



Department of
**Energy and Economic
Diversification**

WA RESIDENTIAL BATTERY SCHEME

INDUSTRY FORUM - SOUTH-WEST INTERCONNECTED SYSTEM

Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community.

We pay our respects to all members of the Aboriginal and Torres Strait Islander communities and their cultures, and to Elders past and present.

Department of Energy and Economic Diversification Energy Policy WA

WA Residential Battery Scheme

- The WA Residential Battery Scheme allows applicants to access a rebate and/or a no-interest loan to purchase and install a household battery.
- Rebates of up to **\$1,300** are available for Synergy customers. No-interest loans of up to **\$10,000** are also available.
- Access to Scheme incentives requires participation in a Virtual Power Plant (VPP).
- To ensure your customers can access the full benefits of the Scheme, you will need to ensure that devices offered are covered by the Clean Energy Council Approved Batteries list, alongside either the Synergy Supported Solutions List or Horizon Power Compatible Inverters List

OFFICIAL

 WESTERN AUSTRALIA
State of Energy

What is the WA Residential Battery Scheme?

WA's Residential Battery Scheme (WARBS or the 'Scheme') helps eligible households with the cost of installing a home battery.

- Synergy customers: Rebate of up to \$1,300
- Horizon Power customers: Rebate of up to \$3,800
- Plus: No-interest loans of up to \$10,000 are also available, and can be used to help fund a solar system installed as a package with a battery. You can also use your rebate and loan funding to top-up assistance received under the Federal Cheaper Home Batteries Program.

How can I apply?

Find a vendor: Contact a WARBS-accredited vendor/battery retailer to help choose an approved battery system that's right for your home.

Get a quote: Ask the Vendor for a quote that shows:

- The WA Rebate discount
- The Federal Discount Amount
- Whether you're adding the no-interest loan
- The total cost – including any other fees or charges

Accept your quote: If you're happy with the quote, sign it to accept – your vendor will then submit your WARBS application for you. If anything is unclear or looks incorrect in your quote, you can contact your vendor and ask for clarification before you sign anything.

Who are Plenti?

Plenti has been appointed to administer WARBS for the State Government. They will manage your application for a rebate or no-interest loan. It's important you reply to Plenti's emails at every step throughout the process – from verifying your application to providing the final feedback that finalises your rebate/loan. If you don't, your application may not be progressed any further.



OFFICIAL

Getting your system installed

1. Once your application has been submitted, Plenti will email you to verify certain information – reviewing your quote, confirming your ID, and getting your consent to go ahead. If you've applied for a no-interest loan, Plenti will also email you a loan form to fill out.
2. Once your application is approved, both you and your vendor will receive a confirmation email from Plenti.
3. Your vendor will then contact you to arrange an installation date. They'll need access to your internet as part of the installation. After the battery is installed, your vendor completes the required compliance checks and sends the paperwork to Plenti for review.

Emails from Plenti will come from contact@plenti.com.au. If you can't find this in your inbox, check your junk folder or contact Plenti by emailing wabatteryscheme@plenti.com.au or calling on 1300 931 104.

Once your system is installed

Once Plenti verifies your system is installed correctly, they'll send a final email asking you to confirm you're happy. If you have concerns, raise them with your vendor at this point. You must respond to this email – your rebate and/or loan payment can't be finalised until you do.

Congratulations your rebate and/or loan application is complete!



Contact Details

WA Residential Battery Scheme
Level 1, 66 St Georges Terrace, Perth WA 6000
PO Box Z5044, St Georges Tce, Perth WA 6831
Email: batteryrebate@dedd.wa.gov.au
wa.gov.au/batteryrebate

Have further questions?
Scan here:



A new fact sheet has been developed for vendors and customers, providing an overview of the application and installation process.

Link to be distributed post-event



WA Residential Battery Scheme · Industry Forum

Scheme administrator update

SWIS · Monday 12 October 2026

Horizon Power · Tuesday 13 October 2026

Brian Phelan, Head of Renewable Energy Finance



We're your scheme administrator

Plenti is an ASX-listed Australian lender with a dedicated renewable energy finance team. We run the scheme's rebate and no-interest and no-interest loan on behalf of the WA Government's Department of Energy and Economic Diversification (DEED).

What we do

- Accredited, onboard and support vendors
- Assess eligibility and approve rebates
- Assess, approve and fund no-interest loans
- Pay rebates to vendors once checks are done
- Support customers and vendors by phone and email
- Report scheme performance to DEED

What sits with our partners

- Setting of Scheme rules, eligibility and rebate amounts
- Grid connection, whole-of-site and VPP compliance.
- Providing installation and grid expertise
- Electrical safety and licensing
- Advising whether a system suits your customer



For further WA Residential Battery Scheme Requirements please see [here](#):

The scheme at a glance

37,000+

rebates paid to WA households

11,000+

no-interest loans funded

588 MWh

of battery capacity on VPPs

Rebate

- **Synergy customers:** \$130 per kWh, up to \$1,300
- **Horizon Power customers:** \$380 per kWh, up to \$3,800
- Approved battery of 5 kWh or more, connected to a VPP

No-interest loan (optional)

- \$2,001 to \$10,000 over 3 to 10 years
- No interest, no upfront or ongoing fees
- Household income under \$210,000; credit assessed

Eligibility Criteria

- All goods must be on the Synergy/Horizon eligible equipment lists and be actively CEC approved
- Must be connected to a VPP
- All installers must be SAA certified
- Application goods match invoice and ATO information
- No-interest loans are under the WA Residential Battery Scheme are subject to credit assessment and lending criteria.

How the rebate and loan work together

1 Vendor

Quote and apply

Create the rebate application in the Plenti portal. Only approved equipment and unused unused NMIs are accepted.

2 Customer

Verify and consent

The customer completes their details, ID check check and consent. We conditionally approve the approve the rebate.

3 Customer

Apply for the loan

Optional. "Apply now" opens once the rebate quote is created, with details carried across. We assess credit.

4 Vendor

Install and upload

Install, then upload the invoice plus the Western Power ATO (Synergy) or Horizon Power receipt.

5 Plenti, customer, network

Check and confirm

We check documents. The customer confirms the install and signs any loan. Synergy or Horizon Power runs relevant checks.

6 Plenti

Pay and fund

We pay the rebate to you and draws down the applicant's loan where applicable.

What we've improved in the last 10 months

Faster, cleaner applications

- Jul Customer details carried across between rebates and loans
- Aug Upload the invoice once and it syncs to the loan application

Quicker rebate payments

- Mar Rebates approve automatically once Synergy approves the NMI and the NMI and the customer confirms

More visibility for you

- Mar Post-install status panel, plus a button to re-send the customer's confirmation email
- Feb An email when an equipment change reduces the rebate
- May Automated reminders before approvals expire

A smoother customer journey

- Mar Customers enter their own name for ID checks, cutting ID queries by 20%
- May Additional guidance on what documentation is needed to verify a loan both within the loan application form and Plenti's website

Getting it right first time

Where applications most often stall

- 1 Match equipment on the invoice, application and approved list
- 2 Keep the address identical across the ATO, invoice and application, including unit numbers
- 3 Use the permanent, correct NMI, not a placeholder or incorrect NMI.
- 4 Start a new application for every customer and never reuse an old link or attempt to use another customer's application link
- 5 Act on Synergy NMI and compliance emails quickly, and work with Synergy, Horizon Power and Western Power proactively

NETCC Invoicing Requirements

1

Total Itemised Costs

A full, itemised breakdown of the product cost, installation fees, and any extra required components

2

Discounts and Subsidies

Clear visibility of any government solar rebates, STCs (Small-scale Technology Certificates), or promotional discounts deducted from the total

3

No Hidden Fees

Clear indicators of deposits paid, upcoming payment milestones, and final amounts due

4

Payment Terms

Any potential ongoing or additional costs must be made entirely transparent before and during billing

Plenti

Thank you.



