

NSW Department of Climate Change, Energy, the
Environment and Water

Solar for Apartment Residents (SoAR)

Grant guidelines

February 2025





Acknowledgement of Country

The Department of Climate Change, Energy, the Environment and Water acknowledges the traditional custodians of the land and pays respect to Elders past, present and future.

We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contribution to society.

Artist and designer Nikita Ridgeway from Aboriginal design agency – Boss Lady Creative Designs, created the People and Community symbol.

Solar for Apartment Residents Grant guidelines

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For ECCS documents: <https://www.energy.nsw.gov.au/copyright>

For any enquiries about the grant initiative, email solar.banksnsw@dcceew.nsw.gov.au.

Grant details and key dates	
Application opening date	28 February 2025.
Application closing date and time	5:00 pm on 1 December 2025 (AEDT) or prior if all funds have been allocated.
Project delivery timeframe (for successful applications)	<p>Solar (photovoltaic) PV system installations must be completed, and reporting provided to the Department by 31 March 2026.</p> <p>The electricity produced must be distributed to all residential lots in the building.</p> <p>The electricity produced must also be shared proportionately amongst residential lots.</p>
Approver of funding for projects	Director, Energy Programs, Energy, Climate Change and Sustainability Division of the Department of Climate Change, Energy, the Environment and Water (the Department).
NSW Government agency administering the grant	NSW Department of Climate Change, Energy, the Environment and Water (the Department).
Type of grant opportunity	Demand-driven or 'first-in, first-served'
Grant value (total available funding for the grant and the available individual grant amounts, excluding GST)	<p>Total funding is \$25 million.</p> <p>Individual grant amounts will be up to \$150,000.</p>
Co-funding requirement	Up to 50% of eligible products and installation costs will be covered by grant funding, with the remaining being a co-contribution from the owner's corporation (OC). <u>See section 2.4</u> in this document.
Enquiries	Email: solar.banksnsw@dcceew.nsw.gov.au

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NSW Department of Climate Change, Energy, the
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1

Overview

1 About Solar for Apartment Residents (SoAR)

The SoAR initiative provides funding to support the installation of solar panels on eligible apartment buildings and other multi-unit dwellings in NSW.

Australian homes have solar panels installed at a higher rate than any other country, with a recent milestone reached where over four million homes have solar panels across the country. However, one in three households are unable to benefit from solar, including those living in apartments or other multi-unit dwellings. The roof areas of most multi-unit dwellings are generally common property, and a special resolution is required to allow the installation of solar.

Less than 2% of apartment buildings in NSW currently have solar installed. As energy costs and the number of people living in apartments continue to increase, innovative solutions are needed to allow apartment owners and renters to benefit from solar energy.

The NSW Government through financial support from the Australian Government, is providing up to 50% of the funding to eligible owner's corporations (OC), or strata managers to install shared solar systems on apartments or other multi-unit dwellings. The electricity produced must be distributed to all residential lots in the building and be shared proportionately amongst the lots. A total of \$25 million in funding is available through this initiative and up to \$150,000 per project.

These guidelines provide details about this initiative for applicants, including eligibility requirements, and information about the assessment process.

Before applying for funding, you must read and understand these guidelines. You can also visit our website for more information including frequently asked questions:

<https://www.energy.nsw.gov.au/households/rebates-grants-and-schemes/solar-apartment-residents/faqs>.

Details in this document may be subject to change. If there is a change, the NSW Government will publish the changes on its website.

The funding for this initiative is provided through the Australian Government's Community Solar Banks Program and is administered by the Department.

1.1 The benefits of this initiative

This initiative supports NSW residents living in apartments or other multi-unit dwellings to install a shared rooftop solar photovoltaic (PV) system, with the aim of giving these households access to the benefits of solar energy.

Providing funding for the transition of apartment buildings or other multi-unit dwellings to solar energy will assist NSW households, including renters, to reduce their energy bills and greenhouse gas emissions.

This initiative will benefit owners and residents through lower upfront costs for the installation of a solar PV system and ongoing cost savings from locally generated solar energy. It will also increase

the uptake of solar systems across the state by reaching households previously locked out of installing solar.

