ELECTRIFYING YOUR HOME

As your electricity network operator, it's our job to move energy from where it's generated to your property. And we're keeping power reliable while supporting the shift to more renewable energy like solar and wind.

As more Victorians electrify their homes and embrace solar, batteries, electric vehicles and smart devices, we are helping households across our network to take advantage of new opportunities.

Rooftop solar

If you're ready to join the thousands of Victorian households reducing their bills and environmental footprint with solar, we are here to support your journey.

The greatest benefits from having rooftop solar can come from being able to generate the electricity you need for your home and lifestyle. If your solar system generates more than you can use, then the extra power can be exported into our network and shared with your community. You can receive a small rebate on your electricity bill for every kilowatt-hour of power you export.

Something to think about – back up power

When planning your investment in a solar system, think about whether you want it to be set up so it will operate independently if the power goes out. Your solar system runs on electricity that is provided by our networks. So if there is an outage for any reason, then your system will stop generating power. Speak with your solar installer about how to set it up for any occasion.

We have a role to play at various steps in your journey to install solar:

Check your export pre-approval: Once you have engaged an accredited solar installer, they will apply on your behalf for an assessment of how much power your home is approved to export via our eConnect online service. This takes into consideration the capacity of our network in your area to accept extra power from your system. Over 95% of people will typically be approved for the amount they want to export depending on the size of their planned solar system. At the moment, we have a 5kW maximum limit on exports. Your application will be answered the same day, usually within minutes. We'll ask your solar installer for your information at this point too so we can keep you informed about the progress of your installation with us directly.

Get an approved inverter: An inverter is one of the essential features of your rooftop solar system. It is the device that converts your solar energy into power you can use in your home. It also links with our electricity network and is a safety device. Ensure your select an inverter approved by the Clean Energy Council for use in Victoria. It will make a difference to getting the best results from your system.

We'll check how it is commissioned: Your solar installer will need to ensure the solar system is installed in a way that complies with our technical standards. Once it's commissioned, they'll send us a report to demonstrate that all the settings are correct. A compliant system is one where: Australia A settings are in place on the inverter, any export limits have been correctly applied, and an internet connection has been enabled so we can communicate with your inverter. You'll need to provide your solar installer with the details of your home's internet connection to allow for this.

We'll register your new connection: Once we've confirmed the system has been installed correctly and received a Certificate of Electrical Safety from your installer, then we'll notify your energy retailer. This will advise of a change to your meter and that your home is now an 'embedded generator' approved for solar exports. Your energy retailer (the company that sends your electricity bill) will want to work with you directly to agree the feed-in tariff you are entitled to be paid for the kilowatts you export.

Why is an internet connection important?

Ensuring your smart inverter is internet connected enables:

- access to new opportunities like Virtual Power Plants, community batteries and flexible export services which all encourage more unused power to be shared so you can earn rewards
- changes to settings to the inverter to be made quickly and easily remotely rather than via a tradesperson visiting your home
- action to be taken to temporarily stop exports from your system if there is excess energy already in our networks. This is a safety measure that is important for keeping power reliable for you and your neighbours in a renewable energy future.

Home batteries

Are you producing more solar than you can use during the day? Or keen to power your home with renewable energy day and night? A home battery can be a great option.

Battery systems are usually designed to save unused power from solar panels but they can also be set up to charge from our electricity network. In the future when there is more renewable energy moving through our network, we're going to need a lot more energy storage to make sure this power is available when we need it.

A home battery, also called a 'behind the meter' battery, can be charged during the day when solar power is plentiful and then provide the power you need at night. It can also help reduce your electricity bills if you charge the battery when power is cheaper, like in the middle of the day.

Your battery installation will be registered with us by your installer. We are required to keep a record of all consumer energy resources like solar and batteries that are on our network. It helps us to plan for the generation and storage capacity on our network.

Electric vehicles (EVs)

Quiet, clean and capable – a new generation of electrifying cars are transforming the streets. But before you leave petrol in the rear-view mirror, there are a few things to consider.

There are three main ways to charge an EV at home:

- Trickle charger: Connects via a regular outlet but are generally only suitable if you use your car occasionally or for short trips. They are suitable if you travel up to 200km per week.
- Basic home charger/wall connector: A basic 7kW outlet will typically cost up to $500 and charge an EV in eight to 12 hours. They are recommended if you plan to cover 200-500 km per week.
- High-capacity home charger: Recommended if you plan to travel more than 500km per week. A typical 22kW fast charger requires three phase power and will cost up to approximately $2500. They can charge modern EVs in between five and eight hours.

