

# FormBay<sup>®</sup>

Compliance

Compliance Technology for the Solar Industry

# Welcome to Compliance - ORER

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## FORMBAY / ORER / INTRODUCTION

### Introduction to ORER

#### What does ORER stand for?

ORER - OFFICE OF RENEWABLE ENERGY REGULATOR is a statutory authority established to oversee the implementation of the Small-scale Renewable Energy Scheme. The Renewable Energy Regulator is appointed by the Minister for Climate Change, Energy Efficiency and Water to administer the Renewable Energy (Electricity) Act 2000 1. The Act supports the implementation of the Australian Government's LRET and SRES.

#### What do ORER do?

ORER are the government office body that register STCs / RECs for small generation and solar hot water installations. They manage and maintain the online REC Registry, STC Clearing house, and monitors compliance. With these regulations in place, ORER have the power to approve or fail any submissions uploaded.

ORER are responsible for ensuring each and every application conforms and is compliant to the compliance requirements as specified under the Small-scale Renewable Energy Scheme. For ORER, the process of auditing is black and white, there is no room for systems which lack any compliance requirement.

ORER are in place to approve or fail applications. They have the power to audit any application regardless of its status, to any degree it so desires. A typical audit will request all documents be sent to them for immediate assessment. They may call the home owner in relation to the creation of the Renewable Energy Certificates.

#### Contacting ORER

Please keep communications with ORER limited to essential contact, if you have a query, please refer to your procedures manual or speak to your resolutions officer. If you need to contact ORER the best form of contact is via email. Phone calls only take auditors away from doing what we all need them to do. Please be considerate.

Postal address:  
PO Box 621  
Canberra ACT 2601  
Australia

Numbers:  
Phone: +61 (02) 6159 7700  
Fax: +61 (02) 6159 7780

Email:  
General: [orer@orer.gov.au](mailto:orer@orer.gov.au)  
Audits: [deemedunits@orer.gov.au](mailto:deemedunits@orer.gov.au)

#### More Information

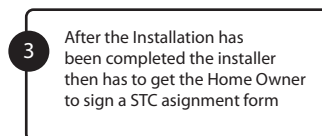
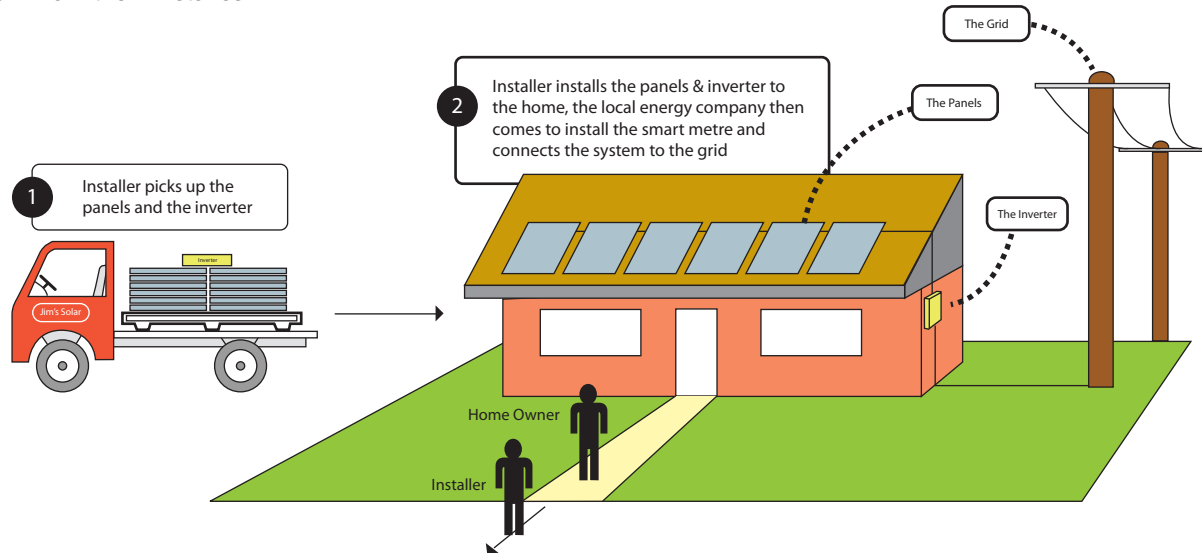
All regulations and ACTS are stated on the ORER website:

<http://www.orer.gov.au/index.html>

# From the Ground Up

We rely on the installer capturing the right information and ensuring it is true and correct. It is vitally important the installer understands that he is ultimately the one who provides the base documentation which we then create STCs from. If the documentation is substandard or incorrect, the installer then runs the risk of being denied payment or having to travel back out onsite to have the document resigned. The agent simply cannot afford the risk that comes with sloppy compliance or half-filled in forms.

The key is making sure the installer is fully aware of the requirements both when they first sign up and continually as they learn to get it right. It is your job as an agent to make sure they get the message loud and clear, and that they learn from their mistakes.



## Key Requirements

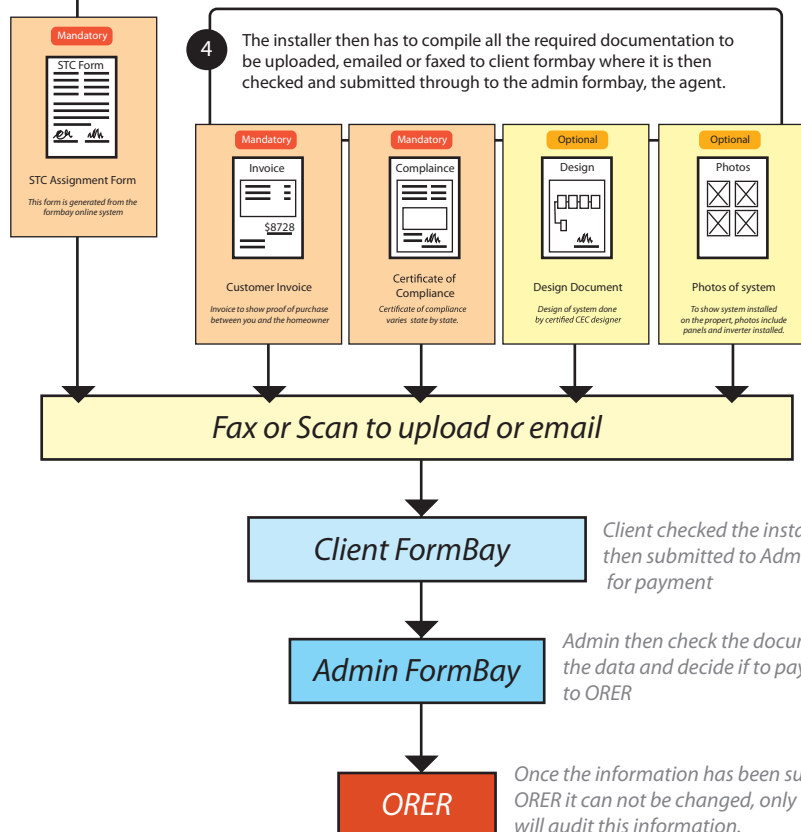
**Assignment Form Signatures (Mandatory)**  
The Assignment form needs to be signed by the home owner and then signed by the accredited CEC installer and designer.