Email wabatteryscheme@plenti.com.au

Phone 1300 931 104

For industry only. Not for distribution to consumers. General information only. Lending criteria, terms and conditions apply. Finance is provided by Plenti Finance Pty Limited
Finance Pty Limited ACN 636 759 861, Australian Credit Licence 569622.



Department of Local Government,
Industry Regulation and Safety



WA Residential Battery Scheme

Building and Energy Update
Installation Safety and Compliance

Neil McClarnon
Chief Electrical Inspector (Utilisation)

Industry Forum, October 2026



BESS Inspection and Compliance Activities

- Inspecting BESS installations through network-operator inspection programs
- Checking alternative supply arrangements and installation compliance
- Issuing Inspectors' Orders for rectification of identified defects
- Investigating serious defects and referring matters to Building and Energy
- Using inspection findings to inform industry education and guidance
- Building and Energy Inspectors meeting directly with installers

Total Inspections carried out by Western Power and Horizon Power since 1 July 2025 > 5500

Common BESS Installation Defects

- Neutral continuity and MEN defects in alternative supply mode
- Incorrect wiring creating backfeed risk to the network
- Unsuitable RCD protection or inadequate verification
- Exposed live parts and earthing and bonding defects
- Inadequate grouping, labelling and identification of backup circuits

Dangerous Defects continue to be Identified during inspection

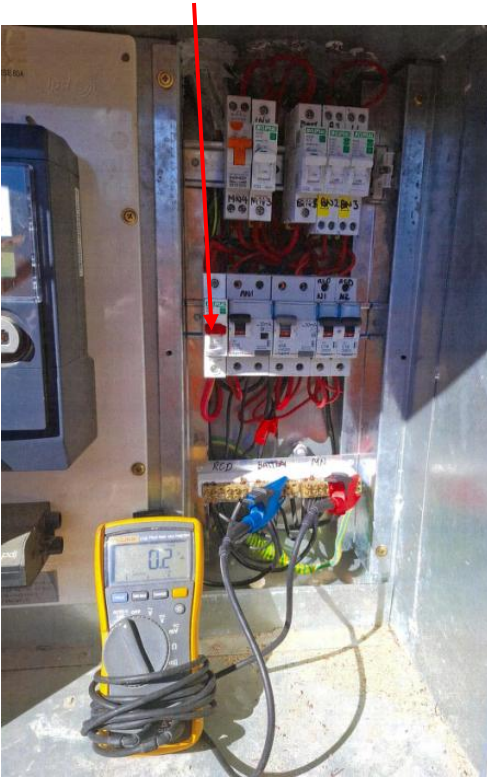
- Checking and Testing will identify these defects
- Testing is mandatory

