

Department for Energy and Mining

Home Battery Scheme

System Provider Criteria

SA Government and Plenti

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Government of South Australia
Department for Energy and Mining

Revision History

Version	Date	Comment
1.0	9/10/18	Original distributed for use.
1.1	7/03/19	Amendment to Consumer Protection Category: Deleted: System Provider has committed to the CEC Solar Retailer Code of Conduct and has applied to become an approved CEC Solar Retailer.
1.2	10/08/20	Amendment to branding of RateSetter: All references to "RateSetter" changed to "Plenti".
1.3	14/7/21	Amendments to Plenti - System Provider Criteria, including the criteria under the Financial standing, Reputation and Competency categories, and the Note.

SA Government – System Provider Criteria

The SA Government requires all prospective battery system providers (retailers and/or installers) to meet the following criteria to be qualified as an Eligible System Provider:

Category	Criteria
Consumer Protection	Either: <ol style="list-style-type: none"> 1. System Provider is a CEC Approved Solar Retailer; or 2. System Provider has committed to an acceptable equivalent Code of Conduct that has been authorised by ACCC.
Competency	Is qualified to install at least one eligible system as defined in the Equipment Eligibility Criteria.
	System Providers will only use persons who are CEC Accredited Installers (Design and Install) for the design and install of solar and who have the Storage (for Grid-connected systems) endorsement.
Safety	The System Provider complies with all applicable laws, regulations, standards and codes relating to work health and safety.
Reputation	System Provider and any person engaged by the System Provider are not subject to any current dispute or complaint to the Office of the Technical Regulator or South Australian Consumer and Business Services (or any equivalent office in any other State or Territory)
Residency	The System Provider must have a South Australian office (being a functioning staffed office and/or operational facility) and its employees (including persons working out of that office) must include South Australian resident persons.
Installation Standards	System Providers shall only supply and install equipment in accordance with the CEC Battery Install Guidelines for Accredited Installers, and in compliance with all relevant Australian and State Laws and regulations and all relevant Australian and International Standards, including, without limitation: <ul style="list-style-type: none"> • AS/NZS 3000—Electrical Installations (known as the Wiring Rules) for all the classes and types of construction in all buildings • AS/NZS 4509—Stand-alone power systems • AS/NZS 3011—Secondary batteries installed in buildings • AS/NZS 5033—Installation and safety requirements for photovoltaic (PV) arrays • AS 2676—Guide to the installation, maintenance, testing and replacement of secondary batteries in buildings • AS 4086—Secondary batteries for use with stand-alone power systems • AS/NZS IEC 60947—Low-voltage switchgear and controlgear • IEC 60947-3:2015 (ED. 3.2) - Low voltage switchgear and controlgear – Switches, disconnectors, switch-disconnectors and fuse-combination units • AS/NZS 61439.2—Low-Voltage switchgear and control gear assemblies – Power switchgear and controlgear assemblies • AS/NZS 4777—Grid connection of energy systems via Inverters
SAPN Requirements	System Providers shall only supply and install equipment in compliance with SA Power Networks Service and Installation Rules, including inverter limits as described in the 21 April 2018 SAPN industry news bulletin <i>Changes to Inverter Capacity Limits and Forms</i> (available at the link below) and Technical Standard TS 129 updated from time to time. https://www.sapowernetworks.com.au/centric/industry/contractors_and_designers/industry_news.jsp

Plenti – System Provider Criteria

Plenti requires all prospective battery system retailers and/or installers to meet the following criteria to be accredited as an Eligible System Provider:

