

API Cloud / Metering Solution Troubleshooting for Solar Installers

When	What	How	Why	Supporting Documents	Organisation
Application Phase	<p>Recommend whether the API Cloud Solution or Metering Solution is most suitable for your customer and the site.</p> <p>Note: The Metering Solution should only be selected if the API cloud solution is not suitable or available.</p>	<p>Complete a site inspection, and confirm if your customer has ongoing access to the internet.</p> <p>Note: A stable internet connection is required on the customer's property (no mobile internet), so that the customer can be compliant with the API Cloud Solution.</p>	<p>To ensure the most appropriate solution, a Distributed Energy System (DES) application is made.</p> <p>Note: The selected solution cannot be changed later in the process. If the remote management solution changes, a new application will be required to be submitted.</p>	<p>Installer Checklist</p> <p>Customer Fact Sheet</p>	
	<p>Select and determine an inverter that is compatible with the API Cloud Solution.</p> <p>Note: We strongly recommend you have a high degree of confidence in which inverter(s) you are planning to offer to customers and suggest you confirm they are available to you.</p>	<p>The brand and model of the inverter will determine if it can be connected via the API Cloud Solution.</p> <p>To check if an inverter is compatible, please see the Supported Devices List on the Synergy website.</p>	<p>If the inverter chosen is not compatible with or supported by the API Cloud Solution, Synergy will not be able to remotely manage the customer's system.</p>	<p>Supported Devices List</p>	
	<p>Complete the Distributed Energy System (DES) application on behalf of your customer by selecting the "I'm a supplier applying on behalf of my customer" option.</p> <p>Note: Customers can complete the application themselves if they choose, using the customer application link.</p>	<p>Discuss with your customer and ensure they have read and understood the Distributed Energy Buyback Scheme application. Please ensure they are informed of the ESM requirements and have made the declaration acknowledging and confirming the matters set out in that application.</p>	<p>Once this has been submitted to Synergy, it will be processed and a Service Order Number will be created. That will be known as a Retailer Reference Number (RRN).</p>	<p>Distributed Energy System Application</p> <p>Distributed Energy System Application - Supplier Selected</p> <p>Distributed Energy System Application - customer selected: https://selfserve.synergy.net.au/myaccount/#/forms/des?FormToken=1</p> <p>Note: If you are completing the Synergy DES application on behalf of your customer, ensure that all customer information is correct and accurate (including the customer email address).</p>	
	<p>Complete the Western Power Embedded Generation (EG) Connection application. After completion, an EGA tracking code will be provided.</p> <p>Note: This application must match the Synergy DES application.</p> <p>Note: Ensure that the inverter you are requesting approval for is available for installation as this cannot be edited after approval has been granted.</p>	<p>After completing the Synergy DES application you will receive an email from Synergy with the RRN which will be used to complete the Western Power Embedded Generation (EG) Connection application.</p> <p>Note: This must be completed within 131 calendar days of receiving the valid RRN. After 131 days it will expire.</p>	<p>An Embedded Generation (EG) Connection application is required to install a new inverter system, and change or relocate existing inverters. The information submitted must align with the Synergy DES application.</p> <p>Note: Multiple checks will be made to allow the application to progress.</p>	<p>Embedded Generation Connection Application</p>	
	<p>Receive the preliminary installation approval from Western Power via email, with the link to the Embedded Generation (EG) Registration form.</p> <p>Note: Completion of the Embedded Generation (EG) Registration form will occur after installation.</p> <p>Note: If the system is not approved your application will be closed, and you must reapply and submit a new Embedded Generation (EG) Connection application.</p>	<p>You will receive an email with all of the conditions of approval available, and your chosen ESM solution.</p>	<p>You can either use the link in the previous approval email, or the EGA search on the Western Power landing page to track your application.</p>	<p>Embedded Generation Application Search</p> <p>Western Power Embedded Generation Connection</p>	
