



**Requirements for Grid Connection  
of  
Photovoltaic Systems via Inverters**

**Power and Water Corporation  
GPO Box 1921  
Darwin NT 0801  
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# 1 About these Requirements

These guidelines explain and list the technical requirements to connect a photovoltaic (PV) inverter system to the supply system (the grid) of the Power and Water Corporation (herein referred to as Power and Water). The PV inverter system will usually consist of a photovoltaic array on the roof of the building and a suitable grid-connect inverter near the metering box. This arrangement allows the customer to export solar energy to the grid.

These guidelines are limited to the following cases:

- Inverters that have a continuous rating of no more than 10kVA for single-phase units or 30kVA for three phase units.
- Connections to the Power and Water grid only.
- Systems not including battery storage, although these can be considered for special applications.

The guidelines are broken into the following sections:

- Section 2: Explains the procedure to follow in applying to get your system connected to the grid.
- Section 3: Lists all the technical requirements that must be satisfied as part of the installation and ongoing operation of the PV Inverter system.
- Section 4: Gives information on the pricing arrangement.
- The attachments include the Application form, a Network Connection Agreement, a Power Purchase Agreement and contact details for Customer Service Centres.

## **2 Application Procedure**

Follow these simple steps to get your energy from the sun.

### ***2.1 Prior to Applying***

After obtaining this information package, study it fully.

Appoint a qualified and accredited engineering consultant or equipment supplier to design and cost your PV system in accordance with all relevant guidelines (see Section 3). These professionals will have a clear understanding of the technical requirements mentioned in this document. You may want to ask for a quotation first.

You may also wish to research the available government rebates for these systems, as well as the requirements to be eligible for these rebates.

Complete all sections in the application form (see Attachment A). To expedite the approval process, it is recommended that one person carry out the formal negotiations with Power and Water on the applicant's behalf. This 'authorised contact' should be listed in the application form.

### ***2.2 Lodging an Application***

Submit the Application form (Attachment A) and necessary additional documentation (see Section 3.8) to a Power and Water Customer Services Department (see Attachment D). The applicant will be required to pay a \$100 application fee when lodging the application.

Once payment of the fee has been confirmed, Power and Water will carry out an assessment of the proposed system and network connection. This assessment will include a check on the technical and safety aspects of the proposed design and the additional metering requirements to measure export energy and any necessary network reinforcement.

Power and Water reserves the right to customise its technical requirements to accommodate the customer's proposed installation. This may be required for systems that have storage batteries.

If Power and Water's technical requirements or quotations are not accepted by the applicant, the applicant may elect to modify the proposal and continue negotiations or to terminate the project. If the applicant elects to continue negotiations, then the applicant will be charged an additional application fee or actual expenses for each new proposal to be evaluated by Power and Water.

In the event that the Customised Technical Requirements document requires changes to the design, the applicant shall incorporate these changes into the proposed system and submit a revised proposal.

### **2.3 After the Application has been Approved**

Within approximately two weeks, once the application is approved, Power and Water will provide the applicant with a fully signed PV Inverter Network Connection Agreement (the Agreement). In the Agreement, the applicant will agree to install, maintain and operate the system, in the application, according to Power and Water's Requirements for Grid Connection of Photovoltaic Systems via Inverters. Any Power and Water charges that must be met prior to connection will also be detailed (e.g. metering costs), the applicant will receive an invoice for these costs. The applicant will be given the quotation for the supply of additional metering and any necessary Power and Water network reinforcement.

If the application is not approved, the applicant will be advised accordingly. Power and Water may also provide a designated contact person within Power and Water.

Following receipt of the Agreement by the applicant, installation of the system can commence.

The completed system will need to be inspected by a person authorised to do so (see Section 3.3.2) prior to the meter being installed by Power and Water and the system being energised. The inspecting person, usually the contractor/installer, will issue an Electrical Certificate of Compliance. The applicant must then submit the following documents to Power and Water:

- The Electrical Certificate of Compliance from the contractor/ installer.
- A pre-commissioning report from the accredited designer, consultant or supplier confirming the equipment was installed according to the approved application and relevant standards and passed the pre-commissioning tests. *A document similar to the Grid-Connect PV Power System Checklist provided by the Australian Business Council for Sustainable Energy to accredited installers will suffice as pre-commissioning document.*
- A high quality As-Built wiring diagram.
- Any additional fees payable to Power and Water (e.g. metering cost).