1.2 Application timeline

Description	Start date	Notes
Applications open	28 February 2025	For exact opening and closing dates see the NSW Grants and Funding Finder website .
Applications close	1 December 2025 at 5:00 pm (AEDT)	The initiative will close prior to this date if the funds are fully allocated.
Stage 1 - submission of expressions of interest (EOI) for funding	28 February 2025	An OC or strata manager submits an EOI that outlines how they meet the eligibility criteria. See section 2 for eligibility criteria.
Eligibility checking and conditional approval	Within 10 business days of submitting an EOI	The OC will be notified of the outcome or contacted for further information within 10 business days of the submission of their expression of interest.
Stage 2 – full application for funding	Within 25 business days of a successful EOI	Within 25 business days of being notified of a successful EOI, the OC submits an application for funding that provides the Department with the required information outlined in the application form.
Application approval	Within 20 business days of receiving the application	Within 20 business days of receiving the full application, the Department will notify the OC of the outcome or contact them for further information.
Funding deed	Within 10 business days of approval of the application	The Department will provide the OC with a funding deed to sign. Note: installation of the solar PV system must not commence until

		the funding deed is signed by both the Department and OC.
Signed contract for solar PV system installation and payment	OCs have 10 business days to get the funding deed signed. The Department will submit the required information to its finance team for processing within 10 business days of the funding deed being signed by both parties	20% of the grant funding, as outlined in the funding deed, will be provided once the OC shows an installation contract with the PV supplier.
Progress report 1 - 50% of work completed	The Department will submit the required information to its finance team for processing within 10 business days of the receiving and accepting the report	The OC must provide a report in the required template, showing 50% completion of the installation of the solar system. This includes photographic evidence of progress, evidence of invoices to vendors, 500 words of any risks and/or issues in installation to date and 500 words describing progress towards the milestones in the original application. 40% of the grant funding, as outlined in the funding deed, for the installation of the solar PV system will be provided.
Final report and associated documents	Within 20 business days of work being completed	The OC must provide a report in the required template to show the solar PV system is completed, installed and operational. This includes a certificate compliance electrical work (CCEW), electrical works statement from the Accredited Service Provider (ASP), photographic evidence of system installation and final costings of

		<p>the system must be provided. Grantees must also provide 500 words describing how they have accomplished the milestones and outcomes in their original application, and 500 words of any lessons learned regarding the procurement and installation of PV systems on strata.</p>
Final payment	<p>The Department will submit the required information to its finance team for processing within 10 business days of the receiving and accepting the final report</p>	<p>40% of the grant funding, as outlined in the funding deed, for the installation of the solar PV system will be provided once the final report has been reviewed and accepted.</p>

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Eligibility

2 Eligibility

To be eligible to apply for funding the following eligibility criteria must be met. If an application does not meet the eligibility requirements, it will not be assessed.

2.1 Eligible applicants

To be eligible to apply for funding you must be either:

- a residential owners corporation responsible for the management of a strata scheme under the *Strata Schemes Management Act 2015*
- a strata managing agent as outlined in the *Strata Schemes Management Act 2015*, if authorised to do so by the OC.

The application can be made by a nominated resident, on behalf of the OC, if they are authorised to do so.

2.2 Eligible properties

To be eligible for funding, the building must:

- be a class 2 domestic building under the National Construction Code
- have a minimum of 3 residential lots and no more than 55 residential lots
- be a completed development at the time of application
- have not had a solar PV system installed in the last 10 years¹
- be located in New South Wales
- be registered as a residential strata under the *Strata Schemes Development Act 2015*
- have an active strata insurance policy.

¹The OC may apply for funding to install a solar PV system for residential lots not already connected to an existing system.

2.3 Eligible systems

To be eligible for funding, the proposed solar PV system must:

- Demonstrate the simple payback period (calculated at a strata level) for the total purchase and installation cost of 10 years or less:
 - which is calculated by dividing the cost of the initial purchase and installation of the solar system by the average annual cashflow savings in energy costs