Education/training * Written Warning * Prosecution Action *

Testing in Alternative Supply Mode

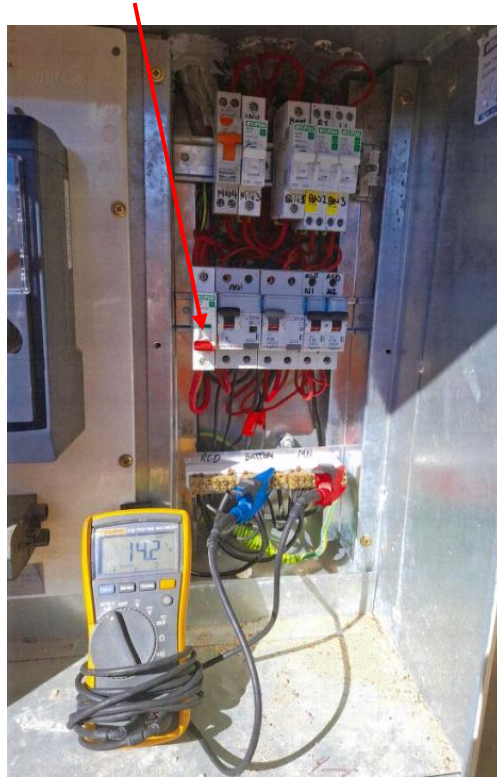
Grid supply

Main switch on



Alternative supply

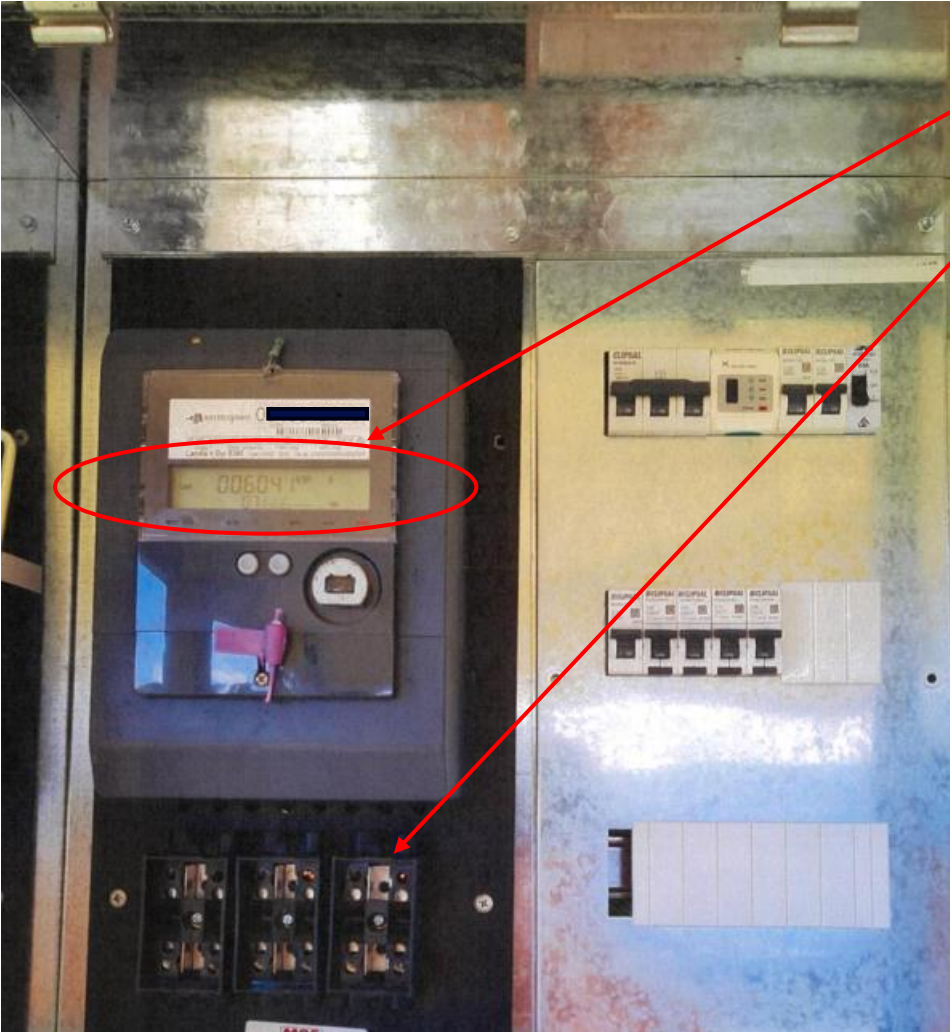
Main switch off



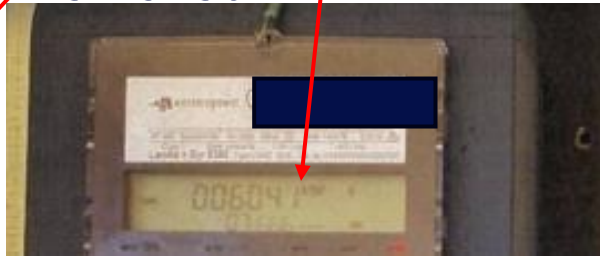
- The readings changed when the system operated in backup mode
- Inspectors measured 14.2 V between the backup neutral and main neutral bar
- Neutral continuity and MEN arrangements require verification in the relevant operating modes

Grid-mode testing alone can miss a backup-mode defect

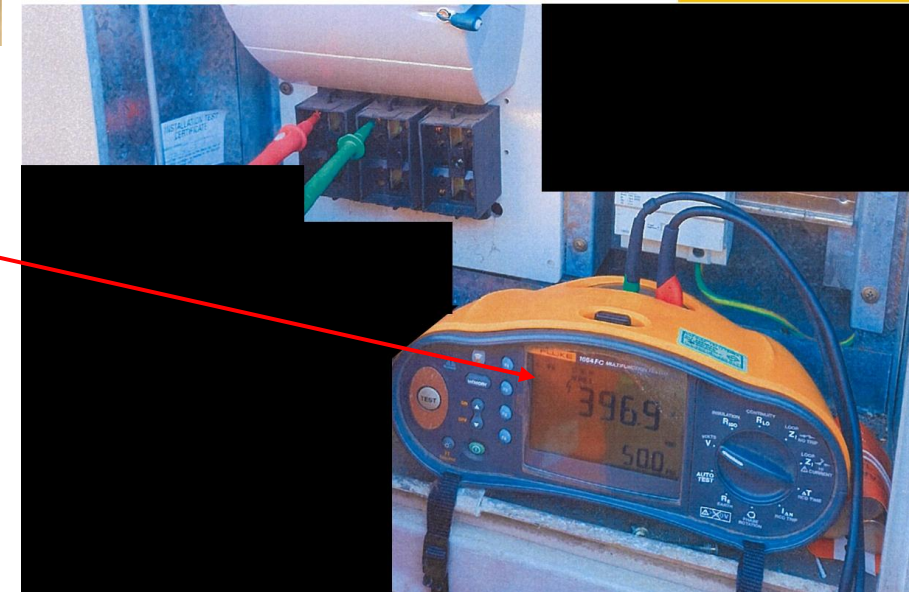
Investigations - Back Feed to the Network



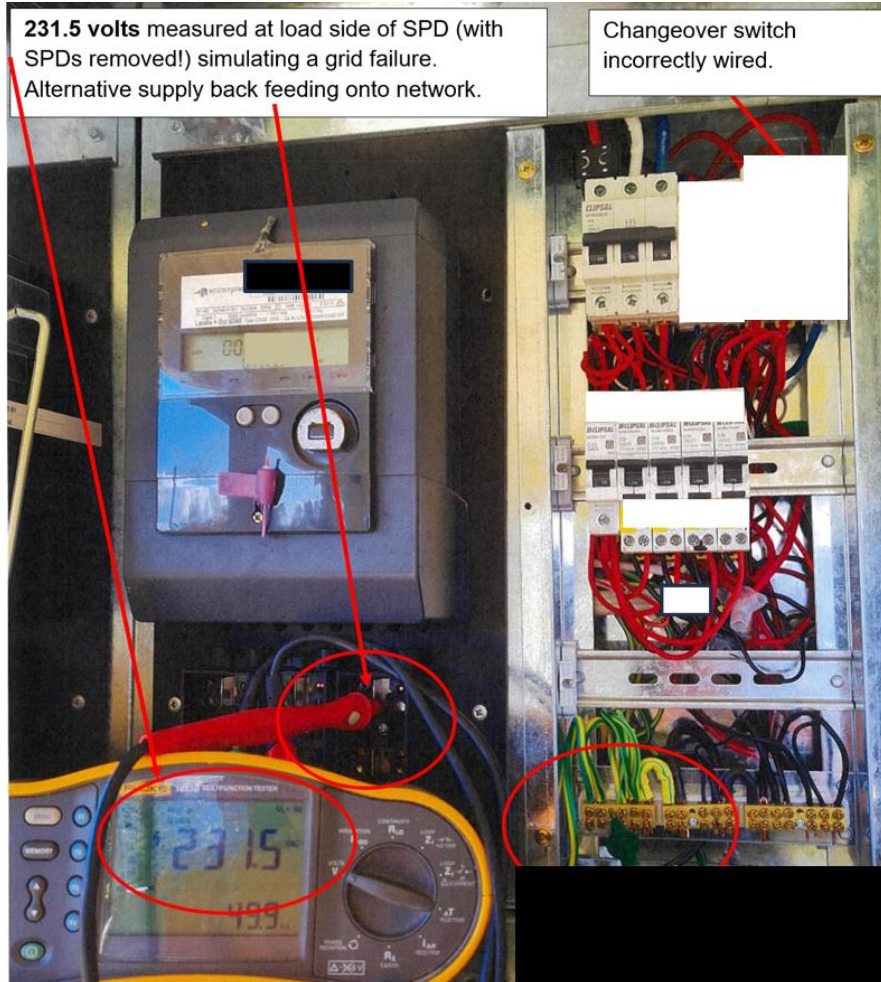
Display of electricity meter operating when its upstream service protection devices have been removed