**Compliance (Mandatory)**  
Each install must have a certificate of compliance, this may vary state by state, please check your compliance handbook.

**Invoice (Mandatory)**  
The invoice is needed to show proof of purchase but also the 'Out of Pocket Expense' is derived from this, which is the total cash outlay from the customer for the system.

**Photos (Optional)**  
Photos are not required, however it is strongly suggested that the following photos are captured:

- Photos of the panels on the roof
- Photos of the inverter
- Photos of the DC isolator
- Photos of the switch board open
- Photo of the CEC installer onsite, preferably in front of the house.





# Checking Compliance

The most important job in the processing of STCs is making sure all information that has been received or uploaded to ORER is 100% true and correct. This is vital for ensuring that payment can be made to the installer and the agent receives their STCs successfully.

For every agent, compliance represents an element of risk that could potentially impact their business, both financially and legally. From paying installers, meeting trade commitments, through to being able to pay wages, it all comes down to having the correct compliance that is true and correct.

The checking compliance helps to reduce this risk, and provides surety to the agent and the installer that the STCs from those systems will be created for trade.

Compliance is put in place to strengthen the industry from the ground up. ORER do not create the compliance requirements, but rather enforce them.

You have to be 110% sure that the system you check has all the compliance requirements.

## How to Check:

Firstly, you need to make sure you are aware of the compliance requirements, to do this it is advised that you read through the compliance hand book and also ask your Resolution officer (ResBay officer) about any doubts you may have.

After you feel confident in knowing the basics, simply login to admin Form Bay and start viewing the doc icons. Here you will find a series of checks that are required. Each time you tick a check, your user profile will be logged as having completed that check. So once it has been uploaded to ORER you will be the person responsible for saying that doc was true and correct.

## If you find incorrect information:

People make mistakes all the time, especially when it comes to data entry and documentation. If you find a discrepancy with the information that is on the documentation when compared with the data submitted, please notify your resolution officer and they will direct you.

If the system has not been uploaded to ORER, you will need to change the data to be true and correct before it can be uploaded. If the system has already been uploaded to ORER then your resolution officer will need to fail the system to recreate with the correct information.

## Key Compliance Checks:

### 1. Assignment Form

- Home Owners details are correct
- Install date is correct
- Installers & designers ACC number is correct
- Correct Australian regulations are in place
- Correct Inverter & Panel brand and model entered
- On site declarations is present for installs after 1st February 2011

### 2. INVOICE

- Home Owners details are correct
- OOPE - Out of pocket expense figures match
- Metering Cost included in OOPE

### 3. Certificate of Compliance - Mandatory

- Home Owners details are correct
- Date on CPP not prior to installation date

### 4. PHOTO's - Optional

- Number of panels are correct
- Photographic evidence matches data inputted

### 5. DESIGN - Optional

- Matches the installation data

All these checks are available online with FormBay and are mandatory before and upload to ORER.

## Please Note:

If you have noticed a mistake with a piece of compliance after it has been uploaded to ORER, don't panic it can be resolved. Please tell your Resolution Officer about the mistake and he/she will request that system be failed so it can be recreated with the corrected information, or he / she will notify ORER of the mistake.

## Some common issues to flag:

Incorrect OOPE figures which don't match the invoice supplied, any signatures that are missing, old assignment form, certificate of compliance is not sufficient, superman installers doing 50 jobs a day, dates on CCP not matching etc.

ORER / COMPLIANCE CHECKING

# Compliance Centre Checks- STC Form

The Compliance Centre holds all forms that have been submitted. It checks for all the correct requirements before the submission is uploaded to ORER. Forms that do not have the required regulations are advised to collect relevant information and re-upload to FormBay. The FormBay Compliance team checks every form and approves them if they are up to standard.

The following checks are in place to ensure that the STC assignment Form is compliant. We match the information that has been inputted into the system to the paperwork supplied. The client is not allowed to submit their online form unless the required paperwork has been uploaded.

If the client has submitted documentation not up to standard, we contact the client accordingly allowing them to re-upload documentation and confirm the correct details.

**Form Details:**

- Owner Name:** DARRELL SMITH
- Postal Address:** 14 TURNBULL ST, EDGEWORTH NSW 2285
- Phone:** 0249583646
- Installation Address:** 14 TURNBULL ST, EDGEWORTH NSW 2285
- System Type:** No (Is this system ADDITIONAL?)
- Panel Brand:** CSUN
- Panel Model:** SST190-72M
- Inverter Brand:** XANTREX
- Inverter Model:** GT2.8
- Installation Date:** 29/06/2011
- System Capacity:** 1.52kW
- Grid Connected:** Yes
- Stand-alone Systems:** No
- Installer:** KEITH ORRIS (0243515999)
- Designer:** KEITH ORRIS (0243515999)
- Electrician:** KEITH ORRIS (0243515999)

**Admin Checks:**

- Homeowner's address is correct
- Install date is in line with other documentation
- Installer ACC number correct
- Australian regulations are present
- Installer Signature correct
- Home owner signature is correct
- Designer Signature correct
- OnSite Declaration is present for install after 1st February 2011
- Serials are present
- Inverter serials Present
- Electrician Number matches with CEC list
- Designer Number matches with CEC list
- Brand/Model Matches with CEC List
- Overall Status

**Form ID:** 52948  
**Brand:** CEEG (Shanghai)  
**Solar Science & Tech Model:** SST190-72M  
**Inverter Brand:** Xantrex / Enerdrive Pty Ltd  
**Inverter Model:** GT 2.8 AU GC  
**230 Series:** GT Series Oler  
**Code:** PVD0626512

**Owner:** DARRELL SMITH  
**Install Date:** 29/06/2011  
**Install Address:** 14 TURNBULL ST, EDGEWORTH NSW 2285

STC Assignment form checks

ORDER / COMPLIANCE CHECKING

# Compliance Centre Checks- Safety Certificate

The CCP compliance checks involve making sure the Electrician and the customer details are correct and that the date on the CCP date is not before the installation.

