7: Contact Details

Step 1 Go to the **Contact Details** tab, and in the **Customer Details** box do the following:

- Type the customer name, in the **Customer name** box.
- Type the customer phone number, in the **Customer phone** box.
- Complete either REC number or LEW number and then select **Search**. The REC or LEW will need to register on eConnect portal before the REC/LEW number can be used.

Optional: Update your Licensed Electrical Inspector (LEI), Details

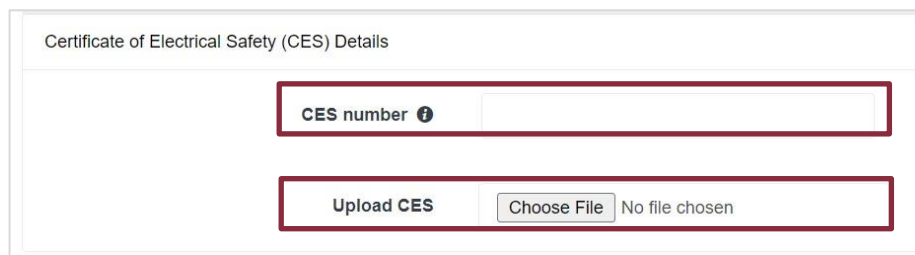
Step 2 Party to be billed will auto-populate with the customer's electricity retailer.

Section 8: Attachments

Step 1

Go to the **Attachments** tab, and in the **Certificate of Electrical Safety (CES) Details box** do the following:

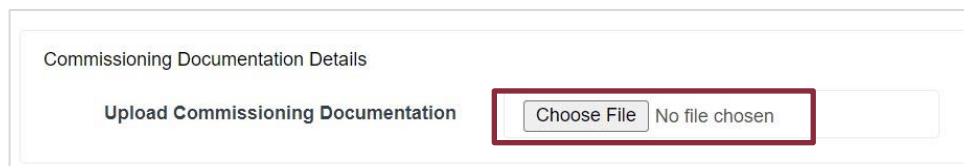
- Type Certificate of Electrical Safety number, in the **CES number** box.
- Select **Choose file**, choose the file you want to upload, and then select **Attach**.



Result: You should see your document appear under **Attachments**.

Step 2

From the **Commissioning Documentation Details** box, select **Choose file**, choose the commissioning documentation you want to upload. Then select **Attach**.



You can upload multiple photos or documents. For further information on acceptable forms of Commissioning Documentation go to the [Smart inverter settings | CitiPower & Powercor](#) website:

Result: You should see your document appear under **Attachments**.

Section 9: Confirmation

Step 1

Go to the **Confirmation** tab, move down to read the **Terms and Conditions**. If you accept, select the checkbox next to **I accept the Terms and Conditions**. Then select **Submit**.

Result: You'll receive an email summary of the Alteration Request. This summary includes a link to the Alteration Request Detail page where you can track the progress of the request.