



Powering our energy future together

Victorian households can work together to create, store, share and manage renewable energy, save money on energy bills and increase grid resilience through Virtual Power Plants.



Solar Victoria



About Virtual Power Plants

A Virtual Power Plant (VPP) is a better, cleaner way to access energy and gives eligible Victorian households the power to create, store, share and manage power together. When enough households have batteries, they can network them together using smart technology. Together they can bring a new, significant resource online that makes the most of solar power.

When Victorian households connect to solar battery networks, or VPPs, they can reduce energy costs by sharing energy created through solar panels and stored in solar batteries.

When demand for electricity is high this stored energy can be shared with the VPP, taking the stress off at peak times to create a more reliable network. Communities can benefit from fewer disruptions, more stable services and, ultimately, cheaper power.

About the Virtual Power Plant Pilot Program

The Solar Victoria Virtual Power Plant (VPP) Pilot Program is the next step in solar energy. Each of Solar Victoria's approved VPP programs offers a different network model and customer benefits, for participation in the VPP pilot.

The varied benefits to the customer include regular reduced or fixed rate energy bills, hardware incentives and grid credits. Benefits are offered up front, so customers will know what to expect before joining the VPP. You can research and choose which program network to join that best fits your household and maximises the benefits you want.

Our list of Approved VPP Programs can be found at www.solar.vic.gov.au/approved-virtual-power-plant-programs

Participants in the VPP Pilot are eligible for a rebate of \$4,174 towards the purchase and installation of a solar battery.

Customer Protections

As an extension of the existing Solar Homes program the VPP Pilot carries all the safety and consumer protections of the established programs. Consumer protections include guaranteed benefits for households and safeguards against misleading sales tactics and contracts and the misuse of data collected. You will also have a minimum ten-day cooling off period and clearly defined exit fees should you choose to leave the program early.

Eligibility Criteria

To be eligible households must fit the following criteria:

- » the property already has solar PV panels with a capacity equal to or greater than 5kW or is arranging to have one installed in conjunction with the solar battery installation
- » pre-approval is obtained from your Distributed Network Service Provider (DNSP) to safely connect a battery to the grid
- » the energy storage solution is listed on Solar Victoria's Approved Battery List and the property does not have an existing energy storage system
- » they are the owner-occupier of the property where the system is to be installed
- » the combined household taxable income of all owners is less than \$180,000 a year (based on your Australian Tax Office Notice of Assessment)
- » it is an existing property, valued at under \$3 million based on the current council rates notice
- » they have not already received a rebate as an owner-occupier under the Solar Homes Program
- » the property address has not previously taken part in the Solar Homes Program
- » the owner/s agrees to receive information from their Distribution Network Service Provider about taking part in battery trials to maximise the value households get from them.

Why join a Virtual Power Plant?



Join a community that creates, shares and manages power



Maximise energy generated by solar panels and batteries



Access a \$4,174 VPP Solar Battery rebate



Reduce greenhouse gas emissions

How to apply

Step 1

Inform yourself

Before you sign a contract to join an approved VPP program, you should be sure that you understand the VPP Pilot rebate process and eligibility criteria.

You should also do some research on the different VPP programs to see which one is right for you. Solar Victoria's Solar Hub contains useful information on the types of VPP models in the approved programs and what factors to consider to help you choose.

Once you have decided whether a VPP is right for you, contact them to obtain a quote from one of the approved VPP providers.

Step 2

Get a written quote from an Approved VPP Provider

Once you have spoken to a Provider about the VPP that best suits the needs of your household you can obtain a quote.

Your Approved VPP Provider will provide you with a quote that contains the information you need to make an informed decision.

Make sure you check that the provider has sought pre-approval from your Distribution Network Service Provider to install your solar system and to see if you're able to export solar to the VPP. They must obtain this approval before they can upload a quote to Solar Victoria Portal (the Portal). This approval may take some time to obtain.

You will receive an email notification from the Portal informing you that your quote has been uploaded and you will now be able to start the online eligibility process.

Solar Victoria does not recommend signing a quote acceptance or paying a deposit before receiving your rebate eligibility confirmation. As a minimum, it is recommended, you confirm with your retailer that any deposit is fully refundable.

Step 3

Complete the application

To complete your application, you will need to provide the following:

- » Your quote number from your Approved VPP Provider.
- » You will also need to provide proof of identity, income and property ownership when you apply via the Solar Victoria Portal, so be sure that you have your paperwork handy when you're ready to apply.
- » We require evidence of property ownership, for example your local council rates notice.
- » We require proof of income documentation for each person named as an owner on your local council rates notice. For instance, if there is more than one owner of the property, we require proof of income for all listed owners. If there is more than one listed owner, you will need to provide proof of income documents for each person from the same financial year.
- » If you didn't receive a taxable income, you need to complete a signed Statutory Declaration that states your income amount (e.g. \$0) for the financial year.
- » You will need to provide the pre-approval number or reference that has been provided by your DNSP.

You will receive an email from Solar Victoria when you've submitted your application, either confirming your eligibility for the rebate or requesting further information.

Step 4

Arrange your installation

Once you are confirmed as eligible, Solar Victoria will provide you a unique eligibility number and QR code that must be scanned by your accredited installer in order to proceed with your installation. Without this eligibility number and QR code, the installation cannot proceed.

Contact your approved VPP provider to confirm that you're proceeding with their quote and to book the installation with them. On the day of installation, your accredited installer is required to scan the QR code contained in your eligibility confirmation email at the commencement of installation.

Once the installation is complete, pay the retailer the amount you owe them. This is the total amount minus any deductions, including the rebate. We'll pay the remainder.

Contact us

You can find more information on the program at www.solar.vic.gov.au or call our Customer Service team on 1300 376 393 (during business hours)



If you'd like to speak to us in your language you can access free phone translation services by calling the National Translating and Interpreting Service on 131 450.

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