**CERTIFICATE OF COMPLIANCE – ELECTRICAL WORK** DNSP OFT COPY

CERTIFICATE NO: 1690704

**CUSTOMER DETAILS**

Name: Scott Smith Telephone Contact: 42009560

Site Address: 17 Marsden Rd, Blue Haven NSW 2262 Meter No: \_\_\_\_\_

Cross Street: \_\_\_\_\_ Postcode: \_\_\_\_\_ NMI (if applicable): \_\_\_\_\_

**INSTALLATION WORK DETAILS** Indicate the type of installation and types of work performed under this Notice.

Type of Installation: ☒ Residential ☐ Commercial ☐ Industrial ☐ Rural ☐ Other

Special Conditions: ☐ over 100 amps ☐ High Voltage ☐ Hazardous Area ☐ Generator ☐ Unmetered Supply

**CERTIFICATE MUST BE ISSUED TO THE CUSTOMER FOR ALL ELECTRICAL WORK**

Work of the following type must ALSO be notified to the **ELECTRICITY DISTRIBUTOR (DNSP)**

☐ New installation ☐ Network connection or metering

☐ Additions or alterations to a switchboard or associated equipment ☐ Defect Rectification No:

**DETAILS OF EQUIPMENT** Describe the equipment and estimate load increase of the work affected by this Notice. If insufficient space attach separate sheets.

EQUIPMENT	RATING	No.	PARTICULARS OF WORK
<input checked="" type="checkbox"/> Switchboards			
<input checked="" type="checkbox"/> Circuits	<u>20 Amp</u>		<u>Solar Generator</u>
<input type="checkbox"/> Lighting			
<input type="checkbox"/> Socket-outlets			
<input type="checkbox"/> Appliances			
Estimated increase in load Alpha		<input type="checkbox"/> Increased load is within capacity of installation/service mains	
<input checked="" type="checkbox"/> Work is connected to supply		<input type="checkbox"/> Work is not connected to supply pending inspection by DNSP	

I confirm that I have carried out the above tests and visually checked that the installation work described in this Certificate complies with AS/NZS 3000 and is suitable for its intended use.

Name: Leigh McInerney Licence No: 1270386

Signature: [Signature] Date of Testing: 5.7.11

**CERTIFICATION**

I, the Electrical Contractor give notice to the Customer and (Name of DNSP or OFT), that the work described in this Certificate has been completed in accordance with the Electricity (Consumer Safety) Regulation 2006.

Name: Leigh McInerney Licence No: 1270386

Signature: [Signature] Date of Notice: 5.7.11

Address: 17 Marsden Rd, Blue Haven NSW 2262 Telephone No. or Other Contact: 0410340450

**ELECTRICITY DISTRIBUTOR (DNSP) REMARKS**

Inspected by: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

**NECA**

**Admin Checks**

- ☒ Electrician Same as in REC form
- ☒ Customer Details are correct
- ☒ Date same as Installation Date
- ☒ Overall Status

Formid: 34033 Brand: CEEG (Shanghai) Solar Science & Tec Model: SST186-72M Inv Brand: Beijing Kinglong New Energy Inv Model: Sunteams 1500 Series: KLINE Over Code: PVD0631301

Owner: Scott & Shannon Smith Install Date: 29/06/2011 Install Address: 17 Marsden RD, BLUE HAVEN NSW 2262

INSTALLER: Leigh McInerney Acc Code: A5133113 Phone: 0410340450

DESIGNER: Leigh McInerney Acc Code: A5133113 PHONE: 0410340450

ELECTRICIAN: Leigh McInerney Acc Code: 1270386 Ph: 0410340450

OOPF: \$4915 Rated Power: 1.52 kw/h


PENDING

CCP - Safety Certificate checks

# Compliance Centre Checks- Invoice

The Invoice compliance checks involve making sure the invoice details are correct, the OOPE number is accurate and the metering cost has been included to the invoice.

32949
Inv
Change
Save Rotation
Delete Document
Uploaded at Monday, 04th July, 2011 @ 04:18pm



**solarsave**  
ABN 26 100 347 802

SolarSave Pty Ltd  
Unit 2/1 Reliance Drive  
Tuggerah Business Park NSW 2258  
PO Box 3822 Tuggerah NSW 2258  
T: (02) 4351 5999  
F: (02) 4351 5977  
info@solarsave.com.au  
solarsave.com.au

Job No  
210229  
Terms  
C.O.D.  
Order No  
A5270  
Tax Invoice  
Invoice Date  
29/06/2011  
113449  
Bill To  
Darell Smith  
14 Turnbull Street  
EDGEWORTH  
NSW 2205  
Job Item  
SMIT50001 Meter read

Make	Model	Energy Prov	Referred by	Roof
CSun	CSUN190-72M	Energy Australia		Tile

Stock Code	Description-Text	Qty	Unit Price	Amount
<b>Supply &amp; install solar electricity system C Sun panels racking &amp; inverter, installation and metering.</b>				
CSUN190-72M	CSUN 190W Panel	8.00	800.00 EACH	6,400.00
GT 2.8	Xantrex GT 2.8 Inverter	1.00	3,900.00 EACH	3,900.00
SMK	Standard Mounting Kit Per KW	1.52	160.00 EACH	243.20
PV INSTALL	Standard Installation Per Kw	1.52	700.00 EACH	1,064.00
METERING	Metering	1.00	350.00 EACH	350.00
SS DISCOUNT	Solar Save Discount	-1.00	2,732.20 EACH	-2,732.20
RECS	RECS	-105.00	26.00 EACH	-4,030.00
Subtotal (incl GST) =				\$5,195.00