### **2.4 Final Connection**

When the applicant returns the Electrical Certificate of Compliance, Pre-Commissioning Report and As-Built wiring diagram and all the fees have been paid Power and Water will then proceed with installation of the metering and final commissioning of the installation. Any issues identified will need to be rectified onsite by the installer. If this cannot be done, or is expected to take too long, the Power and Water contact may decide that a new appointment to install the meter is required, which could incur an additional fee.

When all conditions are satisfied, the applicant will receive the fully signed Power Purchase Agreement and electricity purchase will commence.

The ongoing electricity account will show the amount of solar energy supplied to the grid and the credit received for this.

## 3 Technical Requirements

### 3.1 General

These requirements are valid for the following network voltages and maximum power generation capacities (continuous rating):

<u>Voltage</u>	<u>Maximum Capacity</u>
230V single phase	10kVA
400V three phase	30kVA

To simplify site regulation, installation, maintenance and operational requirements it is assumed that the full rated output power of the inverter system can be exported to the network. This simplification allows these requirements to be valid for paralleling with and without power export. Higher rated installations may be allowed, but will require a specific agreement.

### 3.2 Regulations

These requirements pertain only to Power and Water specific matters and should as a minimum comply with Australian Standards AS3000, AS4777 and AS5033 and all other relevant Australian Standards and Northern Territory statutory requirements.

The inverter to be used shall be of a model that has passed testing in accordance with the Australian Standard AS4777 guidelines. For a list of approved inverters see the website of the Australian Business Council of Sustainable Energy, and follow the link to the 'Grid-Connect Inverters' at the bottom of the page.

<http://www.bcse.org.au/default.asp?id=233>

### 3.3 Safety

To protect the safety of the public and other customers, as well as Power and Water staff, the PV Inverter system shall disconnect from the network following a fault or loss of supply on the Power and Water network.

In the event of loss of network supply, the PV Inverter system shall be designed to disconnect from the network via it's on board protection systems. Under certain undesirable circumstances, it is possible that PV Inverter systems could continue to provide energy to the network, resulting in a hazardous situation. This situation is known as islanding and the Australian Standards are designed to prevent this from occurring.

#### 3.3.1 Applicable Equipment

The permission to operate the installation is restricted to the equipment listed on the application form. The installation shall not have settings changed from those approved, be upgraded, replaced, modified or tampered with in any way.

Should it be necessary to change any parameter of the equipment as installed and contracted, Power and Water shall be notified for approval. Subsequently Power and Water will determine whether a new application is required.

### 3.3.2 Competent Designer

The PV Inverter system must be designed or approved by a person competent in this field prior to lodging an application with Power and Water. This may also be a requirement for any government rebates. For a list of approved installers, see the website of the Australian Business Council of Sustainable Energy.

<http://www.bcse.org.au/docs/STA/Installers%20List/AcclInstallers%20List%20-%20all%20-%200080501.pdf>

### 3.3.3 Installation and Inspections

Installations may be routinely inspected by Power and Water once construction is completed.

A licensed electrician/electrical contractor shall carry out all installation and maintenance work.

The facilities shall contain only one multiple earthed neutral (MEN) link and this is to be located in the main switchboard.

### 3.3.4 Logbooks

For safety reasons all customers are required to maintain a logbook detailing inspections and operating activities. This log is an important document and it must be kept in a secure place and be available for inspection by Power and Water staff. An example of logbook pages is shown below.

Inverter	Model No.	Rating	Ser No.	
Service details and provider				Date

PV Panels	Model No.	Rating	Ser No.	
Service details and provider				Date

### 3.3.5 Operating Personnel - Operation and Maintenance

The customer must ensure that all operating personnel are competent, in that they have adequate knowledge and sufficient judgement to take the correct action when dealing with an emergency. Failure to take correct action may jeopardise the

customer's inverter or the Power and Water system. Adequately qualified and licensed persons must carry out all work.

