

Western Power's future DER connections process

Retailer and Installer Forum

8 September 2026

What this information pack covers

This is the first of a series of updates we'll share as Western Power's new DER connections process continues to take shape. While some elements are still being finalised, we wanted to engage with you early and provide visibility of the key changes being proposed.

We encourage you to complete the survey, linked at the end of this pack and share your feedback to help us understand any questions, challenges or considerations as we progress the new process.

This pack is complimented by a presentation recording and covers:

- Why the DER connections process is changing and why it matters
- Walkthrough of the future DER connections process
- A closer look at key changes for DER retailers and installers
- Next steps and how to provide feedback

About the future DER connections process

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DER Connections Manager
Western Power



Why we're changing the connections process

The processes for connecting solar, battery and other DER systems need to evolve to keep pace with rapid growth and increasing complexity.

The Future DER Connections process aims to provide greater visibility, reduce manual administration, improve compliance outcomes and create a more consistent experience for customers, retailers and installers.

Without change, we risk:



Increasing volumes of non-compliant systems, creating additional rework and customer impacts



Increased complexity and cost for industry from inconsistent communication and interoperability requirements



Missed opportunities for customers to access & benefit from future market and network services, including virtual power plants.



A connection process that cannot easily support emerging technologies and customer needs



Reduced visibility of connected systems, making it harder to safely manage a growing DER network and maintain reliability.



Limited visibility and ways to ensure connected systems remain compliant over time

What's improving?

One portal, one application

- Submit and manage DER connection requests through a single portal
- No longer enter the same information across multiple systems
- One application supports both network and electricity retailer requirements

Better visibility and tracking

- Track application progress from submission through to approval
- Improved visibility of status, actions and next steps
- Customers, DER retailers and installers remain aligned throughout the process

More flexibility

- Add or update supporting information without restarting an application
- Easily amend and resubmit applications where changes are required



Clearer responsibilities

- A single, shared process showing who does what and when
- Consistent experience across DER retailers, Synergy and Western Power

Time to demonstrate compliance

- A 10-20-day commissioning period provides a broader operating window
- Better opportunity to assess system performance across varying weather and network conditions



Getting the connection right from the start

As more solar, battery and other DER systems connect to the network, it's increasingly important that connected devices are approved, installed correctly and configured as intended, so that customers can safely access their benefits.

Compliance checks will be introduced throughout the customer journey to help ensure systems are accurately recorded, support participation in virtual power plants and maintain the safe and reliable operation of the network.

Pre-application

Help customers choose supported products and providers

- Electricity retailers publish functionality requirements and supported solution lists.
- Registered solar and battery retailers and installers identified through electricity retailer registration processes.
- Customers and industry can make informed decisions when choosing products and providers.
- Supported solutions, registered retailers and installers are published on the DER Application Portal.

Application

Support more application pathways while helping ensure applications meet requirements

- Apply for new installations, upgrades, replacements and decommissioning.
- Automated checks confirm selected DER devices are approved.
- Validation helps ensure applications align with retailer, dynamic connection and AS/NZS 4777 requirements.
- Unsupported devices are identified early and prevented from progressing.

Installation & Commissioning

Confirm the installed system is configured and operating as intended

- Installers provide photo evidence to support installation compliance.
- Commissioning tests confirm system functionality and configuration.
- Electricity retailers assess commissioning outcomes for small DER systems.
- Verification confirms supported solutions installed; correct settings are applied and the required functionality enabled