As per our Terms and Conditions full payment is required on date of installation of panels and inverter. Thank you

**Admin Checks**

- Invoice Details are correct
- OOPE correct
- Metering Cost included
- Overall Status

Formid : 32949  
Brand : CEEG (Shanghai)  
Solar Science & Tec  
Model : SST190-72M  
Inv Brand : Xantrex /  
Enerdrive Pty Ltd  
Inv Model : GT 2.8 AU GC  
230 Series : GT Series Orer  
Code : PVD0620512  
Owner: DARRELL SMITH  
Install Date: 29/06/2011  
Install Address:  
14 TURNBULL ST, EDGEWORTH NSW 2205  
INSTALLER: Keith Oriss  
Acc Code: A4491905  
Phone: 0243515999  
DESIGNER: Keith Oriss  
Acc Code: A4491905  
PHONE: 0243515999  
ELECTRICIAN: Keith Oriss  
Acc Code: 104446C  
Ph: 0243515999  
OOPE: \$5195 Rated Power: 1.52 kw/h

Customer Invoice Checks



# Documents Required - STC Form

## FormBay STC Assignment Form - PV Solar

OFFICE USE ONLY (ONLY) 32863 DATE:  DATA: ☐

**OWNER DETAILS**

FIRST NAME: John LAST NAME: Brown COMPANY:

POSTAL ADDRESS: 2 Clarence ST, SYDNEY STATE: NSW POSTCODE: 2000

TELEPHONE (H): 0459996525 MOBILE: NA FAX: NA

INSTALLATION ADDRESS: 2 Clarence ST, SYDNEY STATE: NSW POSTCODE: 2000

Check the owners address details are correct.

**SYSTEM DETAILS**

**IMPORTANT** Is this system **ADDITIONAL**? No Are you installing a **COMPLETE** unit? Yes

(Are you adding extra capacity/panels or a completely new system which is in addition to an existing system for this address?) (Adding additional capacity/panels to an existing system is NOT considered a complete unit)

If YES, the system is additional, please specify where the panels or system is in relation to the existing system: (eg. additional panels added to the end of an existing 4 panel system facing north)

Panel Brand: Sun Earth Have you received or been approved for a REBATE or financial assistance (including Solar Credits) for any small generation unit at this address? ☐ YES ☒ NO

Panel Model: 2021 Have you received Solar Credits (multiplied STCs) for a small generation unit at this premises address? ☐ YES ☒ NO

Inverter Brand: Sola Is this an ELIGIBLE premises for Solar Credits (STC Multiplier)? ☐ YES ☒ NO

Inverter Model: 56 Is there more than one Solar PV installation at this address? ☐ YES ☒ NO

Inverter Series:  Have you collected all Out of Pocket Expenses Documentation? ☒ YES ☐ NO

Installation Date: 22/06/2011 (Please use the 8 digit STC due to Point Expenses Calculation) (eg. 22/06/2011)

Rated Power Output (kW): 2.3kW No. of Panels: 3 **STC Deeming Period:** ☐ 1yr ☐ 1yr ☒ 1yr

Do you have all of the required compliance paperwork? ☒ YES ☐ NO (Please refer to the Agents Guide for more information on the requirements.) 25 years deeming can only be claimed if installed in one part 12 months

Is the system grid-connected? ☒ YES ☐ NO

Installation date  
The installation date needs to match the installation date inputted into FormBay

**CEC INSTALLER SECTION: (Here we need to know the installer, the designer and the electrician details)**

INSTALLER:	DESIGNER:	ELECTRICIAN:
Full Name: <u>Apple App</u> Phone: <u>0451018888</u> Address: <u>22 GRID, 22 Clarence ST, HURSTVILLE, NSW 2220</u>	Full Name: <u>Apple App</u> Phone: <u>0451018888</u> Address: <u>22 GRID, 22 Clarence ST, HURSTVILLE, NSW 2220</u>	Full Name: <u>Apple App</u> Phone: <u>0451018888</u> Address: <u>22 GRID, 22 Clarence ST, HURSTVILLE, NSW 2220</u>
App123inst	App123des	App123elec

Installers & Acc Code  
The installer, designer and electrician need to match the CEC Accreditation list

**MANDATORY WRITTEN STATEMENT BY THE CEC INSTALLER AND DESIGNER**

I, Apple App, (name of installer) was the accredited CEC installer that completed the SGU installation at 2 Clarence ST, SYDNEY, NSW 2000 and verify that I have installed the system and that it meets the following requirements: The CEC accreditation guidelines, the CEC Accreditation Code of Practice and am bound by their Code of Conduct; Have used panels and inverters approved by the CEC; Followed all of the Office of the Renewable Energy Regulator's Guidelines; Have \$5M in Public Liability Insurance; and the system meets the following Australian Standards, where applicable...

**PV & Inverter Standards**  
AS/NZS 3033:2005, Installation of photovoltaic (PV) arrays;  
AS/NZS 1170:2002, Structural Design actions;  
Part 2: Wind Action (PV Array);  
AS/NZS 3033, PV modules are compliant and the product is listed at [www.cleanenergycouncil.org.au](http://www.cleanenergycouncil.org.au).  
The grid connected inverter used has been tested to Standard AS 4777 and the product is listed at [www.cleanenergycouncil.org.au](http://www.cleanenergycouncil.org.au).

**Grid connected system**  
AS/NZS 3000:2007, Wiring Rules;  
AS 4777, this installation complies to this standard;  
AS/NZS 1768:2017, Lightning Protection;  
AS 4777:2009 Grid connection of energy systems via inverters.

**Standalone Systems**  
AS/NZS 4509:2008, Standalone Power systems, Part 1: Safety & Installation;  
AS 4086.2:1997, Secondary batteries for use with Standalone power systems, Part 2: Installation & maintenance, wind system;  
AS/NZS 3000:2007, Wiring Rules.