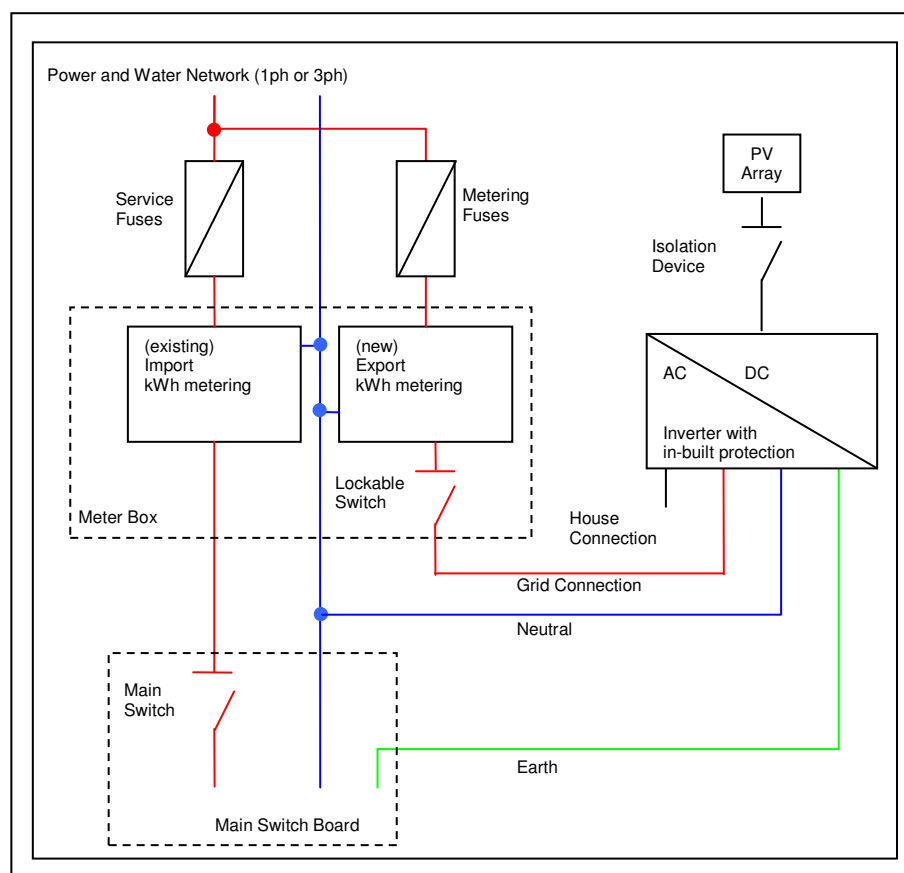
The customer shall maintain the PV Inverter system to industry acceptable standards. Equipment directly involved with protecting and controlling the connection to the electricity system must be maintained to the equipment manufacturer's specification or the installer's recommendation.