- the total purchase and installation cost includes the grant funding and the co-funding by the OC
- applicants should assume the default offering (flat tariff)
- measuring the payback period can be done via digital meter installations for common area and residential energy usage, which can measure electricity usage and prices. **Note: The SoAR grant can fund meter board upgrades to accommodate digital meter installations.**
- Limit the estimated average annual electricity supplied to the building’s common area to a maximum of 40% with the remaining proportion allocated to each residential lot, relative to their share of the lot’s contribution to the system cost. This can be calculated through installing 1 of 3 different types of systems:
 - **individually connect multiple systems in the strata** – involves solar electricity being distributed through individual retail meters of each lot
 - **allocate generation if there is an existing embedded network** – through solar energy being put through one meter reader, which then feeds into child meters of each lot, or
 - **include a solar gateway and splitter system** – requires solar energy to go through a splitter which can distribute energy to individual lots.
 - In each case, only 40% of the electricity produced can be allocated to the common areas
 - Metering data registered by shared-solar gateways should be stored and is indicative only. The data should be disclosed to the OC to manage the initiative and potential disputes. **Note: The SoAR grant can fund meter board upgrades to accommodate digital meter installations and solar gateway and splitter systems.**
- Distribute electricity for use in common areas and residential lots within the building before any excess solar is exported to the electricity grid
- Proportionately share the cost of the installation with all owners of the building, relative to their share in the strata scheme
- Be installed on parts of the roof that are common property
- Use eligible products from the [Clean Energy Council approved product list](#) that is current at the time of installation and comply with Australian Standards
- Be designed and installed by a supplier that has accreditation under [Solar Accreditation Australia \(SAA\)](#), as per the “design and install” category of Grid Connected Photovoltaic Systems (GCPV)
- Be provided by an approved seller through the [New Energy Tech Consumer Code \(NETCC\)](#)
- Comply with AS/NZS 1170.2 (wind load bearing)
- Be a solar system design to export an average of no more than 30% of the electricity produced each year.

2.4 Eligible products

The list below outlines what products and services are covered under this initiative:

- solar panels
- solar inverters
- solar mounting
- solar gateway and splitter technology
- labour for installation
- safety equipment
- essential meter board upgrade, where there is clear evidence that it is required for the solar system to function effectively
- wiring upgrade for solar connection purposes only
- roof waterproofing only where required due to the solar installation.

The majority of the funding must be used on the solar PV system purchase and installations itself. Enabling works, such as meter board upgrades, wiring upgrades or waterproofing, must not exceed 10% of the total project cost. The Department has the right to exclude any expenditure above the threshold for enabling works.

2.5 Funding being offered

This grant funds solar PV system installations that reduce energy costs for renters and owner-occupiers of strata. Owner's corporations are the applicants for this grant, and each project is eligible for up to 50% of the total solar system purchase price up to a maximum amount of up to \$150,000.

What will not be funded

The following table lists applicants, building types and solar PV systems that are not eligible for funding under this initiative.

Applicants that are not eligible include:

- individual property owners
- government agencies
- private sector businesses and agencies
- educational institutions
- local government authorities
- not for profit organisations
- social housing tenants
- community housing providers.

Buildings that are not eligible include:

- retirement villages, commercial buildings, or public housing

- multi-unit dwellings operating under company title
- buildings owned by a local council, property developer, or community housing organisation
- buildings that are still under construction or are a proposed development
- buildings that already have a solar PV system installed
- buildings that have already received funding through this initiative
- properties where the roof is in a state of disrepair and in imminent need of repair or replacement.

The solar PV system is not eligible for funding if it:

- is installed through a third-party power purchase agreement
- connects to apartments with existing solar PV systems that were installed in the last 10 years
- is for maintenance or replacement of existing solar PV systems
- is for the sole purpose of generating income via solar exports, meaning gross metering configurations are ineligible, regardless of if they are installed in front of the meter or behind the meter.

Associated work that cannot be undertaken using this funding includes:

- waterproofing of the entire roof area
- rewiring of a whole building
- batteries (you can seek funding through other [NSW Government incentives](#))
- EV charging (you can seek funding through other [NSW Government incentives](#)).

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3

Application process

3 Application process

3.1 How to apply

Before applying, you must read and understand these guidelines. The application and supporting documents must be submitted through the NSW Government's Grant Management System (GMS).

You are responsible for ensuring your application is complete and accurate. Giving false or misleading information is a serious offence under the Crimes Act 1900 No 40 (NSW). If we suspect or discover the grant applicant has submitted misleading or false information, we may investigate the application further, and if deemed appropriate, may exclude your application from further consideration. See section 6, additional information and resources, for more detail.

