

# Supporting solar customers

Our customers are leading the way with renewable energy. More than 300,000 customers already have rooftop solar and this is expected to double by 2040.

More rooftop solar energy is vital to an affordable, sustainable and resilient energy future for all customers. Find out about the benefits of rooftop solar and how Endeavour Energy is upgrading the network to support solar customers and deliver more affordable, sustainable energy for all customers.

## Why customers are choosing rooftop solar

There are clear benefits of solar for customers. With rooftop solar you can:



Power your home or business with clean, renewable energy.



Reduce your electricity bills by consuming the solar energy you generate. It costs nothing to consume your own solar energy.



Sell the excess solar energy you can't consume back to the grid.



Reduce the cost of charging an electric vehicle.



Connect a home battery to further reduce your electricity bills.



Significantly reduce your household greenhouse emissions.

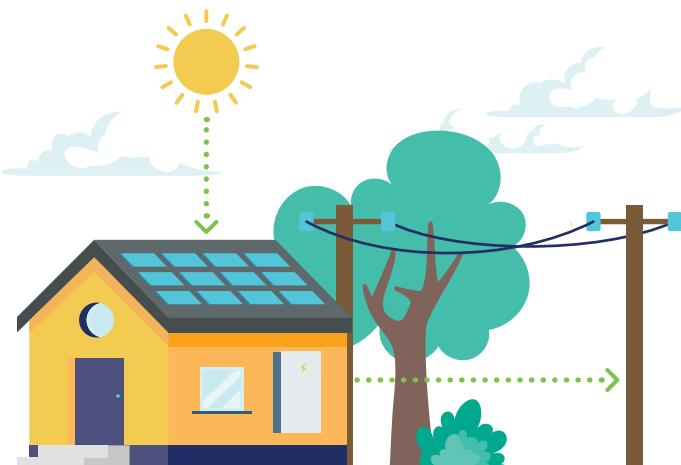


Support an affordable, sustainable energy future for all customers.

## 5 tips to get the most value from solar

For customers who already have rooftop solar, don't just 'set and forget'. You can get the most out of your existing rooftop solar and drive down electricity costs by following a few simple tips:

- 1 Consume as much of your solar energy as you can. The free solar energy from your rooftop is always cheaper than paying for energy from the grid.
- 2 Use higher consumption electrical appliances (like pool pumps, dryers and air conditioners) in the middle of the day when your solar system is generating the most electricity.
- 3 Use timers to power your appliances with solar during the day even when you are not at home.
- 4 Regularly monitor your rooftop solar app to understand how much solar energy your system generates during the day. This will help you consume more energy from your rooftop solar and less energy from the grid.
- 5 Don't overlook peak rates and off-peak rates when choosing a retail plan with a solar feed-in tariff. If you still need energy from the grid, look at all the rates to consider the best plan for your needs.



## Thinking about getting solar?

Solar is a great investment for your affordable and sustainable energy future. Like all investments, research and planning will help you make the best decision for your home or business. You might consider the following steps:

- **check your recent electricity bills** to understand how much energy you currently consume
- **consider what size solar system** will meet your current and future energy needs. (For example, if you are thinking about purchasing an electric vehicle, will you want to charge an EV using solar?)
- **determine your budget** for rooftop solar
- **use an independent, government-approved solar and battery calculator** like [SunSPOT](#) to test what size rooftop system might suit you, and whether a battery would also suit your needs
- **obtain competitive quotes** from at least 3 solar installers approved by the New Energy Tech Consumer Code (NETCC)
- **ask the approved sellers how their proposal maximises your benefit** from solar energy and minimises your payback period (solar inverter model, solar panel model, number of panels and placement on your roof)
- **check** whether the proposal from your approved seller aligns with estimates from SunSPOT or a similar tool
- **understand the government rebates**, loans and incentives you can access to support the cost of your solar or battery installation

If you decide to proceed, your chosen approved seller will apply on your behalf to connect your rooftop solar to the Endeavour Energy network.