### 3.4 Network Connection and Schematic

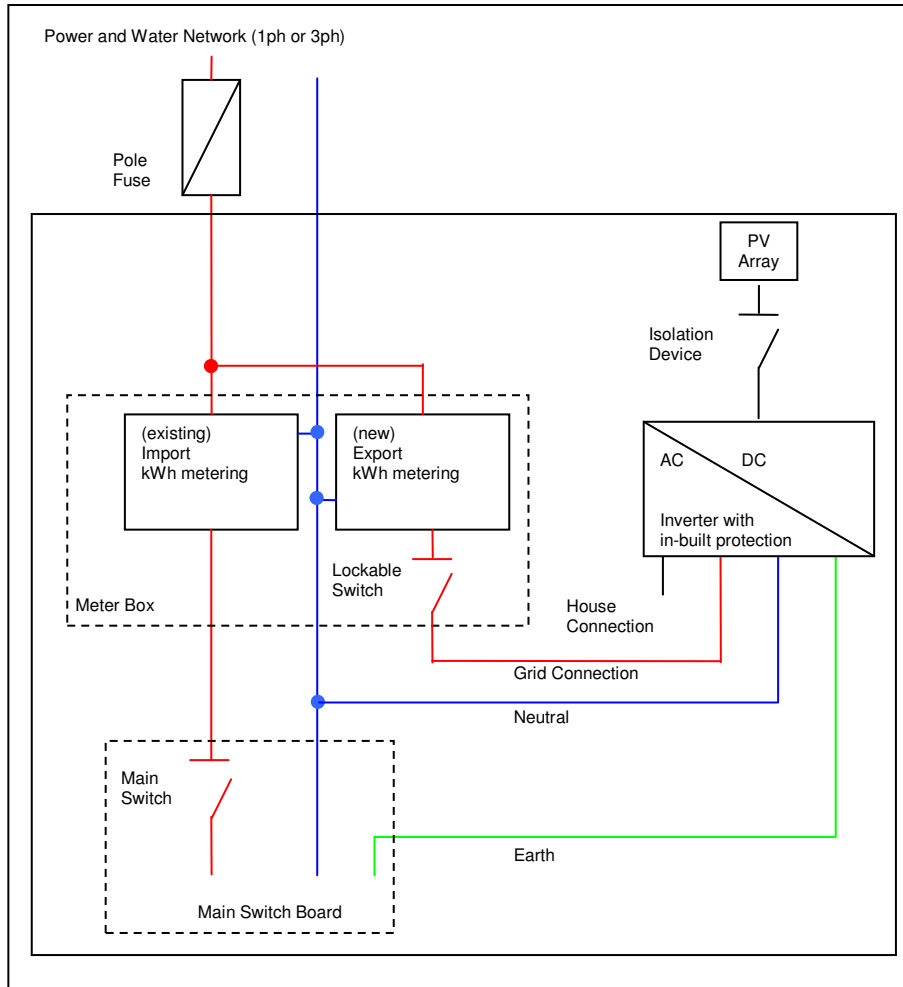
There are many acceptable configurations for connecting the PV Inverter system to the grid. The schematics provided in this document are to be used as guidance only and are not suffice to be included in the documentation required for the application (see Section 3.8).

Figure 1 and Figure 2 show examples of the grid connection arrangements, including the metering, which is to be used as guidance only for underground services and overhead services respectively.

Care must be taken to label switchboards and relevant equipment as per the Australian Standards. This may lead to a customised application and/or PV Inverter Network Connection Agreement.



**Figure 1: Example for Inverter Connection Schematic for Underground Services.**



**Figure 2: Example for Inverter Connection Schematic for Overhead Services.**

### **3.5 Metering Installation**

The gross energy produced by the solar system, will be metered and paid for by Power and Water (see Section 4). The customer will meet the cost of the additional metering. The system designer can discuss various metering options with the customer and the cost involved prior to designing the system and lodging the application. The system shall be able to measure both import and export of electricity. The meter will remain the property of Power and Water. The existing meter will usually suffice for the import metering and a new meter will be required for the solar export metering (or a dual-element meter can be used). The customer's licensed contractor will complete the wiring including the plug-in base for the meter, with Power and Water installing the meter when all the work is complete and certified. Dual element meters can have a lead time of up to six weeks and can cost around \$380.

There may not be enough space on the existing meter panel for the additional meter. In this case, the customer will meet the cost of an additional meter box or relocation of fuses/circuit breakers within the existing meter box to accommodate two meters. Relocation costs will depend on the circumstances and will be in addition to this. Optionally a dual element meter could be used.

### **3.6 Protection Arrangements and Settings**

Power and Water requires protection equipment to achieve the following objectives:

- to disconnect the inverter from the Power and Water system in the event of loss of Power and Water supply to the installation; and
- to prevent the inverter from energising a de-energised Power and Water circuit.

The protection arrangements should be as per AS4777 guidelines. The following specific voltage and frequency settings must be programmed into the inverter:

- For a single phase system
  - maximum voltage trip point will be 270V phase to neutral;
  - minimum voltage trip point will be 210V phase to neutral;
  - FreqMAX will be 52Hz; and
  - FreqMIN will be 48Hz.
- For a three phase system
  - Maximum voltage trip point will be 470V phase to phase;
  - Minimum voltage trip point will be 370V phase to phase;
  - FreqMAX will be 52Hz; and
  - FreqMIN will be 48Hz.