Applicants must not lobby the NSW Government on an issue related to the selection process or seek to gain an unfair advantage for their application. For guidance on acceptable communication and advocacy of proposed projects, please read the NSW Lobbyists Code of Conduct.

If you find an error in your application after submitting it, you should contact us immediately at solar.banksnsw@dcceew.nsw.gov.au.

If we find an error or information is missing, we may ask for clarification or additional information from you. A record of any additional information provided, for the purpose of assessment of an application for funding, will be kept by the Department.

You should keep a copy of your application and any supporting documents.

We will acknowledge that we have received your application after you submit it through the GMS.

3.2 Multiple applications from strata managers

Strata managers can submit multiple applications. Each strata property must be a separate application.

Applications are in 2 stages, as outlined below.

3.2.1 Stage one of the application process – Expression of Interest (EOI)

1. Submit an EOI
 - Apply online through: energy.nsw.gov.au/solar-for-apartments
2. Eligibility check
 - We will check the eligibility of your application and advise you of the outcome by email
 - If you are eligible, you can submit a full application by providing the required information and following the steps outlined below.

3.2.2 Research your options and engage your building

- Contact a Solar Accreditation Australia (SAA) and New Energy Tech Consumer Code (NETCC) accredited solar installer to obtain the best advice for installing a solar PV system on your building. They can explain the different solar technologies available and how they can be used to share the cost saving benefits
- Obtain quotes from 3 different solar installers for a similar system. We recommend you read product reviews online before deciding on a system and a solar installer
- You may wish to obtain independent advice or a solar feasibility assessment to help the OC and residents understand the benefits and potential issues of installing a solar PV system
- Communicate the proposed project with residents, including costs and benefits
- Seek a sustainability infrastructure resolution from the OC at a strata meeting, this must be held and passed before a funding deed can be offered by the Department. This is a special resolution to:
 - finance sustainability infrastructure
 - add to the common property, alter the common property or erect a new structure on common property for the purpose of installing sustainability infrastructure
 - change the by-laws of the strata scheme for the purposes of the installation or use (or both) of sustainability infrastructure.

3.2.3 Stage 2 of the application process - a full application

1. Answer mandatory questions
 - Answer all mandatory questions in the online application form: energy.nsw.gov.au/solar-for-apartments
2. Submit the following supporting information via the website:
 - The 3 quotes for installation of a solar PV system from the SAA and NETCC accredited solar installers, noting the preferred quote. The quote must include: the final system design (including the products to be installed), total cost to supply and install the eligible system, the value of small-scale technology certificates (STCs) applied to the project, the location on the building where the system will be installed and any relevant connection details
 - An assessment of the simple payback period for the proposed solar PV system calculated at the strata level. The simple payback period assessment will be based on the total cost to supply and install the eligible system after any STCs have been applied
 - Evidence that the OC has been authorised to enter into a contract with their preferred PV system supplier and have accepted the final quote for the purchase and installation of the solar PV system on common property. This will be evidenced by providing:
 - a letter signed by 2 owners corporation members from separate individual lots confirming: that a sustainability infrastructure resolution, in the form required by the NSW Government, has been passed

- relevant information that shows the proposed solar PV system will share the energy cost savings proportionately with all residents (relative to their individual energy usage), the purchase and installation cost will be shared proportionately with all residents (relative to their share in the strata scheme).
 - If the building is located within an embedded network and has a contract with a third-party for the sale and supply of electricity to residents, confirmation from the third-party electricity retailer or exempt seller, that the existing contract will not limit the benefits of the solar installation being shared with the residents of the lots
 - The number of individual lots that will benefit from the solar PV system and a breakdown of the number that are owner-occupied or rented, based on owner-occupier or an owner-investor vote on the sustainability infrastructure resolution.
3. The Department will then assess the information you have provided. You can find further details on the assessment process in [section 4](#) of these guidelines.
-

3.3 Support for applicants

For any enquiries about the grant initiative, email solar.banksnsw@dcceew.nsw.gov.au.

