

Applicants are advised to read the accompanying notes before filling out this form. Additional information can be found in the Final Order (Case U-0002-14) issued by the Commission of the Utilities Regulatory Authority (URA), available on the URA website [www.ura.gov.vu](http://www.ura.gov.vu).

You may contact URA if you have any questions regarding the Program.

**Customer details:**

Full name <i>(if consumer is a legal entity, also provide name and designation of contact person)</i>	
Phone number(s)	
E-mail address	
Address <i>(location of the installation)</i>	
UNELCO customer reference/agreement number	
Installer name	
Installer contact number	

**Installation details:**

Solar capacity of intended installation in peak kilowatts (kWp)	
Intended installation start date	
Planned installation completion date	

**Declaration:**

1. I have the right to install a solar system on the property where this electricity connection is located, or have the landlord's written permission
2. I am responsible for ensuring that the solar installation complies with all the relevant technical standards.
3. I understand that the application fee is non-refundable.
4. I have carefully read and understand the notes attached to this form. I further understand that if I have any questions concerning my legal rights or responsibilities, I should contact an attorney.

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Signed

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Date

Name:

Designation (*if relevant*):

Signing on behalf of (*please strike out if not relevant*):

**Application fee**

A fee of 5,000 vatu is to be submitted along with the duly filled and signed Initial Request Form. This fee will only be refunded if your application is rejected due to scheme capacity constraints.

**Customer reference/Agreement number:**

Please look at your bill to find your Customer Reference (for Low Voltage customers) or Agreement Number (for High Voltage customers). This can be found in the top-left section of your bill.

**Design and installation guidelines:**

Please ensure that you and/or your system installer have read the Grid-Connected Solar Design and Installation Guides, available on the URA website [www.ura.gov.vu](http://www.ura.gov.vu).

## **Application process checklist:**

1. Collect Initial Request Form from URA or UNELCO office; can also be downloaded from URA website
2. Complete Initial Request Form
3. Submit Initial Request Form to UNELCO office and pay application fee, with written permission from landlord, if required
4. Receive receipt and application reference from UNELCO
5. Subject to capacity constraints, UNELCO approves application and informs customer of date and time for Site Inspection
6. Site Inspection
7. UNELCO provides Site Inspection Report to customer, noting any required action for installation
8. The approval will be valid for 3 months from the approval date, during which time the customer should arrange for the installation to be completed. After 3 months have elapsed, if the installation is in progress but not completed, the customer may request an extension of up to 30 days, which will not be denied if sufficient progress is made towards installation. Otherwise the approval lapses and the capacity will be made available to other customers.
9. Customer begins installation
10. Customer informs UNELCO of expected installation completion date
11. UNELCO informs customer of date and time for Installation Inspection
12. Installation Inspection
13. UNELCO provides Installation Inspection Report to customer, including approval/disapproval, noting any required remedial actions
14. Once approved, customer signs Feed-in Agreement with UNELCO
15. Solar feed-in system may be activated

## **Please inform UNELCO if there are any changes:**

If there are any changes to your planned installation capacity or installation timelines, please inform UNELCO in writing immediately.

## **Waiting list**

If the program has reached capacity constraints, no more installations will be approved. Subsequent applications will be added to a waiting list for future increases of available capacity. If a customer does not wish to remain on the waiting list, the application fee will be refunded.

## **Complaints procedure**

If you are unsatisfied with anything to do with this process, please inform UNELCO. If your grievance is not resolved by UNELCO, you may contact the URA.

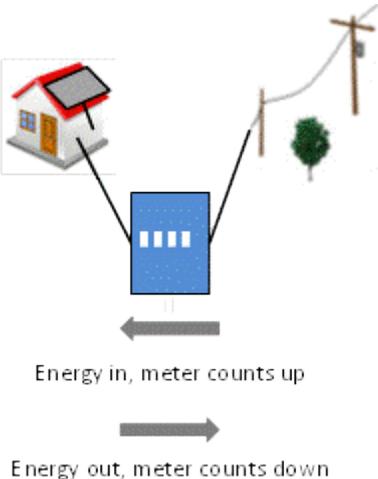
# Program information

The scope of this program is limited to grid-connected solar generation systems in the electricity network in Efate operated by UNELCO. Potential feed-in programs for other technologies and the electricity networks in Luganville, Tanna and Malekula may be considered at a later date. The program has two main features, a Net-metering method and Feed-in tariff as described below:

## Metering methods

### Net metering

Figure 1: Net metering diagram

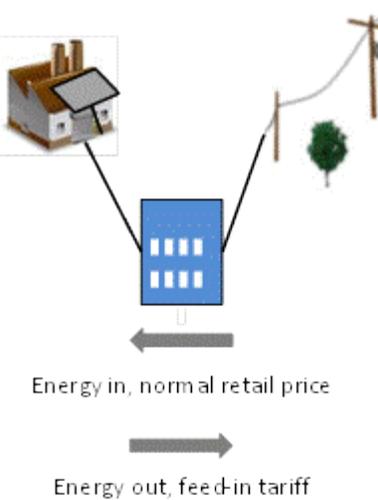


This method requires the solar array to be connected on the customer side of the meter, so that customers can use the power generated from their solar installation. If additional power is required, it is drawn from the network. If more power is generated by the solar installation than is used by the customer’s appliances, the excess is delivered to the network.

The customer’s bill is calculated according to the retail tariffs for the net energy consumed from the network, which will be the total amount of energy drawn from the network minus the total amount of energy delivered to the network. An access fee is applicable in this method to compensate for the network use. The utility shall provide appropriate meters

### Bi-directional metering

Figure 2: Bi-directional metering diagram



This metering method is intended for larger installations for commercial and industrial customers. This method separately measures energy drawn from the network and energy delivered to the network. Customers use the electricity generated by their solar installation, and switch to the network for any extra energy required from the network. Excess solar generation is delivered to the network.

The total amount of electricity drawn from the grid over the billing period is charged at the applicable retail tariff, and the usual fixed charge will apply. The price paid for energy fed-in to the grid is the feed-in tariff.

## Feed-in tariffs

This program adopts the following feed-in tariffs and categories.

Net Metering with Access Fee	
Available to	Domestic customers currently served under “Other Low Voltage” (TU) tariff
Metering method	Net metering, consumption measured as total kWh drawn from the grid minus total kWh sent to the grid.
Billing	
Fixed charge	Same as standard tariff: 5 x P (273 vatu*) per subscribed kVA per month
Consumption charge	Same as standard tariff: 1.21 x P (66 vatu*) per kWh (net consumption)
Access fee	1,200 vatu per installed kWp of solar capacity. For installations 2kWp and below: 600 vatu multiplied by kWp
Negative consumption	If the net meter reading is negative (i.e. more energy sent to the grid than drawn from it), the net fed-in energy shall offset the fixed charge and access fee at the rate of 13 vatu per kWh. There will be no negative bills, meaning that any energy fed-in in excess of that which offsets the fixed charge and access fee shall be fed-in for free.

\* P = 54.62 vatu as of June 2014

Bi-directional metering – Commercial customers	
Available to	Customers currently using the “Commercial” (TUP) tariff
Metering method	Bi-directional metering: kWh drawn from the network are measured separately from kWh sent to the network
Billing	
Fixed charge	Same as standard tariff: 20 x P (1,092 vatu*) per subscribed kVA
Consumption charge	Same as standard tariff: 0.87 x P (48 vatu*) per kWh (kWh from the network)
Feed-in tariff	21 vatu per kWh fed-in to the grid
Access fee	No access fee
Negative billing	There will be no negative bills, meaning that the value of energy fed-in can fully offset the Fixed charge and Consumption charge, and any additional energy fed-in to the network shall be fed-in for free.

\* P = 54.62 vatu as of June 2014

Bi-directional metering – High Voltage customers	
Available to	Customers currently using the “High Voltage” (MT) tariff
Metering method	Bi-directional metering: kWh from the network measured separately from kWh sent to the network
Billing	
Fixed charge	Same as standard tariff: 25 x P (1,366 vatu*) per subscribed kVA
Consumption charge	Same as standard tariff: 0.7 x P (38 vatu*) per kWh (kWh from the network)
Feed-in tariff	21 vatu per kWh fed-in to the grid
Access fee	No access fee
Negative billing	There will be no negative bills, meaning that the value of energy fed-in can fully offset the Fixed charge and Consumption charge, and any additional energy fed-in to the network shall be fed-in for free.