In addition to any protection integrated into the inverter design, short circuit and/or overcurrent protection must be provided by fuses. This back up overcurrent protection function can be provided by the metering fuses.

All protection settings shall be such that satisfactory coordination is achieved with Power and Water's protective system for the network.

### **3.7 Surge Protection**

According to the Bureau of Meteorology, Darwin has in excess of 150 thunder days per year. Other parts of the Northern Territory are also prone to severe lightning storms. The Power and Water supply system may experience surges during such storms and at other times. The inverter contains many electronic parts and is directly connected to the Power and Water supply system and may not be able to cope successfully with the surges. The inverter is also directly connected to the PV panels. Being usually mounted on top of the roof, these are directly exposed to the elements and storms and provide an alternative path for surges.

It is the customer's responsibility to include sufficient surge protection for the PV Inverter system. In case of failure of the PV Inverter system, Power and Water is not liable.

### **3.8 Documentation Required at Application Stage**

In addition to the Application Form to Grid Connect a PV Inverter system, the applicant shall provide the following documents:

- a signed copy of the PV Inverter Network Connection Agreement;
- a signed copy of the Power Purchase Agreement for PV Inverter System; and
- a combined power, protection and control schematic of high quality for the proposed electrical system. These diagrams may include connection arrangements and ratings for the following:
  - switches;
  - inverter;
  - PV-array;
  - earthing equipment;
  - protection, synchronisation and tripping equipment;
  - interlocks;
  - distribution circuits; and
  - metering.

*Note: The schematics provided in section 3.4 are examples only and will not be accepted as schematic.*

### **3.9 Documentation Required at Connection Stage**

Before the PV Inverter system can be connected to the grid for normal operation, the following documents must have been satisfactorily issued:

- PV Inverter Network Connection Agreement with Power and Water;
- Electrical Certificate of Compliance from the installer/contractor;
- a pre-commissioning report from the accredited designer /consultant /supplier confirming the equipment was installed according to the approved application and relevant standards and passed the pre-commissioning tests; and
- a high quality As-Built wiring diagram.

If all documents are satisfactory, Power and Water will insert the export meter and metering fuses. The system will then be allowed to export energy.

## **4 Power Purchase Information**

### ***4.1 Gross Metering Arrangements***

All energy consumed in the household (imported energy) will be metered by the existing meter and billed to the customer under the agreed tariff(s).

The connection arrangement of the PV Inverter system will be such, that all energy generated by the PV Inverter system will be directly exported to the Power and Water grid and metered by the export meter. This meter will have to be installed as part of the PV Inverter system installation. This arrangement is known as gross-metering. Power and Water will pay the customer the agreed buyback rate for this exported energy.

- The buyback rate is similar to the gazetted domestic tariff. As the buyback rate is adjusted on a regular basis, it is recommended that the customer enquires about the actual buyback rate prior to lodging an application.

In return for receiving this gross metering buyback rate, the customer agrees that Power and Water can re-sell this energy for any purpose, including as 'green energy' if such a product becomes available.

At night-time or at times of insufficient solar energy, the parasitic load of the inverter (also known as own consumption or standby power) will need to be supplied from the grid. Under these circumstances, the export meter will turn in reverse. Under normal operating circumstances, this may be a negligible amount.

### ***4.2 Billing Arrangements***

The customer's billing periods will remain the same. Revenue from the sale of the gross electricity will be credited to the customer's electricity account.

The customer's account will still be subject to the fixed daily charge or other standard service charges, but no additional fees will be charged for the PV Inverter system.

### **4.3 Review of Agreement**

The Power Purchase Agreement is subject to review when the first of a range of events occur.

These events include:

- The customer ceases to be a Power and Water customer.
- The customer ceases to be the owner of the premises where the equipment is installed.
- And/or any contravention or other voiding of these guidelines occurs.
- And/or a change is made to Government Policy (either Local and/or Northern Territory and/or Federal), that significantly impacts these guidelines, which may include but is not limited to:
  - a material percentage change in the incentives or subsidies for the installation of PV Inverter systems; and
  - a change to the law that disallows this installation or PV installations in general.