4

Assessment process

4 Assessment process

4.1 Assessment of grant applications

Your applications will be assessed individually against the following suitability assessment criteria as a pass or fail based on the documentation provided:

- the assessment of the payback period for the shared solar PV system is within 10 years
- the OC has held and passed a sustainability infrastructure resolution and agreed to share the costs and benefits of the solar PV system with all residents.

A numerical scoring system will be used to evaluate applications against the following criteria:

- demonstrated project effectiveness to deliver the initiative's objectives, including how the benefits of the system will be shared and distributed proportionately
- the project is value for money and a reasonable cost (compared to similar projects)
- the method proposed to undertake the work is sound
- capacity and capability of the applicant to undertake the proposed project.

This assessment will evaluate the technical merit, cost effectiveness and expected project outcomes. This stage includes scoring of each project according to how well they align with the criteria. A score of 5 out of 10 or greater is required against each criterion for the application to be funded.

Incomplete applications will not be assessed.

The assessment team will be comprised of technical advisors, with expertise in solar PV system design and delivery. A probity advisor will also assist, as required.

We may ask you for additional information as part of the assessment. You will have 5 business days from the date of our written request for information to respond. If you do not respond by the due date, your application will be closed.

The assessment team will make recommendations for funding in writing to the Director Energy Programs Branch to make a final decision.

4.2 Final decision

You will be notified of the outcome of your application via email.

Our decision is final in all matters, including the:

- approval of applications to progress from the eligibility stage to the assessment stage
- amount of funding awarded
- terms and conditions of funding.

Without limitation, the submission of your application is not, and does not represent, an agreement to negotiate an offer or guarantee funding by the Department. There is no binding agreement between the parties until the funding deed has been fully executed by both parties.

4.3 Publication of grants information

The Department may publicly announce and publish the following information associated with successful projects:

- recipient location (Local Government Area)
- description of the project and its aims
- amount of funding awarded.

We will also share information about any project when required to under law.

5

Successful applicants

5 Successful applications

5.1 Funding deed

If your application is successful, we will invite you to enter into a funding deed with the Department. You will have 10 business days to sign and return the funding deed from the date we send it to you. If you do not return the agreement within the allocated time, we may withdraw your funding offer. The funding deed needs to be signed by someone with the authority to enter into contracts on behalf of the OC.

The funding deed is not binding until signed by both parties.

5.2 Solar installation

Once the funding deed has been signed by the OC and the Department, you can notify your solar installer to proceed with the installation.

Successful applicants must notify the Department as soon as possible via email to solar.banksnsw@dcceew.nsw.gov.au if anything affects their ability to continue with the project. You will need to provide reasons for not progressing the project.

5.3 Unspent funds

The NSW Government requires that any unspent funds granted to you under this initiative will be returned to the Department upon the completion of the project. Please contact the Department via email to solar.banksnsw@dcceew.nsw.gov.au to discuss the process if this occurs.

5.4 Indicative reporting and acquittal requirements

The SoAR initiative will be monitored through reporting measures tracking progress and other metrics. This will be detailed in the funding deed between the Department and the successful applicant.

You will be required to provide the following information once the solar PV system installation is completed:

- a certificate compliance electrical work (CCEW) to show the site was inspected and signed off by a licenced electrician (this certificate is provided by the solar installer)

- an electrical works statement from an Accredited Service Provider (ASP), confirming the system is installed and operational
 - a photo clearly showing the solar PV system installed on the building
 - final documentation showing the total costs for the installation (noting that the Department will only provide funding for the amount agreed to in the funding deed).
-

5.5 Evaluation

The Department may use your deidentified application and project data in training materials, case studies, and evaluations.

You may be contacted by the Department or a third party on the Department's behalf to provide feedback as part of an evaluation of the SoAR initiative. To evaluate the SoAR initiative, the Department requires your authorisation to access your electricity bill and usage data from your electricity retailer or distribution network service provider, or the Australian Energy Market Operator (AEMO).

In providing us your electricity bills or billing data directly, you are providing personal information to the Department. The purpose of collecting this personal information is to assist the Department in administering and evaluating the SoAR initiative and designing other NSW Government programs. Your responses to this request will be stored in a way that is identifiable but will not be used to identify you in any analysis or SoAR initiative administration decisions.

The Department is subject to the Privacy and Personal Information Protection Act 1998 (PPIP Act) when managing your personal information. The Department's Privacy Management Plan describes how it meets these obligations.