Regulations.  
All standards, regulations, requirements which ORER require to be within the CEC mandatory written statement need to be current.

I verify that all local, State or Territory government requirements have been met for: i) The siting of the unit; ii) The attachment of the unit to the building or structure; iii) The grid connection of the system for the SGU installation. I verify that the SGU is: ☒ Grid Connected ☐ An Off grid installation, and an electrical worker holding an unrestricted license for electrical work issued by the State or Territory authority for the place where the unit was installed undertook all wiring of the unit that involves alternating current of 50 or more volts or direct current of 120V.

I confirm that the details in the above statement are correct.

Signature of the SGUs CEC installer: [Signature] CEC NUMBER: App123inst

Signature of the SGUs CEC Designer: [Signature] CEC NUMBER: App123des

PRINT NAME - Apple App DATE:

Check Installer & Designer Signatures, these are required to match the details on the assignment form

**MANDATORY DECLARATION**

I am the legal owner of the above small generation unit (SGU) and assign the right to create STCs to FormBay Pty Ltd for the period stated above, commencing at the date of installation.

I have not previously assigned or created any STCs for this system within this period.

To claim 15 years deeming for SGU, STCs must be registered within 12 months of installation.

I understand I am under no obligation to assign STCs to FormBay Pty Ltd.

I agree to repay the STC payment to FormBay Pty Ltd should my assignment be invalid.

I understand that an agent of the Office of the Renewable Energy Regulator or FormBay Pty Ltd may wish to inspect the SGU within the first five years of certificate redemption.

I must retain receipts and proof of the installation date for the life of the STCs.

I am aware that penalties can be applied for providing misleading information in this form under the Renewable Energy (Electricity) Act 2000.

I further declare that the accredited CEC installer named on this form physically attended the installation of the unit.

I understand that this system is eligible for 122 STCs and in exchange for assigning my right to create these STCs, I will receive from the installer/supplier:

☒ A point of sale discount of \$ 2000 ☐ A monetary payment of \$  ☐ Out of pocket expenses: \$8700

Owner Signature: [Signature] Agent/Installer Signature: [Signature] Date:

**PRIVACY DECLARATION:** FormBay Pty Ltd will only use this personal information as intended and will not sell or divulge this any third parties other than the Office of the Renewable Energy Regulator.

Signatures  
The home owner and the agent/installers signatures are required on the assignment form, providing proof the install occurred and agreeing to the mandatory declaration stated on the form

**CUSTOMER GST DECLARATION**

Is the SGU used for Commercial or Domestic use? ☐ Commercial ☒ Domestic

Is the owner of the SGU registered for GST? ☐ Yes ☒ No

If so, please provide full Business Name and ABN:

On-Site Declaration  
All installs after 1st February 2011 require an on site declaration statement. This declares that the installer, stated on the form physically attended the installation.

**SERIAL NUMBERS**

12252211567

12252211568

12252211569

# Documents Required - Safety Certificate

## Vince Airelect

Air Conditioning & Electrical Services

PHONE: 07 5574 4604

FAX: 07 5574 4684

ADDRESS: 9 Energy Crescent, Molendinar QLD 4214 WEB: www.airelect.com.au

Certificate No. V18-26

ABN: 51 433 746 830

QBSA: 1123968

ELB: 67457

NBWCL: 2219180

ARC: AU 17529



### CERTIFICATE OF COMPLIANCE - ELECTRICAL WORK

#### CUSTOMER DETAILS

NAME	AMANDA ARTHUR		CONTACT	044533566
SITE ADDRESS	1/6 KETCH PLACE MOOSAVILLE		METER NO	447724.01
CROSS STREET	P/CODE	4566	NMI	QB132207.88

Invoice Customer Details  
Check the owners address  
details are correct.

#### INSTALLATION WORK DETAILS INDICATE THE TYPE OF INSTALLATION AND TYPES OF WORK PERFORMED UNDER THIS NOTICE

TYPE OF INSTALLATION	<input checked="" type="checkbox"/> RESIDENTIAL	<input type="checkbox"/> COMMERCIAL	<input type="checkbox"/> INDUSTRIAL	<input type="checkbox"/> RURAL	<input type="checkbox"/> OTHER
SPECIAL CONDITIONS	<input type="checkbox"/> OVER 100 AMPS	<input type="checkbox"/> HIGH VOLTAGE	<input type="checkbox"/> HAZARDOUS AREA	<input checked="" type="checkbox"/> GENERATOR	<input type="checkbox"/> UNMETERED SUPPLY

#### CERTIFICATE MUST BE ISSUED TO THE CUSTOMER FOR ALL ELECTRICAL WORK

<input type="checkbox"/> NEW INSTALLATION	<input type="checkbox"/> NETWORK CONNECTION OR METERING
<input type="checkbox"/> ADDITIONS OR ALTERATIONS TO A SWITCHBOARD OR ASSOCIATED EQUIPMENT	<input type="checkbox"/> DEFECT RECTIFICATION NUMBER

#### DETAILS OF EQUIPMENT DESCRIBE THE EQUIPMENT AND ESTIMATE LOAD INCREASE OF THE WORK AFFECTED BY THIS NOTICE. IF INSUFFICIENT SPACE ATTACH SEPERATE SHEETS.

EQUIPMENT	RATING	NO.	PARTICULARS OF WORK
<input type="checkbox"/> SWITCHBOARDS			
<input checked="" type="checkbox"/> CIRCUITS	10A	1	P.V. GENERATOR
<input type="checkbox"/> LIGHTING			
<input type="checkbox"/> SOCKET-OUTLETS			
<input type="checkbox"/> APPLIANCES			
ESTIMATED INCREASE IN LOAD A/PH			
<input type="checkbox"/> WORK IS CONNECTED TO SUPPLY	<input type="checkbox"/> INCREASED LOAD IS WITHIN CAPACITY OF INSTALLATION/SERVICE MAINS		
	<input type="checkbox"/> WORK IS NOT CONNECTED TO SUPPLY PENDING INSPECTION BY DNSP		