Cancellation can occur for reasons other than expressed above with thirty days notice by either party.

### **4.4 Additional Funding Sources**

Power and Water will purchase the energy generated by the PV Inverter system. Power and Water will not provide any capital subsidy.

Capital subsidies may be available from time to time from the Federal Government (check with the Australian Greenhouse Office – <http://www.greenhouse.gov.au/ago>) or the NT Government (check with the Department of Business, Industry and Resource Development).

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# Attachment A: Application Form to Grid Connect a PV Inverter System

## Customer Details

Full Name(s): \_\_\_\_\_

Postal Address: \_\_\_\_\_

Town: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone (B) \_\_\_\_\_

(H) \_\_\_\_\_

(M) \_\_\_\_\_

Are you currently a Power and Water customer? YES / NO

If NO, an Application for Connection of Supply must accompany this application.

## Property Details for PV Inverter System Installation

Unit No: \_\_\_\_\_ Street No: \_\_\_\_\_ Lot No: \_\_\_\_\_

Street name: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Nature of premises (domestic/commercial/industrial/rural/other) , specify:

Is there any difficulty obtaining access to the property (such as locked gates, dogs?):

Is supply connected now? YES / NO

## PV Inverter System Designer/Consultant/Supplier

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Authorised Contact \_\_\_\_\_ Telephone: \_\_\_\_\_

BCSE Accreditation No. \_\_\_\_\_

### Installer/Electrical Contractor Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_

Elec. Contractor Lic. No. \_\_\_\_\_

If it is a new installation, construction should be completed by \_\_\_/\_\_\_/\_\_\_

## PV Inverter System Technical Details

Inverter Make: \_\_\_\_\_ Rating: \_\_\_\_\_ W  
Inverter Model: \_\_\_\_\_  
PV Panel Make: \_\_\_\_\_ Rated output: \_\_\_\_\_ W<sub>p</sub>  
PV Panel Model: \_\_\_\_\_  
No of PV panels: \_\_\_\_\_ Total PV Rating: \_\_\_\_\_ W<sub>p</sub>  
Proposed maximum generation: \_\_\_\_\_ kWh/day  
Detailed system design is attached: YES / NO (explain) \_\_\_\_\_

### Declaration

I / We, being the person(s) named above under Customer Details, hereby make application to connect a PV Inverter system to the Power and Water system under the terms and conditions for the time applicable pursuant to the *Power and Water Corporation Act, Electricity Networks (Third Party Access) Act, Electricity Reform Act* and/or Power and Water technical regulations.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Signature of Power and Water witness

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date: \_\_\_/\_\_\_/\_\_\_

Please provide the following items with this Application.

- wiring diagram
- Signed copy of PV Inverter Network Connection Agreement
- Signed copy of Power Purchase Agreement for PV Inverter System

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### FOR OFFICE USE ONLY

Customer ID: \_\_\_\_\_ Receipt No: \_\_\_\_\_  
Property ID: \_\_\_\_\_ I/D Details: \_\_\_\_\_  
Service ID: \_\_\_\_\_ Power and Water Contact: \_\_\_\_\_  
Fee Charged: \_\_\_\_\_ Inspector Clearance: \_\_\_\_\_

Are the following required items supplied with this Application?

- wiring diagram
- Signed copy of PV Inverter Network Connection Agreement
- Signed copy of Power Purchase Agreement for PV Inverter System

## **Attachment B: PV Inverter Network Connection Agreement**

This section contains a sample PV Inverter Network Connection Agreement, which will need to be signed by the customer in order to connect to the Power and Water grid.

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## PV Inverter Network Connection Agreement

Between

**Power and Water Corporation**

GPO Box 1921

DARWIN NT 0801

And

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## **PV Inverter Network Connection Agreement**

This Agreement is made between  
The Power and Water Corporation  
of 55 Mitchell Street, Darwin, Northern Territory  
(hereinafter referred to as "Power and Water")

and

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

...(hereinafter referred to as "the customer")

### **Whereas**

1. The customer occupies premises at \_\_\_\_\_  
(hereinafter referred to as the premises) to which Power and Water provides  
a network connection or customer ID no. \_\_\_\_\_
2. The customer wants to sell renewable electricity in accordance with this  
Agreement and Power and Water's normal supply conditions.

