



Conversations with your solar installer



Solar is booming in Victoria.

We know that starting your solar journey can feel overwhelming. To assist you, we are providing seven key questions to ask a prospective solar installer.

Ask these questions to make sure your new solar system is compliant, reliable and provides the most value for your investment.

Questions for your solar installer:



1. Are you an accredited solar installer?

Start by selecting an installer that is authorised to participate in the Victorian Government's Solar Homes Program.

As well as making it easy to access your solar rebate, this helps to ensure your installation is safe, reliable and efficient.



2. Are my solar panels and inverter approved?

Ask whether the panels and inverter in your quote are listed as eligible products on the Solar Victoria website. Selecting approved hardware allows you to access solar rebates and ensures your installation complies with Victorian standards.

Ask your installer to:

- provide the make and model of the products they plan to install
- show that they are on the approved list

3. Will you connect my solar system to the internet?

From 1 October, all new, upgrading and replacement solar systems are required to be connected to the internet. This is so on rare occasions when there is low demand for electricity, exports from solar systems can be reduced or stopped to keep the power network stable.

Confirm your installer will connect your solar system to the internet. This allows you to export your unused generation, while also ensuring network operators can remotely reduce or stop exports during rare system emergencies.





4. Will you install an export meter?

New solar connections require an export meter to show how much energy is generated and shared into the grid.

Confirm your installer has included an export meter as part of your solar system.



5. What is my solar export limit?

Before undertaking any work on site, your installer should seek pre-approval to export your surplus generation to the network.

In some parts of the power network where there are already lots of solar connections, exports may be limited so that all customers receive a reliable supply of electricity.

If you do not have a reliable internet connection, your exports will be limited to 0kW.

Check that pre-approval has been granted and confirm your export limit before your system is installed.



6. Is this the right sized solar system for my needs?

Start by finding out how much energy your household currently consumes. This information is available on your electricity bill or through our online portal: **MyEnergy**.

Knowing how much energy you use and when you use it allows your solar installer to design a solar system that will best suit your needs.

Think ahead and take into account plans you may have to renovate or upgrade electric appliances. This will ensure your system can support your future electricity needs.



7. What is included in my warranty?

New solar installations should include separate warranties for the hardware and its installation. These warranties protect against manufacturing defects and failures that arise from the installation.

For the hardware, different warranties will apply to different aspects of the system. Typically, the solar inverter will come with a warranty of at least five years, while the performance of solar panels is protected for up to 25 or 30 years.

Ask your installer to explain the warranties that apply to the different parts of the installation.



For further information visit:



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