

System Provider Criteria

SA Government and RateSetter

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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.

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: <ol 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

RateSetter – System Provider Criteria

RateSetter 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
	Director(s) of System Provider credit file 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
Reputation	System Provider not subject to any current or anticipated legal proceedings (whether related to provision of services or otherwise)
	System Provider not subject to any 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
	Online customer reviews of System Provider show satisfactory levels of service
	No adverse media reports of System Provider in relation to customer disputes, quality of service or products, legal proceedings, prior related ventures
Competency	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: <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. (including where required to provide ongoing servicing or to correct defects in services provided)
	System Provider proposes to only persons who are CEC Accredited Installers (Design and Install) for the design and installation of solar and/or battery systems

Note: 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 RateSetter. Whether a company or person is considered a Related Entity is determined entirely at RateSetter's discretion.