Installation Phase	<p>Install the approved solar system at the customer site.</p> <p>Note: If you have had to change your inverter(s) make/model from a previously selected inverter(s) in the Synergy DES application and the system size is still up to 5kVA, please contact Western Power to cancel your current Embedded Generation (EG) Connection application and resubmit a new one.</p> <p>Note: If the</p> <ul style="list-style-type: none"> ESM Remote Management Solution (API Cloud Solution/Metering Solution) has changed; A battery has been added or; The system size is now more than 5kVA <p>Please contact:</p> <ul style="list-style-type: none"> Western Power to cancel the current and Embedded Generation (EG) Connection application; and Synergy to cancel the current DES application. <p>A new Synergy DES application and Western Power Embedded Generation (EG) Connection application will be required.</p> <p>Note: Please DO NOT proceed with the Western Power Embedded Generation (EG) Registration form if you have changed inverter(s), as the inverter brand is critical for ESM compliance. Proceeding will result in your customer's system being non-compliant.</p>	<p>Install the Western Power approved solar system on site, in accordance with Western Power's Technical Requirements.</p>	<p>It is important that the approved solar system from the Embedded Generation (EG) Connection application is installed, to be ESM compliant.</p>	<p>Supported Devices List</p> <p>Western Power Technical Requirements</p>	
	<p>Commission the installed inverter via the original equipment manufacturer's (OEM) instructions, which can be found on the Synergy Supported Devices List.</p> <p>Note: Commissioning processes have changed, so ensure you are completing your selected equipment's OEM instructions correctly.</p>	<p>Access the Supported Devices List on the Synergy website. This list has links to all the compatible OEM websites with their commissioning instructions.</p>	<p>Commissioning inverters correctly is essential to being compliant with ESM requirements.</p>	<p>Supported Devices List</p>	
Compliance Phase	<p>Complete the Western Power Embedded Generation (EG) Registration form.</p> <p>Note: For more information relating to meter changes (if applicable) please refer to Synergy's website.</p> <p>Note: Please DO NOT proceed with the Western Power Embedded Generation (EG) Registration form if the system installed on site does not match the details pre-populated on the Embedded Generation (EG) Registration form, as the inverter brand, model and serial number(s) is critical for ESM compliance. Proceeding will result in your customer's system being non-compliant.</p> <p>Note: The Notice of Completion must be submitted with the correct meter number.</p> <p>Note: The areas previously filled out in the Embedded Generation (EG) Connection application (ESM Method, Brand, Model) will automatically populate and are not editable in this form.</p>	<p>Follow the link to the Embedded Generation (EG) Registration form and enter the EGA tracking code.</p> <p>Select the "Enter Serial Number(s)" link and confirm if the inverter(s) installed is a micro inverter or not.</p> <p>If micro inverters were NOT installed, enter the serial number(s) for the inverter(s) installed and click Save and Close.</p> <p>If micro inverters HAVE been installed you are only required to enter the serial number for the connection device (i.e. the serial number of the control centre for the system which all of the micro inverters are connected to). Click Save and Close.</p> <p>Complete the Operating Conditions section, input the Notice of Completion Number, complete the Declaration, then Submit.</p>	<p>Meter change is not required:</p> <ul style="list-style-type: none"> You will receive an email from Western Power notifying you that approval to operate has been granted. <p>Note: This is not the end of the application process.</p> <ul style="list-style-type: none"> Your customer will receive an email from Synergy notifying them that their application has been completed and they are eligible for DEBS. <p>Meter change required:</p> <ul style="list-style-type: none"> You will receive an email from Western Power notifying you of a meter change requirement. Once the meter change has been completed, your customer will receive an email from Synergy notifying them that their application has been completed and they are eligible for DEBS. 	<p>Embedded Generation Application Search</p> <p>Synergy Website</p>	
	<p>Commission the installed inverter via the original equipment manufacturer's (OEM) instructions, which can be found on the Synergy Supported Devices List.</p> <p>Note: Commissioning processes have changed, so ensure you are completing your selected equipment's OEM instructions correctly.</p>	<p>Access the Supported Devices List on the Synergy website. This list has links to all the compatible OEM websites with their commissioning instructions.</p>	<p>Commissioning inverters correctly is essential to being compliant with ESM requirements.</p>	<p>Supported Devices List</p>	

Acronym Key

ESM - Emergency Solar Management
 API - Application Programming Interface
 DES - Distributed Energy System

DEBS - Distributed Energy Buyback Scheme
 EG - Embedded Generation

RRN - Retailer reference Number
 OEM - Original Equipment Manufacturer