\* P = 54.62 vatu as of June 2014

*Note: all billings based on monthly use. Feed-in customer meters should be read every month, and not estimated.*

## Installation limits

Program only allows maximum installation of 19.8 kVA. For customers with current subscribed power up to 19.8kVA, (equivalent to 30 Amp three phase), installations will be approved up to an equivalent kWp of their current subscription (i.e. a customer with a 4.4kVA subscription may install up to 4.4kWp of solar capacity). Larger installations may be considered on a case-by-case basis.

The overall limit for this program will be initially set at a total installed capacity of 500kWp, spread across the program according to the approximate guidelines below. This limit will be reviewed from time to time. It should be noted that the program is primarily to study the opportunities for the domestic consumers so their participation should be maximized.

- 50-70 Min. Domestic customers, 320 kWp
- 10 Commercial customers, 120 kWp
- 3 High Voltage Customers, 60 kWp
- UNELCO shall not connect more than 4 solar home systems installations per local loop or transformer.

# Implementation process

## Start date

The program will be open for applications on 1<sup>st</sup> October 2014.

## Application process and approval conditions

Applications will be reviewed in order to achieve a diverse mix of tariff categories, size of installations and location on the network based on guidelines in this Order. UNELCO will report to the URA on a weekly basis with a list of applications received, the nature of each proposed installation, and the application status.

- Initial application to UNELCO via an Initial Request form. UNELCO will provide acknowledgement of receipt to the customer. The Initial Request will indicate the location of the installation, the amount of capacity to be installed and provide a commitment that their installation will be consistent with the required technical standards. Applications will be approved to ensure a balance of installations in different network locations, and to ensure variety of installation size. New applications will be considered until the total installed capacity limit has been reached, and a reasonable diversity of installations has been achieved.
- Site inspection by UNELCO. The proposed site of the installation will be inspected by UNELCO to ensure suitability, and to inform the customer of any required work to conform to standards (e.g. position of panels, strength of roof, etc.).
- The approval will be valid for 3 months from the approval date, during which time the customer should arrange for the installation to be completed. After 3 months have elapsed, if the installation is in progress but not completed, the customer may request an extension of up to 30 days, which will not be denied if sufficient progress is made towards installation. Otherwise the approval lapses and the capacity will be made available to other customers.
- Once the limits of approvals have been reached, new applications will be received and added to a Waiting List. If further capacity is released due to lapsing approvals or future expansion of the program, Waiting List applications will be given priority. If necessary the allocations described in various categories may be altered by UNELCO with prior URA approval to maximize the program value and practicality.
- Once the installation is completed, it will be inspected by UNELCO to ensure compliance with technical standards. If non-compliant, remedial actions will be described by UNELCO to be carried out by the customer. Once compliance to technical standards is confirmed, the UNELCO and the customer execute a Feed-in Contract (defined in Section 7), which sets out their rights and obligations in respect of the program.
- If there is a dispute between a customer and UNELCO during this process, the URA shall assist in resolving the dispute if approached by either party. A customer may approach the URA if he/she is not satisfied with the utility response.

## Application fee

There will be a non-refundable application fee payable when the initial application is submitted. The fee is intended to cover the administration costs of processing the application, and for the initial inspection of the installation. The fee is set at 5,000 vatu.

## Technical specifications and standards

Section 14 (68) of the Specifications (defined in Section 5) states: ... *The customer will not operate any kind of autonomous means of producing electrical energy which might run in parallel with the network, unless it complies with the technical conditions arising from the relevant regulation, and only after having notified the CONCESSIONNAIRE of the above by registered letter with acknowledgement of receipt one month in advance.* This Order constitutes the “relevant regulation” referred to in the Specifications. As such, all installations should comply with AS/NZS 5033 (Installation of Photovoltaic Arrays). UNELCO also has the right to monitor gross generation amounts from the installations, and install any equipment required to do so.

## Program review

The maximum capacity limit of the program is initially set at 500 kWp. The program will be regularly reviewed by the URA, in consultation with UNELCO to determine whether and how much additional capacity can be released, and how it will be spread across different customer groups. Commission may make necessary adjustments to the program. URA staff shall submit a quarterly update on the program.

## Unauthorized Installations

Any grid-connected solar systems that have not been approved through the program will be treated as an unauthorized installation. In such cases, the utility shall have the right to disconnect service or take any other action permitted under the law. This does not include solar installations that include a switching mechanism that ensures no energy is fed-in to the grid, which are outside the scope of this program.

Any installation that is shown to be electrically or physically unsafe will be disconnected by UNELCO.