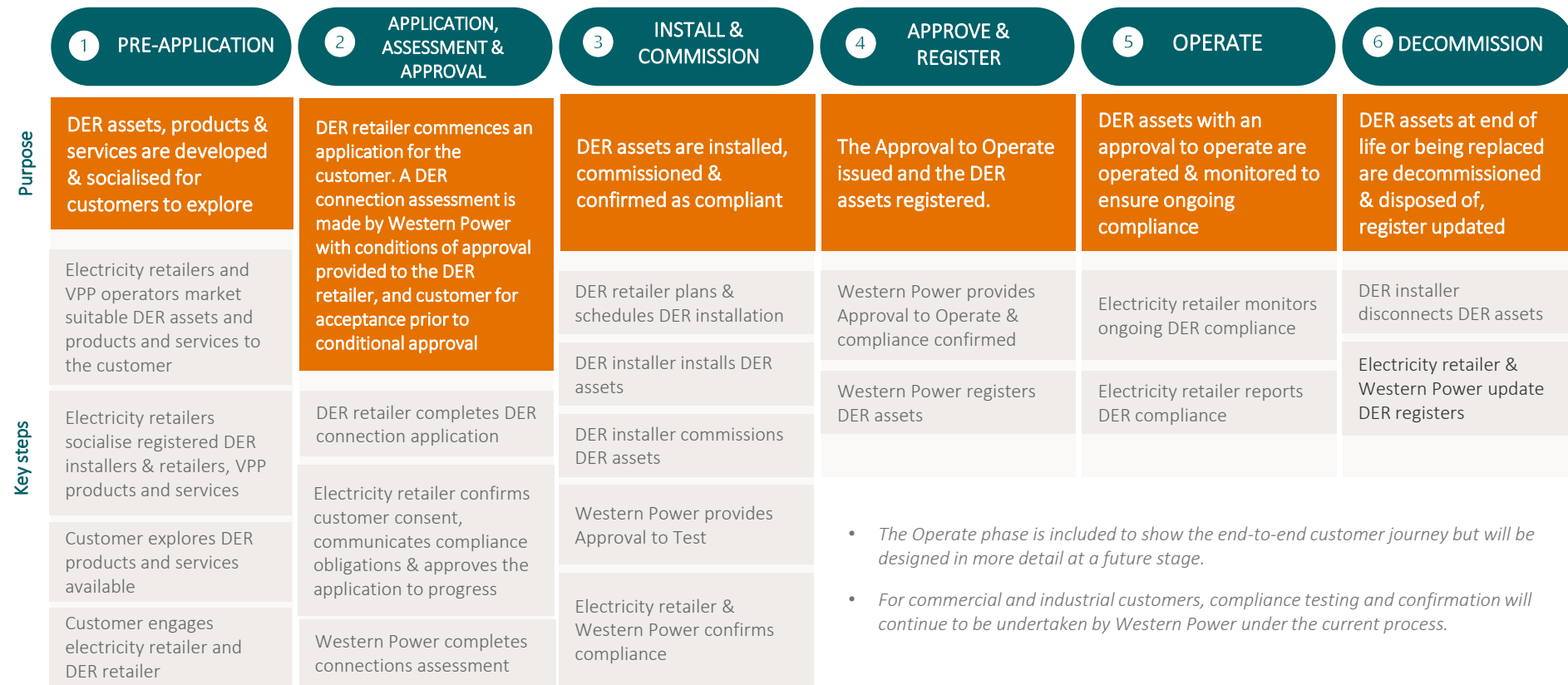
Decommissioning

Keep records up to date when systems are changed or removed

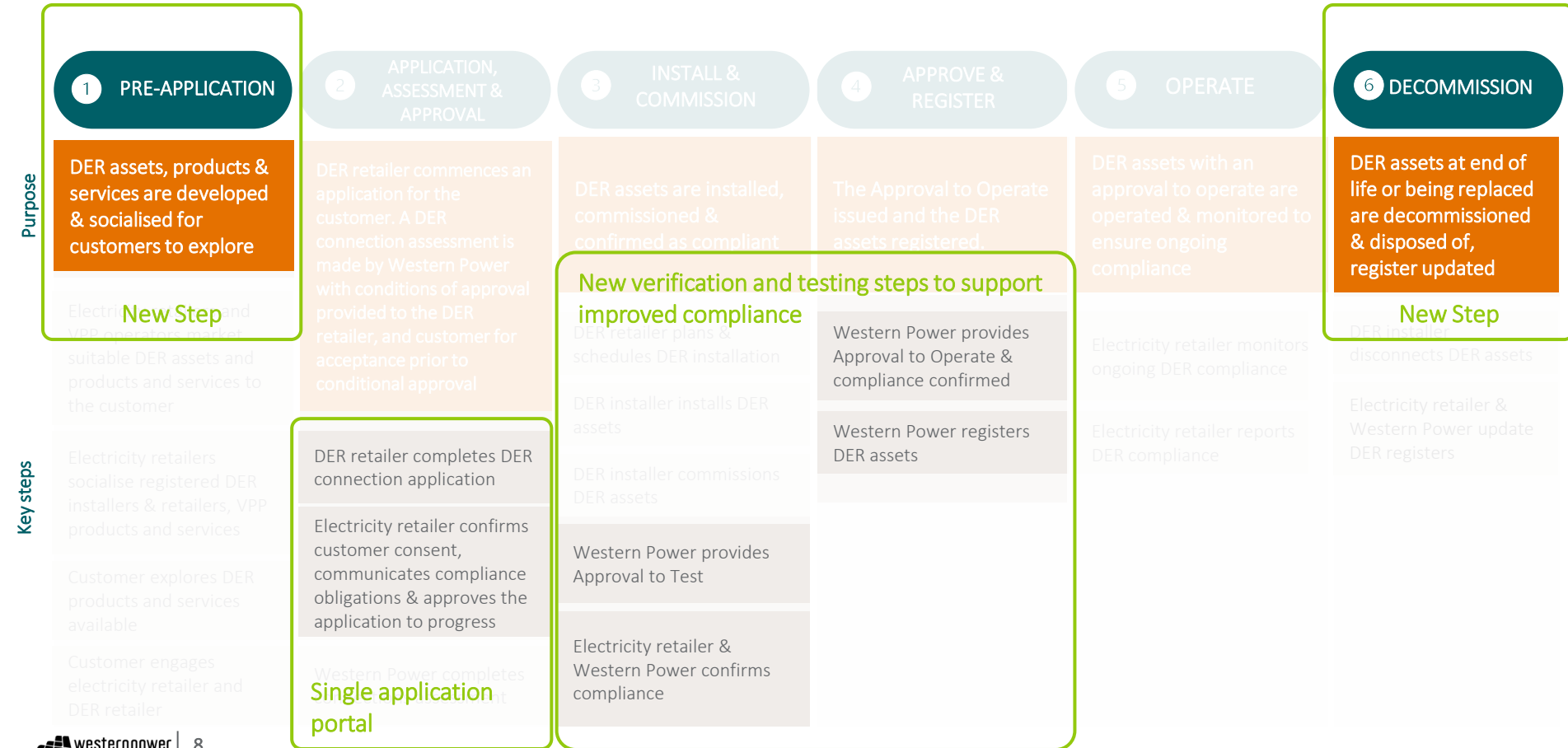
- Asset removal or disconnection is confirmed.
- DER records are updated to reflect the change.
- Historical records remain available for future reference.



New DER Connections Process



New DER Connections Process



What's changing? Step by Step

Simon Capelbak
DER Product Lead
Western Power





01 | Pre-application

Currently

- Elements of pre-application already exist across electricity retailers, VPP providers and network operators.
- Requirements, responsibilities and customer experiences vary.

Future process

- A standardised industry process.
- Clearer accountability and more transparency.
- Better customer outcomes.

Clearer product requirements and customer choices

Making it easier for customers, retailers and installers to understand which products, services are supported and what requirements are needed before selecting and connecting a system.

Electricity Retailers & VPP Providers will:

Develop DER products, services and customer offers.

Publish DER functionality requirements for their products.

Clearly define technical requirements for participation in VPP programs, Flexible export services, Network Support Services and Retail DER offerings.

Industry benefits

- Clearer requirements and supported product information.
- Greater transparency across the market.
- Better-informed customers before purchasing equipment.
- Improved alignment between customer expectations, products and available services.
- Reduced uncertainty about which systems can participate in future programs.

Customers will:

Access a single source of truth for DER retailer and VPP requirements.

Understand their participation options and requirements before selecting DER assets.

Customers benefit

- Clearer information
- Less confusion about product eligibility
- Easier product & provider comparisons
- More opportunities to participate in VPP programs and other market products and services

Understand network requirements before investing in larger DER systems (>30 kVA)

An optional early assessment that helps customers understand network conditions and requirements before investing in larger DER systems.

The Future DER Connections Process means customers looking to install DER systems larger than 30 kVA can:

Access indicative network information through the portal.

Understand key factors that may influence a connection, including:

- Connection point details
- Existing DER capacity
- Available hosting capacity
- Network constraints

Engage a registered Chartered Professional Engineer (CPEng) if required.

Complete an early assessment before lodging an application.

Industry benefits

- Consistent publication of product requirements.
- Greater transparency across the market.
- Improved customer understanding of available options.
- Better alignment between DER capabilities and retailer offerings.
- Faster progression through Application process



02 | Application & Assessment

Future process

- Brings together application submission, retailer approvals and network assessments into a single digital workflow.
- DER retailers can submit and manage applications through one portal.
- Customers, electricity retailers and Western Power gain greater visibility of progress, requirements and outcomes.
- It will be a simpler, more transparent process with fewer manual hand-offs and faster decision-making.

