



### **Not seeing a solar feed in tariff amount on your bill?**

Contact your retailer to make sure they have actioned your meter reconfiguration.

Your solar installer will have sent them the required paperwork for this to happen at the completion of your installation. Your retailer then needs to contact you in order to reconfigure your meter to ensure that your solar system is connected to the grid and that you get paid for any solar you export at the agreed export rate.

Note: If you are using all the solar you generate, you won't see a solar feed in tariff credit on your bill.

Make sure if you change retailer you let your new retailer know that you have a grid connected solar system, to ensure you are being paid for the solar you export.

Your solar panels save you the most money when you can use the electricity you produce, at the time of generation, to power the electric appliances in your home.

### **My solar system isn't working, what do I do?**

If your solar system isn't working these are the most common problems to check.

1. Check if your inverter is working.

If it is working you should see numbers changing on the digital display panel. Typically, your display panel will show you your:

- Current production right now (kWh)
- Total production for the day (kWh)
- Total production over the lifetime of the inverter (kWh)

If the inverter isn't working you could check that the DC isolator hasn't tripped and that it is turned on. For newer systems the DC isolator is usually on the left of your inverter and accessible from ground level, so easier to check. For older systems, especially those pre 2022 DC isolators will most likely be on your roof next to your solar panels, so may not be accessible.

2. Check that your switchboard solar switch hasn't tripped. It should be in the 'on' position, so flick it to on, if it is currently off.
3. Check that the AC isolator isn't turned off. Check that all (for some systems there is just one and for others there are more) AC isolators are flicked up or turned on.
4. Check your most recent electricity bill to compare how your export rate and \$ export credit compares to the same time last year. You want to compare the current month with the same month last year. Checking this is only useful if you haven't added any new electric appliances, or changed the way you use electricity in your home.

If all these things look to be turned on or working, but you still feel sure your solar system isn't working contact your solar installer.