This Privacy Notice describes how the Department will deal with your personal information across all relevant stages of the SoAR initiative. Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

5.6 Variations

While requests for variations to projects are available, the Department has limited capacity to carry over funds to future financial years. Therefore, projects should be completed within the timeline in the funding deed wherever possible.

No additional funding will be considered for projects during implementation unless there are exceptional circumstances. Requests for additional funding will be considered on their merit.

If a variation is required, applicants must submit a variation request online at:

energy.nsw.gov.au/solar-for-apartments. All mandatory questions in the online form must be completed and any documents to support the change must be submitted.

6

Additional information

6 Additional information and resources

6.1 Access to information

The *Government Information (Public Access) Act 2009* (GIPA Act) gives members of the public an enforceable right to access government information held by an agency (which includes Ministerial offices). Access to government information is only to be restricted if there is an overriding public interest against disclosure.

The Department may release any information received or relating to your application in response to a request lodged under the GIPA Act, or as otherwise required or permitted by law.

More information can be found at:

<https://www.ipc.nsw.gov.au/resources/government-information-public-access-act-2009-gipa-act>

6.2 Ethical conduct

The Department reserves the right to disqualify individuals and organisations from participating in this initiative for an identified period. This can be done if the Department believes, on reasonable grounds, that an individual or organisation has engaged in misconduct relating to any part of the grant process. In determining whether to disqualify an individual or organisation, the Department may consider whether they have:

- breached the guidelines for participating in the grant process
 - breached a direction given by the Department in relation to the grant process
 - been involved in, or is suspected of being involved in, conduct intended to affect the integrity of the grant process.
-

6.3 Conflict of interest management

The Department will adhere to its conflict of interest procedures and all staff involved in administering or assessing this initiative will be required to declare their interests. All advisors engaged by the Department are required to disclose any conflict of interests they may have in relation to applicants. They may also be excluded from partaking in discussions on those projects.

If applicants are aware of any actual, perceived or potential conflicts of interest, they must submit a declaration in writing via email to solar.banksnsw@dcceew.nsw.gov.au. Applicants must comply with any directions from the Department in the management of a conflict of interest.

Mitigation measures are in place to ensure conflicts of interest that may arise during any stage of this grant initiative are adequately addressed. This ensures the grant process is equitable.

6.4 Confidentiality and disclosure of information

Unless otherwise stated, any confidential information provided by you as part of, or in connection with, a registration, EOI, full application or negotiation process will be treated confidentially by the Department.

We may disclose confidential information provided by you to the following parties:

- the Minister or Minister's office
- the NSW Ombudsman and Audit Office of NSW
- Departmental staff, consultants and advisers
- any agency or body of the NSW Government, or any other organisation or individual considered by the Department to have a need or an entitlement to know that information. The need or entitlement to know the information must arise out of connection with the Department's assessment, verification or due diligence of any aspect of an application
- the Australian Government department that funded this initiative
- where authorised or required to by law.

We will use reasonable endeavours to ensure that any information received which is marked 'Commercial-in-confidence' or 'Confidential' is treated as confidential. However, all information in or relating to your application will remain subject to the GIPA Act.

If we disclose confidential information to any of the above parties, we will inform the party that the information is strictly confidential. We will otherwise only disclose confidential information provided by you with your consent.

6.5 Privacy

The Department is required to comply with the [Privacy and Personal Information Protection Act 1998](#) (Privacy Act) and will handle any personal information collected in relation to this initiative in accordance with the Privacy Act and the [Department's Privacy Policy](#).

Information provided in relation to your application will be stored on a database and will only be used for the purposes for which it was collected. This may include disclosure to other government agencies to assess the merits of your application or as otherwise permitted by the Privacy Act.

Applicants must take reasonable steps to ensure any person, whose personal information is included in their application, has:

- been informed about the purposes for which their information has been collected and may be used

- consented to their information being supplied to the Department and other government agencies.

If your application is successful, the details of the project will be published, including but not limited to:

- the name of your organisation and any partnering organisations involved in the project
- project title, description, project location, anticipated time for completion, and total grant amount awarded.