Category	Criteria
Financial standing	System Provider credit file in good standing
	The credit file(s) of director(s), shareholder(s) (where the System Provider is not a listed company) and, where such a check is determined to be necessary by Plenti, any Beneficial owner(s) of System Provider are in good standing
	System Provider is solvent and able to meet its liabilities as and when they fall due
	System Provider holds adequate public and professional liability insurances
	No prior failed business ventures associated with any director(s), shareholder(s) (where the System Provider is not a listed company), Beneficial owner(s) or Related Entities which is determined by Plenti to be sufficiently material to cause concern regarding the System Provider's ability to meet its legal and/or contractual obligations under the Scheme
Reputation	System Provider not subject to any current or anticipated legal proceedings (whether related to provision of services under the Scheme or otherwise)
	System Provider not subject to any previous, current or anticipated disputes or complaints with customers, where the dispute or complaint relates to the quality of the products or services provided by the System Provider, a misrepresentation, breach of supply agreement, failure of consideration, failure to comply with a guarantee or breach of a warranty by the System Provider, and where such dispute or complaint is deemed sufficiently material to cause concern regarding the System Provider's ability to meet its legal and/or contractual obligations under the Scheme
	Online customer reviews of System Provider show, in Plenti's assessment, satisfactory levels of service
	No adverse media reports of System Provider in relation to customer feedback, quality of service or products, legal proceedings, prior related ventures, which are deemed sufficiently material to cause concern regarding the System Provider's ability to meet its legal and/or contractual obligations under the Scheme
	No fact, matter, circumstance or conduct by or associated with any director(s), shareholder(s) (where the System Provider is not a listed company) or Beneficial owner(s) that Plenti considers would undermine confidence in the Scheme if known by the public, or could otherwise risk the reputation of Plenti or the South Australian Government
	No current, prior or anticipated regulatory investigations of the System Provider, its director(s), shareholder(s) (where the System Provider is not a listed company) or any Beneficial owner(s), or any Related Entities by any regulator, including the Clean Energy Regulator, the Australian Competition and Consumer Commission or any state fair trading agency which is determined by Plenti to be sufficiently material to cause concern regarding the System Provider's ability to meet its legal and/or contractual obligations under the Scheme
	None of the System Provider, its director(s), shareholder(s) (where the System Provider is not a listed company), Beneficial owner(s), or any Related Entities have been rejected from, declined accreditation with or had their accreditation suspended by any similar State or Federal run Schemes (including renewables, solar and or battery subsidy schemes or any other like programs), including but not limited to any decision, determination or view that they are ineligible to participate under such schemes or programs due to matters concerning their reputation, competency or resourcing capabilities, and where such matters are deemed by Plenti to be sufficiently

	material or are of such a nature that the System Provider is unsuitable to participate in the Scheme
Competency	<p>System provider has adequate resources, including financial, human, technology resources and adequate training and experience to be able to provide and install Eligible Equipment to the standards required under the Australian Consumer Law, being:</p> <ul style="list-style-type: none"> • to be provided with acceptable care and skill or technical knowledge and taking all necessary steps to avoid loss and damage; • be fit for the purpose or give the results that was agreed to with customers; and • be delivered within a reasonable time or, if agreed, in accordance with that agreed installation date. <p>(including where required to provide ongoing servicing or to correct defects in services provided)</p> <p>System Provider only uses persons who are CEC Accredited Installers (Design and Install) for the design and installation of solar and/or battery systems</p>

Note:

- References to 'System Provider' includes any 'phoenix' companies being substantially similar entities previously owned, managed or otherwise controlled by the same owners or directors of the System Provider (**Related Entities**), to the extent identified by Plenti. Whether a company or person is considered a Related Entity is determined entirely at Plenti's discretion.
- References to 'Beneficial owner' means any natural person who ultimately owns or controls the System Provider, as determined by Plenti in its absolute discretion, guided by the following criteria:
 - 'Owns' means owning 25% or more of the System Provider. This can be directly (such as through shareholdings) or indirectly (such as through another company's ownership or through a bank or broker); and
 - 'Controls' means having the power to make decisions directly or indirectly and formally or informally about the System Provider's finances and operations, including by any means such as through trusts, agreements, arrangements, understandings, policies or practices.
- Plenti reserves the right to impose further conditions upon the System Provider in granting any accreditation to ensure adequacy of its current and continuing Financial Standing, Reputation and Competency.
- Any assessment, determination, decision or similar act by Plenti as set out in this System Provider criteria, is made at Plenti's sole discretion.