Preparing for the Emergency Backstop Mechanism in NSW

Industry Webinar

26 November 2025

NSW GOVERNMENT

Ausgrid

Endeavour Energy

Essential Energy

Acknowledgement of Country

We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past and present and commit to respecting the lands we walk on, and the communities we walk with across NSW.

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

NSW GOVERNMENT Ausgrid Endeavour Energy Essential Energy

Today's speakers

From the NSW Government

Suruchi Pathak
Manager – CER Innovation and Grid Integration
NSW DCCEEW

John de Bruyn
CER Portal Stakeholder Engagement Lead
NSW DCCEEW

From the NSW DNSPs

Adam Bradford
Connections Manager for Urban Development
Ausgrid

Hamish Wheatley
ASP Connections Manager
Essential Energy

Barton Hellyer
CER Innovation Manager
Endeavour Energy

Your facilitator

Sophie Travers
Partner
SEC Newgate

From Energy Networks Australia

Bryn Williams
Director
Energy Horizons

Today's agenda

1.	Welcome and introductions
2.	The need for an Emergency Backstop Mechanism and the NSW CER Installer Portal
3.	NSW implementation – a unique and coordinated approach
4.	How we're supporting industry – communications, training and operational support model
5.	Q&A
6.	Recap and close

Please submit questions as we go!

Thank you also to those who have already submitted questions.

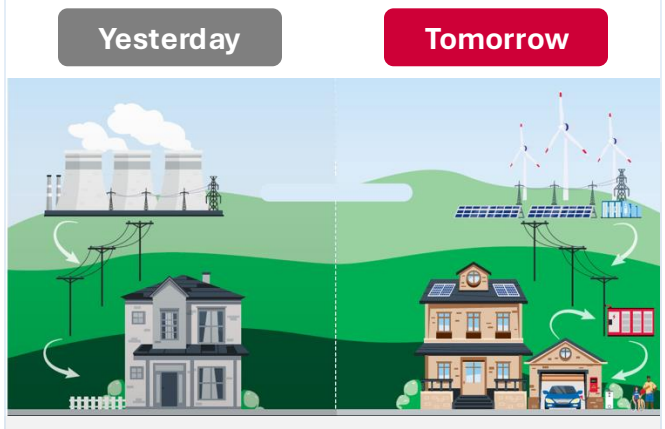
You can ask questions throughout the session using the Q&A feature on the top menu bar.

Australia’s power systems are rapidly transforming

- This requires important changes to support more solar while keeping the grid stable and reliable.
- The CER Installer Portal will make it easier for solar installers to comply with these new initiatives

THE EVOLVING GRID

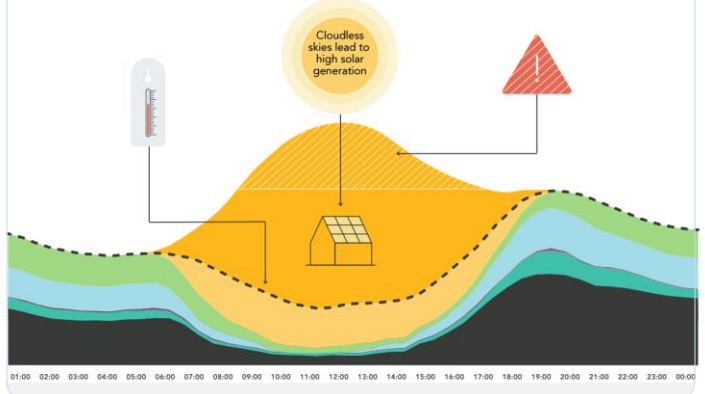
In the last 10 years, the design of the grid has become increasingly complex.



MINIMUM SYSTEM LOAD (MSL)

On mild, sunny days, especially weekends, solar exports can exceed demand – this can create a potential imbalance.

These situations, known as MSL events, increase risk of outages.



FLEXIBLE EXPORT LIMITS

For customers that opt-in, distribution businesses can dynamically adjust how much solar energy a household exports to the grid, based on real-time network capacity.