### **Terms**

The following meanings shall apply in this Agreement and are used from the  
perspective of the customer:

'Import Energy' means the quantity of electricity imported from the network under the  
terms of this Agreement.

'Export Energy' means the quantity of electricity exported to the network under the  
terms of this Agreement.

'Supply' means the supply of electricity (import energy) to the premises under  
standard tariff conditions.

**It is agreed between the parties as follows:**

1. This Agreement covers the terms and conditions associated with the export of electricity from the customer to Power and Water at the specified premises.

**2. Eligibility**

A connection to Power and Water's network will only be permitted under this Agreement when the following is complied with:

- If the PV Inverter system complies with the Requirements for Grid Connection of Photovoltaic Systems via Inverters. Any variation in these guidelines that would potentially affect the customer will be advised in writing.
- If the PV Inverter system is made up of the components as outlined in the application form.

**3. PV Inverter System Specifications**

The PV Inverter system shall be as per the details provided in the application form and conform to the following:

Nameplate rated capacity of generation	_____	kWp
Voltage trip points	210 / 270	V
Frequency trip points	48 / 52	Hz

**4. Operating Procedure**

- Procedure for the export of energy into Power and Water's supply system shall be agreed and documented between Power and Water and the customer. These procedures may be amended from time to time with the agreement of both parties.
- The PV Inverter system may be taken off-line for operational reasons or planned maintenance implemented on the part of either party and by mutual arrangement between Power and Water and the customer.

**5. Testing of System**

Upon completion of the installation of the PV Inverter system, a test of this system will be conducted at a time and date mutually agreed to establish that the installation complies with Power and Water's Requirements for Grid Connection of Photovoltaic Systems via Inverters.

The test will consist of:

- disconnection of Power and Water's supply to the premises;
- reconnection to Power and Water's supply; and
- inspection of the installation for compliance with relevant standards.

## **6. Customer Undertakings**

The Customer shall:

- obtain any necessary licences, permits and/or approvals from any relevant authority;
- maintain the PV Inverter system and any associated equipment in a working and reliable order such that the generation is continuously available for service;
- keep a log book recording outages, maintenance work and other relevant information;
- co-ordinate the planned maintenance works on the system with Power and Water;
- advise Power and Water of any proposed operational changes;
- obtain Power and Water's agreement to any increase in generation capacity; and
- meet Power and Water's costs for the supply and maintenance of the metering equipment to measure export energy.

### **General**

#### **Duration and Termination of Agreement**

This Agreement shall remain in operation until it is terminated in accordance with one of the following provisions:

- Power and Water may terminate this Agreement at any time in the event that the customer fails to comply with the terms and conditions of this Agreement.
- Prior to any such termination, Power and Water shall give three months notice in writing of the customer's failure to comply. Power and Water may then terminate this Agreement at the end of the three month period unless the customer takes measures necessary to eliminate, to Power and Water's satisfaction, the compliance deficiencies identified by Power and Water.
- This Agreement may be terminated at any time upon mutual agreement between Power and Water and the customer.

#### **Liability of Damage**

Power and Water will not be liable for any loss, damage or injury that may be caused by the customer's PV Inverter system or operation thereof, including any surges (eg lightning) that may be present on the Power and Water and/or the customers system.

#### **Power and Water's Representative**

All correspondence and arrangements will be co-ordinated via Power and Water Retail, GPO Box 3596, DARWIN NT 0801, Phone 1800 245 091

**In Witness Whereof** the parties signed hereunder.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed by

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

was hereunto affixed pursuant to a resolution in the presence of:

Witness

Signed for and on behalf of

General Manager Power Networks  
**Power and Water Corporation**

By

Customer Connections Officers

Witness

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## **Attachment C: Power Purchase Agreement for PV Inverter System**

This section contains a sample Power Purchase Agreement (PPA) for PV Inverter Systems, which will need to be signed by the customer in order for Power and Water to purchase electricity.

