

SOLAR CONNECTION INVESTIGATION FORM - CUSTOMER EVIDENCE

CUSTOMER DETAILS	
Full Name	
Email address	
Contact phone number	
Property address	

Important Information

We recommend you reach out to a solar installer or a licenced electrician to provide required evidence. Information provided in this form will be used to verify

- System details in Evoenergy records; and
- To assist the Power Quality team to determine appropriate remedial action to your power quality concern

INSTALLATION DETAILS	
Year of installation (Solar)	
Total Inverter Rated AC capacity (Solar)	
Year of installation (Battery)	
Total Inverter Rated AC capacity (Battery)	

[Evoenergy embedded generation technical requirements](#) and the [Australian Standard](#).

Please refer to page 3 of this document for a copy of Evoenergy's Volt-Watt and Volt-Var requirements.

As a part of these requirements, a solar installer or a licenced electrician can program/ update your system to meet these standards and evidence of the settings must be provided for us to commence investigation.

You are required to provide evidence that your system complies with Evoenergy technical requirements.

Option A:

SYSTEM CONFIGURATION AND TESTING <i>(Please ensure that following checks are carried out)</i>	
Is the Volt-Var response enabled?	Yes / No
Is the Volt-Watt response enabled?	Yes / No
Is the export limit on the system set to 5kVA/ phase?	Yes / No
Is the limit for sustained operation for voltage variations set to 253V?	Yes / No
Please provide inverter voltage, grid voltage, reactive power (var) & active power (watt) graphs. <u>Each graph showing activity for 24hour periods over 3 consecutive days.</u>	Attached/ Not attached
<p>If you are unable to provide voltage graphs from the inverter, please provide instantaneous voltage reading recorded at point of supply/ main switchboard with solar turned off.</p> <p>Testing without the solar connected can confirm if the grid voltage exceeds 253V.</p>	

Option B:

Please provide a written confirmation from the solar installer or a licensed electrician to confirm that

- the inverter settings are set as per Evoenergy's technical requirements; and
- The voltage rise does not exceed 2%

for us to commence our investigation.

Investigation outcome

Our Customer Resolutions team will be in touch as soon as the initial investigation is completed.

Please note that the investigation may be delayed, if Evoenergy records show that the system:

- Has no approval from Evoenergy to connect to the network; or
- Has been altered/ augmented and the new system was not approved by Evoenergy; or
- On site system is different to details in Evoenergy records; or
- is not configured to Evoenergy's technical requirements or sufficient evidence is not provided to prove that the inverter meets the latest requirements.

Evoenergy will get in touch with you to discuss on this matter and provide information to share with your electrician or solar installer.

Please complete and return this form along with required evidence to CustomerResolutions@evoenergy.com.au

Evoenergy Micro Embedded Generation Technical Requirements- IES PQ response modes

All IES micro embedded generating units shall have volt-watt power quality response enabled as per AS/NZS 4777.2 Clause 3.3.2.2 with the Australia A settings detailed in Table 9.

TABLE 9. VOLT-WATT RESPONSE

AS/NZS 4777.2 REFERENCE	VOLTAGE	GENERATION POWER LEVEL (% RATED POWER)
V1	253 V	100%
V2	260 V	20%

In addition, micro IES generating units with energy storage shall have volt-watt power quality response enabled as per AS/NZS 4.777.2 Clause 3.4.3 with the Australia A settings detailed in Table 10

TABLE 10. VOLT-WATT RESPONSE

AS/NZS 4777.2 REFERENCE	VOLTAGE	CHARGING POWER LEVEL (% RATED POWER)
V1_{ch}	207 V	20%
V2_{ch}	215 V	100%

In addition, IES micro embedded generating units shall have volt-var power quality response enabled as per AS/NZS 4777.2 Clause 3.3.2.3 with the Australia A settings detailed in Table 11.

TABLE 11. VOLT-VAR RESPONSE

AS/NZS 4777.2 REFERENCE	VOLTAGE	VAR LEVEL (% OF RATED VA)
V1	207 V	44% Leading/Supplying
V2	220 V	0%
V3	240 V	0%
V4	258 V	60% Lagging/Absorbing

The ramping requirements for IES power quality response modes shall be the default values specified in AS/NZS 4777.2.