One application, one portal

We're providing a single, streamlined application experience

The new process will be:

1. DER retailer completes technical assessment (where required) of their customer's requirements
2. DER retailer submits application through the DER Application Portal
3. Customer receives notification
4. Customer confirms DER retailer authority
5. Application progresses for retailer and network assessment

What this means for you

- Single portal experience
- Customer authorisation captured digitally
- Improved visibility for customer, retailer and installer
- Reduced movement between retailer and Western Power systems



Electricity Retailer Approval Process

A new step enables the electricity retailer to confirm the connection can proceed under relevant electricity retail arrangements before network approval is issued. Earlier identification of any meter change requirements also streamlines the process.

The new process will be:

1. Retailer determines whether a non-standard contract is required (for customers >160MWH/year)
2. Contract updates managed before application progresses
3. Electricity Retailer is notified and determines whether a meter change or reconfiguration is required.
4. Through the Application Portal, the Customer is informed if a meter change or reconfiguration is required and any associated costs. Customer provides confirmation to proceed, application, update or cancel.
5. Electricity Retailer completes Service Order through the Portal.

Industry benefits

- Clearer alignment between retail and network requirements
- Fewer surprises later in the connection process
- Improved customer transparency





03 | Install & commission

Future process

- Introduces a more connected installation and commissioning experience.
- Improved scheduling visibility, digital data capture, real-time compliance validation and automated approvals.
- This reduces manual administration while providing greater certainty that systems are installed, tested and commissioned correctly before operation.

Installation and commissioning

We're introducing verification earlier in the process to confirm systems are installed and configured correctly before they move to operation

New verification and testing steps for small DER (<30kVA / residential & small business customers)

- The installer provides photo evidence and completes commissioning tests using Synergy's Installer Test Tool.
- These checks help confirm the installed system matches the approved application and has been configured correctly.
- Where requirements are met, the electricity retailer confirms compliance through the DER Application Portal and notifications are issued to relevant parties.
- If any issues are identified during testing, guidance is provided through the Installer Test Tool so they can be addressed before the process progresses.
- The installer is required to remain on site while testing and verification activities are completed.
- Once commissioning is successfully completed, Approval to Test is issued and a 10 to 20-day monitoring period begins.
- During this period, Western Power and Synergy monitor device performance and compliance before the application progresses to Approval to Operate.

Process remains similar but streamlined for Medium DER (30kVA-1MVA systems)

- Removed unnecessary Western Power steps, consolidated resources should see faster turnaround times.
- Progressing with improved visibility of technical rules to support consistency and transparency for industry.

Industry benefits

- Greater confidence that systems meet network requirements and are operating safely before connection
- Earlier identification of issues, reducing rework and delays
- Fewer surprises late in the connection process
- Clearer expectations for retailers, installers and customers
- Better visibility of application and compliance status



04 | Approve and Register

Future process

- Approval to Operate (ATO) is issued automatically once compliance requirements have been successfully met.
- Where issues are identified, they will need to be addressed by installers before the application can progress to Approval to Operate.
- In cases of ongoing non-compliance, DER retailers / installers will be unable to submit further applications until outstanding issues are resolved, helping maintain safe and reliable connections.

Approval to Operate

We're introducing earlier compliance verification to help ensure systems are installed, configured and operating as intended before Approval to Operate is issued.

Confirming systems are ready to operate (<30kVA / residential & small business customers)

- Synergy and Western Power confirm whether compliance checks are passed before applications can progress to Approval to Operate.
- Non-compliance will require installers to rectify before Approval to Operate is issued.
- Consistently repeated, unrectified non-compliance will result in DER retailers/installers being unable to submit further applications in the Portal until rectified.
- Where repeated compliance issues are not addressed, future applications made by DER retailers / installers will be unable to progress in the portal until the issues have been resolved.
- Approval to Operate will be issued automatically if the compliance checks are passed.

Process remains similar but streamlined for Medium DER (30kVA-1MVA)

- Removed unnecessary Western Power steps, consolidated resources should see faster turnaround times.
- Progressing with improved visibility of technical rules to support consistency and transparency for industry.

Industry benefits

- Compliant installations can progress to Approval to Operate automatically, reducing delays.
- A more consistent process rewards businesses that regularly meet requirements.
- Greater network readiness to support continued growth in solar and battery installations.