#### THE WORK HAS BEEN CARRIED OUT OR SUPERVISED BY

V. Benadie	LICENCE NO. 67457
	CEC NO. 18713967

#### TEST REPORT

INDICATE THE RELEVANT TESTS AND CHECKS THAT HAVE BEEN PERFORMED ON THE WORK. IF TEST RECORDS ARE PROVIDED ATTACH AS SEPERATE SHEETS

<input checked="" type="checkbox"/> EARTHING SYSTEM INTEGRITY Ω	<input type="checkbox"/> RESIDUAL CURRENT DEVICE OPERATION
<input type="checkbox"/> INSTALLATION RESISTANCE Ω	<input checked="" type="checkbox"/> VISUAL CHECK - INSTALLATION IS SUITABLE FOR CONNECTION TO SUPPLY
<input type="checkbox"/> POLARITY	<input type="checkbox"/> STAND-ALONE POWER SYSTEM COMPLIES WITH AS 4809
<input checked="" type="checkbox"/> CORRECT CIRCUIT CONNECTIONS	<input type="checkbox"/> FAULT LOOP IMPEDANCE (IF NECESSARY)

I CONFIRM THAT I HAVE CARRIED OUT THE ABOVE TESTS AND VISUALLY CHECKED THAT THE INSTALLATION WORK DESCRIBED IN THIS CERTIFICATE COMPLIES WITH AS/NZS 3000 AND IS SUITABLE FOR ITS INTENDED USE.

NAME	V. Benadie	LICENCE NO	67457
SIGNATURE	[Signature]	TESTING DATE	5/3/11
CUSTOMER SIGNATURE	[Signature]		

Electrician Signature  
The electricians name and  
signature needs to be present  
on the CCP form

Date of Compliance needs to be  
on or after the installation has  
occurred



# Documents Required - Invoice

18-FEB-2011 16:28 From:

97940861

T@:1300982532

Page:2/4



Living Wise Pty Ltd  
t/as Solahart Dandenong  
ABN 34 115 640 367  
90 Cheltenham Road  
Dandenong VIC 3175  
T: (03) 9794 0844  
F: (03) 9794 0861  
E: info@livingwise.com.au  
W: www.livingwise.com.au

## Purchase Contract

1971

Date	15/11/10
Estimator	DARYL WEBB

### Customer Details

Name	JULINE MILBURN		
Address	3 DENNETT ST CARRUM VIC 3197		
Installation Address			
Phone	Home	Work	Mobile
	9772 1917		0408 372 822

Check the owners address details are correct.

Item	Ex GST	GST	Ino GST
1.5kW GRID-CONNECTED SOLAR POWER SYSTEM SUPPLY & FULL INSTALLATION 8x 188W MONOCRYSTALLINE SOLAR PANELS 1x 1.5kW SOLAR INVERTER			\$3,000 -
ASSIGN RECS TO LIVING WISE			
Metering included			
Sub Total			\$3,000 -
Less Rebate			
Net Total			\$3,000 -
Deposit Received 15/11/10	Method: CHEQUE		\$600 -
Balance	Method: CHEQUE		\$2,400 -

Metering  
Please provide approximate for metering Cost.

\*\*\*Please note metering in Queensland is FREE\*\*\*

Card No.		Expiry	
----------	--	--------	--

### Acceptance

\*It is the purchaser's responsibility to ensure that existing services i.e. gas, electricity, wiring, meter boxes, switchboards, water pressure, etc. are of adequate capacity and condition.  
\*Any rebate allowed is subject to the applicable rebate form being completed correctly by the purchaser and supplied to Living Wise Pty Ltd.  
\*All goods remain the property of Living Wise Pty Ltd until the goods are paid for in full.

I/We	JULINE MILBURN	accept your quotation dated	15/11/10	for the goods & services as described above.
Signed	x J. Milburn			Date 15/11/10

OOPE NUMBER  
Out of Pocket Expense figure is the figure the customer is required to pay for the installation after all deductions are taken off.

In simple terms it's the monetary value they end up paying out for the system. Check the figure, be sure to take into account all payments included deposits and also any giveaways which maybe listed.

# Superman Installers

When a form has been submitted into FormBay for a compliance check, the administration team has a clear overview of the clients information and location. FormBay has a number of technology checks that highlight any issues with the form. This could be an incorrect postcode or duplicated serial numbers. However one major advantage is the ability to pick up the number of installs an installer does on one day. For example you can see below how FormBay has highlighted and warned that Installer 'James' has done five installs in one day.

ID	System	Serials	Owner	RECs	Price	Client	Inst.	Ref	I.Date	Sub.Date
32879	PS Sunpower Corporation PMA 310E-WV1-1	W18J1214537 W18J12154216 W18J1212944 W18J1214417 W18J1213122		136	19		Installer Involved : James (5 Installs this install date) <a href="#">View on Map</a>	MG2301009	21/06/2011	12/07/2011
Bulk lot 0	IB SMA / BP Solar VS 581790 M 581790						Designer Involved : James (5 Installs this install date) <a href="#">View on Map</a>			
Not Updated? no prob.	GP 1.7 NP 5 OCPE 58990						Electrician Involved : James (5 Installs this install date) <a href="#">View on Map</a>			

By clicking on 'View map' you are able to view all the places that the Installer would have visited along with the relevant form Id's below this could be an administration error so therefore best to contact the client to discuss

View in Map

Formid	Address
Formid : 32729	11, Cromwell, ROWVILLE, VIC, 3178
Formid : 30178	6, Germander, HOPPERS CROSSING, VIC, 3029
Formid : 32897	16, Peveril, DERRIMUT, VIC, 3030
Formid : 32884	13, Sycamore, BORONIA, VIC, 3155
Formid : 32879	69, Piermont, BERWICK, VIC, 3806



# Example of an ORER Audit

Below is an example of an ORER audit, these come through via E-mail and FormBays aim is to respond the requested document as soon as possible. This involves downloading the required documents off FormBay and attaching them to an email to send to ORER.

Dear Sir/Madam,

I am writing to you about the documentation (Written Statements) that must be created and retained by "Agents" or "Persons" when Small Generation Units are installed to be eligible for Certificates.

Regulation 20AC of the *Renewable Energy (Electricity) Regulations 2001* sets out the circumstances in which Certificates may be created for Small Generation Units. Amongst other things, Regulation 20AC requires you to obtain certain information and documentation before creating Certificates.