Wall and fast chargers must be installed by a Registered Electrical Contractor and are registered through our online application connection service, eConnect.

Some homes may need upgrades to their power supply so they can manage the higher electrical load associated with EV charging.

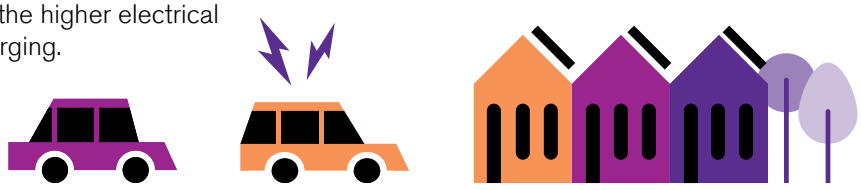
Register your interest through our eConnect online portal if you are considering installing an EV charging point. We can provide information about your electricity supply, let you know if any upgrades are recommended and advise what the costs will be.

Something to think about – when you charge your EV

Depending on how often you charge your EV, you can end up using a lot more power in your home. So think about when you are charging to make sure you're paying the best price for power. It's kind of like shopping around for the best petrol price at the pump.

Speak to your energy retailer about time of use tariffs that reward you with a lower price for power and avoid charging during the evening peak (4.00 – 9.00pm) when prices are highest.

Know how to set the timer for your EV charging to happen at a time that is convenient and low cost.



Smart energy use

You don't need to install solar panels or a battery to benefit from abundant, low-cost renewable electricity or to reduce your home's environmental footprint.

Electrifying homes

Congratulations if you're thinking about going all-electric for heating and cooling, cooking and water heating in your home. To make sure this all runs smoothly, then we recommend you first check the capacity of your home's electricity supplies.

Going all-electric will add extra load so before you make any major changes, or invest in new large electric appliances, we recommend you book an inspection with a Registered Electrical Contractor.

If upgrades are required, we can help – contact us to discuss likely costs and advice on how to plan the improvements.

Reduce your bill with time-of-use tariffs

Renewable energy from large solar and wind farms or hydro generators is distributed to your home through our network.

If you want to make sure you're doing your bit to use all the renewable energy available, then think about when you use power. For example, solar power is abundant in the middle of the day. So consider setting timers or plan to use major appliances when renewable power is available:

- Running washing machines, dishwashers and other appliances during the middle of the day
- Charging home batteries with abundant, affordable daytime energy, and discharging the battery in the evening peak hours when power prices are higher
- Shifting hot water services to operate during the day, instead of the middle of the night.

If you are on a time-of-use tariff with your energy retailer, you could also be saving money.

Embrace energy efficiency

One simple way to reduce carbon emissions from energy is to just use less - small changes make a difference and reduce your power bill.

For example, did you know that a one-degree reduction on your heater or cooler can reduce energy use by 10 percent? You can still be comfortable while saving. Aim for around 25 degrees on your air conditioner during summer, or 20 degrees for heaters during winter. Then close blinds and shut doors to keep hot or cold air in.

Choose energy efficient light globes and when replacing appliances, look at the Energy Rating labels on major appliances like televisions, dishwashers and fridges. The 5-Star efficiency rating helps compare different models by how much energy the appliances will consume in a year.

Track your energy usage

Sign up to myEnergy on our website to track your energy usage. It can help you learn which appliances are using the most energy.

While you're there, also choose your preferences for how you'd like to be notified about any changes to your power supplies.

myenergy.ue.com.au

New areas we are working on

To make the most of all the renewable energy available through our networks and ensure we don't waste a watt, here are some of the exciting new innovations that are coming to bring even more opportunities for our customers.

Flexible solar exports

At the moment, we offer a static export limit of up to 5kW for rooftop solar systems. But we're now developing the network capability to allow customers to potentially export much more. We call it 'flexible export services' and we expect that people will be able to export more solar most of the time. It just needs to be flexible depending on how much power is moving through our networks.

We'll be launching a trial in 2024 to demonstrate how this can work and the benefits for solar customers.

Hot water energy storage

Your electric hot water system is one of the biggest users of power in your home. Many customers currently have a controlled load system which means the water is heated early in the morning using off-peak power prices. But what if we could also heat the power in the middle of the day to take advantage of renewable energy and give you hot water all day long? Trials of this technology are also coming soon.

Consulting on regulatory proposals

Every five years, we prepare a fully costed business plan (or regulatory proposal) for the review and approval of the Australian Energy Regulator (AER). Listening to the views of our customers is therefore important to how we build our plans. We are actively engaging with people as we develop our plans for the years 2026 to 2031. If you'd like to have your say, then visit engage.unitedenergy.com.au/