Voltage reading on load side of SPDs



Investigations - Backfeed to the network

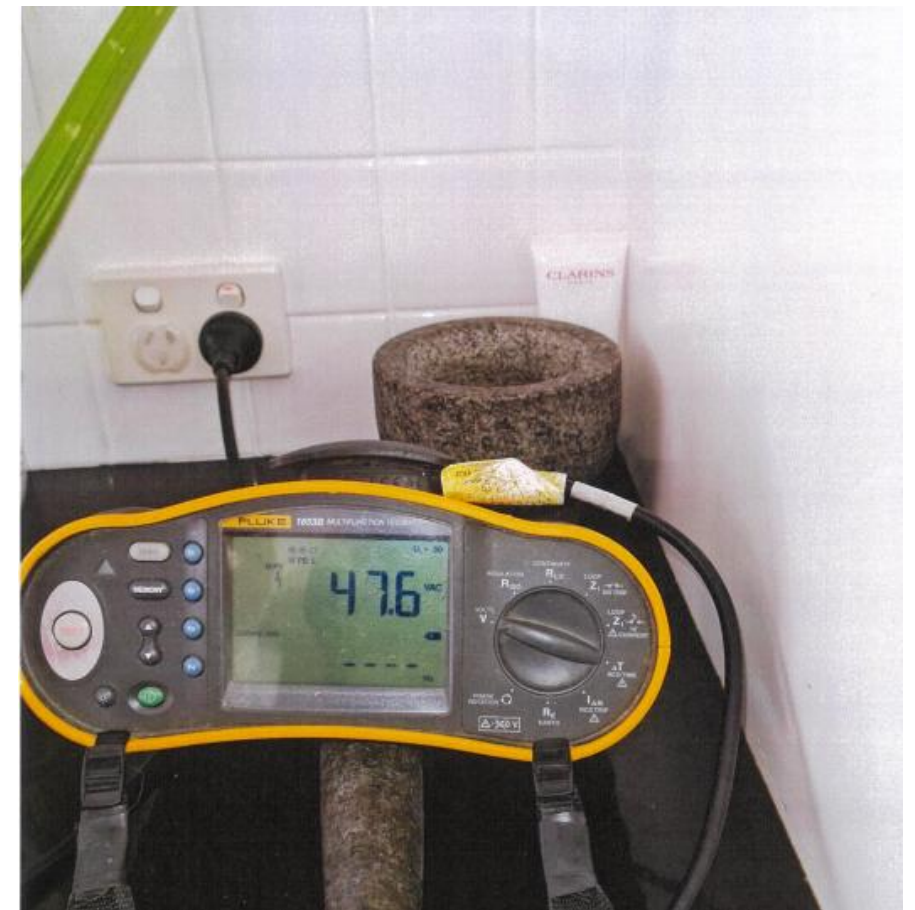
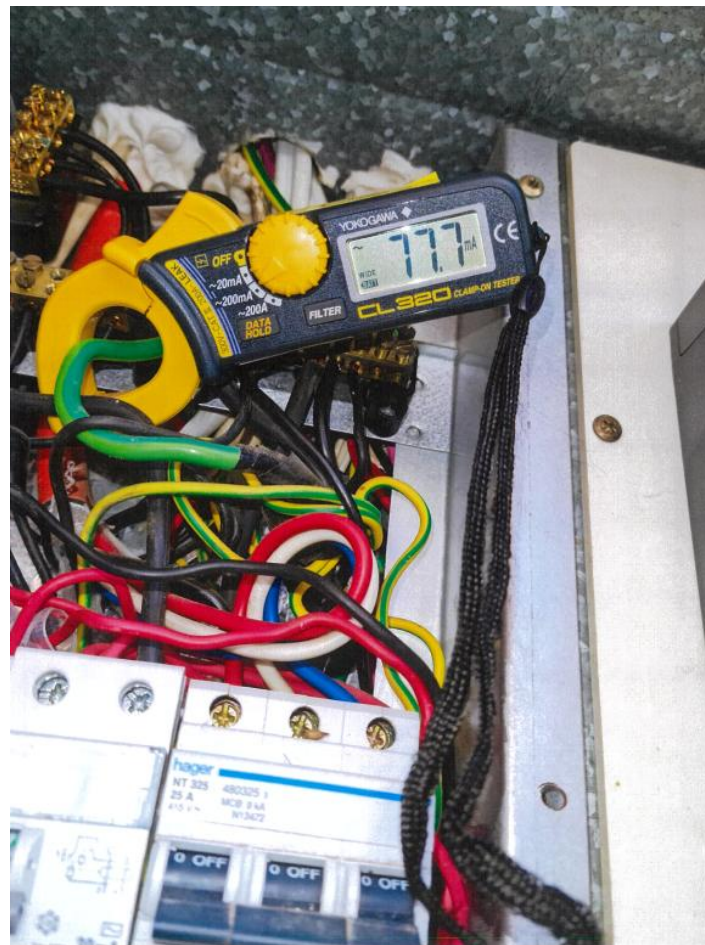
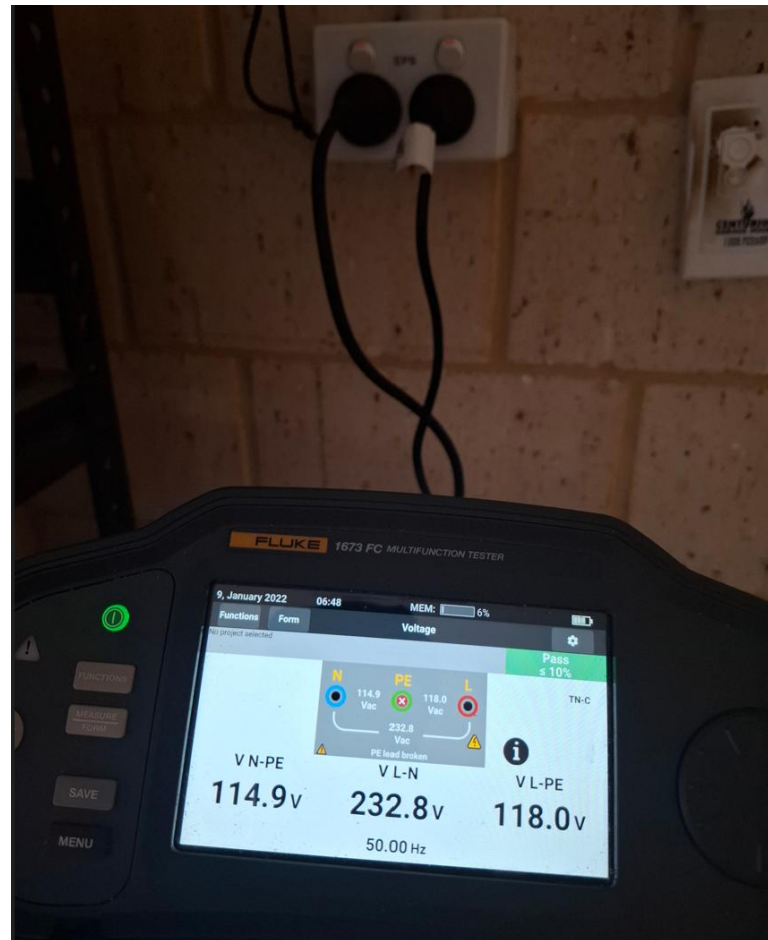


231.5 V

Measured during a simulated grid failure

- Inspectors identified an incorrectly wired changeover switch
- The alternative supply energised the network-facing side of the installation
- Correct verification must confirm separation from the network during backup operation

Defects Found by Inspectors



Checking and Testing Requirement

- Must complete all relevant installation verification tests
- Test the system in alternative supply mode - Verify neutral continuity and MEN arrangements
- Confirm separation from the network during backup operation
- Verify RCD operation with an appropriate test instrument
- Keep records of the tests, inspections, verifications and results
- Retain the required records for five years after completion of the notifiable work

Record actual measurements. An RCD push-button test is insufficient.