06 | Decommissioning

Future process

- A clear process for removing systems helps ensure site records remain accurate and reflects what is actually installed.
- The process provides clear pathways for upgrading, replacing or removing existing equipment.

Decommissioning

We're introducing a clearer process for removing, replacing and upgrading DER systems while keeping records up to date

Key Changes

- If replacing or modifying existing assets, this is included in the DER application.
- If not included in a DER application, the customer initiates the decommissioning process by contacting/notifying the DER installer.
- The DER installer informs Western Power and schedules to attend site and disconnect.
- The DER installer provides photo evidence of the disconnection and updates the DER Application Portal, and the disconnected assets are disposed of.

Industry benefits

- More accurate data & system records to support future upgrades, replacements and connections
- A connection process that can support continued growth in solar and battery installations



Next steps,
we want to
hear from
you



We'd like your feedback

Complete the survey

Share your feedback on the proposed Future DER Connections process and help us understand how it may work in practice for retailers and installers.

Your feedback will help us understand any suggestions, concerns or considerations as we progress the new connections process.

- Approximately 5 minutes to complete
- Feedback closes Friday 18 September 2026
- Scan the QR code to get started or [visit the link here](#)
- **Tell us how you'd like to be engaged as we progress**



Scan the QR code to
get started



Next Steps

We'll continue working with industry as we refine the design, prepare for implementation and share updates on key milestones.

September 2026 Completing the design



- Consider industry feedback from this session
- Incorporate insights from EPWA consultation “Making it easier to connect DER”
- Finalise technical design

Late 2026 (into 2027) Building & commencing new process



- Prepare people, processes & systems
- Start implementing process changes
- Continue industry engagement and updates prior to any application portal changes
- SRES expansion and any supporting market rule changes

Throughout 2027 Continuing to roll out the new process



- Continue rollout of the Future DER Connections Process
- Synergy commence reporting DER compliance to the Economic Regulation Authority
- Mandatory solar requirements for new commercial buildings
- Regular updates, engagement sessions and opportunities for feedback

A preview of what the new portal could look like

The dashboard is the first screen you'll see when you log in to the portal. It's personalised to display applications you've started, submitted or been involved in, including applications where you've been added by another user, such as a customer or installer.

Account name and linked organisation displayed upon login.

If no organisation is linked, just the name appears.

Task cards for action required, such as:

Draft applications

Additional information requests

Start a new application

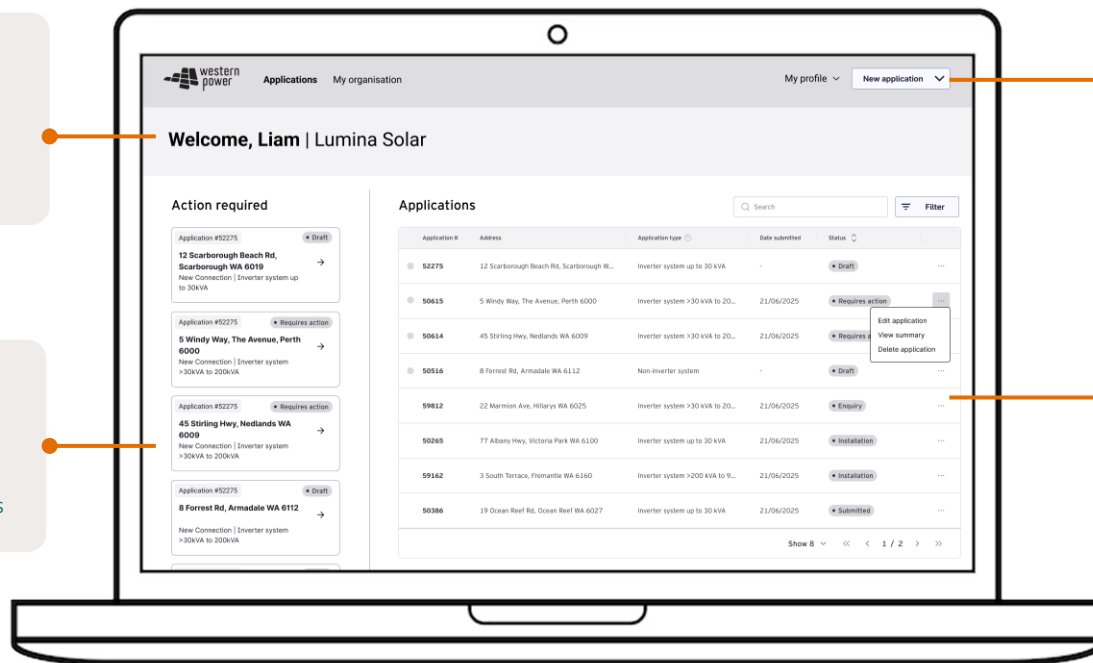


Table of applications can be filtered and searchable, showing application number, address type, submission date and status.