6.6 Probity

The Department appointed Procure Group Pty Ltd (ABN 22 130 908 824) as an independent probity advisor for this grant initiative. The probity advisor will monitor the conduct of the administration of this initiative and ensure it is delivered impartially and with integrity and accountability. If applicants have questions or concerns about the probity of the grant and the application process, they can email solar.banksnsw@dcceew.nsw.gov.au.

6.7 Provision of false or misleading information

The Department takes fraud very seriously. It is an offence to provide false or misleading information to us. If an individual or organisation provides any information, or makes any representations to us that we consider is, or may be, inaccurate, intended to mislead, deceptive, deceitful, or otherwise fraudulent, we may take the following actions against the applicant:

- refuse to consider their application
- refuse to accept or consider any further applications from them
- withdraw their funding offer
- require the return of any received payment that the Department determines the applicant was not entitled to receive in accordance with these guidelines and the terms of the funding deed
- report the matter to the NSW Police.

6.8 Complaint handling for applicants

Complaints concerning this funding initiative should be emailed to: solar.banksnsw@dcceew.nsw.gov.au. Complaints will be reviewed and responded to by the Department.

6.9 Amendments to the guidelines

The Department reserves the right to amend, supplement or replace these grant guidelines at any time in its absolute discretion. We will publish the current version of the grant guidelines on: energy.nsw.gov.au/solar-for-apartments

6.10 Glossary of terms

Term	Definition
Accredited Service Provider	A business that employs suitably qualified individuals to connect a home, business or other property to the electricity distribution network.
Annualised return on investment	This is the cost of solar photovoltaic system compared to the savings that it creates from not having to purchase energy from the grid each year.
Behind the meter	This refers to energy systems located on the customer side of the utility meter. The energy produced or stored in these systems is used for the building's own consumption and reduces the electricity used from the grid.
Class 2 building	Class 2 buildings are multi-unit residential buildings where people live above and below each other, or single storey attached dwellings with a common space below.
Common property	Common property is all the areas of the land and buildings not included in an individual lot. It is jointly owned by all owners, and the owners corporation is responsible for its management. The lot and common property will be defined on your individual strata plan.
Embedded Network	An embedded network is where electricity is supplied to a multi-tenanted building or site through a privately owned and managed electricity network. Electricity is typically on-sold to residents by a third-party retailer or exempt seller, or the site owner.
Exempt seller	A seller of electricity within an embedded network who is exempted by the Australian Energy Regulator from the requirement to hold a retailer authorisation.
Flat Tariff	A tariff where the consumer pays the same price for electricity, no matter what time of the day electricity is used.

Grid Connected Photovoltaic (GCPV) System	A solar energy system that's connected to the electric grid. GCPV systems generate electricity from the sun and feed excess power back into the grid.
Multi-unit dwelling	A dwelling that has 3 or more attached residential buildings that are part of a strata scheme.
New Energy Tech Consumer Code (NETCC)	A voluntary code of conduct designed to help protect Australian consumers buying 'new energy tech', such as solar power systems, battery storage and EV chargers.
Owners corporation (OC)	An Owners corporation (formerly body corporate) manages the common property of a residential property.
Small scale technology certificates	To encourage the use of renewable energy, the Australian Government provides incentives called small-scale technology certificates (STCs). When you install a rooftop solar system, your solar retailer or installer will normally apply for the STCs and sell them on your behalf.
Solar Accreditation Australia (SAA)	An accreditation body certifying adequate solar PV system design and installation.
Solar gateway and splitter system	A system that physically splits the energy from a single rooftop solar system and divides it between multiple dwellings.
Solar inverter	A device that converts direct current (DC) electricity, which is what a solar panel generates, to alternating current (AC) electricity, which the electrical grid uses.
Solar panel	A panel designed to absorb the sun's rays as a source of energy for generating electricity.
Solar photovoltaic (PV) system	A solar photovoltaic (PV) system is composed of one or more solar panels combined with an inverter and other electrical and mechanical hardware that use energy from the sun to generate electricity.
Sustainability infrastructure resolution	A change to common property that relates to sustainability infrastructure, agreed to by a simple majority vote in favour of the change.
Third party power purchase agreement	An agreement that enables commercial and industrial entities to directly buy electricity from renewable energy sources without the need for owning the generation assets.