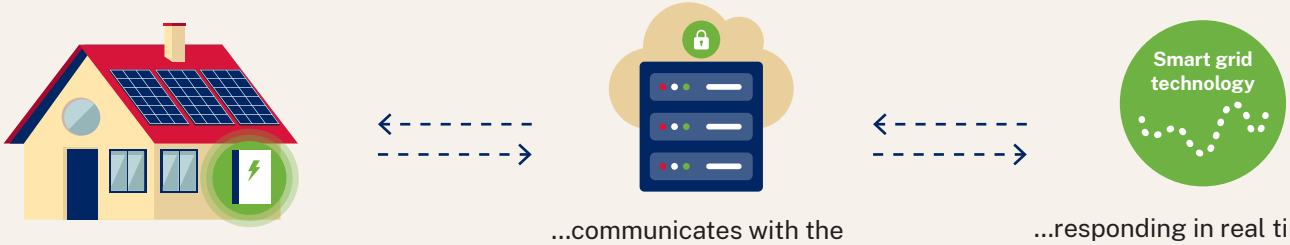
Keeping your rooftop solar connected

It is important to keep your solar system connected to the internet

Your new solar system uses an inverter that communicates with the electricity network through the internet.

Keeping your inverter connected to the internet is important to ensure your system continues to work as expected, responds to network signals that help the grid operate safely, and maintains access to higher flexible export limits if you have selected them.



Your solar system's smart inverter...

...communicates with the local grid via the internet, via secure servers...

...responding in real time to an emergency backstop when needed to stabilise the grid.

Connecting when your solar system is installed

When your solar system is installed, your installer will connect the solar inverter to the internet connection at your home or business. This may be done using Wi-Fi, a plug-in Wi-Fi device, or a wired ethernet connection (cable).

If the internet connection is weak where the inverter is located, your installer can talk to you about ways to improve it. A temporary connection may be used to complete the initial setup, but a reliable, ongoing internet connection at the property is still needed so the inverter stays connected after installation.

If there is no internet connection at the property, your solar system can still be installed. However, your solar exports will automatically be limited to 1.5 kilowatts (kW). This does not affect how much solar you can use in your home or business. If an internet connection later becomes available, you can talk to your distribution network about moving to a higher flexible export limit.

Before they leave, ask your installer to confirm the connection is working, tell you what details to keep in case you need help later, and help you set up your inverter manufacturer's solar app, so you can remotely check your solar system's connection and performance.

Keeping your inverter connected to the internet

- Ask your installer about the most reliable connection option at your property (e.g. stable Wi-Fi or wired connection) at installation time.
- Keep your internet modem and router powered on at all times.
- If you change internet provider, modem, Wi-Fi name or password, check whether your inverter also needs to be reconnected.
- Make sure your internet at your new home or business is set up before or soon after moving in.
- Keep a record of your solar retailer, installer, inverter manufacturer and solar app details.

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What happens if your inverter loses internet connection

If your inverter loses internet connection, you may notice that your solar app stops updating or working properly. If the connection is lost for an extended period, your solar exports will automatically be limited to 1.5 kilowatts (kW) as a protective measure to keep the electricity network secure. Your system will still generate solar power for use in your home or business, but exports to the grid will be reduced, which may reduce what you earn in feed-in tariffs from your electricity retailer. Once your inverter is reconnected to the internet, your system can return to normal export operation.

Internet connection issues can occur for everyday reasons, including:

- your modem and/or router is switched off or unplugged
- you changed internet providers or modem equipment
- you changed Wi-Fi names or passwords
- power outages that affect internet devices
- you moved into a new property before internet is connected.

If you think your solar inverter has lost its internet connection:

1. Check that the internet at your property is working, your modem and router are both switched on and any cables are properly plugged in.
2. Check whether your inverter is still connected by opening your manufacturer's solar app, if you have one.
3. If your inverter is disconnected, reconnect it to the internet at your property as soon as possible by following the instructions from your inverter manufacturer. These may be in your solar app, the documents provided at installation or on the manufacturer's website.

If you still cannot reconnect your inverter:

Try searching online for instructions on how to reconnect it. You may need your inverter brand and model number, which is usually shown in your solar app, on the inverter label or in the documents provided when your system was installed.

Search online for: *"[your inverter brand and model number] Wi-Fi internet connection setup"*.

Do **not** open your inverter or attempt electrical work. If you are still unsure, arrange help from a suitably qualified tradesperson.

For more information

For more information about why your rooftop solar system needs an internet connection and how to keep it connected, **scan the QR code or visit** energy.nsw.gov.au/reconnect

Help in your language

Language translation and support options are available by phoning the Translating and Interpreting Service (TIS) on **13 14 50**.

Find out more about the Emergency Backstop Mechanism, flexible export limits and other changes being introduced by the NSW Government and your distribution network to support more rooftop solar across NSW and keep the grid stable and reliable for everyone.

NSW Government
energy.nsw.gov.au/backstop
13 77 88

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