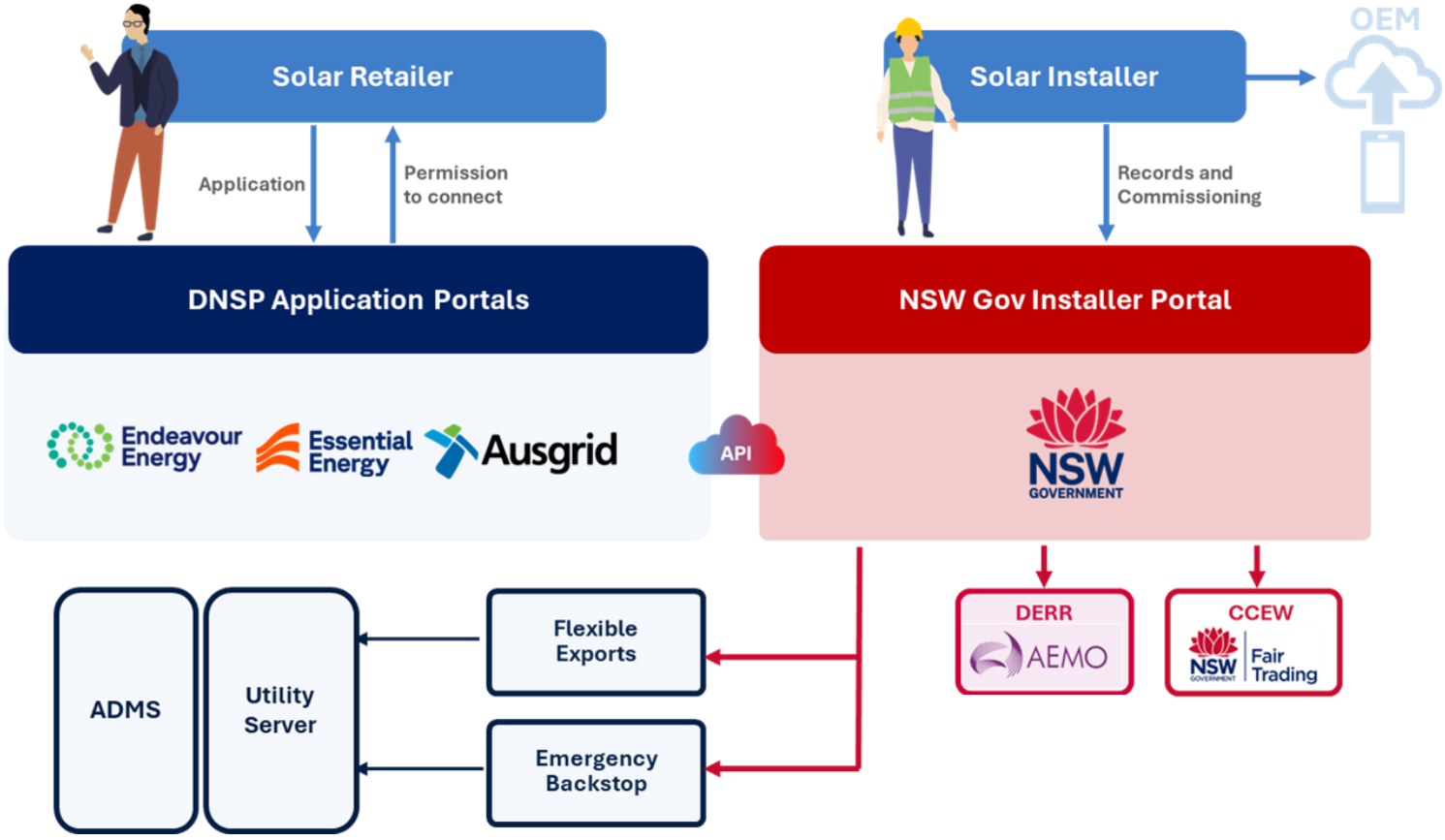
EMERGENCY BACKSTOP MECHANISM

In emergency grid conditions, if required by AEMO, distribution businesses must temporarily reduce rooftop solar exports or pause generation.

NSW CER Installer Portal – a unique solution for NSW

Supporting installers with compliance and registration of new solar technologies

- Single registration process across all three DNSPs
- Helps solar businesses meet regulatory requirements
- Automates reporting for CCEW and AEMO DERR
- Enables AEMO EBM and DNSP flexible export limits



How we're learning from past implementations

NSW / ACT is the last mainland NEM region to implement Backstop

- ✓ We have met with DNSPs from other states who have shared their experiences and lessons learnt with implementing the Emergency Backstop Mechanism
- ✓ NSW DNSPs and NSW Government are working together on an aligned approach
- ✓ Developing solar installer training
- ✓ Ongoing engagement with consumer groups
- ✓ Incorporating interstate learnings
- ✓ Developing customer communications and notification process
- ✓ Comprehensive utility server testing and internal training
- ✓ Working through internet connectivity challenges and solutions

How DNSPs are aligning

We’re delivering common processes and technical requirements for installers and OEMs

- ✓ Alignment across jurisdictions
- ✓ Alignment on CSIP-AUS v1.2 / Standards Australia TS5573:2025
- ✓ National testing and certification service
- ✓ Standardised commissioning process and capability test
- ✓ Commitment to national PKI (NEPKI)
- ✓ Consistent default settings
- ✓ Common onboarding process for OEMs and aggregators
- ✓ Aligned support model for installers
- ✓ Combined engagement and collaboration with industry