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## Power Purchase Agreement for PV Inverter System

Between

**Power and Water Corporation**  
GPO Box 1921  
DARWIN NT 0801

And

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## Power Purchase Agreement for PV Inverter System

This Agreement is made between  
the Power and Water Corporation  
of 55 Mitchell Street, Darwin, Northern Territory  
(hereinafter referred to as "Power and Water")

and

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

...(hereinafter referred to as "the customer")

### Whereas

1. The customer occupies premises at \_\_\_\_\_  
(hereinafter referred to as the premises) to which Power and Water provides  
a network connection on customer ID no. \_\_\_\_\_
2. The customer wants to sell renewable electricity in accordance with this  
Agreement and Power and Water's normal supply conditions.

### Terms

The following meanings shall apply in this Agreement and are used from the  
perspective of the customer:

'Import Energy' means the quantity of electricity imported from the network under the  
terms of this Agreement.

'Export Energy' means the quantity of electricity exported to the network under the  
terms of this Agreement.

'Supply' means the supply of electricity (import energy) to the premises under  
standard tariff conditions.

**It is agreed between the parties as follows:**

1. This Agreement covers the terms and conditions associated with the payment for the export of electricity from the customer to Power and Water at the specified premises.

**2. Eligibility**

Payment under this Agreement will only take place when the following is complied with:

- If the PV Inverter system complies with the Requirements for Grid Connection of Photovoltaic Systems via Inverters. Any variation in these guidelines that would potentially affect the customer will be advised in writing.
- If the PV Inverter system is made up of the components as outlined in the application form.
- A PV Inverter Network Connection Agreement is in force with Power and Water.

**3. Operating Procedure**

- The operating procedures listed in the Network Connection Agreement shall be followed.
- In the event that the Power and Water distribution network is unable to accept export energy for any reason, no compensation will be taken into account in import or export payment calculations.

**4. Customer Undertakings**

The customer shall meet Power and Water's costs for the supply and maintenance of the metering equipment to measure export energy.

**General**

**Duration and Termination of Agreement**

This Agreement shall remain in operation until it is terminated in accordance with one of the following provisions:

- Power and Water may terminate this Agreement at any time in the event that the customer fails to comply with the terms and conditions of this Agreement.
- Prior to any such termination, Power and Water shall give three months notice in writing of the customer's failure to comply. Power and Water may then terminate this Agreement at the end of the three-month period unless the customer takes measures necessary to eliminate, to Power and Water's satisfaction, the compliance deficiencies identified by Power and Water.
- This Agreement may be terminated at any time upon mutual agreement between Power and Water and the customer.

**Power and Water's Representative**

All correspondence and arrangements will be co-ordinated via Power and Water Retail, GPO Box 3596, DARWIN NT 0801, Phone 1800 245 091

**In witness whereof** the parties signed hereunder.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed by

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

was hereunto affixed pursuant to a resolution in the presence of:

Witness

Signed for and on behalf of

**Power and Water Corporation**

by

General Manager Retail

Witness

## Attachment D: Customer Service Centre Contact Details

Power and Water customer service centres can be contacted by the following means:

Phone: 1800 245 092

E-mail: [customerservice@powerwater.com.au](mailto:customerservice@powerwater.com.au)

Or in person at any of the following locations:

### Darwin

Mitchell Centre  
55 Mitchell St  
Darwin NT 0800

GPO Box 3596  
Darwin NT 0801

### Palmerston

Palm Plaza  
University Avenue  
Palmerston NT 0830

GPO Box 3596  
Darwin NT 0801

### Katherine

Ground Floor Government Centre  
First Street  
Katherine NT 0850

PO Box 1045  
Katherine NT 0851

### Tennant Creek

Ground Floor Government Centre  
Peko Road  
Tennant Creek NT 0860

PO Box 505  
Tennant Creek NT 0861

### Alice Springs

Ground Floor  
Greatorex Building  
Cnr Bath and Parsons Streets  
Alice Springs NT 0870

PO Box 1521  
Alice Springs NT 0871

Or alternatively contact one of our Customer Connection Officers:

### Darwin

Power and Water Corporation  
GPO Box 37471  
Winnellie NT 0821

08 8924 5700  
or  
08 8924 5702