AS/NZS 3000 Section 8 and AS/NZS 4777.1 Clause 8.3.3 – Must be followed for backup circuits

Education and guidance for industry



Grid connected multiple mode inverters

An important message from Building and Energy

Building and Energy wishes to share this document with you regarding Battery Energy Storage Systems (BESS) that incorporate hybrid inverters. It contains important information on the testing required to ensure the safe operation of these installations.

Since July 2023, inspections have identified critical defects – mainly due to installers not following manufacturer instructions and inadequate testing in alternative supply mode. It is essential to confirm that no parallel multiple earthed neutral (MEN) connections exist and that there is neutral continuity between the alternative supply port and the installation MEN. Thorough testing helps prevent these issues and ensures installations remain safe and compliant.

Additional safety tests – such as Residual Current Device (RCD) trip tests – are also vital. Please remember to:

- Group and clearly label alternative supply circuits.
 - Upgrade RCDs to Type A, or as specified by the manufacturer to maintain compliance.
 - Consider attaching test results and manufacturer instructions to completion notices.
- If you have any questions, please contact Building and Energy at enquiries@bcs.qld.gov.au.

There are two supply types related to grid connected multiple mode inverters (also known as hybrid inverters) used with photovoltaic (PV) and BESS described in AS/NZS 4777.1 that operate as:

a) supplementary supply – reliant on a grid connection to function; and

b) alternative supply (i.e. back-up) – operates when the grid is isolated to power backup loads within an installation from a BESS.

Installers must familiarise themselves with these supply modes and the configuration type of the inverter being installed, which can be either:

i) a combined supplementary and alternative supply port inverter – requires an external AS/NZS 4777.2 tested grid disconnection device to operate in alternative supply mode; this is supplied and tested by the inverter manufacturer; or

ii) separate supplementary and alternative supply ports inverter – internal inverter changeover switching from grid supply to alternative supply operation.

AS/NZS 4777.1 provides details for the installation and testing requirements for these types of inverter energy systems.

Since 1 July 2023, there have been many grid connected inverters with battery energy storage systems (BESS) installed under the VWA Residential Battery Scheme and Federal Cleaner Home Batteries Program by accredited installers.

Network operator inspectors have been conducting inspections and have also found two types of critical defects relating to lack of following manufacturer's instructions and testing in alternative supply (back-up) mode to prove:

- No parallel offset connections are made by the inverter or installed incorrectly by installer.



Guidance note

Existing PV array compliance requirements when installing Battery Energy Storage Systems (BESS) (repairs vs alterations)

This guidance note is provided for industry guidance only. The responsibility for compliance of the electrical installation (to the relevant standards) rests with the electrical contractor performing the work. Each site and situation may be different, meaning a thorough inspection and assessment of the installation and the rating and condition of the equipment is needed to determine what additional work is required to ensure the installation is safe and fit for purpose following alterations and or repairs.

AS/NZS 3000 and AS/NZS 5003 provide the following specific requirements for when an alteration or repair will be deemed compliant with the standard.

AS/NZS 3000:2018 – definitions

Clause 1.4.8 – alterations

- A modification to parts of an electrical installation.

Clause 1.4.101 – repairs

- The work to restore the electrical installation to safe and sound working condition after operation or damage has occurred.

• Note: Repairs are not alterations.

AS/NZS 3000:2018 – means of compliance

Clause 1.9.3.1 – alterations

- Alterations to electrical installations shall comply with all relevant provisions of this standard (AS/NZS 3000). Alterations to electrical installations shall not cause any portion of the original electrical installation, or electrical equipment connected thereto, to –

- carry currents or sustain voltages in excess of those permitted by this standard; or
- be used in any manner that is not in accordance with this standard.

- Alterations to an electrical installation constructed to a Part 1 design and installation solution shall not alter the compliance of that installation with Part 1 of this standard (AS/NZS 3000).

Clause 1.9.3.2 – repairs

- Repairs to existing electrical installations or parts thereof may be effected using methods, fixtures and fittings that have acceptance when that part of the electrical installation was originally installed or with methods, fixtures and fittings currently available as direct replacement, provided that the methods satisfy the fundamental safety principles of Part 1 of this standard (AS/NZS 3000).

Multi-Mode inverter testing requirements

Neutral continuity, MEN arrangements and backup tests

Existing PV array compliance

Repairs versus alterations when adding a battery

Residential battery safety video

Installation safety and compliance checks

Lithium-ion batteries used in BESS

Battery-specific safety guidance

Code of Practice for working on or near energised electrical installations

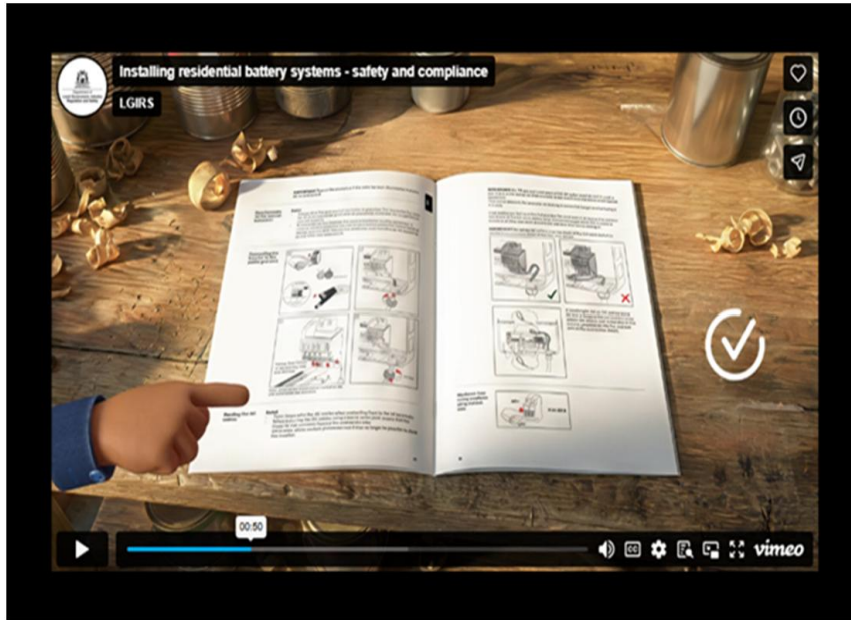
Safe working and testing requirements



Building and Energy BESS guidance webpage

Scan or use the links

Education and guidance for industry



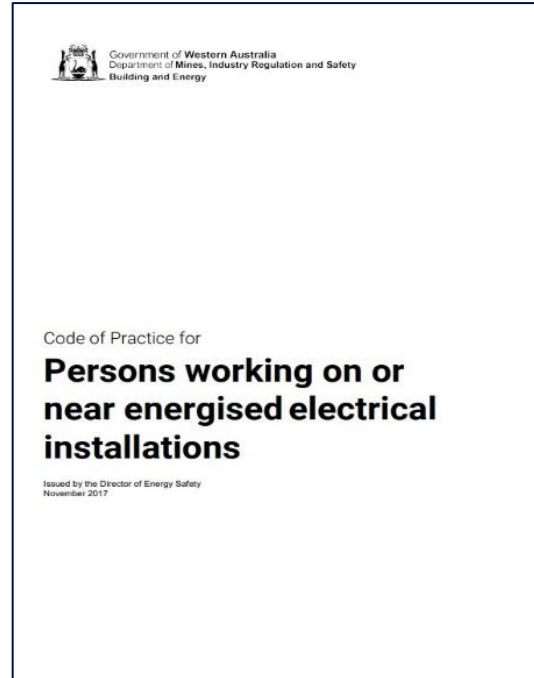
[Residential battery safety video](#)