## Delivering more solar, more savings, and a more sustainable grid

Endeavour Energy is upgrading the network to allow a lot more rooftop solar energy on the grid. These upgrades will deliver solar customers real savings, and ensure all customers have better access to cheap renewable energy in the middle of the day.



**x2**

Amount of solar energy that solar customers can export to the grid.



**+600MW**

More rooftop solar energy unlocked.



**+\$100M**

In additional savings for solar customers by 2035.

## How are we supporting solar customers?

Customers and networks both have a role in building our renewable energy future together. We are supporting your solar by:

**Investing in network-wide smart technology upgrades**



### Smart Upgrades

Network-wide, smart technology upgrades let us see and manage network performance in real-time.

- Better visibility of the low voltage network increases the safe, two-way flow of solar energy.
- Using smart meter data helps us keep local grid voltages steady, avoiding solar inverters tripping off and local outages.
- Balancing load on the grid from single and three-phase connections improves fair access for all solar customers.

**Delivering network and community batteries to share solar energy**



### Batteries

Network batteries offer greater local network stability and prevent solar inverters from tripping.

Community batteries allow local communities to store and share solar energy between customers.

About 80 community batteries are being planned where future demand may be higher than the current network could reliably service.

**Offering Flexible Export connections for more solar exports**



### Flexible Exports

Introducing a new connection that allows customers to double their solar exports from our current, low fixed rate of 5kW up to 10kW.

Participating customers allow Endeavour Energy to communicate with their smart solar inverter over the internet and adjust solar exports down only when needed to stabilise the local grid.

**Find out about Flexible Exports**

## Pricing that encourages solar consumption

Solar energy is cheaper for everyone. It's cheaper for solar customers to consume their own energy, and it's cheaper for all other customers to consume the excess solar energy that is exported to the grid. Our new network tariffs encourage the consumption of cheap solar energy.

### The lowest ever time-of-use network tariff:

We have introduced our cheapest ever network tariff to retailers in the middle of the day (between 10am–2pm) and we are encouraging retailers to pass this cost saving on to customers.

Everyone benefits when all customers consume the clean, cheap solar energy that is available in the middle of the day. Solar customers can export more energy to the grid while the grid remains stable and together, customers drive a sustainable energy future.

### Two-way network tariffs:

Two-way pricing creates an incentive for customers with large solar systems (10kW) to consume their own solar energy in the middle of the day rather than exporting to the grid. Solar customers who consume some or all their solar energy can avoid two-way charges altogether.

It also rewards customers for solar exports in the afternoon/evening (from western-facing solar panels or batteries) when demand for energy is high.

[Find out more about two-way pricing](#)



## Find out more

Some useful references on connecting solar, batteries, approved sellers, and government rebates include:

Federal Government  
[Switch to Solar Power](#)



New Energy Tech Consumer Code  
[Consumer Guides](#)



NSW Government  
[Home Solar Battery Guide](#)



New Energy Tech Consumer Code  
[Approved Sellers](#)



Clean Energy Regulator  
[Rooftop Solar](#)



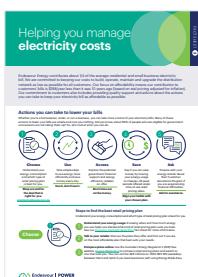
SunSPOT  
[Solar and battery calculator](#)



**We want to help you understand your bill, make affordable energy choices and access the right support to reduce your energy costs.**



**Choosing the right retail pricing plan**



**Helping you manage electricity costs**



**Our role in your energy costs**



**Why our network tariffs are changing**

## For more information

### Endeavour Energy

[www.endeavourenergy.com.au](#)

131 718

### NSW Government

[www.energy.nsw.gov.au/households](#)

[www.energy.nsw.gov.au/business-and-industry](#)

13 77 88

### NSW Energy & Water Ombudsman

[www.ewon.com.au/page/customer-resources](#)

1800 246 545

### Australian Government

[www.energy.gov.au/households](#)

[www.energy.gov.au/business](#)

For questions about your retail plan, contact your energy retailer directly.