The requested documentation is listed below, please keep in mind you may need one, or all of the following documents depending on what type of technology you are creating REC's for, when the system was installed and whether it is grid connect or off-grid.

Systems installed between the **20<sup>th</sup> August and 31<sup>st</sup> October 2010** must have statements signed by the Photovoltaic Installer which includes:

- Installer's Electrical Licence,
- Electrical compliance documentation for the relevant jurisdiction,
- Off Grid Electrical compliance documentation (where applicable),
- Site and Grid connected written statement, and
- Unit design and installation statement.

Systems installed from **1<sup>st</sup> November 2010** must have, (in addition to the above) statements signed by the Photovoltaic Installer that he or she:

- Has current Public Liability Insurance of not less than \$5M,
- Is bound by the Clean Energy Council's (CEC) Code of Conduct and, complied with that code for the installation of the unit.

All applications for certificates from **1<sup>st</sup> February 2011** must have, (in addition to the above) an:

- Out of Pocket expenses documentation

Systems installed from **1<sup>st</sup> of February 2011** must have, (in addition to the above) an:

- On-site statement

An example of the Written Statements can be found on our website at <http://www.orer.gov.au/publications/written-statement.html> and you are encouraged to develop your own statements based on this example.

For further information on out of pocket expenses visit the ORER website at <http://www.orer.gov.au/publications/oope-calcs.html>.

To assess your compliance with Regulation 20AC, the Regulator requests that you provide the Office of the Renewable Energy Regulator (ORER) with compliance paperwork for the following:

Accreditation code	Install Date	Owners Name
PVD0629920	30/06/2011	John Semple
PVD0629918	30/06/2011	edward King
PVD0642274	30/06/2011	Colin & Jill Brown

Please email the documents, including the STCAssignment Form to [desmedunits@orer.gov.au](mailto:desmedunits@orer.gov.au). Please ensure you reference the appropriate accreditation codes in the subject of your emails or faxes and the files that you attach.

SGUs installed on or after the below dates require additional [compliance documentation](#) before you can create STCs in the REC Registry.

- PV Solar installations between 20 August 2010 and 1 November, 2010
- Hydro and wind installations on or after 20 December 2010
- All installations after January 1

This documentation must be signed by your system's designer and/or installers, otherwise STCs can not be created.

#### Documentation required:

- **Statement of CEC accreditation and holding \$5million in liability insurance**
- **Installer's electrician's licence.** The electrical wiring associated with grid-connected installation of the unit must be undertaken by an electrical worker holding an unrestricted licence for electrical work issued by the State or Territory authority for the place where the unit was installed.
- **Electrical compliance documentation for the relevant jurisdiction.** Obtain from the installer a copy of any documentation required, by the laws of the jurisdiction in which the unit was installed, certifying that the electrical installation of the unit complies with laws relating to safety and technical standards. This could be in the form of a **Certificate of Compliance, Installation Report and Electrician's Licence**. See the Installer's Guide for a listing of the relevant State/Territory licensing authorities and the electrical licence they issue.
- **Off-grid electrical compliance documentation.** A written statement is required from the installer of an off-grid installation if the wiring for the unit involves an alternating current of 50 or more volts and/or a direct current of 120 or more volts.
- **Site and grid connected written statement.** Either the installer or the owner must sign a statement that all required local and state/territory approvals have been met for:
  - o The siting of the unit;
  - o The attachment of the unit to the building or structure (if the unit is attached); and
  - o The grid connection of the system (if it is grid connected).
- **Unit design and installation statement.** A signed and written statement that includes the name of the designer and the installer of the unit, and their CEC classification and accreditation number.
- **On-site statement.** A written and signed statement that the installer/supervisor has physically attended the installation made in their name. This statement should be signed by the owner to certify physical attendance.
- **Out-of-pocket expenses documentation.** All documentation that supports the figure supplied as the final out-of-pocket expense of the SGU to the owner (see [section 5](#) of "How to create an STC"). This may include, but is not limited to:
  - o Invoices
  - o Contracts
  - o Receipts
  - o Rebate forms
  - o Goods received listing
- **Any other statements contained in the sample written compliance statements** as they are updated from time to time.

PV Solar installations on or after **1 November 2010**, and hydro and wind installations on or after **20 December 2010**, require all the above documentation PLUS documents certifying that specific Australian/New Zealand Standards relating to installation of SGUs have been adhered to.

The relevant Standards are:

- AS/NZS 3000 Wiring Rules
- AS/NZS 1768 Lightning Protection
- AS/NZS 5033 Installation of photovoltaic (PV) arrays
- AS/NZS 1170.2 Structural design actions, Part 2: Wind actions
- AS/NZS 5033 Compliant PV modules
- Tested and Approved Grid Connected Inverters
- AS/NZS 4509.1 Stand-alone power systems, Part 1: Safety and Installation
- AS 4086.2 Secondary batteries for use with stand-alone power systems, Part 2: Installation and Maintenance

Emails larger than 9MB exceed the capacity our server can manage and may not be received, so please keep emails below this size. Documentation may be forwarded in several parts. Alternatively, you may send the documentation via facsimile (02) 61597780. If you do send via facsimile please also send an email notifying this office of such, so that we will know when to expect to receive it.

ORER will not confirm receipt of your response so it is suggested you set your emails to "Read Receipt."

Please be aware that some of the pending certificates in this audit batch may have been installed over 12 months ago. If these certificates are failed due to non-compliance with paperwork documentation you will not be able to recreate them. If you have pending certificates that are past the 12 months time frame you must inform the ORER of this fact when you send in your compliance paperwork documentation.

You are required to produce the documentation **by close of business 26 July 2011**. Failure to provide the requested paperwork by the specified date may result in Certificate applications being failed. If you are unable to comply within this timeframe or you have any questions regarding our requirements please contact the ORER immediately.

Creating Certificates without first obtaining the above paperwork is an improper creation of Certificates and an offence and contravention of the *Renewable Energy (Electricity) Act 2000 (the Act)*. It is also an offence to supply the ORER information or documents that are false or misleading. The maximum penalty for providing false or misleading information can include imprisonment for up to 12 months.