Installation safety and compliance checks



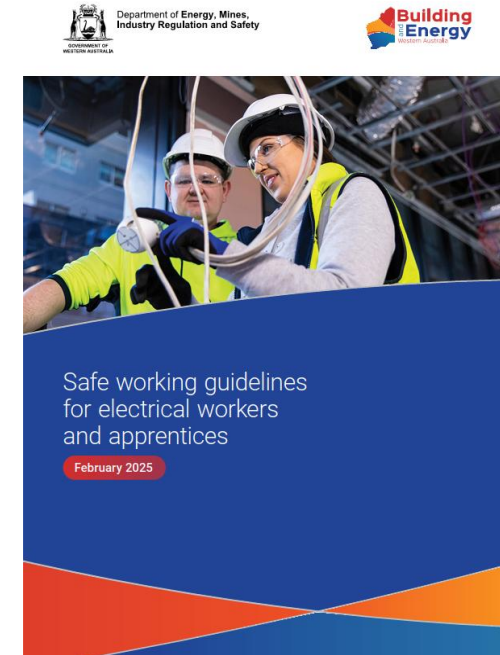
[Building and Energy
BESS guidance
webpage](#)

Scan or use the links



[Code of Practice Working on or Near](#)

Safe work and testing
requirements



[Safe Working Guidelines for Electrical Workers and Apprentices](#)

Actions for installers and contractors

- Review previous installations where a defect is suspected and arrange prompt rectification
- Complete and document testing in alternative supply mode
- Retain accurate records and complete certification correctly
- Use the published guidance and ensure workers are competent with the system installed

Safety and compliance must be established before certification

Department of Local Government, Industry Regulation and Safety Consumer Protection

Australian Consumer Law

- The Australian Consumer Law (ACL) applies to solar batteries
- Businesses need to:
 - Be truthful
 - Meet timelines
 - Honour consumer guarantees
 - Use 'due care and skill'
 - Meet unsolicited sales rules
- Complaint handling
- www.consumerprotection.wa.gov.au

Regulatory changes to solar and battery installations

Tim Langley
Manager DER Operations



Synergy in a snapshot



WA's largest
electricity generator
and energy retailer



1.1 million +
electricity customers



Generate
~6,500 GWh
of electricity p.a



Workforce of 1,500+
employees
and contractors

- South West Interconnected System
- Coal-fired power station
- Gas-fired power station
- Wind farm
- Solar farm
- Utility-scale battery energy storage system
- Under construction
- Under development
- EV charging station

¹ Owned and operated by Bright Energy Investments (BEI).

² Provides electricity solely to Coral Bay. Does not feed electricity into the SWIS.

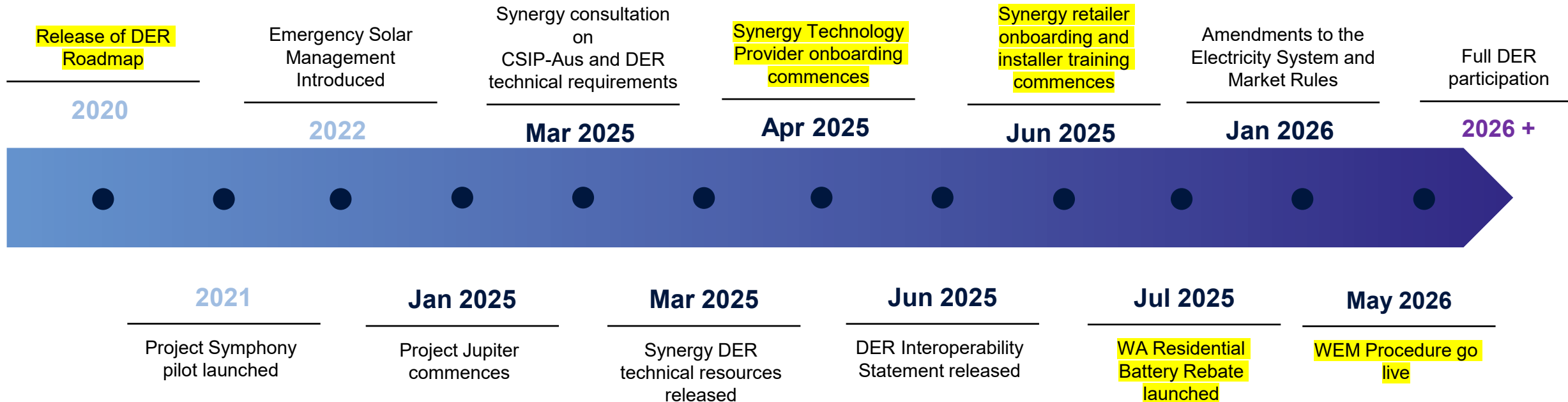
³ Provides electricity solely to Hopetoun. Does not feed electricity into the SWIS.



DER integration in the SWIS: The journey so far



Each milestone provides building blocks with interlocking benefits that leads the pathway to full DER participation and WA's decentralised energy future.





What's changed?

The WA Government has released new technical requirements for new and upgraded rooftop solar and household battery installations in WA.

From 1 May 2026, it is now mandatory that for all new and upgraded rooftop solar and household battery systems up to 30 kVA installed on a standard connection in the SWIS will be required to comply with new minimum technical standards set out in the WEM Procedure: Technical Requirements for Standard Small User Facilities.



What does this mean for industry?

For Synergy customers, connecting systems sized between 0-30kVA from 1 May 2026, they must:

- be included on the SSL under the 'DER-Generator' category and;
- be designed, installed and commissioned in accordance with Synergy's DER Functionality Requirements.

These changes enable flexible exports, larger system sizes and improved system reliability.



What industry needs to do

Meeting these new requirements is a shared effort across industry. Each participant has a role to play.



Technology providers

- For Synergy customers, equipment must meet DER Functionality Requirements and obtain DER-Generator listing on Synergy's Supported Solutions List.