Key dates to help industry prepare for mid-2026 launch

NSW is taking a staged approach to the portal and backstop implementation

	Current State	Some Areas On	Everyone On	Steady State
Roll out	**Now – May 2026** Current installation processes apply	**Jun – Sep 2026** New processes introduced gradually by LGA or postcode	**Oct – Dec 2026** New processes apply to all new and upgrading applications	**Jan 2027 – onward** New processes apply to all new and upgrading installations
Key date	**1 January 2026** Sunset clause applies to all new and upgrading applications.	**30 June 2026** Distribution businesses begin to require new and upgrading applications to be EBM enabled.	**1 October 2026** All new and upgrading applications must be EBM enabled. Legacy installations still permitted.	**1 January 2027** Legacy and postcode exemptions lapse if not already commissioned. Re-application may be needed.
Support	**Building awareness** • Fact sheets & FAQs • Updated website • Training	**User training and support adoption** • Customer scripts • Checklists • Guidelines • Printable, on-site materials • Real-time & live human support		**Ongoing compliance** • Systems evaluation • Ongoing improvement

Complete the training and stay ahead of the curve

Be prepared. Be compliant. Be the expert your customers need

Why do the training?

- ✓ Learn how the Emergency Backstop Mechanism works and why it matters
- ✓ Understand flexible export limits and how they benefit your customers
- ✓ Learn about the new CER Installer Portal, streamlining compliance and registrations
- ✓ Ensure you're ready for new standards and requirements
- ✓ Earn 20 CPD points (course accredited)

Who should do the training?

- Solar retailers and solar installers working in NSW

Course format:

- Free, self-paced online module (approx. 45 minutes)
- Available via the Clean Energy Council's LearnLAB

NSW Emergency Backstop Mechanism and the NSW CER...

FREE

EN | 45m 00s ★ 5.0

Where to from here?

How we'll continue to support you so you're ready to go on day one

Existing resources

Webpages & FAQs

- CER Installer Portal
- EBM

Customer fact sheets

- Ausgrid
- Endeavour Energy
- Essential Energy

Ongoing engagement including additional webinars and via industry associations

Planned resources

- **Portal user training**
- **Trouble shooting guidelines**
- **Customer scripts and Frequently Asked Questions**
- **Commissioning checklists**
- **Awareness videos**

Coming in 2026!

Q&A

Stakeholder questions

Thank you also to those who submitted questions and comments ahead of today's session! Your questions helped us shape the information presented today. We have provided some answers to common questions below.

Theme	Question	Response
Process	How will the ramp up and testing phase ensure mutual readiness is established?	All three DNSP's are proposing to launch their CSIP-AUS requirements at the same time through a coordinated staged approach, that will gradually increase the number of connection applications that will be required to comply with the requirements
Process	How does the Backstop interact with existing programs such as Flexible Exports?	They are different things that use the same technology. DNSPs use flexible exports to manage normal variations in network capacity at a local area. The Backstop is an emergency measure activated by AEMO in rare and extreme circumstances where the whole state system is at risk. It will take precedence.
Technology	If AC-coupled batteries are added to an existing system how will the site be impacted?	The changes will be for new or upgraded solar photovoltaic systems. Adding an AC-coupled battery won't require the emergency backstop mechanism.
Technology	Will there be development or testing environments in addition to the live version (for training and/or internal development)?	Testing environments will be established a part of the build of the Portal. These will be tested by dedicated staff in the first instance. We are considering how we may make a test environment available for the industry to access, so you can try the Portal prior to the go live date.
Technology	Will a compatible list of the inverters be made available or does the Backstop work with every inverter model listed at CEC?	DNSPs aim to use a live feed from the CEC Inverter listing to populate the options within their respective Connection Application Portals.
Technology	What cyber security requirements are you placing on Original Equipment Manufacturers (OEMs) / CSIP-AUS client organisations?	OEMs will have a defined set of cyber requirements. We have been co-developing these with our OEM Working Group, building on the requirements already in place in South Australia.
Internet connectivity	Should Backstop be implemented via customer's internet? Could smart meters be used?	The customer's inverter needs to be connected to the Internet, not only to allow OEMs to perform updates but to also allow connection to DNSPs' servers.
Commissioning	Are there specific requirements for Inverter Power Sharing Device (IPSD) installations?	Further information will be required from IPSD manufacturers on what configurations are available to use during the commissioning process. In the first instance we will require the inverter to export 0.5kW in order successfully complete the test.
Legacy sites	How will the compliance of existing systems be treated when installing new systems alongside them?	Whilst new or altered inverters on a site will need to meet the new requirement, pre backstop existing inverter system, which have not been modified, will not need to be upgraded to the CSIP-AUS backstop requirements. Existing inverters that are not required to be Backstop-enabled will likely need to be turned off during the capability testing process of the new inverter/s.

Be ready for the changes in mid-2026

Get the knowledge and skills now to:

- Help your customers maximise their solar investment
- Ensure smooth, compliant installations
- Minimise disruption to your business and your customers

Complete the training today (and earn 20 CPD points!) via the Clean Energy Council's LearnLAB

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Thank you