

Synergy is proud to be Western Australia's largest integrated electricity generator and energy retailer. Working with more than one million Western Australian household and business customers throughout the South West Interconnected System (SWIS), we provide safe, reliable power at the lowest sustainable cost.

Alongside our customers, we're on a journey towards a more sustainable energy future, which includes supporting the continued uptake of distributed energy resources (DER), also referred to as household energy assets with our customers. Our focus is on building DER capabilities at scale so we can seamlessly integrate customer DER into the SWIS. This is where you, our industry partners, play a key role.



New requirements

Synergy is adopting CSIP-Aus as the preferred standard for remote management of DER, aligning with national standards.

We've produced the DER functionality requirements document. This document outlines the requirements for generating and consuming DER assets in the SWIS and specifies the capabilities that must be met by all new and upgraded DER systems.



Application and exemptions

These new requirements apply to new inverter-connected DER installations with a capacity of 30kVA or less, following a staged rollout starting in 2025. The requirements apply to a site as a whole, covering both new and existing installed devices.

Exemptions to these include:

- Repairs or like-for-like replacements under warranty.
- Relocations within the same electrical installation.

Existing systems and systems over 30kVA that comply with [Synergy's Utility interconnection handbook](#), or those that can be upgraded via software to meet these requirements, are eligible for remote management integration and can opt into new products.

**What is my role as a technology provider?**

As a technology provider, you're responsible for providing and operating a technology solution that complies with Synergy's DER functionality requirements and Utility interconnection handbook.

You're also responsible for providing retailers and installers with compliant equipment and supporting documentation required to install and test connectivity between assets and our platform.

**What is my role as an equipment retailer?**

As an equipment retailer, you're responsible for ensuring CSIP-Aus compliant DER devices are sold, correctly installed, and connected to Synergy's remote management platform.

Your installers (including sub-contractors) must complete the relevant training and know how to use our installer test tool to check the connection of the asset to our remote management platform.

**What is my role as an installer?**

As an installer, you're responsible for correctly installing CSIP-Aus compliant DER devices and testing their connection to Synergy's remote management server.

You must complete the relevant training and know how to operate our installer test tool to check the connection between the asset and our management platform.



Timeline

2025

Jan – Mar

- Notice to industry providers
- DER functional requirements and Utility interconnection handbook

Apr – Jun

- Availability of testing environments to technology providers
- Supported solutions list published and updated
- Availability of onboarding and training for equipment retailers and installers

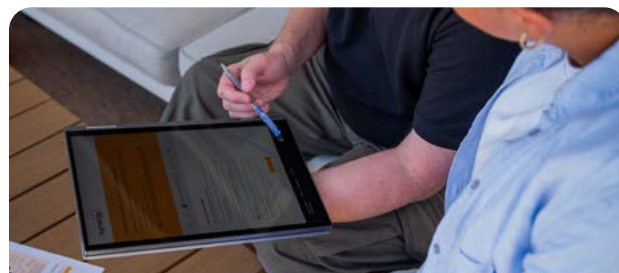
Jul – Aug

- Ongoing support for technology provider testing and onboarding to the utility server
- Ongoing onboarding and training for equipment retailers and installers

Sep – Dec

- Testing and listing of solutions in line with national approach

*Timeline is subject to change



Installer test tool

We've developed an installer test tool to help installers to verify the connection between assets and our systems.



Industry support resources

[Industry resources webpage](#)

[DER functionality requirements](#)

[Utility interconnection handbook](#)

[Testing and onboarding approach for DER technology providers](#)

[Onboarding and training approach for equipment retailers and installers](#)

Technology provider supported solutions list
[Fill out this application](#)

Equipment retailer and installer onboarding and training
[Fill out this registration form](#)

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