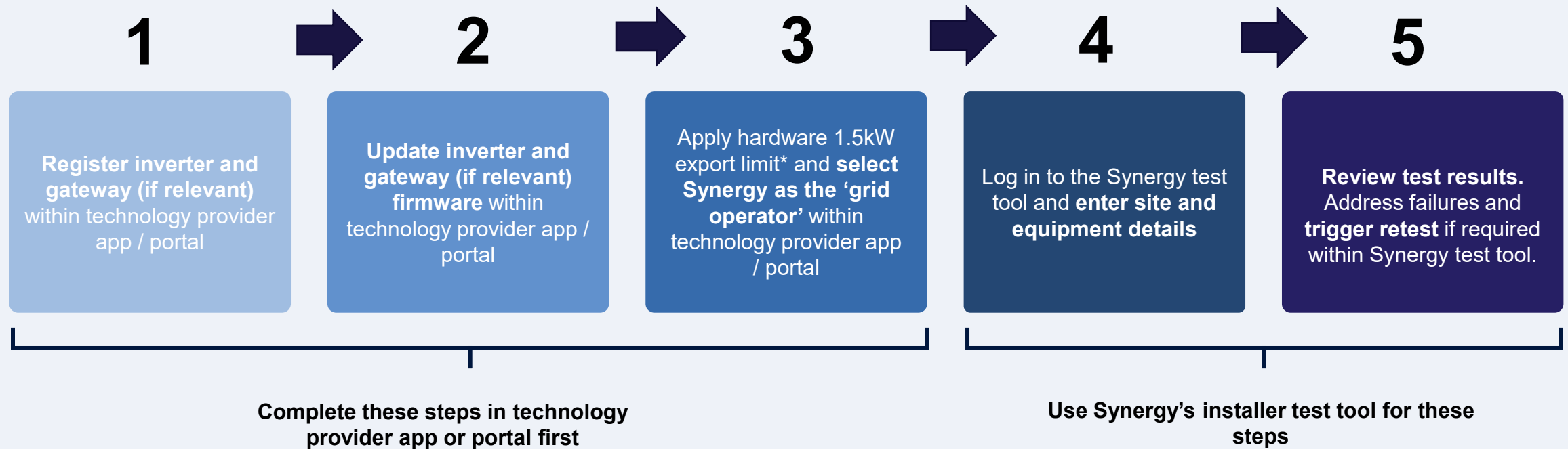


Equipment retailers and installers

- Retailers must register with Synergy and ensure installers complete the required online Installer Training Module.
- Retailers must ensure that customer systems are correctly designed in accordance with the requirements, including meeting whole-of-site compliance.
- All installations must include an export monitoring device.
- Equipment must be selected from Synergy's SSL with DER-Generator listing at a minimum.



Critical commissioning steps on site



*unless otherwise instructed by Synergy

Retailer Specific Non-Compliance ITT Results



- ✓ Synergy monitors compliance and notifies retailers when installations do not meet DER Functionality Requirements
- ✓ Common non-compliance issues can often be resolved through correct registration, asset configuration, testing and commissioning processes
- ✓ The Installer Test Tool must be used to confirm that every DER systems has been configured and commissioned correctly
- ✓ Whole of Site Compliance requires all DER assets at a site to have aggregated remote management capability where applicable.

NMI	CSIP-AUS Registration	Asset added to ITT	Integration Test Triggered	ALL-01	ALL-02	CON-01	WoSC	Days Non-compliant	WARBS	OEM	Action Required
	✓	✓	✓	✓	✓	✓	✗		120 Non-WARBS	ALPHA ESS	Enable interoperability between all inverters onsite
	✗	✗							120 Non-WARBS		Complete the CSIP-AUS registration via the OEM's provided platform & Add the asset details to the Synergy Installer Test Tool
	✓	✓	✓	✓	✗	✓	✓		120 Non-WARBS	ALPHA ESS	Locate error code in Synergy ITT and refer error to OEM for support
	✗	✗							120 Non-WARBS		Complete the CSIP-AUS registration via the OEM's provided platform & Add the asset details to the Synergy Installer Test Tool
	✓	✓	✓	✓	✓	✓	✗		120 Non-WARBS	ALPHA ESS	Enable interoperability between all inverters onsite
	✓	✓	✓	✓	✓	✓	✗		120 Non-WARBS	ALPHA ESS	Enable interoperability between all inverters onsite
	✗	✗							119 Non-WARBS		Complete the CSIP-AUS registration via the OEM's provided platform & Add the asset details to the Synergy Installer Test Tool
	✓	✗					✓		119 Non-WARBS		Add the asset details to the Synergy Installer Test Tool
	✓	✗					✓		119 Non-WARBS		Add the asset details to the Synergy Installer Test Tool
	✗	✗							119 Non-WARBS		Complete the CSIP-AUS registration via the OEM's provided platform & Add the asset details to the Synergy Installer Test Tool
	✓	✓	✓	✓	✓	✓	✗		118 Non-WARBS	ALPHA ESS	Enable interoperability between all inverters onsite

Example above of Non-Compliance report sent to retailers every week (NMI # removed)

DER Support Fact Sheet Supporting information



DER SUPPORT FACT SHEET



FAULT CODE SUPPORT

CSIP-AUS registration ✖

Installers must ensure that all steps outlined in the [DER Installation Handbook](#) are followed. This includes updating the inverter firmware as required and registering the system with Synergy's server. During registration, it is essential to select Synergy as the grid operator in the technology provider's portal before proceeding with the remaining steps, such as registration and testing in the Synergy Installer Test Tool.

If you are unsure how to register the device onto Synergy's server, or if you have already completed these steps but the device is still not visible on Synergy's server, please contact the technology provider for further support.

Asset added to ITT ✖

Complete the registration of the system(s) in the Synergy Installer Test Tool. You can follow the steps outlined in the [DER Installation Handbook](#).

Integration Test Triggered ✖

Check in the OEM's provided platform (typically the 'commissioning portal') to ensure the asset is online; communicating; not in a faulted state and that the modes are enabled. If test is still unable to commence, please [contact the OEM](#) for further assistance.

Test ALL-01, Test ALL-02 or Test CON-01 ✖

If an integration test is unsuccessful, contact the tech provider directly to resolve correctly before attempting retesting using the 'Run Integration tests again' button in the Synergy Installer Test tool. If tests continue to fail, contact [Synergy DER Industry support](#).

Please note, running the integration test tool when there is no sunlight, will cause the test to fail.

Whole of Site Compliance ✖

Data received from the system(s) indicates that other DER assets may be installed at this address that do not have aggregated remote management capability at this time. Review the whole of site compliance requirements outlined in the [DER Functionality Requirements](#) and ensure the system has been configured to meet these requirements. Contact [Synergy DER Industry support](#) if you are unclear how to meet these requirements for your installation. **See the "Interoperability" section for more info.**

OEM: Original Equipment Manufacturer

ITT: Installer Test Tool

DER: Distributed Energy Resources

WoSC: Whole of Site Compliance

ALL-01: One of several tests in the integration test suite

ALL-02: One of several tests in the integration test suite

CON-01: One of several tests in the integration test suite

DNSP: Distribution Network Service Provider

CSIP-AUS: Common Smart Inverter Profile - Australia

WARBS: WA Residential Battery Scheme

NON-WARBS: Standard Installs where the client is not claiming WARBS

AEL: Approved Export Limit

ATO: Approval to Operate

NOC: Notice of Completion

What is Interoperability?

Interoperability is the ability of multiple energy devices, such as solar inverters and batteries, to work together as a coordinated system. This allows the devices to share information, respond to control signals, and operate safely and efficiently while meeting network requirements.

For example:

- Inverter A can see and respond to the operating state of Inverter B.
- Both inverters can collectively follow export limits.
- Both systems can be monitored and controlled in a coordinated way.
- Total site generation and battery behaviour can be managed correctly rather than each inverter acting independently.

How is Interoperability achieved?

Interoperability can be achieved by using compatible DER equipment or approved gateway solutions that allow multiple energy devices on a site to operate as a coordinated system. This enables whole-of-site aggregated management and supports compliance with Synergy's DER Functionality Requirements.