Any applications linked to this account will appear here.

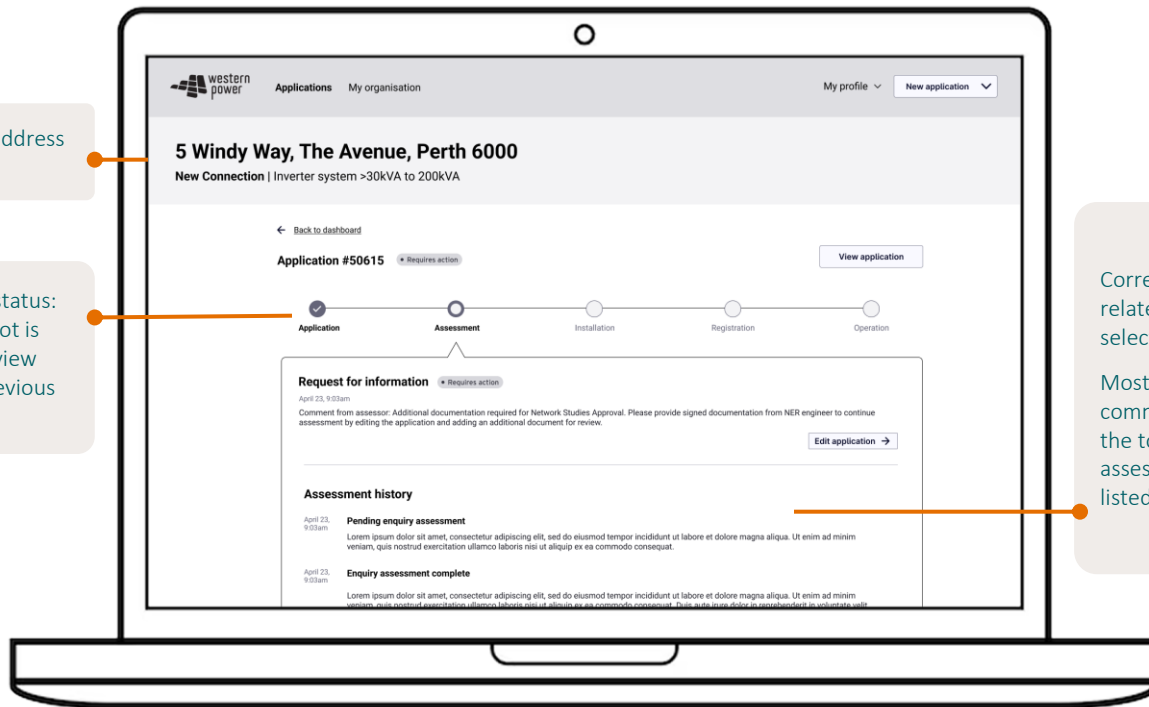
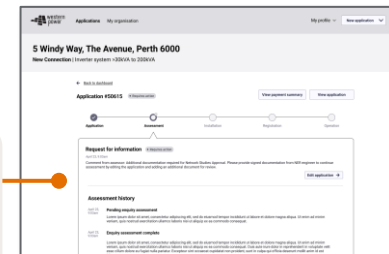
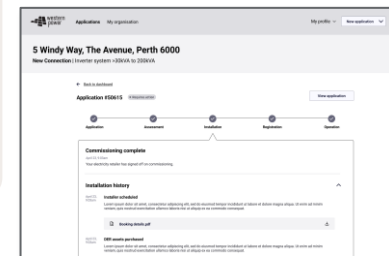
A preview of what the new portal could look like

Submitted applications can be accessed from the application dashboard, where the status and correspondence related to each status can be viewed

Application address and type

Application status: Each stage dot is clickable to view details of previous statuses.

Correspondence related to the selected status.
Most recent communication is at the top, with past assessment history listed below.



Thank you



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