ORER endeavours to process applications for registration of Certificates within 4 weeks of receiving an application. To assist us in achieving this, please provide the compliance paperwork referred to above *as soon as possible*, and in any event by the date mentioned above. If there is a good reason why you cannot provide the compliance paperwork by this date you must contact the ORER on 02 6159 7700 immediately.

For a full description of the required documents please see below.

#### Regards,

Office of the Renewable Energy Regulator  
GPO Box 621  
Canberra ACT 2601  
P: 02 6159 7701  
F: 02 6159 7780  
E: [www.orer.gov.au](mailto:www.orer.gov.au)



Increasing Australia's Renewable Electricity Generation

## Example of a failed audit via Email

Below is an example of a failed audit. View Page 13 on how to resolve the failed audit.

### REC Creation Not Approved by ORER

The following Small Scale Technology Certificates have been NOT approved by ORER:

Number of STCs: 140  
Registered Person Name: Solarfund Pty Ltd  
Registered Person Number: 12179  
Accreditation Code: PVD0607157  
Your Reference: 31889\_1159

The bottom of this email contains an Audit Note entered by the ORER Officer when the above STCs were not approved.

If you have any questions related to your eligibility to create STCs or the details of your Solar Water Heater or Small Generation Unit please contact ORER directly on (02) 6159 7700 or send an email to [orer@orer.gov.au](mailto:orer@orer.gov.au).

This email is automatically generated by the REC Registry. Please do not reply to this message.

If you have any further queries, please contact our support team.

Email: [support@rec-registry.gov.au](mailto:support@rec-registry.gov.au)  
Phone: 1800 159 724 (Toll Free)

Kind Regards,

REC Registry  
[www.rec-registry.gov.au](http://www.rec-registry.gov.au)

### REC Failure Audit Note

John Sankey  
05/Jul/2011 11:12  
LGC/STC Audit Batch 257 (27 June to 3 July 2011)

Failed because the CEC Installer's Accreditation Number entered in the REC Registry is either incorrect or incomplete. You may re-create RECs for this installation providing you rectify the above mentioned issue and make an entry in the special address field of the online form, noting the failed accreditation code and an explanation as to why you are re-creating RECs for the installation.

# How to respond to a failed audit

## Scenario Description:

When an email is received from ORER with a failed submission it is automatically transferred to the ResBay section. The form stays here in order for the correction to be made and the submission to be re-uploaded with the correct information to ORER. In 'ResBay' the form can be recreated with a new Id number and edited accordingly. You are able to view all the failed submissions in 'ResBay'



By clicking on the recreate button this creates a copy of the same submission. From there you are able edit the submission to prevent it from failing again. In order for ORER to recognise the system, a note has to be put in the special comment field with the previous PVD Accreditation number added. This shows ORER that the system is being recreated and the amendments that have been made, making the submission ready to be re-uploaded to ORER.

### IMPORTANT

Please tell us if the system was an additional system. We need to know where it was installed in relation to the existing system.

For Example:

"4 Additional panels added to the end of the existing 6 panel system which is in 2 strings facing north"

PLEASE RECREATE PVD0615817 - The correct information has now been uploaded

# Common Fail Messages from ORER

Here are some of the common fail messages you are likely to see from ORER via email. This page is intended to help interpret the failure messages and is only a short summary helping to explain the action needed to be taken

Fail Message from ORER	Description	ResBay Process
<i>Failed due to CEC accreditation number does not matching CEC records.</i>	<p>Failed due to CEC accreditation number does not matching CEC records.</p> <p>This usually happens when a CEC code has been entered in with the incorrect digit.</p> <p>Easy to Fix.</p>	<ol style="list-style-type: none"> <li>1. Check the CEC installer details</li> <li>2. Recreate the Failed Form in ResBay</li> <li>3. Update the CEC code</li> <li>4. Enter in a Special comment asking to recreate the original PVD</li> <li>5. Tell Uploader to Upload to ORER</li> </ol>
<i>Failed due to not providing the requested compliance paperwork within the time required</i>	<p>An audit has been issued by ORER and the requested compliance paperwork has not been sent back to ORER by the specified deadline.</p> <p>This is a serious issue, because it means an audit has been failed.</p> <p>Speak to your ResBay Officer</p>	<ol style="list-style-type: none"> <li>1. Check the documents are there</li> <li>2. Recreate the Failed Form in ResBay with special comment</li> <li>5. Tell Uploader to Upload to ORER</li> <li>3. PDF all requested paper work</li> <li>4. ResBay officer will send compressed PDFs paper work to deemedunits@orer.gov.au</li> </ol>
<i>Failed due to STCs having already been created at this address.</i>	<p>Means that another system was uploaded to ORER and has already claimed the solar credits multiplier. This means the system failed was most likely an 'additional' system to an existing system, therefore is entitles to 1 times multiplier.</p>	<ol style="list-style-type: none"> <li>1. Check with customer if the system was additional</li> <li>2. Recreate the failed form</li> <li>3. Enter in a special comment stating where the additional system is in relation to the</li> <li>4. Change the form to be NOT 'eligible for the recs multiplier'</li> <li>4. Tell Uploader to Upload to ORER</li> </ol>
<i>Failed as customer is listed on our records as receiving payment for the Government Rebate in 2005. These customers are not eligible for Solar Credits</i>	<p>Failed due to customer having already received a rebate for their solar system, which then means the system failed is most likely an additional.</p> <p>There used to be an \$8000 rebate given to home owners looking to install solar. This rebate no longer exists.</p>	<ol style="list-style-type: none"> <li>1. Check with customer if the system was additional</li> <li>2. Recreate the failed form</li> <li>3. Enter in a special comment stating where the additional system is in relation to the</li> <li>4. Change the form to be NOT 'eligible for the recs multiplier'</li> <li>4. Tell Uploader to Upload to ORER</li> </ol>
<i>Failed due to the physical address details uploaded in the registry not correct</i>	<p>Failed due to address details we submitted to ORER do not match the documentation.</p> <p>This fail would usually occur after an audit has been completed.</p>	<ol style="list-style-type: none"> <li>1. Check the address details on the document</li> <li>2. Recreate the Failed Form in ResBay</li> <li>3. Update the form to the correct address details</li> </ol>