For example:

1. Using compatible equipment

The simplest approach is to use inverters, batteries and other DER devices that are designed and certified to work together as a coordinated system. Synergy's materials refer to selecting systems that are on the Supported Solutions List (SSL) and can achieve whole-of-site compliance together.

2. Using a gateway device

Where different DER assets would not otherwise communicate with each other, a gateway can be installed to aggregate information and control functions across the site. Synergy's DER interoperability standards document describes a gateway as a device that translates, aggregates or relays control and telemetry between DER and external

TIER 0

Passive customer participation - typically used in instances where a site has inadequate internet connection or other site limitations.

Internet connection is temporarily required to complete CSIP-AUS registration and pass integration test (Utilising Personal Hotspot where no internet connection is available)

TIER 1

Active customer participation in which minimum visibility and emergency management requirements are met. – typically used where a customer opts out of participation in a VPP product.

Ongoing internet connection required. CSIP-AUS and Integration testing required.

TIER 2

Active customer participation where customers are participating in VPP products that enable remote management of DER systems.

Ongoing internet connection required. CSIP-AUS and Integration testing required.

[Battery Installation Video](#)

[Battery Test Tool User Guide](#)

[DER Functionality Handbook](#)

[DER Industry Fact Sheet](#)

[DER Installation Handbook](#)

[Test Tool Access Terms](#)

[Retailer Process Diagram](#)

[SSL Quick Reference Guide](#)

[Supported Solutions List](#)

[Technical Interpretation](#)

[Interconnection Handbook](#)

[WoSC Information Sheet](#)

[WEM Procedure](#)

Distributed Energy System (DES) Application Process



New changes rolled out 30th Sept 2026



- DES form Retailer name and ABN need to match and be Registered in our system to progress

This ensures all applications come from Registered Retailers

Once registered the Retailer receives;

- Installer training information
- Access to the Installer test tool
- Weekly “Approvals” and “Non-Compliance” emails with status and specific rectification advice
- System issues or improvement notifications

- ✓ This drives quality across the industry, to ensure positive reputation and ongoing support from the community

! All fields are required unless indicated as optional.

Confirm your details

! If your Trading name is not listed, you will need to [apply to become a registered equipment retailer](#).

Equipment retailer name

To comply with Installation and commissioning requirements, the equipment retailer details must be from a registered Synergy DER equipment retailer.

ABN

Email

Non-Compliance Case Management Process



- Synergy is required to uphold the Standards set by the Energy Regulator
- This includes adherence to the Western Power - WEM Procedure
- **Every** Customer has the right to have a compliant system and be able to maximise their value through available products
- Poor compliance leads to customer complaints and reputational issues for Industry

- ****Synergy conducts daily checks on Non-Compliance focussing on:**

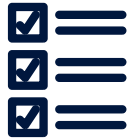
- ☒  • Solar and Battery Installer Test Tool overall Non-Compliance % - per Retailer
- ☒  • Retailers with any items >30 days Non-Compliant
- ☒ 

- Retailers with these scenarios may be requested to move into **Synergy Case Management** where we give extra support
- If still poor performance for customers, then we may be required to remove those Retailers from the Synergy DES Form Application selection until compliance is demonstrated



How is DER changing the SWIS?

- ✓ More than **40% of households** and small businesses in the SWIS – are now generating their own electricity through rooftop solar
- ✓ As more consumers optimise their solar systems with battery storage, around **one in four** solar installations is expected to be paired with a battery by 2028-29
- ✓ As at September 2026, more than **70,000 residential and small business battery systems** have been connected across the SWIS, providing around 1.3 GWh of storage capacity
- ✓ By **2028–29, approximately 640 MW** of distributed battery capacity is forecast to be coordinated through virtual power plants – allowing thousands of batteries to work together as a single, reliable source of energy
- ✓ Virtual power plants are forecast to **reduce peak demand by around 200 MW in 2028-29**, helping make better use of renewable energy generated and stored in homes and businesses, while putting downward pressure on energy system costs over time



Synergy VPP Ready - Current Status



Synergy Supported Solution List

Jul 2025



Testing and Listing

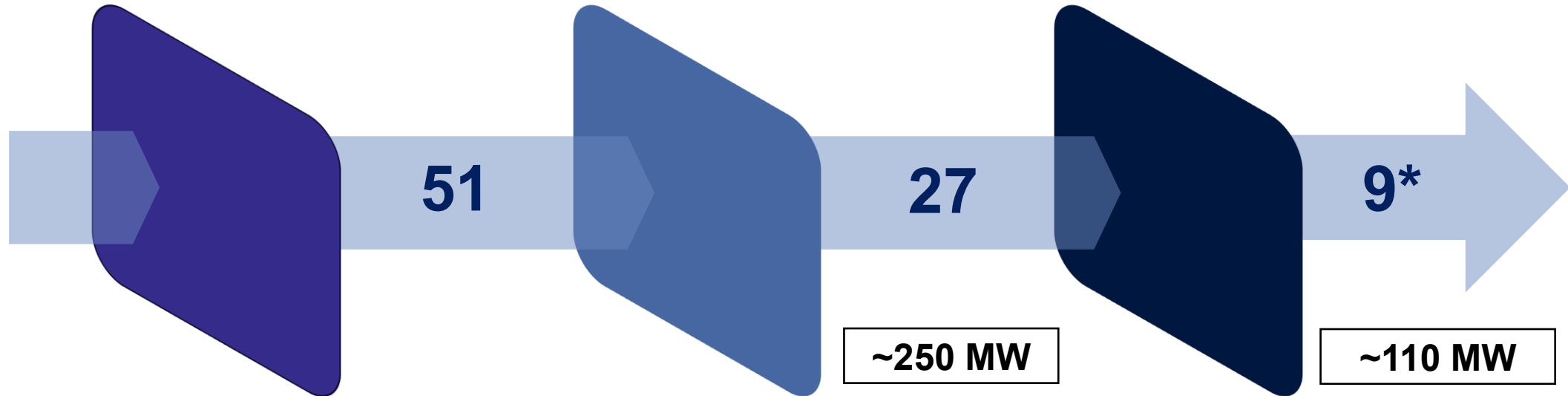


Aug 2026

Technology
Providers Applied

of Technology
Providers 'Provisionally
Listed'

of Technology
Providers Activation
Ready



Delivering a more sustainable energy future, together



Ensuring integration and compliance of DER is a critical step in the energy transition for:

- Grid stability
- SWIS MW output and
- Customer benefits



Industry and customers must continue to partner to realise DER's value, both now and into the future.



Our DER Future is just getting started



Training and commissioning support



Synergy is providing comprehensive guidance and practical support for installers.



Installer training

- A training module is available to installers and covers installation, commissioning and capability testing processes. This includes instructions on using the Installer Test Tool.



Industry-focused support

- Contact our DER support line: 6282 7983 or email: der-support@synergy.net.au.



Thank you



Panel Discussion

- Energy Policy WA
- Scheme Administrator - Plenti
- Building and Energy
- Consumer Protection
- Synergy



Department of
**Energy and Economic
Diversification**

Thank You