

## FREQUENTLY ASKED QUESTIONS

### Solar Provider Statement and Adding an Installer

#### General

#### **Why do I need to log in twice (once as a Retailer, once as an Installer)?**

As Solar Victoria develops the portal the login system will be merged. At this stage we have two logins to separate out the distinct functions of retailer and installer. In upgrades to the system this will change.

#### **I'm a CEC approved retailer/installer but haven't been part of the Solar Homes rebate scheme. How do I register?**

Email [installers@solar.vic.gov.au](mailto:installers@solar.vic.gov.au) or call 1300 363 744 and we will arrange for you to be invited to register at the portal. If you are a retailer that installs systems, then you need to register at both the retailer and installer portals. If you are an installer that charges clients for equipment that you install, then you are a retailer and must register at the retail portal as well.

#### **I install systems and order in stock to carry out the job but I'm not a retailer, why do I have to register at both?**

Solar Victoria has adopted a strict definition of what it means to be a solar retailer. You don't need to work through showrooms and call centres. If you sell systems that you install, then you are an installer AND a retailer and you must register at both portals. You must also sign up to the CEC Approved Solar Retailer Code of Conduct.

#### **I haven't received an invitation to register, what do I do?**

Call Solar Victoria on 1300 363 744 or email [installers@solar.vic.gov.au](mailto:installers@solar.vic.gov.au) and we will arrange to have an invitation sent to you.

#### **I received an invitation to register but cannot find it now, what do I do?**

Call Solar Victoria 1300 363 744 or email [installers@solar.vic.gov.au](mailto:installers@solar.vic.gov.au) and we will arrange to resend the invitation.

If you any problems with the registration process, then contact Solar Victoria via email or phone.

#### **The portal is not working properly, what do I do?**

1. Please check that you are using Chrome as your internet browser.
2. Check the FAQs and website for further information and instructions on how to use the portal.
3. Contact Solar Victoria via email or phone.

#### **Solar Provider Statement**

#### **What do I do if the system cannot find the customer's address?**

Contact your customer to confirm the address and clarify whether the property is known by any other address. We rely on Australia Post data as our reference source.

#### **I cannot find some of the products I want to use on the list. What can I do about this?**

All products for PV are on the CEC approved lists. To qualify your customer for the Solar Homes rebate you must use products that are on the list and are accessed through the pull-down menu.

#### **The quote expiry date is 90 days. That is not my normal practice. Can I change that date?**

Yes, you can set the terms of your quote up to 90 days. Simply click on the calendar icon in the quote field and enter the preferred expiry date

#### **How do I calculate the customer benefits?**

Loan benefits are calculated based on cost savings the solar installation will provide the household. These calculations are based on data the customer provides.

#### **How do I calculate the Solar Victoria Interest-free loan amount?**

The Solar Victoria interest-free loan is an equivalent amount to the Solar Homes rebate amount. The loan is repayable in equal payments over 48 months. The customer can access the terms and conditions of the loan via the Solar Victoria website.