Quick reference guide: DER installation handbook

We've created this quick reference guide to summarise the key points that you need to know about Synergy's distributed energy resources (DER) installation handbook.

The handbook explains the onboarding requirements of retailers and installers of DER in the South West Interconnected System (SWIS). It includes an outline of what equipment retailers need to do to supply Synergy customers with DER solutions.

These requirements will apply to meet the requirements of the WA Residential Battery Scheme, from July 01, 2025.

You can read the full handbook **here**.

Roles and responsibilities

Retailers and installers play critical roles in enabling effective DER commissioning, site assessment, testing and troubleshooting procedures.
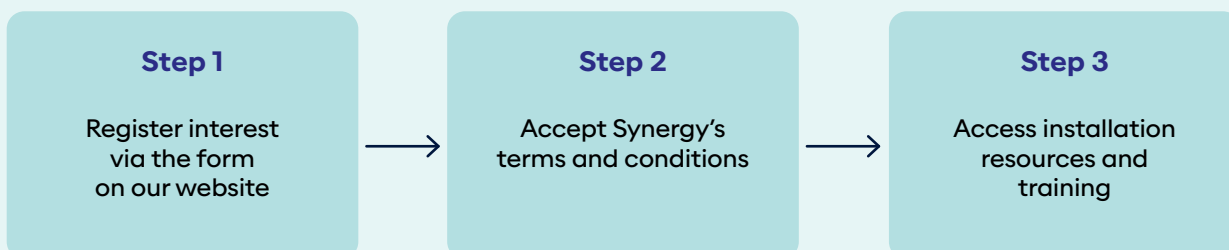
Please make sure you understand your obligations as a retailer and/or installer of DER solutions.

Equipment retailer

When registering as an equipment retailer with Synergy, you'll need to agree to Synergy's terms and conditions. It is the responsibility of equipment retailers to ensure that installers (including sub-contractors) are meeting Synergy's requirements, including completion of necessary training and ongoing compliance.

Onboarding process

Step 1	Step 2	Step 3
Register interest via the form on our website	Accept Synergy's terms and conditions	Access installation resources and training

More information on the onboarding processes can be found in the Installer handbook **here**. To register and access installer training, click **here**.

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Installers

It is important that all installers (including sub-contractors) complete the installer training. The training ensures that you understand your responsibilities when installing DER solutions and know how to use Synergy's test tool to verify connection of the asset.

You'll need to:

- Complete the relevant training to effectively use Synergy's installer test tool;
- Understand Synergy's DER functionality requirements;
- Perform installations in accordance with the Installation handbook; and
- Explain tiering and access rights for participation in Synergy's products to customers.

Please refer to the Installation handbook for more detailed information.

Onboarding process

Step 1	Step 2	Step 3
Retailers provide access to installer training	Once training is completed, installers can access the installer test tool	Installers can commence on-site DER asset testing and commissioning

More information on the onboarding processes can be found in the Installer handbook **here**.

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Remote management requirements

Customer's DER assets will participate in varying capacities, depending on their system capabilities. Customer participation tiers are outlined in this table for quick reference.

For tiers 1 and 2, the level of remote visibility and management for an installation will depend on the specific product the customer has signed up to, however this does not impact the installation process.

Tier	0	1	2
Participation level	Passive customer participation – typically used in instances where a site has inadequate internet connection or other site limitations.	Active customer participation in which minimum visibility and emergency management requirements are met – typically used where a customer opts out of a VPP product.	Active customer participation where customers are participating in VPP products that enable remote management of DER systems.
DER capability	Must include communications solution from supported solutions list.	Must include communications solution from supported solutions list.	Must include communications solution from supported solutions list.
Export limit	1.5kW (local hardware configured limit).	Remotely managed limit as per product.	Remotely managed limit as per product.
Ongoing site internet access capability	No (temporary internet connection required for commissioning)	Yes	Yes

Compliance

Supply of compliant equipment

Equipment retailers and installers must use compliant equipment and solutions specified on Synergy's supported solutions list, published on our website **here**.

This list of supported solutions also details what solutions are supported for participation in Synergy's products.

Export monitoring device

All DER installations are required to be fitted with an export monitoring device.

This device must be capable of monitoring point of connection voltage, and active/reactive power flows to meet the site monitoring requirements in Synergy's DER functionality requirements.

Whole of site compliance

New installations under remote management containing multiple DER assets (existing or new) must have aggregated remote management capability. This can be through direct DER-DER communications (where compatible) or by using a gateway device.

Where a site has existing assets that are not interoperable with existing or new assets, a derogation can be requested.

It's important to note that where a customer site contains devices that are not interoperable with other devices on site, there may be limitations to the customer's ability to participate in certain products.

Technology provider supported solutions list
Fill out this application

Equipment retailer and installer onboarding and training
Fill out this registration form

For general enquiries
Fill out this form

For more information
Click here

For support
Contact us here